

Minutes – June 6, 2013

Vermont State Rehabilitation Council (VT SRC)

Vermont State Rehabilitation Council (VT SRC)		
Thursday, June 6, 2013	12:30 PM – 3:30 PM	Northeastern Vermont Regional Hospital – NVRH 1315 Hospital Drive , Room 127 St. Johnsbury, VT 05819
Meeting called by	Sam Liss, Chair at 12:40pm	
Members Present	Patti Shane, Diane Dalmasse, William Pendlebury, Anthony Williams, Allen Evans, Sarah Launderville, Ellie Marshall, Whitney Nichols and Adam Leonard	
Members Absent	John Alexander, John Spinney, Jennifer Whitmore (approved leave), April Tuck, Kerry White, Michele Hubert and Devereaux Simon	
SRC Liaison	Not present (vacation)	
SRC Coordinator	Rebekah M. Stephens	
Interpreters	Barb Walker and Lynette Reep	
Speakers/Presenters	Hugh Bradshaw, VR Employment Services Manager	
Guests	Beth Kaldor, VR Counselor St. Johnsbury, Stephanie Jackson, VR Supervisor St. Johnsbury, Melissa Conley, VR Counselor St. Johnsbury, Ellen Vaut (future SRC member)	
Facilitator	n/a	
1. Today's Agenda		
2 minutes	Sam Liss	
Discussion	Sam suggested removing Order of Selection from today's agenda, as there are no new category 3 individuals since April 2013 Council meeting. SRC members agree.	
Conclusions	Order of Selection Discussion agenda item #5 removed from today's agenda.	
2. Approval of Minutes – April 4, 2013 Council Meeting		
1 minute	Sam Liss	
Discussion	Ellie Marshall made motion to approve. Sarah Launderville 2 nd . No discussion.	
Conclusions	Approved.	
Action Items		Person Responsible
Upload approved minutes to website www.VTSRC.org		Rebekah Stephens
		6/14/2013
3. Consent Agenda		
2 minutes	Sam Liss	
Discussion	Sarah Launderville made motion to accept. Allen Evans 2 nd . No discussion.	
Conclusions	Accepted unanimously.	
Action Items		Person Responsible
Upload Coordinator's Report to website www.VTSRC.org		Rebekah Stephens
		6/21/2013
4. CWS Team and Employer Full Survey Results – Overview		
1 hour 25 minutes	Hugh Bradshaw, VR Employment Services Manager	
Discussion	Market Decisions, a 3 rd party contractor, conducted this survey of CWS (Creative Workforce Solutions) team members and employers at the request of VR. The employer survey “was designed to gather data on activities that employers have been involved in, satisfaction levels, communication with CWS, and to collect information related to improving the services offered by CWS...” A total of 231 Employers participated by phone in the survey. The team member survey “was designed to gather data on satisfaction levels, perceived benefits to their candidates and other information related to their participation on their respective CWS Employment Teams. A total of 156 team members participated by phone in the survey. A response rate of 81%. Excellent. Hugh's presentation provided a detailed overview of the survey and its results. Overall, employers and team members are satisfied with the CWS Program and the encouraging results for consumers in the program. In an effort to improve services and ongoing productive relationships with employers, Business Account Managers (BAMs) are being	

Minutes – June 6, 2013

Vermont State Rehabilitation Council (VT SRC)

encouraged to bring another team member with them so that all team members get a chance to speak with employers about their programs. Group tours of employers have begun to take place within the program. The whole CWS team will go out and tour an employer. CWS is hosting specific vocational training based on the local area's employment needs – ie: culinary arts and Home Depot customer service. Progressive employment has been really helpful in getting individuals linked into a company without a huge risk to an employer. Employers love progressive employment as a way of getting to know potential employees. The CWS Employer survey showed a 74% positive response rate to the use of “work experiences” by employers when considering a CWS consumer for employment. A “work experience” allows a CWS consumer to work for an employer from 4 weeks up to 8 weeks for 20 hours per week or less. The consumer does not get paid by the employer, but receives a stipend from the CWS program to offset gas costs or other related business expenses. The “work experience” is a win –win situation for both the consumer and the employer. The consumer gets the job training and experience and the employer gets to try out the potential employee without financial risk. One obstacle within the program is the “silo” mentality of the different agencies within the CWS program. Because of this individualization within the program, on-the-job supports for consumers vary greatly from agency to agency. Services offered to each consumer and employer can differ greatly depending on which CWS agency makes the placement. VR CWS staff have become the intermediary between the employers and the job service agencies within the CWS Program. 80% of VT businesses with 25 or less employee do not have a human resources department. The CWS program has, in essence, become their HR Department. This is a great accomplishment. Adam Leonard wanted to know “how do BAMS let employers know about individuals (CWS consumers) who are available for hire in the local areas. Hugh responded that sharing of information is still not completed worked out. However, the CWS program is working diligently on coordinating their efforts in this area. William Pendlebury shared that he is very impressed with the outcomes of the survey.		
Conclusions	Hugh's entire presentation and the CWS Employer and Team member survey summaries can be found on the SRC website, www.VTSRC.org . Wonderful presentation. Thank you, Hugh, for doing such a great job of sharing the information in a clear and interesting manner.	
Action Items	Person Responsible	Deadline
Secure full survey from Hugh Bradshaw	Rebekah Stephens	6/14/2013
Upload full survey to website www.VTSRC.org	Rebekah Stephens	6/14/2013
Email full survey to SRC members	Rebekah Stephens	6/14/2013
Secure electronic copy of power point presentation from Hugh Bradshaw and upload to website www.VTSRC.org	Rebekah Stephens	6/14/2013
5. Order of Selection		
10 minutes	Diane Dalmasse	
Discussion	No category 3 individuals since April 2013 Council meeting.	
Conclusions	Council members agreed unanimously to remove from agenda.	
Action Items	Person Responsible	Deadline
None	n/a	n/a
6. Director's Report (To include SWOT Memo Update)		
20 minutes	Diane Dalmasse	
Discussion	For the first time in 22 years our successful employment outcomes are down, as well as, all of our productivity indicators this year. VR has significant counselor vacancies and many new counselors whom require training before coming up to full speed. New consumer applicants are also down this year. VR has launched an outreach campaign in the medical community to identify new applicants. VR is taking a deeper dive into this decline. VR is operating within budget. VR is optimistic about re-allotment funding but it is still up in the air. Baldrige survey had 100% office participation. Wonderful!	

Minutes – June 6, 2013

Vermont State Rehabilitation Council (VT SRC)

Diane suggested that Laurie Emerson present final results of Baldrige survey for the Full SRC. VR is beginning the bid process for the upcoming training program on “Motivational Interviewing.” Diane offered to have someone come and do a motivational interviewing training session for SRC members. David Sagi is now an ADA (American Disability Act) program manager for VR.		
Conclusions	Thank you, Diane, for your comprehensive report. The full Director’s report can be found on the SRC website www.VTSRC.org .	
Action Items	Person Responsible	Deadline
Follow up with Diane Dalmasse on “Motivational Interviewing” training for SRC members	Rebekah Stephens	10/18/2013
7. 1:2-SSDI/BOND Program Presentation		
45 minutes	Sam Liss	
Discussion	The cash cliff is a major work disincentive. A person loses benefits very quickly once they start working. A gradual offset of benefits would allow a person to ease back into the work force without the fear of suddenly losing all income. This program will encourage individuals with disabilities to get back into the employment world.	
Conclusions	Excellent presentation, Sam! Very informative. You can find this presentation on the SRC website www.VTSRC.org .	
Action Items	Person Responsible	Deadline
Upload presentation to website www.VTSRC.org	Rebekah Stephens	6/21/2013
8. Other Business – Attendance by SRC members at New Counselor Training Feedback Discussion & Discussion on “Resolution in Honor of DVR Counselors”		
15 minutes	-----	
Discussion	Attendance at New (Hire) Counselor Training was discussed, in depth, during the Performance Review meeting this morning (see minutes from the PR meeting). Ellie Marshall gave a brief overview of the strengths and weaknesses of the New Hire (Counselor) Training identified during the PR meeting. The strengths included: small group setting set over a 6 day time period, balancing of book learning and practical use knowledge and Alicia Wein is doing an excellent job running the program. The weaknesses included: scheduling of training for new employees - get them into training sooner and available training for veteran staff members. Suggestions made for training program included: continue “boots on the ground” – practical knowledge teaching, a mentoring system as a bridging system between veteran staff and new hires, a multi-track training for all levels of staff knowledge, make ethic training more interesting and include a training a how to use social media in current VR environment. Diane Dalmasse requested a summary of these points from Ellie Marshall. Council members discussed the Resolution in Honor of DVR Counselors. Sam Liss read the resolution to SRC members. Sarah Launderville moved to accept the Resolution. Ellie Marshall 2 nd .	
Conclusions	Members voted unanimously to approve Resolution. Resolution approved. Ellie Marshall will email Diane Dalmasse a summary of points from training discussion.	
Action Items	Person Responsible	Deadline
Email approved Resolution to Diane Dalmasse	Rebekah Stephens	6/7/2013
Email summary of points from training discussion to Diane Dalmasse	Ellie Marshall	6/10/2013
9. Adjournment		
-----	-----	
Discussion	None.	
Conclusions	Adjourned at 3:30pm.	

Minutes – June 6, 2013

Vermont State Rehabilitation Council (VT SRC)

Action Items	Person Responsible	Deadline
Draft minutes respectfully submitted for approval	Rebekah Stephens	7/4/2013
Draft minutes emailed to all Committee members	Rebekah Stephens	7/4/2013
Minutes approved	Full SRC	10/3/2013
Approved minutes uploaded to website www.VTSRC.org	Rebekah Stephens	10/11/2013