

Draft Retreat Report - October 4, 2018

Vermont State Rehabilitation Council (VT SRC) 11th Annual Retreat

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Thursday, October 4, 2018	9:30 AM - 3:30 PM	Seyon Lodge State Park 2967 Seyon Pond Road Groton, VT 05046
Retreat called to order by	Sarah Launderville, Chair at 9:30 am	
Members Present (13)	Max Barrows, Jessica Brennan, Sherrie Brunelle, Nick Caputo, Diane Dalmasse, Marlana Hughes, Chris Kane, Cari Kelley, Sarah Launderville (<i>had to depart early</i>), Rose Lucenti, Sam Liss, Calla Papademas, Brian Smith (<i>arrived late morning and took over as Chair</i>)	
Members Absent (6)	Courtney Blasius, Martha Frank, Robin Ingenthron, Michelle Paya, Olivia Smith-Hammond, Deb Tucker	
SRC Liaison	James Smith, DVR Budget and Policy Manager	
SRC Coordinator	Debra Kobus	
Interpreters	n/a	
Speakers/Pre senters (9)	VR Staff: Mark Ciociola, Hib Doe, Shaun Donahue, Nancy Dwyer. Amanda Kohle, Laura Lawson, Cindy Seguin, Bill Sugarman, Rich Tulikangas (and James Smith)	
Guests (4)	Maria Burt, Jim Gallagher, Bill Meirs, Lee Reilly	
1. Welcome & Introductions (Sarah Launderville)		
Discussion	Everyone went around the table and introduced themselves followed by the ice breaker detailed below.	
Conclusions	Thanks everyone!	
Action Items	Person Responsible	Deadline
None	n/a	n/a
2. ICE BREAKER (Sarah Launderville)		
Discussion	As everyone went around the table and introduced themselves, they told everyone what their first job was and what they enjoyed most about it.	
Conclusions		
Action Items	Person Responsible	Deadline

None	n/a	n/a
3. Annual Reports on 2018 Accomplishments, Goals, Opportunities and Challenges		
Discussion	<p>Advocacy, Outreach and Education – Sam Liss</p> <p>Summary: Sam presented his report and went through it with the those in attendance. Sam inquired about the status of an updated VR Orientation packet that was mentioned in the report and Diane said that it is being updated now and will be presented to all staff in December.</p> <p>Sarah said that she wanted to make sure it was in the minutes that the National Council for Independent Living recognized Sam this past year for his extraordinary service. <i>Congratulations Sam!</i></p> <p>Full Report: The newly re-established and re-invigorated AOE Committee has been off to a productive start, re-convening with the January 2018 meeting. At this time, the Committee has many members - all of whom seemingly eager to learn and to actively participate as the Committee moves forward with its many and diverse initiatives. In this spirit, the idea of an updated VR Orientation packet was suggested and relayed to James Smith.</p> <p>Sam Liss was elected Committee Chair and Sarah Launderville and Sam presented on the background and charge/purview of the Committee and suggestions for procedures/best practices for constructive work (such as clear and realistic focus). It was explained that the SRC is a nonvoting (affiliated) member of Vermont Coalition of Disability Rights (VCDR). Marlena Hughes volunteered to be one of the two allowable SRC liaisons to the VCDR. Indeed, an attempt was also made to extend the VCDR listserv to SRC/AOE Committee members.</p> <p>It was clarified that the AOE Committee can work closely with Creative Workforce Solutions (CWS) - the Inter-agency</p>	

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partnership (Business Account Managers (BAM's) being the liaisons between consumers and employers), Chambers of Commerce, as well as sister Federal Councils (such as the Statewide Independent Living Council (SILC), to achieve its objectives.

The annual 2018 Statehouse card room event - at which the SRC exhibits, networks and educates - was discussed and planned. The March event was well-received - with significant attendance by SRC members and VR staff, as well as sincerely interested legislators. The theme was Career Pathways for People with Disabilities (PWD) with emphasis upon youth (as within the Linking Learning to Careers (LLC) grant project). It was agreed that the 2018 event was an improvement over years past, though constructive suggestions were made to improve further in future years. The date for 2019 has already been chosen.

A key initiative was collaborating with the Youth Core Transition Teams around the State, with emphasis upon the annual collaborative event in October. Tara Howe, youth transition program director, was invited and presented before two Committee meetings. It was agreed that AOE Committee members would actively invite legislators to attend local core transition team meetings, as well as the annual event. In fact, a discrete table for AOE members, to enhance SRC presence, was highlighted. An Advisory Board workshop (with emphasis upon youth) was proposed for 2018 but has been postponed for a future event.

Diane has kept the Committee informed of progress toward establishment of a Youth Advisory Board. At present, it is taking shape with ideas as to its charge and direction.

A key component of the AOE Committee's purview is keeping abreast of pertinent legislation - both State and Federal. In that vein, constructive ideas as to best presentation formats have been discussed and executed. It was agreed that Committee members keep well informed

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and, for example, be able to testify/advocate on topics, if necessary and appropriate. (Note: State staff cannot generally advocate before the legislature.) Disability Awareness Day (DAD), the annual event sponsored by VCDR and Vermont Center for Independent Living (VCIL), was highlighted as a venue for such testimony. The role of the Governor's Committee on Employment for People with Disabilities (GCEPD) at the event was discussed.

Such State legislative issues relating to employment of PWD discussed included the restoration of funding for the general-funded Attendant Services Program (ASP) and for Developmental Disability (DD) services (as well as other budgetary topics). The inclusion of PWD, thanks to Chairmen Bill Botzow and Ann Pugh, as a targeted population (i.e. eligible for educational and training opportunities) within the most recent workforce development bill, was also mentioned.

Federally, the Committee was informed about such legislative initiatives as eliminating employment disincentives for PWD at/above retirement age, enhancing protections for Social Security beneficiaries with representative payees, increases in IL funding, enhancements to the Federal tax credit for hiring people with disabilities (and seniors), as well as promising new online tools for managing benefits vis-à-vis employment and strengthening of access to VR information for those denied disability benefits.

The AOE Committee took the lead in requesting that the SRC co-sponsor a ceremonial event in Bennington upon Chairman Botzow's retirement as well as one to announce the introduction in Congress by Congressman Welch of the retirement age work incentive initiatives.

Finally, the "Perky Planet Café," debuting in Burlington, with emphasis upon hiring PWD, was discussed with all its implications. Pro and cons were considered; however, it was agreed that the discussion was simply informational at

this time and more information was needed for Committee direction.

The Committee looks forward to FFY 2019 that incorporates strides made in FFY 2018 and that builds upon those strides.

Performance Review Committee – Chris Kane

Summary:

Chris presented his report and went through it with those in attendance. Chris has been Chair of the Performance Review Committee since December 2017 and will not be continuing as Chair going forward. *Thank you, Chris, for your service as Chair this past year!*

Note:

If anyone is interested in the role as Chair of the Performance Review Committee, please let James and/or Debra know. A vote will occur at the PR Committee's December 6, 2018 meeting.

Also, per the SRC Bylaws, a vote for Chair and Co-Chair for the upcoming new year will be performed at December 6th Full SRC Meeting. **Those interested (current incumbents included!) who want to be considered for Chair or Co-Chair, should reach out to Debra to get your name on the ballot!**

Full Report:

The Vermont State Rehabilitation Council's Performance Review (PR) Committee is responsible for reviewing, analyzing and advising the Vermont Division of Vocational Rehabilitation (DVR) on its performance in fulfilling its mission and responsibilities. To that end, the PR Committee lent its efforts this year to reviewing a broad range of topics effecting DVR's effectiveness, including:

- the Consumer Satisfaction Survey,
- DVR's 2018-19 State Plan,
- systems of accessibility and translation,
- the Needs Assessment, and the

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- proposed Leading Indicators.

The PR Committee also saw a transition as Adam Leonard's term as member and chair of the SRC and PR Committee drew to a close. The PR Committee elected Chris Kane as the new chair.

In December of 2017, the PR Committee reviewed the draft Needs Assessment before bringing it to the full SRC for approval.

The two largest changes over the last few years were:

1. the implementation of Workforce Innovation and Opportunity Act (WIOA) which made significant changes to the VR program, like the requirement to spend 15% of DVR funding on students in high school, and
2. the second change was the loss of re-allotment funding, which resulted in about a 20% reduction in the VR program.

The accessibility of the DVR website and materials was a topic that crossed several meetings through the year. The PR Committee hoped to ensure that information that is available for the public is in an accessible format. That includes translation services for non-native English Speakers. DVR provided documents and department responsibilities around language and translation services, but time did not permit a full accounting of accessibility features including for customers with visual impairments.

In April 2018, the PR Committee had the opportunity to review the indicators required by the passing of WIOA and the following Leading Indicators proposed by DVR:

- Percentage of consumers in a plan status who participated in at least one assessment;
- Percentage of consumers with an Individualized Plan for Employment (IPE) goal in a higher wage cluster as per Labor Market Information (LMI);

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- 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.

DVR provided additional information on the assessment process and answered questions on the assessments used.

The PR Committee also reviewed and made recommendations on the Consumer Satisfaction Survey. DVR has added a Quality Assurance Manager who will be responsible for developing the new survey. The new survey continues many of the questions that have been in place since 2003, which allows for continuity of data collection. The PR Committee also provided feedback on new questions, making recommendations as to whether they should be included, and suggesting several that addressed missing areas in the drafted survey.

The 2018 PR Committee proudly tackled a number of substantive issues over the past year that we believe are important to DVR's success. We look forward to continuing to pursue many of these important topics as well as exciting new ones in 2019.

Policy and Procedures Committee – Sherrie Brunelle

Summary:

Sherrie began her presentation by stating that she has appreciated the additional members that have joined the committee over the year as the additional input and different perspectives have been very beneficial.

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Sherrie added that the three items pending public comment in her report will be done on November 14. In addition, a work group has been established related to **Chapter 308 Self-employment** that includes herself, Hib Doe - VR Regional Manager, James Smith, and a couple of VR counselors.

Discussion about hearing aids and possible financial testing occurred. Diane said that in the past, the deaf community said that in their perspective it would be discriminatory. Sherrie said that is what we want to find out officially as to whether requiring financial testing on an item specific like this, would be considered discriminatory.

Full Report:

FFY 2018 began with the welcoming of several new members to the Policies and Procedures Committee. As chair of the committee, I appreciated having greater involvement in the work of the committee. Increased participation resulted in active and productive discussions on many issues. These discussions led to revisions of existing policies, creation of new policies and guidance, as well as preliminary work on other issues. I want to express my appreciation to each and every committee member and to our SRC Coordinator who helped us get our work done.

Within the context of five meetings held between November 2017 and September 2018, the committee developed and finalized after public comment a new chapter related to Pre-Employment Transition Services (Pre-ETS) for youth. Pre-ETS services are required services under the Workforce Innovation and Opportunities Act (WIOA). Chapter revisions and guidance approved by the committee and pending public comment include:

- Chapter 102 related to informed consent,
- Chapter 313 related to audiology services and purchase of hearing aids, and
- Guidance for VR counselors illustrating when it is

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appropriate to provide a service as a post-employment service under Chapter 205 and when it is more appropriate to open a new case.

In addition, the committee created a handout detailing a consumer's rights and responsibilities under the WIOA. The handout is scheduled for review by senior VR counselors and VR's Director for further input prior to final approval. It is expected that this handout will be part of the Orientation packet for new consumers and available at other points in the VR process. The content may also be incorporated into the VR Policies and Procedures Manual.

The committee worked and will continue to work on a range of other topics, including:

- Application of a financial means test to one or more VR services (research ongoing),
- Chapter 310 Supported Employment,
- Chapter 308 Transportation (establishing a workgroup),
- Chapter 308 Self-employment (establishing a workgroup), and
- Implementation of the new "career" focus of the WIOA.

Topics the committee may address in the coming year include policies related to disruptive and/or violent behavior and addressing gender identity issues. Any work this committee does on these topics will likely be tied to broader Agency of Human Services' work that is ongoing.

Steering Committee – Sarah Launderville

Summary:

Most of the work done by the Steering Committee is fed into all the committees. Sarah thanked the committee Chairs and people who have served on the committee for their work. This is one of the best committees she has worked on.

Full Report:

The SRC Chair's Full Report will be forthcoming in the

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	Annual Report so be on the lookout!	
Conclusions	The Committee Chair Annual Reports will be incorporated into a 2018 SRC Annual Report.	
Action Items	Person Responsible	Deadline
Work with Jim Gallagher in pulling together an SRC Annual Report	Debra Kobus and Jim Gallagher	tbd
4. Order of Selection - (James Smith)		
Discussion	James reported that there is no need for an Order of Selection vote at this time and that perhaps in the future the Policy and Procedures Committee can look at it. The order of selection stratifies who they provide services to because we don't have enough money to provide services to everyone.	
Conclusions	See above.	
Action Items	Person Responsible	Deadline
None	n/a	n/a
5. Director's Report - (Diane Dalmasse)		
Discussion	<p>Budget: We are solidly on track financially closing out FFY '18 and going into SFY '19. We should have carryover of federal grant funds going into FFY '19. I won't have the final numbers until the first week in November. We need to be cautious about sustaining our stable revenue situation. Ticket revenue continues to be very good. We have formed a development committee to identify and pursue funding opportunities in the public and private sectors. We are also developing strategies to increase our ticket revenue.</p> <p>Personnel: I am very pleased to share that we have hired Donna Curtin as the new Field Services Manager. She started work on 9/17. Donna has a master's degree in Rehabilitation Counseling and has been doing rehabilitation work since 1995. She worked as a VR Transition Counselor in the Barre office from 1999 - 2004. Donna left to become a private rehab counselor and two years later joined VRS Disability Management. She and her partners</p>	

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built VRS into the largest organization in New England serving injured workers with coverage in MA, NH, RI, CT and NY. Donna brings her knowledge of VR and rehabilitation work along with her experience in personnel management, new program development, public relations and the operation of a large and successful company. I am confident she will become a valued member of the VR team. Part of Donna's Orientation and training plan will include field visits to all the offices. Join me in welcoming her to VocRehab.

We have hired Nichole Jolly to replace Kathryn Housewright and Jim Gallagher to replace David Leonard. We believe both are great hires. Jim has tremendous potential and brings a great skill set with him including videography. We'll be doing some team building later in the year as we have had very significant turnover in Central Office.

College Steps:

We are doing a pilot in Rutland and have several students who will be receiving additional supports. It is very exciting as we would like to highlight or replicate this in other areas.

VR/VT Dept. of Labor Partnership: It's a new day in the working relationship with VDOL. We are talking seriously about co-location in Rutland, Middlebury and beyond. We are currently co-located in Bennington and it works very well for VR and VDOL staff and our mutual customers. VDOL partnered with us, CCV, and VT Technical College to apply for an expansion grant for the VT Apprenticeship Program and we were awarded the grant. There is a major planning meeting coming up in October. We are proposing to use CWS Business Account Managers to outreach and engage employers to be apprenticeship sites. We see apprenticeships as an excellent vehicle to learn while you earn and to reach higher wage jobs. They fit right into our Careers Initiative.

Jobs for Independence: JFI will officially come to an end on 12/31. However, thanks to the great work of ESD and VR

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staff, the SNAP Employment and Training Program will be greatly expanded to all eligible Vermonters beginning 10/1. The EAP and VABIR staff will be scaled back but continue to provide services across the state. The numbers of referrals will likely be scaled back as well to make it manageable. The success of the JFI program really drove the SNAP E&T expansion.

Youth Advisory Council: As some SRC members already know, we brought organizations who serve youth with disabilities and their families together to create a Youth Advisory Council. We put the word out and had about 25 youth express interest. We held an Orientation meeting on 10/9 and about 18 youth attended. The meeting went extremely well with lots of participation and ongoing interest in becoming members. We plan to host 4 meetings a year and take the summer off. It is a one-year commitment for members which can be extended for up to 3 years. We hope to get their best thinking on how to improve transition services for youth with disabilities and to provide them leadership skills for the future.

VR Case Review Tool and Process: Staff have developed a case review tool in AWARE. The tool includes compliance questions and questions about quality of the work. A brief pilot was conducted, and feedback collected. We are going statewide with the case review tool. We think it will provide comprehensive information on how staff are using AWARE, compliance with law and regulation, and the quality of the casework being done. James will be reviewing the tool with the Performance Review Committee.

Short Term Focused Rehabilitation Counseling: Feedback from our last Pulse Team meeting got me thinking about how to support consumers to move forward towards a career. I consulted with Steve Dickens who manages our EAP program about short-term focused counseling models. He recommended we look at Problem Solving Therapy or PST. I invited 6 or 7 of our strongest counselors to a meeting with Steve and one of his EAP counselors who is

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	<p>trained in PST. She presented an overview of the model and there was a lot of discussion. We are going to look at a possible pilot, training options and involve VABIR as next steps.</p> <p>We are focused on serving people who are engaged and moving forward. We must be providing support so that people are successful, and this might be a way to enhance our consumer supports.</p>	
Conclusions	Thanks Diane for the great information!	
Action Items	Person Responsible	Deadline
None	n/a	n/a
<p>6. Presentation – Career Pathways https://vtsrc.org/wp-content/uploads/2018/10/Career-Pathways-Presentation-w-attachments-1.pdf</p>		
Discussion	<p><u>Overview</u> –</p> <p>Diane provided an overview of how we got here. Since WIOA changed, our performance measures changed and we recognized that we needed to change VR’s paradigm of not just getting a job but having career. Then AWARE became our focus and everything stopped for 18 months. After AWARE settled down a bit and at an expanded management retreat, we developed a Careers Initiative with multiple charters.</p> <p>Diane Dalmasse introduced both Amanda Kohle and Laura Lawson who then began the Career Pathways/Initiative presentation.</p> <p><u>Mega Charter</u></p> <p>Deliverables Timeline – Amanda Kohle</p> <p>We developed a mega charter to help keep momentum for all the statewide charters. Each of the charter leads will go through their charter.</p> <p>Charter Updates – Team Leads</p>	

Assignment of Resources – James Smith

My group’s charter is the Assignment of Resources. Given the new performance measures and if we were going to start over, we wanted to know what we might do differently and how we might realign them. We began focusing around a few deliverables. We looked at historic data to find out what it was telling us. Next, we looked at developing a policy regarding case service dollar spending that will be reviewed by the SRC and CAP. We hope to get an early draft out in November to our Policy and Procedures Committee and role it out to all staff towards the end of November.

We wanted to develop some recommendations on:

- what we should be spending less money on,
- what we should spend more money on, and
- if we received new money, where’s the first place we should put it?

The results of this would then feed into our 2020 budget.

Sam asked how VR is doing with the reallocation of resources. James said that people coming through the door aren’t necessarily looking for a career and that is perfectly okay even with our new performance measures. In addition, Diane said that since we have had an Order of Selection since 1997, it is widely known that we don’t have the funds to serve everyone.

**I-Team and Careers Focus Through the Rehab Process –
Laura Lawson**

The I-Team meets every month as a project-focused group. Each office has two reps now instead of just one. Five worker groups have been identified. All are sharing best practices. Four groups hope to present their findings in December 2018 with the Wellness Group presenting sometime in 2019.

1) Short-Term and Long-Term Goals Group

- 2) Orientation Group
- 3) Retention Group
- 4) Process Mapping Group
- 5) Wellness Group – promote wellness throughout their offices.

In addition, Diane said that a Partner-Oriented Group has also been formed.

Dashboard – Hib Doe

Hib handed out two worksheets:

- VR Careers Initiative Dashboard for June 18, 2018
- VR Transition Dashboard for Sept. 18, 2018

The dashboards are a result of conversations on how to keep track of our goals. *Thanks to Alice Porter who developed these great dashboards!*

Lead indicators are those that can influence lag indicators. We looked at progressive employment and found the consumer was 10% more likely to end up with employment if progressive employment was used. Related to short-term training, a consumer was 20% more likely to end up obtaining paid employment and getting paid more.

VR Careers Initiative Dashboard includes the following -
With **LEAD indicators and LAG indicators** on:

- 1) Use of assessment leads to better career choices and employment outcomes,
- 2) A team approach strengthens the foundation supporting customer engagement in completing goal with lead and lag indicators along with a target goal,
- 3) Career-focused education and training improves job quality, engagement, and earnings with Lead and Lag dashboards with a target,
- 4) Counseling emphasis on careers-focused plan results in higher wage employment, and
- 5) Continued encouragement and support after closure results in job retention and career advancement.

VR Transition Dashboard includes the following –

With **LEAD** indicators on:

- 1) Fifty (50) PAS or STW VR students per TC caseload will complete one or more Career Awareness & Exploration WBL activities,
- 2) Thirty (30) PAS/STW VR students per TC caseload will complete one or more Career Presentation WBS experiences,
- 3) Ten (10) PAS/STW VR students per TC caseload will participate in a dual enrollment, early college program, or training program,
- 4) Forty (40) students in a PAS case per TC caseload will be opened into STW VR case, and
- 5) Ninety percent (90%) of STW VR cases per TC caseload will be in plan status.

Progressive Education - Bill Sugarman

Progressive Education is modeled after Progressive Employment and consists of options that allow consumers to engage in training and education in a way that is low or no risk for consumers and training providers. This is a way for consumers to safely, and without great risk, try out an education/training experience.

The Careers Initiative calls for each district to engage in a review and discovery of the training opportunities available to each district office. This allows for a “gap analysis” to be developed through the completion of a Progressive Education Inventory Form that simply identifies what trainings are available in the region and what organization is providing the training.

MI Approach in Career Counseling – Laura Lawson

Tara Howe, who couldn't be here today, is the chair of this group. The whole goal is to keep Motivational Interviewing (MI) alive as it helps people move through ambivalence or when one gets stuck. We have MI coaches in most all the offices. We do case studies, role playing, etc. We also require that all counselors within 3 years of hire to become

proficient in MI. Our goals are:

- 1) To infuse the project work plan with MI,
- 2) Create MI cheat sheets that will provide suggestions for what language to use or look at each step of the VR/VABIR process,
- 3) Develop MI curriculum and scenarios for use in district coaching circles,
- 4) Have a MI Coach in every district office, and
- 5) Identify MI Training needs.

Career Counseling and Assessment – Rich Tulikangas

It is a systems change initiative with a transformation from less of an employment and job placement organization to a career development and placement organization. The implication for our staff is to focus on assessment. We developed a toolbox of assessments with career consultants and assessment champions. The toolbox was piloted and the feedback received was compiled, analyzed, and resulted in recommendations related to rollout and trainings.

Our group brought together several folks from other agencies to get their feedback about what tools they were using that really engages consumers in this process of identifying where they want to go. We came up with sixteen tools where all of them have some online access to them and tend to be visually engaging and content engaging. We then divided those tools into groups of four and asked our specialists to pilot four tools at three district offices. Their findings of those assessments will be provided so we can reconvene to discuss these findings, make any adjustments necessary, gain approval from the Leadership Team and finally report out on the pilot.

District Office Project Updates:

Middlebury – Mark Ciociola

In the Middlebury Office, our program tech is presenting a series of open-ended questions to people who have been employed for several months asking things such as: How is

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it going? What do you need? We are tracking the responses and some cases will be reopened based upon the responses received. Mark will then track what happens with these reopened cases. We don't know where this will lead us.

Newport – Hib Doe

There was a women in St. Albans making minimum wage who had an anxiety order. Her doctor wrote a note to her employer who required overtime as a condition of her employment stating that 40 hours a week was okay but that she could not perform overtime. This person ended up contacting the Department of Labor on this issue who then referred her to us. She had an interest in being a dental assistant. We partnered with the Department of Labor on funding for a school and within two weeks of her graduation saw a double in her salary. Her new employer accommodated her disability, and she is very happy with the result. We thought this could be used as a model going forward by providing training assistance to those looking for a career. It has been going very well as we are providing funding based upon a consumer's own needs.

St. Johnsbury – Shaun Donahue

We have two projects going on right now the Charter Pathways Project that meets twice a month and has guests come in; and an Orientation Project where we are recrafting the State's PowerPoint using a local success story that helps people realize that this could be for them.

White River Junction – Shaun Donahue

We recognized that better collaboration with our local Department of Labor (DOL) office could result in a reduction in redundancy. This has transitioned into conversations with Diane. There is a now a meeting with the DOL on how we can collaborate better looking at co-enrollments and concurrent cases as a couple of examples.

Brattleboro – Nancy Dwyer

We had a regional retreat in July where Brattleboro

determined that we wanted to look at the successes in rehab. There were a lot of smaller successes along that path and we did some brain storming about what it takes to keep people motivated to keep going. We are hoping to develop a portfolio for them.

Discussion:

Sam asked how we balance a consumer's financial needs and interest in a career path with how much it pays? Diane said that we are not driving that, the consumer is and through motivation interviewing. We are hoping this will help assist the consumer to make that choice.

Success Stories:

Burlington – Cindy Seguin

A consumer came in recently hoping to obtain services immediately and I had to let him know that he had to become eligible before she could provide services. Cindy provided the consumer a referral to the Employee Assistance Program. This person came back and thanked her for slowing down the process and is now super engaged and wants a career that will last a lifetime.

Springfield – Nancy Dwyer

We decided to supplement our Orientation and do an assessment with consumers at Orientation. In this way, the counselor has more information ahead of time before they meet with the consumer for the first time. We are hoping this engages people early in the process.

St. Albans – Hib Doe

We are trying to see if we can shrink down the time with the employment consultant. Recently, a consumer met with a Counselor at Orientation and the result was in less than four weeks, obtained a job and is happy (process mapping). Not every case you can do this with but we are identifying consumers that this works for in the Orientation Process.

Morrisville – Bill Sugarman

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	<p>A consumer that attended our December retreat has an interesting story. This consumer had been involved with drugs, prostitution, and had never held a traditional job. She told us that when she decided she wanted to leave this lifestyle, she came in and talked with Paul. She remarked that her past lifestyle was never brought or discussed and that all Paul asked was where she wanted to go with this. We purchased new clothes for her for interviewing, taught her how to interview well, and eventually she became successfully employed. It is great to report that her skillset and income improved, she started generating self-employment income, and she is now attending college.</p>		
<p>Conclusions</p>	<p>Great information! Thanks to everyone!</p>		
<p>Action Items</p>	<p>Person Responsible</p>	<p>Deadline</p>	
<p>None</p>	<p>n/a</p>	<p>n/a</p>	
<p>7. Committee Break Out – Top 3 Priorities/Next Steps for 2019</p>			
<p>Discussion</p>	<p>The AOE, PR, and P & P Committees gathered to discuss next year’s priorities.</p> <p><u>AOE Committee</u> – Sam Liss Planning specific projects and events would be the goal for the break out. For those that don’t know, in the past we were planning for a Disabilities Summit, but unfortunately it fell through. Currently, it is still on the back burner but is something to look forward to in the future.</p> <p><u>Performance Review Committee</u> – James Smith There is a lot to focus on in a very short time for the Performance Review Committee such as the Consumers Satisfaction Survey, an employer survey, an AWARE survey, the Dashboard, Ticket to Work, and, in addition, we will begin to have our first preliminary data on common performance measures. We will have difficulty getting all these items in during the time permitted.</p> <p><u>Policy and Procedures Committee</u> – Sherrie Brunelle Our focus will be on further discussing those items that we</p>		

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	are currently working on as well as expanded discussion on the Careers Initiative.		
Conclusions	See above.		
Action Items	Person Responsible	Deadline	
Groups separated and will come back to the full group to report back on each committee's priorities/next steps determined for 2019.	Committee members	n/a	
8. Final Wrap Up – Committees' Top 3 Priorities/Next Steps			
Discussion	<p>Committees returned and reported:</p> <p><u>Advocacy, Outreach and Education Committee</u> – Sam Liss</p> <ol style="list-style-type: none"> 1) Arranging for the card room in 2019, we settled on a theme – Continuation of Career Pathways. We decided to have consumers who achieve success, particularly career pathways' success, to be at the Card Room Event to buttress our theme. It also would be nice if the Card Room Event was held in conjunction with a radio station. The 2019 Card Room event is scheduled for Thursday, March 14, 2019. 2) Continued collaboration with Youth Core Transition Teams with Tara Howe as the point person. We can assist the Youth Core Transition Teams in many ways such as by attending their meetings, inviting legislators to their local and annual meetings, asking the Chair of the Youth Core Advisory Committee attend an AOE meeting and then a Full SRC meeting. 3) Setting up a Disabilities Summit – SRC doesn't need to be a lead but a key partner. The Summit would center around transportation – not necessarily just for people with disabilities but for those that are less privileged, seniors, and low-income people. Working with partners, we may be able to convince VTrans to take the lead. VTrans is currently taking public input on its 10-year strategic plan and has asked for input from our sector. The theme of the public input can be used for the Summit. 		

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	<p><u>Performance Review Committee</u> – James Smith Jessie Brennan volunteered to join committee!</p> <ol style="list-style-type: none">1) A Consumer’s Satisfaction survey (done every 2 years), Employers Satisfaction Survey, and a survey of students who receive pre-employment services (perhaps surveying school staff on the services we are providing).2) AWARE – short term results of the staff survey and how we are using the tool.3) Dashboards and early information that comes out of the Dashboards as a consulting role.4) Long term project on the six WIOA performance measures.5) State parks metrics – reach out to other departments to find out how they are measuring things. <p><u>Policy and Procedures Committee</u> – Sherrie Smith</p> <ol style="list-style-type: none">1) Self-employment – have already set up three or four skype meetings with Hib Doe and others related to his experience on self-employment.2) Transportation – creating some clear and consistent process for making decisions using VR funds. Working with Ross MacDonald of VTrans in this endeavor. <p>(Per Diane - Steering Committee Parking Lot Item – invite Ross MacDonald to a Full SRC Meeting.)</p> <ol style="list-style-type: none">3) Discussion of the Policy and Procedures that need to be implemented related to the Careers Initiative.
Conclusions	Thanks to everyone who participated in our planning for 2019!

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Action Items	Person Responsible	Deadline
Per Diane - Steering Committee Parking Lot Item - invite Ross MacDonald to a Full SRC Meeting	Debra Kobus	asap
9. Round Table (Brian Smith)		
Discussion	Everyone went around the table and talked about what they thought about the retreat. Everyone seemed to enjoy the venue and the presentations. It was great to have VR Regional Managers present to hear about what was going on. It was a great learning opportunity. The food was good. The location was good. A great example of team work. It's good to be in an environment to learn more things and am always inspired when I leave. It is great to see the collaboration. The Career Pathways Presentation helped to consolidate what was going on in this endeavor. Good day - enjoyed being part of it! Enjoyed the trip up! Good food!	
Conclusions	Great group, great food and venue, and a great day!	
Action Items	Person Responsible	Deadline
None	n/a	n/a
10. Adjournment (Brian Smith)		
Discussion	Adjourned by consensus at 3:10 pm,	
Conclusions	Adjourned.	
Action Items	Person Responsible	Deadline
Draft minutes uploaded to www.VTSRC.org	Debra Kobus	10/9/18
Draft minutes emailed to Committee members	Debra Kobus	10/9/18
Minutes approved	Committee	12/6/18
Approved minutes uploaded to website www.VTSRC.org	Debra Kobus	12/11/18