

Approved Agenda
SRC POLICY AND PROCEDURES COMMITTEE
Thursday, January 3, 2019
10:00 AM – 12:00 PM
Waterbury Vocational Rehabilitation
Room Cherry C
HC 2 South 280 State Drive, Waterbury, VT 05671

- 10:00 am – 10:02 am** **Introductions** (Sherrie Brunelle, Chair)
- 10:02 am – 10:05 am** **Approval of Agenda** (Sherrie Brunelle)
- 10:05 am – 10:10 am** **Open for Public Comment**
- 10:10 am – 10:13 am** **Approval of Minutes – November 1, 2018**
(Sherrie Brunelle)
- 10:13 am – 10:20 am** **Election - Chair**
- 10:20 am - 10:22 am** **Update on Status of 11/14/18 Public Hearing/Comment** (James Smith)
1) Chapter 105: Post-Employment Services (APPROVED 3/1)
2) Chapter 102: Informed Choice (APPROVED 3/1)
3) Chapter 313: Audiology Services and Hearing Aid Purchases (APPROVED 3/1)
- 10:22 am - 10:25 am** **Email Vote Result – Chapter 209 Casework Practices Under WIOA** (Sherrie Brunelle/James Smith)
- 10:25 am - 10:40 am** **Discussion of feedback received from 12/11/18 Senior VR Counselors** (Group)
1) New Consumer Rights and Responsibilities Chapter and Handout
2) Chapter 105: Appeals Process
- 10:40 am - 11:00 am** **Discussion Chapter 204: Case Closure (Deactivation)** (James Smith/Donna Curtin)
- 11:00 am – 11:15 am** **Discussion Chapter 311: Training and Post Secondary Education** (Group)
- 11:15 am – 11:30 am** **Discussion Chapter 312: Transportation** (Group)
- 11:30 am - 11:50 am** **Discussion Full P & P Manual Chapter Review Schedule** (Group)
- 11:50 am – 12:00 pm** **Other Business** (Sherrie Brunelle)
1) Agenda Setting – March 7, 2019
2) Other
- 12:00 pm – 12:00 pm** **Adjournment** (Sherrie Brunelle)

*VR Policy & Procedures Manual Chapters can be found at
<http://vocrehab.vermont.gov/about-us/policy-and-procedure-manual>

Draft Minutes – November 1, 2018
SRC Policy and Procedures Committee

SRC Policy and Procedure Committee		
Thursday, November 1, 2018	10:00am – 12:00pm	Waterbury State Complex Room Cherry C HC 2 South 280 State Drive, Waterbury, VT 05671
Meeting called by	Sherrie Brunelle, Chair, called the meeting to order at 10:15 am	
Members Present	Sherrie Brunelle (Chair), Jessica Brennan (nonvoting DA employee),	
Members Absent	Courtney Blasius (reappointment pending), Marlena Hughes (reappointment pending)	
SRC Liaison	James Smith, DVR Budget and Policy Manager	
SRC Coordinator	Debra Kobus	
Interpreters	n/a	
Speakers/ Presenters	n/a	
Guests	Maria Burt (appointment pending), Donna Curtin, Amanda Kohle	
1) Introductions (Sherrie Brunelle)		
Discussion	Those in attendance went around the table and introduced themselves.	
Conclusions	Thanks to everyone!	
Action Items	Person Responsible	Deadline
None	n/a	n/a
2) Approval of Agenda (Sherrie Brunelle)		
Discussion	Sherrie asked if there were any changes or additions to the agenda. James asked that time be added for Donna Curtin to introduce herself and time added to discuss closure of a case because of nonengagement. Approved by consensus.	
Conclusions	Today’s modified agenda accepted.	

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Action Items		Person Responsible	Deadline
None		n/a	n/a
3) Open for Public Comment (Sherrie Brunelle)			
Discussion	There was no public comment.		
Conclusions	n/a		
Action Items		Person Responsible	Deadline
None		n/a	n/a
4) Approval of Minutes – September 6, 2018 (Sherrie Brunelle)			
Discussion	Sherrie asked the group to review the September 6, 2018 minutes for any proposed any changes/additions. Sherrie noted that on page 2 there was a typo. Amended minutes approved by consensus.		
Conclusions	Amended September 6, 2018 minutes approved.		
Action Items		Person Responsible	Deadline
Upload approved minutes to http://vtsrc.org/members/meeting-minutes/procedures-policy-committee/		Debra Kobus	11/6/2018
5) Update on Status of Public Hearing/Comment on the following policies: (James Smith)			
Discussion	James reported that a formal public hearing has been scheduled for November 14, 2018 and the various required notices have been posted. The following new incremental policy changes will be presented: 1) Post-Employment Services (Approved 3/1) 2) Chapter 102: Informed Choice (Approved 3/1) 3) Chapter 313: Audiology Services and Hearing Aid Purchases (Approved 3/1)		
Conclusions	Public hearing has been scheduled for November 14, 2018. James will report back on the outcome.		
Action Items		Person Responsible	Deadline

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<p>Report out the result of the public hearing held on the following new policies:</p> <ol style="list-style-type: none"> 1) Post-Employment Services (Approved 3/1) 2) Chapter 102: Informed Choice (Approved 3/1) 3) Chapter 313: Audiology Services and Hearing Aid Purchases (Approved 3/1) 	James Smith	January 3, 2019			
<p align="center">6) Update Consumer Rights & Responsibilities Handout (James Smith)</p>					
<p>Discussion</p>	<p>Sherrie said at the last meeting we thought the handout would be provided for review by the Senior Counselors meeting in October, but they are not meeting until December. Sherrie will bring it to this meeting for them to review and comment.</p> <p>James will make sure Diane reviews the handout prior to our next meeting to find out what her thoughts are of it.</p> <p>James noted that he had a reaction to the handout when he went back to review it recently and believes it is related to how much it has been condensed as it seems very unfriendly. James asked if we want to Focus Group the handout with consumers. This may be considered after other reviews are completed.</p>				
<p>Conclusions</p>	<p>See above</p>				
<table border="1" style="width: 100%; background-color: yellow;"> <thead> <tr> <th data-bbox="172 1478 837 1570">Action Items</th> <th data-bbox="837 1478 1125 1570">Person Responsible</th> <th data-bbox="1125 1478 1421 1570">Deadline</th> </tr> </thead> </table>			Action Items	Person Responsible	Deadline
Action Items	Person Responsible	Deadline			
<ul style="list-style-type: none"> • The 14-point Consumer Rights Handout will be presented at the Senior Counselors meeting in December 2018 for their feedback. • The handout will be given to Diane for her comments. • The handout will then go to the team working on orientation 	<p>Sherrie Brunelle</p> <p>James Smith</p>	<p>January 3, 2019</p>			

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materials.			
7) Discussion Consumers Rights Chapter (Group)			
Discussion	<p>There have been conflicting views on whether a full chapter is needed. Amanda asked if it should be renamed to Consumers Rights and Responsibilities Chapter. Sherrie said yes that is what we are referring to. Sherrie asked if consumers would use this material. Sherrie would like the view of Senior VR Counselors. Maria said that the benefit is that there would be more weight to having a chapter that could be referenced. Sherrie asked that we be provided the key pieces that VR counselors would like in the chapter. James said that we may end up with chapters that contradict each other. Amanda said that although it may not be valuable to consumers, it would help guide counselors. A review of the Appeals Chapter with Senior VR Counselors would be appropriate to see if there is anything that needs to be added. Amanda will add this to the agenda of the Senior VR Counselors meeting that is being held on 12/11/18.</p>		
Conclusions	See above		
Action Items		Person Responsible	Deadline
Review Appeals Chapter, Consumers Rights Handout, and whether we need a Full Consumers Rights Chapter at the Senior VR Counselors meeting on December 11, 2018		Amanda Kohle to add to 12/11 Agenda and Sherrie Brunelle to present	December 11, 2018
8) Update/Discussion of 2019 P & P Priorities from SRC Annual Retreat (Sherrie Brunelle)			
Discussion	<p>Sherrie said that the discussion that occurred at the October 4th Retreat was a continuation of the discussion held at the prior year’s Retreat about policies and procedures needed.</p> <p>In looking at the chapter on Self Employment, Sherrie reviewed 37 states and what they had on Self Employment. Sherrie will be providing a summary of what she found out</p>		

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	<p>about each state.</p> <p>At a recent meeting, it was discussed that there needs to be a different process for approving self-employment for a consumer as a goal. For example, in other states, self-employment is not a goal it is a strategy to obtain work in a specific field.</p> <p>During her research on the subject, she found that in some states:</p> <ul style="list-style-type: none">• there is staged funding,• an internal chain of authority review process,• implementation of contracts with small business development centers to deliver all the services and to gain the necessary approvals. <p>The process would work better in Vermont if we had some system of review. Most states require that consumers go to training before self-employment as a goal is approved.</p> <p>Needed changes in policies and procedures for those interested in Self-Employment include:</p> <ul style="list-style-type: none">• additional VR funding,• Implementation of very stringent requirements,• substantial “money in the game” by consumers, and• a clearly staged process as to when funding would be released. <p>Guidance on progressive self-employment would also be valuable.</p> <p>Transportation was another priority discussed that included car repairs. Transportation needs to be updated as there are things currently listed that are not available as a resource, etc.</p> <p>We then looked at having the Careers Initiative be the ongoing work for the year. Amanda said that a report out is expected in June and James said we probably would not need this committee to review anything until the fall of 2019. Amanda said between now and then she can attend meetings occasionally to provide updates.</p> <p>James said that in the past we have systematically gone through each chapter from the beginning to the end. Debra</p>
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	<p>will review VR P & P Manual to find out when each was reviewed.</p> <p><u>2019 Priorities Determined at Retreat:</u></p> <p>1) Self-employment – Three or four skype meetings have been set up with Hib Doe and others related to their knowledge and experience on self-employment.</p> <p>2) Transportation – creating some clear and consistent process for making decisions using VR funds. Working with Ross MacDonald of VTrans in this endeavor.</p> <p>3) Discussion of the Policy and Procedures that need to be implemented related to the Careers Initiative.</p>		
Conclusions	See above		
Action Items	Person Responsible	Deadline	
Debra will review and compile a listing of the VR P & P Manual to find out when each policy was last updated for the committee to systematically begin reviewing them again from start to finish.	Debra Kobus	1/3/2019	
9) Review Draft Careers Initiative Guidance Documents (James Smith)			
Discussion	<p>1) Case Service Dollar Spending Policy including</p> <p>a) Managing long and short-term goals within a VR case.</p> <p>b) Appropriate expenditures</p> <p>James handed out a draft and said that our hope is that this is close to a final version. James would like to put this out for Public Comment towards the end of December and have it finalized in January.</p> <p>Sherrie provided the following comments:</p> <ul style="list-style-type: none"> • On Page 2, Section 1a – The term Workforce Innovation act (WIOA) is used and then Section 2a on the same page uses the term the Rehab Act and these should be the same. • In Section 2a, second sentence -delete “and IPE” here and under guidance. 		

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	<ul style="list-style-type: none"> In the case examples, the term “consumer” is used and at other times “names” are used and they should be consistent including case discussions in practice. On page 3, case example 2, reads consumer long term career goal that will take many years to achieve a goal, multiple steps, multiple years should be used. Questions on page 5 – a and b have duplicative language. James said it was intentional. Sherrie said that bullets should be used instead of numbers to avoid showing a hierarchical preference. On page 6, under case example 1, third line up there is also one typo. On page 6, case example 2 - first sentence “making close to minimum wage” – delete “making close” <p>James will send an updated version to Debra to send out for a vote by the Policy and Procedures Committee.</p>	
Conclusions	See above	
Action Items	Person Responsible	Deadline
James will send an updated document to Debra to send out for a vote by the Policy and Procedures Committee prior to the next meeting that is schedule for 1/3/2019.	James Smith and Debra Kobus	Open
10) Discussion of Parking Lot Issues (Group)		
Discussion	<p>Sherrie wanted to review items lingering in the Parking Lot and reviewed the following with the committee:</p> <p>1) Possible New Chapters on:</p> <ul style="list-style-type: none"> a) <u>Disruptive behavior and violence</u> <ul style="list-style-type: none"> Remove from Parking Lot b) <u>Being responsive to Gender identity</u> – <ul style="list-style-type: none"> Discuss with the Steering Committee today if it would be an appropriate topic to be presented to the Full SRC per Sherrie. Amanda Kohle is coordinating with Rocko 	

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	<p>Gieselman on:</p> <ul style="list-style-type: none"> i. attending a future P & P Committee meeting and ii. providing a Gender identity presentation to the Full SRC. <ul style="list-style-type: none"> • Keep in Parking Lot <p>c) <u>Voter registration</u> James said that it is a State Policy and is on the application.</p> <ul style="list-style-type: none"> • Remove from Parking Lot. <p>2) <u>Financial Means Testing</u></p> <ul style="list-style-type: none"> • Remove from Parking Lot <p>3) <u>Revisions to Supported Employment Chapter</u></p> <ul style="list-style-type: none"> • Remove from Parking Lot
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Conclusions	See above
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Action Items	Person Responsible	Deadline
Update Parking lot with changes	Debra Kobus	11/6/18
Add to today’s Steering Committee Agenda - Being Responsive to Gender Identity as a full presentation	Debra Kobus	11/1/18

11) Other Business (Sherrie Brunelle)

Discussion	<p>1) Agenda Setting – January 3, 2019</p> <ul style="list-style-type: none"> ○ Introduction ○ Approval of Agenda ○ Open for Public Comment ○ Approval of Minutes <p>Add:</p> <ul style="list-style-type: none"> ❖ Chair Election ❖ Status of Public Hearing held 11/14/18 on the incremental policy changes ❖ Vote Result - Case Service Dollars Spending Policy ❖ Case Closure (deactivation) discussion ❖ Review and discussion Consumers Rights and Responsibilities – handout and full chapter ❖ Transportation Chapter - Members – please
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	<p>review chapter prior to meeting to prepare – chapter available here: https://vocrehab.vermont.gov/sites/dvrnew/files/doc_library/VR_PP_Chapter312_Transportation.pdf</p> <ul style="list-style-type: none"> ❖ Dates Prior Updates have been made to VR Policies and Procedures <ul style="list-style-type: none"> ○ Other Business <ul style="list-style-type: none"> ▪ Agenda Setting – March 7, 2019 ▪ Other ○ Adjournment <p>2) Other</p> <p>a) Donna Curtin introduced herself as the new Field Services Managers and provided a background of her experience. She is excited about making things go smoother for all involved—consumers, counselors, etc.</p> <p>b) James and Donna recognize that the Policy Manual is insufficient in providing clear guidance around the steps for closing a case when a person is not really engaged. Donna said we were considering using the term “deactivating” rather than “closing” the case as deactivating a case is easier to re-open than a closed case. They will be bringing a draft back to the Policy and Procedures Committee at the next meeting.</p> <p>Jessie said that her experience is that most consumers do not care if their case is closed as it is explained that it can be opened again at any time. Maria said that current cases are closed because of noncontact.</p>	
	See above.	
Action Items	Person Responsible	Deadline
James and Donna will be bringing a draft on Case Closure (deactivating) back to the Policy and Procedures	James Smith and Donna Curtin	12/10/18-1/3/2019

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Committee at the next meeting scheduled on 1/3/2019		
Propose draft agenda to Chair & James	Debra Kobus	11/13/18
12) Adjournment (Sherrie Brunelle)		
Discussion	Adjourned by consensus.	
Action Items	Person Responsible	Deadline
Draft Minutes uploaded to http://vtsrc.org/members/draft-minutes/	Debra Kobus	11/6/2018
Draft minutes emailed to Committee Members	Debra Kobus	11/6/2018
Minutes approved by Committee	Committee Members	1/3/2019
Approved minutes uploaded to http://vtsrc.org/about/meeting-minutes/	Debra Kobus	1/8/2019
Parking Lot:		
<p>Draft Policy on Careers Initiative - Post-Secondary Training and Education after planning meetings are completed related to WIOA's new requirements.</p> <p>This should include discussion about:</p> <ul style="list-style-type: none"> • The RSA policy directive speaks to what happens when one defaults on a loan so when we get to the Post-Secondary Education Chapter we will need to talk about that piece and make sure it is clearly reflected in our policy; • We also need to flesh out VR's policy on what VR will pay for related college expenses including College Steps. 	James Smith	tbd
Possible New Chapter: Being		

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<p>responsive to Gender identity</p> <ul style="list-style-type: none"> • Discuss with the Steering Committee today if it would be an appropriate topic to be presented to the Full SRC per Sherrie. • Amanda Kohle is coordinating with Rocko Gieselman on: <ul style="list-style-type: none"> ○ attending a future P & P Committee meeting and ○ providing a Gender identity presentation to the Full SRC 	<p>Sherrie Brunelle</p> <p>Amanda Kohle</p>	<p>Complete</p> <p>Open</p>
2019 Priorities from 10/4/2018 Retreat		
<p>Self-employment – have already set up three or four skype meetings with Hib Doe and others related to his experience on self-employment.</p> <p>Transportation – creating some clear and consistent process for making decisions using VR funds. Working with Ross MacDonald of VTrans in this endeavor.</p> <p>Careers Initiative - Discussion of the Policy and Procedures that need to be implemented.</p>	<p>All members</p>	<p>FFY2019</p>

POLICIES & PROCEDURES CHAPTER REVIEW SCHEDULE

January 3, 2019

Last Reviewed 2009

Chapter 201	Referral & Application Process
Chapter 301	Health Services
Chapter 303	Maintenance
Chapter 303	Occupational Tools, Licenses, Equipment, stock & Supplies
Chapter 306	Rehabilitation Technology Services
Chapter 308	Self-Employment
Chapter 309	Services to Family Members
Chapter 312	Transportation
Appendix A	Spending Guidelines

Last Reviewed 2011

Chapter 314	Services to Groups
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Last Reviewed 2013

Chapter 101	Confidentiality
Chapter 103	Comparable Services and Benefits

Last reviewed 2015

Chapter 104	Division for the Blind & Visually Impaired
Chapter 207	Authorization & Approval Expenditures
Chapter 208	Expenditures in Status
Chapter 301	Counseling & Guidance
Chapter 305	Personal Services
Chapter 311	Training & Post-Secondary Education

Last reviewed 2016

Chapter 106	Order of Selection
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