

Agenda

SRC STEERING COMMITTEE

Thursday, July 21, 2020

1:00 PM – 2:30 PM

Zoom (email kate.larose@vermont.gov for meeting access)

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|--------------------------|--|
| 1:00 PM - 1:03 PM | Introductions (Sarah Launderville, Chair) |
| 1:03 PM - 1:05 PM | Approval of Agenda (Sarah Launderville) |
| 1:05 PM – 1:08 PM | Open for Public Comment |
| 1:08 PM – 1:10 PM | Approval of Minutes (Sarah Launderville)
Minutes from May 7, 2020 |
| 1:10 PM - 1:25 PM | Miscellaneous
1) Appointment/reappointment updates (Kate)
2) Member onboarding/training topics (Kate) |
| 1:25 PM – 2:20 PM | October 1, 2020 Retreat Planning (Group) <ul style="list-style-type: none">• Facilitation/consultant support• Meeting time and platform• Agenda topics<ul style="list-style-type: none">○ Needs assessment○ PR Committee recommendations (see below)○ Revisiting SRC committee structures |
| 2:20 PM - 2:30 PM | Other Business (Sarah Launderville) |
| 2:30 PM | Adjournment (Sarah Launderville) |

Requests from the Performance Review Committee

- Bring Youth Survey Data forward as a full SRC agenda item to next Steering Committee meeting, James Smith, summer steering committee meeting.
- Request time on the retreat agenda for needs assessment input, Nick Caputo, summer steering committee meeting.
- Share the list of potential agenda items [below] with the Steering Committee, Nick Caputo, James Smith, Kate Larose, summer meeting.

Share the following items with the Steering Committee to determine which fit best to be retreat, committee, or full SRC agenda items:

- Save space on the next committee agenda for any relevant items that are raised during the retreat.
- Invite VR counselors to come in and share successes and challenges and the stories behind them, and experience and challenges in supporting the consumers they serve to inform us as a committee as to best practice and changes in practice given COVID.
- Invite VR consumers to share their experiences of what's working well and the challenges of working with VR.
- Have a VR counselor who works in corrections do a presentation to the committee.
- Follow up on the Youth Survey once results are available.
- James wondered if it would be possible to have a COVID assessment as he suspects pandemic related job loss might be disproportionate for folks with disabilities and a presentation consisting of additional data and/or observations would be useful.

SRC Appointment Tracking Updates

Below is a general overview of the steps in the appointment and reappointment process for reference:

- 1) Member or potential member submits re/application to SRC Coordinator
- 2) Phone call with SRC Coordinator (for new candidates)
- 3) SRC Coordinator submits re/application to James for VR approval
- 4) James sends re/application to office of the DAIL Commissioner for approval
- 5) Office of DAIL Commissioner sends re/application and memo to AHS Secretary
- 6) Office of the AHS Secretary sends re/application and memo to Office of the Governor
- 7) Governor signs re/appointment and sends to the Secretary of Civil and Military Affairs
- 8) The Secretary of Civil and Military Affairs signs BIR (Be It Remembered) document, and mails BIR to the newly appointed or reappointed member

Reappointments

- Cari Kelley, DAIL Commissioner approved on 6/30, awaiting action from AHS Secretary
- Nick Caputo, forwarded to DAIL Commissioner on 6/12, awaiting action
- Robin Ingenthron
- Sarah Lauderville, DAIL Commissioner approved on 6/30, awaiting action from AHS Secretary

New Appointments

- Asher Edelson, forwarded to DAIL Commissioner on 6/12, awaiting action
- Cara Sachs, forwarded to DAIL Commissioner on 6/12, awaiting action
- Rocko Gieselman, forwarded to DAIL Commissioner on 6/12, awaiting action

Draft Member Onboarding Protocol and Training Topics

In December 2019 the SRC Coordinator had one-on-one conversations with members. One of the topics that frequently came up was member orientation and ongoing training topics. These were shared with the Steering Committee at the January 2020 meeting and it was decided that an onboarding protocol should be established, and topics for ongoing member training should be included on the SRC member portion of the website.

As a result, the SRC Coordinator now has access to Camtasia, software that can combine screen sharing and narration so that short video clips can be shared to walk members through different processes. This provides for standard orientation videos that can be made (such as a step by step walk through on how to complete a reimbursement form, in addition to as-needed videos in response to requests such as how to [save a needed file](#)).

Member Onboarding Protocol

- SRC Coordinator to have phone conversation with potential member before application to get a sense of their interest areas for committee matching, talk through member expectations, and invite them to an upcoming meeting.
- If attending a meeting, SRC Coordinator to email introduce potential member to meeting chair in advance of meeting so chair can reach out to make them feel welcomed.
- SRC Coordinator to provide periodic updates on the appointment process
- Once appointed, SRC Coordinator to email introduce new member to SRC and committee chairs so they can welcome the member.
- SRC Coordinator to mail new member a “welcome packet” including a letter, hardcopy of the *2019 Guidebook for SRC Chairs, Members, and Administrators*, and printed copy of the one page SRC acronyms list.
- At first meeting, SRC and committee chairs announce new members to welcome them, and new member bio to be shared in advance in the meeting packets.
- SRC Coordinator to schedule a phone call with member after the first meeting to debrief experience and answer questions.
- Camtasia videos to create:
 - How to navigate the SRC website (Part I: meetings and materials, and Part II: member resources)
 - How to request transportation
 - How to complete a member reimbursement form

Training Materials

The [Member Resources](#) section of the website is continuously updated, and currently includes consists of the following :

- [2019 Guidebook for SRC Chairs, Members, and Administrators](#)
NCSRC Compiled Guidelines for SRCs
- [Glossary of Terms and Acronyms](#)
Listing of terms and acronyms used by the State Rehabilitation Council
- [How to Hit the Ground Running](#)
Information to know to get up to speed quick.
- [Jobs for Independence Presentation General Information](#)
An explanation about the Jobs for Independence Program.
- [Linking Learning to Careers](#)
Linking Learning to Careers Project Description.
- [Linking Learning to Careers Overview for VTSRC](#)
Linking Learning to Careers Information.
- [Member Reimbursement](#)
To reimburse Council members for attending meetings.
- [SRC Orientation Generic Information](#)
A generic orientation to State Rehabilitation Councils.
- [SRC Policy and Procedures Committee Overview](#)
Information about the Policy and Procedures Committee.
- [State Rehabilitation Council Bylaws](#)
Council Bylaws.
- [Vocational Rehabilitation Orientation](#)
An overview of Vocational Rehabilitation.
- [Video: History of Vocational Rehabilitation](#)
Historical context and overview of the first 100 years of national programming.

The topics below were named by Steering Committee members at the January 2020 meeting. Kate will work on adding these to member resources website (either by linking existing resources, or creating new ones):

- Writing in plain language
- Historical overview of disability rights movement
- What Vermont VR does, what the SRC does, and how the two are interrelated
- Vermont open meeting guide and training for members
- A road map of external and community partners
- Expectations of being a council member, voting, our work as a group
- The different roles of board members and the importance of the different perspectives they bring to the table (i.e., business/employer, parent, individuals with disabilities, state agency, etc.)
- Roberts Rules of Order

Ongoing Member Support

- SRC Coordinator to reach out to invite quarterly phone conversations with all members.

Creating More Engaging SRC Meetings

In January the SRC Steering Committee discussed feedback from member phone conversations. Themes that emerged from this discussion included a desire to plan for more interactivity, safety, and a balance of opportunities that honor engagement styles for both introverts and extroverts. One of the resulting action items was to create a meeting template that can be used as a reference. Though there is no one-size-fits-all approach that will help us meet all of these principles, the following guidelines can serve as a useful reference in meeting planning and facilitation.

Meeting Preparation

Ideally all members would take the time they need to best prepare for meeting participation. But the reality is that many people won't have the time for this, despite best intentions. Each meeting will have content that is more pertinent than other content (for example, the state plan when a vote is needed). Consider highlighting one or two of the highest priority meeting agenda items. Remind people of what will be done with the item (*e.g.*, This is our change to pose questions, make recommendations, approve, etc.) and invite concrete ways they could prepare for the meeting. This can be as simple as, "As you travel in to the meeting tomorrow, reflect on one SRC accomplishment from the past year that you'd like to be highlighted in our annual report", to more complex such as, "We invite you to carve out 45 minutes to review the policy guidance. Jot down your questions and recommendations and bring them with you to the meeting".

Skype Participation

- Prioritize having all presentation and meeting materials available in advance. When this is not done it steals the opportunity to engage from phone participants.
- Have meeting chairs and any presenters sit in front of a microphone.
- Remind people to state their name before they speak.
- When possible, move microphones to be in front of speakers throughout the meeting.
- Request that people sitting in front of microphones keep distracting noises to a minimum (*i.e.*, typing, shuffling papers, etc.)
- Remember to periodically pause conversation and invite input from the phone as it is hard to jump in to conversations when not physically present in the room.

The suggestions above are compiled and modified from resources available from Global Learning Partners (www.globallearningpartners.com)

Guest Presenters

Below are recent examples of ways in which we've requested interactivity from presenters:

Based on recent member feedback, the SRC Steering Committee is making efforts to increase engagement for members during our meetings. As such, I invite you to think about ways you can enhance your presentation with member interaction within your 45 minute timeframe. For example:

Posing an open question at the start with time for reflection (solo or in partners)

- *"As you listen to the presentation, I invite you to reflect on the following question: How can this information help guide the work of the SRC in the year ahead"*
- *"What questions do you already have about dual enrollment? Take 2 silent minutes to jot them down before we begin"*
- *"As you listen to the presentation, think about the following question: How might the SRC and SILC partner in the year ahead? We will share ideas at the end of the presentation.*

Concluding with an individual, partner, or small group activity

- *"Take 5 minutes to discuss the presentation in pairs: What ideas did this provoke for you? What's one question you still have? We will take a few minutes to hear some of the responses in the large group"*
- *"In groups of three, take 5 minutes to discuss the following question: What ideas does this give you about your role as a member of the SRC in the year ahead? We will take a few minutes to hear from each group."*
- *"In pairs, take 3 minutes to debrief what you've just heard. What's one takeaway you have from the presentation? We will hear a few examples in the large group."*

Honoring Introverts

- Send people ideas and questions in advance of the meeting for them to ponder.
- Include solo work as well as pair and small group work. All of us get a boost out of solo work – even if we are the type who don't ask for it. Let participants surprise themselves by seeing what emerges when they take time for reflection.
- Let people choose how they want to take in, and process, new content. When a facilitator invites each learner to choose for him or herself – which break out group to work on, which question(s) to reflect on, whether to work in a group or solo – they are given an optimal environment in which to perform.
- Offer time and options for people to share their ideas. Be careful not to fall in a rut of always asking for everyone to speak, or always asking for people to share with a partner. Might it be enough for them to think it through for themselves?
- Wait at least 5 seconds after asking a question. This gives introverts time to think and encourages reflectiveness. People also soon learn that you will wait for them.

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- Affirm everyone’s contributions wherever and however it is seen. Find opportunities to affirm the work of everyone – even those who may choose not to speak up or share in a fully group. This may mean citing their written contributions or chatting with them on-the-side.

Tips to Get People Talking

- **Partner/Pairs**
Dividing people in pairs means that everyone is talking and engaged. This also minimizes the problem of the same people “stealing the floor”.
- **Small Groups**
Dividing people in small groups also gets most people talking. People feel more comfortable and freer to talk when they are in a small group than in the whole group.
- **Open Questions**
Open questions have no set answer and invite dialogue. Since these questions cannot be answered with a simple ‘yes’ or ‘no’, learners are encouraged to talk.
- **Gallery Walk**
A gallery walk is an invitation for a group to walk around the room and review a variety of things on display. These items to be examined could be on the wall, on tables, or on the floor. Often there is a request to discuss something at each station.
- **Choice**
When people are given a choice about how to do something or what to do, they will usually choose what they are most interested in and what energizes them.
- **Silence, Reflection, Journaling**
Often learners need time to think. Silence, reflection and journaling provide an opportunity for learners to talk with themselves.
- **Relevance**
When something is relevant to the learners’ lives or work they will want to talk about it. Engagement is high when people are learning something they want to learn about.
- **Walk and Talk**
Many people like to walk and talk. When the energy is low or you need to change spaces, giving clear instructions about something to talk about for a specific amount of time, can be very engaging.
- **Honoring Learning Preferences**
Present all content and information both visually and auditorily.
- **Engagement**
Engagement and talking feed each other: when I am engaged I want to talk about it, and when I am talking I am engaged. When content is presented, make sure that participants are invited to *do something* with the content.

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- **Breaks**
Small pockets to recharge (even in a 90 minute meeting) help people to stay focused and engaged, provide introverts needed silence, and provide extroverts with time to connect with others. Even five minutes can make all the difference!

Safety

Most of the tips above will result in increased feelings of safety and decreased feelings of anxiety. In addition, here are a few more:

- Welcome people by name when they enter the room.
- Take the time to tell people goodbye and thank them for their participation at the conclusion of the meeting.
- Don't forget about the importance of open questions, built in time for silent reflection, and pair and small group work in increasing safety!

A Sample Meeting Agenda Template to Consider

Introductions

Provide an open question and two silent minutes for people to reflect before going around the room to introduce themselves and share their response. The goal of introductions is to serve as a warm-up for people to get to know one another, deepen relationships, and increase safety. The question might be seasonal ("It's a sunny day today. What's one thing that's brought you sunshine in the past week?"), or topical ("What's one thing that drives you in our collective work?")

Agenda Item Sequencing

When feasible, chunk out required routine agenda items with interactive agenda items. (For example, approval of agenda, approval of minutes, presentation, break, recommendations, updates, etc.) Managing the agenda in this manner and being mindful of when a break will be most useful helps manage energy in the room and this might include inserting breaks in the middle of agenda items.

Timing

Review agenda and determine how much interaction would be useful for each item and plan accordingly. For example, if the intent is to get as many recommendations as possible on policy guidance, share up front that we will have 45 minutes at the end of the presentation to share recommendations, with built in time for reflection/thought gathering.

Variety

When looking at the draft agenda note what variety is included and how more can be added. A balance of reflection, pair share, silence, small group tasks, listening to updates or presentations with a question in mind, etc. helps to ensure interaction and engagement.

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