

**Approved Agenda**  
**SRC Performance Review Committee**  
**THURSDAY, June 7, 2018**  
**10:00 AM – 12:00 PM**  
Waterbury Vocational Rehabilitation  
**Conference Room OAK**  
HC 2 South 280 State Drive, Waterbury, VT 05671

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|----------------------------|---|
| <b>10:00 AM – 10:02 AM</b> | <b>Introductions</b> (Chris Kane)   |
| <b>10:02 AM – 10:05 AM</b> | <b>Approval of Agenda</b> (Chris Kane)  |
| <b>10:05 AM – 10:07 AM</b> | <b>Open for Public Comment</b>  |
| <b>10:07 AM – 10:10 AM</b> | <b>Approval of Minutes – April 5, 2017<br/>Committee Meeting</b> (Chris Kane)   |
| <b>10:10 AM – 10:40 AM</b> | <b>Develop request for breakdown of data</b><br>(Group)   |
| <b>10:40 AM – 11:20 AM</b> | <b>Review Consumer Satisfaction Survey</b><br>(James Smith)   |
| <b>11:20 AM – 11:55 AM</b> | <b>Follow Up - ELL Accessibility of VR Services</b><br>(James Smith & Kathryn Housewright –<br>See April 5 Minutes for follow up items) |
| <b>11:55 AM - 12:00 PM</b> | <b>Other Business</b> (Chris Kane)  |
| <b>12:00 PM – 12:00 PM</b> | <b>Adjournment</b> (Chris Kane)   |

# Draft Minutes – April 5, 2018

## SRC Performance Review Committee

SRC Performance Review Committee		
Thursday, April 5, 2018	10:00 am – 12:00 pm	State Office Complex HC 2 South 280 State Drive, Waterbury, VT Conference Room OAK
Meeting called by	Chris Kane, Chair, at 10:04 a.m.	
Members Present	Chris, Kane, Sherrie Brunelle, Marlena Hughes, Brian Smith	
Members Absent	Nick Caputo, Robin Ingenthron, Rose Lucenti, Olivia Smith-Hammond,	
SRC Liaison	James Smith, VR Budget and Policy Manager (absent)	
SRC Coordinator	Debra Kobus	
Interpreters	n/a	
Speakers/ Presenters	Hugh Bradshaw, Suzanne Hopkins	
Facilitator	----	
Guests	Sam Liss	
<b>1. Introductions (Chris Kane, Chair)</b>		
Discussion	Those in attendance introduced themselves.	
Conclusions	Thanks everyone!	
Action Items	Person Responsible	Deadline
none	n/a	n/a
<b>2. Approval of Agenda (Chris Kane, Chair)</b>		
Discussion	Sherrie Brunelle moved to approve the agenda as proposed. Marlena Hughes 2nd. There was no discussion. All approved. <b>Vote unanimous 4-0</b>	
Conclusions	The motion passed to approve the agenda.	
Action Items	Person Responsible	Deadline
None	n/a	n/a
<b>3. Open for Public Comment (Chris Kane, Chair)</b>		

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Discussion	There was no one from the public present.		
Conclusions	None		
Action Items	Person Responsible	Deadline	
None	n/a	n/a	
<b>4. Approval of Minutes – February 1, 2018 (Chris Kane, Chair)</b>			
Discussion	Chris asked if there were any proposed changes to the minutes. There were none. Sherrie Brunelle moved to approve. Brian Smith 2 <sup>nd</sup> . No further discussion. All approved. <b>Vote unanimous 4-0.</b>		
Conclusions	The motion passed to approve the February 1, 2018 minutes unanimously.		
Action Items	Person Responsible	Deadline	
Upload approved minutes to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Debra Kobus	4/10/2018	
<b>5. Workplan for 2018 (Chris Kane, Chair)</b>			
Discussion	<p>Chris Kane handed out a draft of the proposed Workplan for the PR Committee for the remaining meetings in 2018.</p> <p>Sherrie inquired as to how the workplan was determined. Chris explained that he and James broke out what was needed to be done this year based upon the number of meetings left for the year. The group also discussed more fully the items that were listed in the Workplan (see attachment for Workplan). Note that time has been worked into the workplan to include items that may come up expectedly.</p> <p>Sherrie said information about accessibility about VR itself should be included in the work plan. Sam said that he is most interested in the accessibility discussion and would like to see a broad discussion about accessibility.</p> <p>Motion by Brian Smith to recommend approving the Workplan for 2018. Marlena Hughes 2<sup>nd</sup>. No further discussion. All approved. <b>Vote unanimous 4-0</b></p>		

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Action Items	Person Responsible	Deadline
None	n/a	n/a
<b>6. Overview of Proposed Leading Indicators</b> (Alice Porter and Hugh Bradshaw)		
<b>Discussion</b>	<p>Hugh Bradshaw handed out documents on VR’s proposed leading indicators. In 2013 the Workforce Innovation and Opportunity Act (WIOA) which replaced the Workforce Investment Act of 1998 (WIA) instituted Pre-Employment Transition Services (Pre-ETS). WIOA is now implementing the following common performance indicators:</p> <ul style="list-style-type: none"> <li>• Employment rate 2<sup>nd</sup> quarter after exit;</li> <li>• Employment rate 4<sup>th</sup> quarter after exit;</li> <li>• Median earnings 2<sup>nd</sup> quarter after exit;</li> <li>• Credential attainment (education and training);</li> <li>• Measurable skills gains;</li> <li>• Effectiveness in serving employers.</li> </ul> <p>Chris asked how the time periods were determined. Hugh said that the DOL made these determinations. Historically, measures were related to how many people got jobs. It was more of a production environment – measures were quantitative rather than qualitative. These new common performance indicators are moving us closer towards qualitative measures.</p> <ul style="list-style-type: none"> <li>• WIOA common performance measures are all lagging indicators.</li> <li>• Leading indicators=what activities/services we feel lead us to the new performance measures.</li> <li>• Develop a dashboard that includes both lead and lag indicators that staff are trained on how to interpret.</li> </ul> <p>Proposed leading indicators are:</p> <ul style="list-style-type: none"> <li>• Percentage of consumers in a plan status who participated in at least one assessment;</li> </ul>	

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- Percentage of consumers with an Individualized Plan for Employment (IPE) goal in a higher wage cluster as per Labor Market Information (LMI);
- Percentage of consumers in a plan status, currently enrolled in a post-secondary education or training program or progressive employment that would result in either a measurable skill gain or a credential, including credentials that are not allowable by RSA but would benefit the consumer.
- Percentage of cases with more than one team member
- Percentage of cases with evidence of regular contact with DVR or VABIR, 3 months, 6 months, and 9 months post closure.

One of the most powerful tools we have in VR is progressive employment as some employers are hesitant to hire people with disabilities. With progressive employment, employers can “try before you buy” which is a great way to demonstrate that an individual with a disability can perform well.

Next steps include:

- Charter group working on finalizing dashboard elements;
- Dashboard to be developed by Program Evaluation Unit;
- Launch of dashboard with concurrent training for staff;
- Regular monitoring of dashboard by Regional Managers;
- Adjust dashboard when/if needed.

Sherrie asked what kind of assessments VR will be using to make sure successful plans are developed (i.e. whether an individual has a skill in a particular area for example). Hugh said that Bill Sugarman chairs the group that looks at

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	<p>assessments, However, he is looking at the WOWI assessment plan (<a href="https://www.wowi.com/">https://www.wowi.com/</a> - a scientifically developed, objective assessment that incorporates 3 dimensions to uncover optimal career matches). This is one example of many where we are looking for assessments that are much more flexible.</p> <p>We are also considering reaching out to individuals that we have provided services in the past to see if they would like additional assistance to advance their careers. We are very excited about helping our clients develop their careers instead of just finding a job which is a big shift from where we were previously.</p>	
<b>Conclusions</b>	Thank you, Hugh!	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
None	n/a	n/a
<b>7. Discussion of ELL (English Language Learners) Accessibility of VR Services (Suzanne Hopkins)</b>		
<b>Discussion</b>	<p>Suzanne Hopkins introduced herself as an unofficial representative of LEP (Limited English Proficiency) program and that James Smith was the official VR rep.</p> <p>Sherrie thanked Suzanne for coming to discuss ELL/LEP. She said that ELL/LEP represents a piece of the accessibility question the SRC had. The SRC would like to also be provided information on the extent the VR website is meeting its accessibility requirements including providing accommodation in alternative languages and navigation. Other?</p> <p>Suzanne explained that Denise Lamoureux, Director of the State Refugee Office is the state-wide representative for LEP. Back in 2016, Suzanne attended a meeting on the subject and discovered that many of the departments were not yet in compliance with State policy on Limited English Proficiency requirements and were directed to get up to</p>	

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	<p>speed. Suzanne handed out the following documents for the committee to review:</p> <ul style="list-style-type: none"> <li>• State of Vermont (AHS) Limited English Proficiency Policy</li> <li>• LEP Department Responsibilities</li> <li>• Main Languages for Translation of Documents (Arabic, Burmese, French, Kirundi, Nepali, Somali, Spanish)</li> <li>• AHS Interpretation &amp; Translation Services available</li> </ul> <p>Suzanne explained that many departments put something on their website in various languages that informs people where they should direct their requests to obtain additional information on obtaining accommodations. VR currently does not have any tracking mechanism in place to find out how many people have requested such information.</p> <p>Sam was interested in finding out what percentage of the budget is dedicated to limited English proficiency translation services. Suzanne does not believe there is a line item specific to these services but will follow up.</p> <p>Suzanne stated that there is a lot more work to do and would appreciate feedback from this committee. Sherrie suggested that the AHS LEP Committee reconvene to discuss what is working and to determine what needs to be improved. Suzanne said that now with Aware we can track some of this information.</p>		
<b>Conclusions</b>	See action items below.		
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>• Information on the accessibility and readability of VR documents, forms, website content for folks with disabilities, particularly intellectual/cognitive disabilities.</li> </ul>	Suzanne Hopkins and James Smith	Open	

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<ul style="list-style-type: none"> <li>• Demand for and use of the 10 forms/docs VR has translated for staff, to include what districts/areas of the state.</li> <li>• % of VR Budget designated for interpretative services. (telephonic, in-person, and translation)</li> <li>• How much VR spends annually on interpretative services? (telephonic, in-person, and translation)</li> <li>• Report out on what data is currently being collected in Aware.</li> <li>• Use data collected at the next AHS LEP Committee meeting to discuss what is working and what needs to be improved and report back.</li> </ul>		
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### 8. Introduction of Consumer Satisfaction Survey (Chris Kane, Chair)

<p><b>Discussion</b></p>	<p>Chris Kane explained that there are some items on the survey that are consistent from year to year but if there are items that we would like to add to the survey, this should be done now. Sherrie requested that questions about pre-employment transition (PreETS) and young adult services (per WIOA) are also in the survey and that those that are receiving these services are provided an opportunity to respond to the questions.</p> <p>We request that the survey include data on:</p> <ul style="list-style-type: none"> <li>• PreETS services and those receiving school-based VR counseling services;</li> <li>• Linking Learning to Careers.</li> </ul> <p>The committee would also like an update as to when data may be available.</p> <p>Marlena had a question about individuals that are incarcerated and are 24 years old or under and if they would</p>
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	be eligible to participate in the Linking Learning to Careers grant. Hugh Bradshaw said there currently is not a transition counselor located at the Community High School. Hugh suggested that Marlana follow up with Rich Tulikangas who oversees the Linking Learning to Careers Program regarding her question.		
<b>Conclusions</b>	See Action Items below.		
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>	
Add questions related to the following to the survey if not already included: <ul style="list-style-type: none"> <li>• PreETS services and those receiving school-based VR counseling services;</li> <li>• Linking Learning to Careers.</li> </ul> Provide an update as to when data may be available.	James Smith	Open	
<b>9. Other Business (Chris Kane, Chair)</b>			
<b>Discussion</b>	None		
<b>Conclusions</b>	n/a		
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>	
None	n/a	n/a	
<b>10. Adjournment (Chris Kane, Chair)</b>			
<b>Discussion</b>	Chris asked if there was a motion to adjourn. Sherrie Brunelle moved to adjourn. Marlana Hughes 2 <sup>nd</sup> . No further discussion. All approved. <b>Vote unanimous 4-0.</b>		
<b>Conclusions</b>	Meeting adjourned at 12N		
<b>Actions Items</b>	<b>Person Responsible</b>	<b>Deadline</b>	
Draft minutes uploaded to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Debra Kobus	4/10/2018	
Draft minutes emailed to all Committee members	Debra Kobus	4/10/2018	
Minutes Approved	Committee Members	6/7/2018	

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Parking Lot		
<ul style="list-style-type: none"> <li>• #'s breakdown by disability</li> <li>• More nuance data needed of the broader categories within cognitive disabilities</li> <li>• Look at the psychiatric disability referrals made to CAP by VR and discuss the implications of those numbers and how we can improve outcomes for these individuals. (Sherrie explained what CAP is – The Client Assistance Program is a federally mandated program through WIOA to support consumers that are needing support and in helping individuals to access services that they might qualify for. Clients not agreeing with decisions made by VR would come to CAP and we would look at the situation and explain the reasoning behind the denial or advocate on behalf of the consumer.)</li> <li>• Folks on SSI and SSDI – sub analysis</li> <li>• Looking at Pre-ETS VR students with a state by state comparison (even if not completely comparable)</li> <li>• More data about Tech Centers, certifications, and people achieving outcomes</li> </ul>	<p><b>Further Group Discussion generated from Needs Assessment Review</b></p>	<p><b>From 12/7/2017 Minutes</b></p>