

Director's Report 2/1/18

Careers Initiative: In my last report I shared our timeframe for the roll out of this initiative to all staff. I wanted to share the 12 vision statements that I put together for this initiative.

1. Allocation of resources reflects our qualitative measures.
2. Every step of the rehab process messages and supports our commitment to careers.
3. A new dashboard will be created that reflects the Common Performance Measures – using “leading” measures.
4. Customers will have a short term and long term vocational goal. Our policies on closing and opening cases supports serving our customers more than once on their journey. A system to reach out to closed cases will be in place.
5. Counselors are trained to provide career counseling. All VR staff are trained to support career goals.
6. All staff are trained to do vocational assessments and use assessments as a career planning tool. Counselors will be able to speak to customers, based on assessments, about possible career paths.
7. MI coaches will facilitate coaching circles that support career counseling using MI strategies.
8. A continuum of Progressive Education (parallel to Progressive Employment) will be developed and implemented.
9. An education and training matrix will be done in each district, including a gap analysis.
10. All staff will be familiar with education and training providers in their community and what career pathways they offer as well as stackable credentials.
11. All VABIR staff will understand the career paths in the businesses they serve.
12. AWARE will support the Careers Initiative.

These have been well received by the management team and regional managers are sharing with staff in their offices. Our two-day management retreat had to be rescheduled for February 7 and 8. We are developing what I believe is a dynamic and productive agenda. During those two days we will create a project charter for each of these vision statements. I see the first three as overarching to the entire initiative. They are all inter-related. Each requires a body of work to make it happen. We will be identifying leads, teams, deliverables, and timeframes. I think we have “seeded” this initiative with all staff over the last two plus years. AWARE interfered with our launch as it took priority over everything. I think staff are excited to be moving from a quantitative approach (how many rehabs) to a more qualitative approach to serving people over time on their career pathway.

Vision, Mission and Values: The management team also reviewed our vision, mission and guiding principles and made draft changes to align it with our new performance measures and career focus.

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VocRehab Vermont

January 2018

MISSION:

The mission of VocRehab Vermont is to help Vermonters with disabilities prepare for, obtain, and maintain meaningful careers and to help employers recruit, train, retain and promote employees with disabilities.

Vision Statement

The customer will be the first priority for VocRehab Vermont staff and community partners.

All VocRehab Vermont customers will have the opportunity to support themselves and their families in a career pathway of their choice.

All VocRehab Vermont staff will be valued and empowered.

VocRehab Vermont will have the resources to meet the needs of all Vermonters with disabilities and employers who seek our services.

4 VR Guiding Themes

Organizational Effectiveness:

Continuous improvement in service delivery through data driven decision-making, constructive strategic planning, and development of new programs.

Ongoing Engagement: Quality programs that comprehensively meet the needs of employers while offering ongoing education, training and services for people with disabilities.

Valued and Empowered Employees: A skilled and dedicated staff who are offered opportunities for professional growth and a healthy and affirming work culture.

Collaborative Partnerships: Alliances with a wide variety of organizations to develop comprehensive career

Our Pledge/Guiding Principles

To treat all customers and employers with respect.

To listen to customer needs and provide timely services of high quality.

To be competent, creative and flexible in our approach to problem solving.

To be a trusted on-going resource to our dual customer – the employer and the person with a disability.

To advocate for full accessibility for people with disabilities to the career pathway of their choice.

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pathways for people with disabilities in Vermont.

To ensure a high degree of dual customer satisfaction.

AWARE: Staff have been working in AWARE for over four months. We are rebuilding our infrastructure and continue to make improvements to our AWARE home. Alice and her team of experts continue to adapt and improve the system as they gain greater insight into how AWARE behaves and how it supports our practice. We are assimilating staff feedback along with options/changes associated with new version updates.

AWARE SharePoint Site: We are developing a central SharePoint site for all AWARE information. This site will contain Training Materials, up to date Business Process, Tips & Tricks, and notices to staff. Our goal is mid-February/early-March launch.

Training Plan: Requests from the field have been for “small training bites”. We are developing a schedule of monthly, topical training webinars. District trainers meet monthly with the Help Desk to ensure feedback loop between field staff and the Help Desk.

Help Desk: The Help Desk meets weekly to review issues submitted by the field. The Help Desk determines which issues require formal training or business process guidance and is developing a process to share findings with District Trainers, Teams, Staff, and Managers. The SharePoint site will help us manage the exchange of information in real-time.

Survey: We are doing a survey monkey of all staff to get feedback on how they are doing and their support needs.

Jobs for Independence: There is very good news on sustaining JFI after the grant ends at the end of this calendar year. The Food and Nutritional Services staff from the Boston regional office met with the JFI team last week and strongly encouraged Vermont to apply to 100% federal SNAP Employment and Training funds that are available for distribution to states. The

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FNS staff in Boston are not the decision makers. Decisions are made at FNS in Washington DC. It is very promising news. An application will be developed and submitted in the near future.

Budget: Although still facing an MOE penalty in 2020, the budget is on track which is a great relief after our loss of reallocation funds.

Spring is coming and so is boating season.