

## Vermont State Rehabilitation Council (VT SRC)

June 7, 2018 Minutes (approved 12/6/2018)

<b>Thursday, June 7, 2018.</b>	<b>12:30 p.m. to 3:30 p.m..</b>	<b>State Office Complex, VT Conference Room OAK, HC 2 South 280 State Drive, Waterbury, VT.</b>	
<b>Meeting called by:</b>	Sarah Launderville, Chair, at 12:36 p.m..		
<b>Members Present:</b>	Courtney Blasius, Jessica Brennan, Sherrie Brunelle, Nick Caputo, Diane Dalmasse, Martha Frank, Marlena Hughes, Robin Ingenthron, Cari Kelley, Amanda Kohle, Sarah Launderville, Rose Lucenti, Sam Liss, Calla Papademas, Michelle Paya, Olivia Smith-Hammond.		
<b>Members Absent:</b>	Max Barrows, Christopher Kane, Brian Smith, Deb Tucker.		
<b>SRC Liaison:</b>	James Smith, DVR Budget and Policy Manager.		
<b>SRC Coordinator:</b>	Debra Kobus.		
<b>Interpreters:</b>	Not applicable.		
<b>Speakers / Presenters:</b>	Diane Dalmasse, James Smith, Will Pendlebury.		
<b>Guests:</b>	Will Pendlebury, Regional Manager, VR.		
<b>1) Introductions: (Sarah Launderville).</b>			
<b>Discussion:</b>	Everyone went around the table and introduced themselves.		
<b>Conclusions:</b>	Thanks everyone!		
<b>Action Items:</b>	<b>Person Responsible:</b>	<b>Deadline:</b>	
None.	Not applicable.	Not applicable.	
<b>2) Approval of Agenda: (Sarah Launderville).</b>			
<b>Discussion:</b>	Sarah asked for any proposed additions or changes to the agenda. James asked that the Careers Pathway presentation be moved up. Sam Liss moved to accept the agenda as modified and it was seconded. No further discussion. All approved: Vote unanimous: 16-0-0.		
<b>Conclusions:</b>	Today's agenda approved.		
<b>Action Items:</b>	<b>Person Responsible:</b>	<b>Deadline:</b>	
None.	Not applicable.	Not applicable.	
<b>3) Open for Public Comment: (Sarah Launderville).</b>			
<b>Discussion:</b>	There was no one from public in attendance.		
<b>Conclusions:</b>	None		
<b>Action Items:</b>	<b>Person Responsible:</b>	<b>Deadline:</b>	
None.	Not applicable.	Not applicable.	
<b>4) Approval of Minutes: April 5, 2018 SRC Meeting: (Sarah Launderville).</b>			
<b>Discussion:</b>	Sarah asked for any proposed changes or amendments to the April 5, 2018 Full SRC Minutes. There were none. Cari Kelley moved to approve, and it was seconded. No discussion. All approved. Vote unanimous: 16-0-0.		
<b>Conclusions:</b>	April 5, 2018 Full SRC Minutes approved.		

Action Items:	Person Responsible:	Deadline:
Upload approved minutes to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Debra Kobus	6/12/18
<b>5) Consent Agenda: Approved Minutes: (Sarah Launderville).</b>		
<b>Discussion:</b>	<p>Sarah asked for any proposed changes or amendments to the following consent agenda items:</p> <ul style="list-style-type: none"> <li>• AOE Committee: March 1, 2018;</li> <li>• Policy &amp; Procedures Committee: March 1, 2018;</li> <li>• Steering Committee: March 1, 2018;</li> <li>• Performance Review Committee: April 5, 2018;</li> <li>• Coordinator’s Report: June 7, 2018;</li> </ul> <p>There were none. Nick Caputo moved to approve, and it was seconded. No further discussion. Vote unanimous 16- 0-0.</p>	
<b>Conclusions:</b>	Consent agenda items approved.	
Action Items:	Person Responsible:	Deadline:
Upload approved minutes to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Debra Kobus.	6/12/18.
<b>6) Committee Chair Updates: (Sam Liss, Sherry Brunelle, Chris Kane, Sarah Launderville).</b>		
<b>Discussion:</b>	<p><b><u>Advocacy, Outreach and Education Committee:</u></b></p> <p>Sam Liss provided the update for the AOE Committee meeting.</p> <p>At the most recent AOE Committee meeting the following work was performed:</p> <p>Our last meeting was a very productive one.</p> <p><b><u>Legislative updates:</u></b></p> <p>One of the Advocacy, Outreach and Education Committee’s responsibilities, as it is for all SRC members, is to advocate for legislation on behalf of Vermonters with disabilities.</p> <p><b>Federal Highlights:</b></p> <p>There is good news federally. HR4547 – Social Security Representative Payee Bill strengthening protections against fraud passed both Houses unanimously and was signed into law on April 13, 2018. There is now grant funds available to be awarded to protection and advocacy groups and certain state agencies to conduct reviews and prevent fraudulent use of social security money.</p> <p>SILC (Statewide Independent Living Council) and CIL (Center for Independent Living)– unexpectedly had \$12M added to the budget. It is unknown how much Vermont will be getting at this point.</p> <p>Two proposals to eliminate Social Security work disincentives are moving forward.</p> <p><b>State Highlights:</b></p> <p>H919 – Passed and signed into law – provision that clients of HHS would have access to the training and development provisions of the workforce development bill.</p>	

Restoration of budget items for people with disabilities should occur such as attendance services, Reach Up Funding, Vermont Association for the Blind and Visually Impaired (VABVI), Vermont Legal Aid, Vermont Long-Term Care Ombudsman Project.

**Youth Core Transition Team Collaboration:** Tara Howe, VR Youth Transition Program Coordinator, joined us to discuss how the SRC could collaborate with the Transition Team.

Tara will be inviting legislators to attend the Annual Youth Core Transition Team Meeting taking place in Killington, Vermont on October 18, 2018. When notified by Tara, all AOE Committee members have been asked to follow up with their legislators and encourage them to attend.

Sarah is inquiring as to whether the SRC could present a workshop regarding advisory boards at the Annual Youth Core Transition Team Meeting. Many advisory groups do not understand that they are the group that can go and speak to their legislators and think it would be helpful to have a training for advisory boards related to this.

**Youth Advisory Board:** Diane added that a Youth Advisory Board comprised of many different disability advocacy groups has now met three times to address multiple key interests and we are now going to start recruiting. The Dare to Dream Youth Summit was also discussed at this last meeting.

**Card Room Event:** The other item discussed was this year's Card Room Event and we all agreed that it was a constructive and effective event as several legislators expressed sincere interest.

The Card Room Event for next year will be on March 14, 2019. We would like to enhance this coming year's participation and interaction with legislators by encouraging all SRC members to keep track of relevant legislation and to testify before appropriate hearings prior to the budget process.

**Policy and Procedures Committee:**

Sherrie Brunelle provided the update for the P & P Committee.

At the last meeting, the P & P Committee worked on the following:

- Developing a new chapter around Consumer Rights.

In addition, we discussed scheduling the following approved chapters for a public hearing:

- When to open a post-employment case versus a new VR case;
- Chapter 102: Informed Choice;
- Chapter 313: Audiology Services and Hearing Aid Purchases.

Discussion/thoughts for future chapters included:

- Disruptive behavior and violence;
- Gender identity and expression;

- Voter registration;
- Guidance on post-employment cases;
- and Career Pathways piece is another area that should be developed down the road when VR is ready.

**Agenda items for upcoming meetings:**

**September Agenda Items:**

- Consumer Rights;
- Financial means testing (part 1);
- Car Repairs;
- Discussion of potential new policies:
  1. Disruptive behavior and violence;
  2. Gender identity;
  3. Voter registration

**November Agenda Items:**

- Financial means testing (part 2);
- Self-employment

**January Agenda Items:**

- Supported employment;
- Career Pathways: check in on status

**Performance Review Committee:**

James provided the update for the PR Committee:

At the most recent PR Committee meeting, we worked on the following:

- A request to Voc Rehab for a breakdown of data to take a deeper dive into who we serve and more information on those receiving SSI and SSDI.
- We reviewed the Consumer Satisfaction Survey mainly focusing on the optional questions. We discussed how we can survey students that are receiving Pre-ETS services. We may want to do an RFI outlining our problem and asking how they would go about assessing quality.
- Had a follow up discussion about accessibility of VR services by English language learners or LEP (Limited English Proficiency) and Kathryn Housewright provided information related to the VR website and VR forms.

**Steering Committee:**

Sarah Launderville provided an update for the Steering Committee.

At the last meeting, we discussed:

- Membership recruitment in Business, Industry and Labor;

	<ul style="list-style-type: none"> <li>• Agenda for today’s Full SRC Meeting;</li> <li>• October 4, 2018 SRC Annual Retreat at Seyon Lodge State Park 9:30AM to 3:30PM.</li> </ul> <p>Sarah also was pleased to report in her capacity as Vice President of NCIL Governing Board that Sam Liss was awarded the Regional Advocacy Award by the National Council on Independent Living.</p>
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<b>Conclusions:</b>	Thanks everyone for the updates and congratulations to Sam!
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<b>Action Items:</b>	<b>Person Responsible:</b>	<b>Deadline:</b>
None.	Not applicable.	Not applicable.

**7) Director’s Report: (Diane Dalmasse).**

<b>Discussion:</b>	<p>Diane Dalmasse provided the following Director’s report:</p> <p>The <b>Careers Initiative</b> will be our total focus for the next three years. It is a very exciting body of work we will share with the SRC later in the meeting.</p> <p><b>Personnel Changes:</b></p> <p>It is with a very heavy heart that I share the news that Karen Blake Orne will return to the Newport office as a VR Counselor. (Jody Casey retired.) Karen has been a part of the senior management team for the last 7 plus years.</p> <p>She has managed consumer complaints and personnel issues as well as supervising the program for the deaf and hard of hearing, the Assistive Technology Project, and the Transition Program. We are recruiting for a “new Karen” and there is some internal interest in the position. They are impossible “shoes to fill”.</p> <p>In addition, Leo Schiff requested he step out of the regional manager’s role for the Springfield and Brattleboro offices due to health, well-being and family issues. He will return to the role of senior counselor in the Brattleboro office. Nancy Dwyer will become the regional manager for the two offices. I am confident she will do a great job.</p> <p>We have hired Amanda Kohle as the new Quality Assurance Manager. As you all know, Amanda has been a transition counselor in our Barre office and is a member of the SRC. Amanda is a very skilled, capable person. We are very excited to have her join us in central office in this new role. Finally, we will be able to focus on the development of a quality assurance system for VR. HOORAY!</p> <p>We hired Laura Lawson as our new training coordinator. Laura was a transition counselor in our Newport office. Laura is a highly organized, high energy person who has lots of experience as a trainer and educator in her background. We are very pleased to have her in central office.</p> <p><b>Budget:</b></p> <p>We are on track both on the federal and state years. We are a little behind in ticket payments but are confident in our revenue projections. Congress put back the Title VIB supported employment funds which is very welcome. We intend to use them to support job coaches in the offices. Our new focus on credential attainment and</p>
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measurable skills acquisition will become more important than ever.

**College Steps Pilot:**

We are moving along with the pilot in Rutland with College Steps and Castleton University. Rutland staff have identified 6 young adults who will need lower level supports and 2 young people who will need a higher level of support. The goal is to provide supports to students with other disabilities who could succeed in post-secondary education with that support. We will keep the SRC informed as we begin in the Fall semester.

Will Pendlebury, RM, said that he is very pleased that these six individuals have been identified as without this assistance they would not be able to go to college.

Will Pendlebury said that Vermont Adult Learning (VAL) has recently appointed a new Executive Director, Hal Cohen of Middlesex, and it would be beneficial for VR to reach out to him.

**Transition Team Performance Measures:**

After years of discussion, we have finally finalized the performance metrics for transition counselors and is available on the SRC website at <http://vtsrc.org/wp-content/uploads/2018/06/Transition-Team-Counselor- and-Transition-Team-Measures-2018.05.24.pdf>.

These measures have been vetted with the VR management team and with Transition Counselors, Youth Employment Specialists and Career Consultants. They will go into effect on July 1st of this year. Nothing is cast in concrete and we will monitor and evaluate these measures as we go.

Diane suggested inviting Tara Howe to come to a Full SRC meeting to go over these measures in detail.

**VR VDOL Partnership:**

As I may have shared previously, our relationship with the Vermont Department of Labor under the new administration is outstanding. In some part it is driven by WIOA, however, the current administration understands that we need to be in alignment and are assisting this.

**Grant and Ticket to Work Opportunities:**

Since our loss of reallotment funding, we have decided to aggressively pursue additional funding. We are looking at grants and increasing ticket revenue for starters. We are partnering with VDOL on a US DOL RFP to create apprenticeships for job seekers and incumbent workers with opioid addiction issues. We submitted a grant to US DOL with VDOL and CCV to expand apprenticeship opportunities for all job seekers including people with disabilities. We are pursuing a grant through the Social Security Administration to improve return to work rates for injured workers and people on FMLA. We are optimistic that the Jobs for Independence JFI grant program will continue after the grant ends this calendar year.

	We are planning to take a deep data dive on our ticket to work revenue. Who are we successful with? What are their profiles? Should we be marketing to ticket holders who are current clients? We generate close to \$2.5 million in ticket revenue. Can we make it \$3 million?		
<b>Conclusions:</b>	Thank you, Diane, for the update.		
<b>Action Items:</b>	<b>Person Responsible:</b>	<b>Deadline:</b>	
To Steering Committee Parking Lot: Diane suggested that a future Full SRC Meeting Tara Howe should be invited to go over the new Transition Team Performance Measures in detail.	Debra Kobus	Open.	
<b>8) VR Regional Managers Update: (Will Pendlebury)</b>			
<b>Discussion:</b>	<p>Will Pendlebury, the Regional Manager for the Rutland and Bennington District Offices, provided the following update:</p> <p>Diane just walked us through Career Pathways and my staff are really excited about this work. My staff's goal is to pick one to three projects. We have been planting the seeds of this initiative for months now. Rutland has been doing a lot of thinking about getting clients involved in the process.</p> <p>We have created orientation 2.0 that we are piloting so we can keep our clients engaged early on as it takes around 6 weeks for a client to see their counselor. Orientation 2.0 would begin after the initial orientation and prior to meeting with a client's counselor.</p> <p>We are continuing our work in the College Steps Pilot. We are focusing a little more on adults this year. We are also doing a lot with Linking Learning to Careers focusing on recruitment. We are partnering well with the DOL in our area coordinating events and figuring out how we can better serve our clients.</p> <p>My staff are very busy but enjoying the work they are doing. Members asked how he keeps his staff happy. One thing that Will said he does is encourages staff to take advantage of internal career development which helps to keep staff engaged and happy.</p> <p>Sarah asked what the challenges were in his region. Will said that the biggest challenge is our capacity. Our staff have a lot to do and we are always trying to figure out how to manage staff stress levels. We have a wellness committee to give people some levity during the day and step away from their desk for ½ hour or so. Diane added that Rutland lost one full FTE in the budget reduction.</p> <p>In Rutland we have high poverty and substance abuse. We do have some projects trying to address that, Real Careers, with DOL a partner in this. There are some other projects with BROCC Community Action and our new Justice Center to get people more stabilized after they leave Corrections.</p>		
<b>Conclusions:</b>	Great update! Thank you Will!		
<b>Action Items:</b>	<b>Person Responsible:</b>	<b>Deadline:</b>	
None	Not applicable.	Not applicable.	

## 9) Career Pathways Presentation: (Diane Dalmasse, James Smith, Will Pendlebury).

### Discussion:

Our intention is not to overwhelm you as we have a lot of information. 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.

Diane distributed a handout which is available on the SRC website at:

<http://vtsrc.org/wp-content/uploads/2018/06/Career-Pathways-Presentation-by-VR-2018.06.07.pdf>. Please refer to the pdf for specifics related to each item below:

Our first action was to revise our vision statement, mission, and guiding principles.

Our project portfolio was created with 12 projects that require our focus.

We came up with 7 Career Charters:

1. Career Assessment & Short- and Long-Term Goals.
2. MI Approach in Career Counseling.
3. Progressive Education.
4. Positive Outcomes.
5. Assignment of Resources.
6. I Teams & Careers Focus through the Rehab Process.
7. Dashboard.

Will is working with Bill Sugarman to talk about this idea of Progressive Education and what that will look like. Some people try college, but it isn't for everyone. There are a lot of other options other than college, such as work experience, and at the same time give them an opportunity to earn some money.

Progressive Education explores education and training options as a parallel program to Progressive Employment. We are currently trying to define what is progressive employment. We are also working on an inventory template so folks can use it to assess their own skills/resources.

Technology is a coordinated effort. We would also like to do some pilots with the training facility located in Morrisville. We will bring our definitions and inventory and talk with that group to get their ideas on how best to move forward.

The BAMS are in touch with companies in their area to obtain their input so we can have businesses involved. Education runs the gamut of options and we want and we want to include as many as possible.

We also have a charter on building our new dashboard which represents data organized in a manner that steers our focus to lead/lag indicators and careers. As an example of a lagging measure is weight loss. Examples of leading measures in this case are I'm going to eat less, weigh myself, etc.

James presented Strategic Objectives and Strategic Measures that included lag indicators, lead indicators, and possible activities – see handout. We currently do not know if our lead indicators will work. We will count the number and quality of assessments that counselors do. We will look at teaming and how many of our customers are involved with internal counselors and outside partners. Alice Porter

	<p>will develop a prototype of a new dashboard by the end of the month.</p> <p>It is also incredibly important that a mechanism is put into place to measure consumer feedback.</p> <p>Robin wanted to make sure that we are measuring the number of employers approached and outcomes.</p> <p>For the TBI population, Calla asked if it would be helpful to have different assessment points? Diane said that we do provide training on this related to TBI.</p> <p>Sam asked if VR has envisioned roles for the SRC and GCPD in moving the mission forward and the Career Pathway Program forward whether it be connections with employers or whatever the role may be. Diane said she wants to keep the SRC informed so we will be talking about this in the future.</p> <p>Implementation Team (I-Team): it would be helpful to have an SRC member on this committee so if anyone is interested to let Sarah and Diane know.</p> <p>James said that we could have a couple of counselors come in to let the SRC know how it is going as we currently do not know what is going to work.</p> <p>Courtney asked if assessments were currently being done and Diane said no. However, Will said that not all assessments are paper based as there are work place assessments as well as others and Diane agreed.</p> <p>Rose Lucenti recommended the Casas Locator Assessment. Martha wanted to make sure that we don't screen people out and Diane agreed that the purpose is not to screen people out but screen people in. Amanda said that she sees assessments as opening other doors. Marlana said that in terms of disabilities, when basic skills are measured and there are issues she does more assessments.</p> <p>Last week we held two half day meetings with different districts reviewing our new vision, mission, and charters. In June, each district will hold a day long retreat to pick project(s) that support their charter work. The important thing is to have staff engaged and feel they have ownership.</p> <p>Diane said we will be using Lean – Process Improvement Training. The core idea of Lean is to maximize customer value while minimizing waste. Simply put, lean means creating more value for customers with fewer resources. Will received his white belt yesterday in Lean. In the fall everyone should be trained, and process mapping should be completed. We will do a check in on staff progress in the fall and how we are doing.</p> <p>Diane referred everyone to the handout to read the case study around Career Pathways. The title of the case study is “Need a Job Now versus Long Term Career Goals”.</p> <p>Discussion occurred. “Learn and earn” was the way to go was the consensus of the group.</p>
<b>Conclusions:</b>	

<b>Action Items:</b>		<b>Person Responsible:</b>	<b>Deadline:</b>
To Steering Committee Parking Lot: We could have a couple of counselors come in the fall to let the SRC know how Career Pathways is going.		Debra Kobus	Open
<b>10) Other Business: (Sarah Launderville).</b>			
<b>Discussion:</b>	Sam wanted everyone to know that MWPD S262 (Medicaid for Working People with Disabilities) that passed is retroactive to the authorization statute.  Bill Botzow (D-Pownal) Chair of the House Commerce and Economic Development Committee is retiring ( <a href="https://www.sevendaysvt.com/OffMessage/archives/2018/05/23/walters-botzow-becomes-fifth-vermont-house-chair-to-retire">https://www.sevendaysvt.com/OffMessage/archives/2018/05/23/walters-botzow-becomes-fifth-vermont-house-chair-to-retire</a> ). Bill has been a great advocate of Vermonters with disabilities. The GCPD along with SILC and VCDR are all anticipating some sort of luncheon in the Bennington Region. Sam wanted to know if the SRC thought it was appropriate for the SRC to participate by sending a letter. Committee members agreed and approved by consensus to send a letter of gratitude to Bill Botzow from the SRC upon his retirement.		
<b>Conclusions:</b>	See above.		
<b>Action Items:</b>		<b>Person Responsible:</b>	<b>Deadline:</b>
Committee members agreed and approved by consensus to send a letter of gratitude to Bill Botzow from the SRC upon his retirement.		Sam Liss and Sarah Launderville.	Open
<b>10) Round Table: (Sarah Launderville).</b>			
<b>Discussion:</b>	Everyone went around the table and talked about what they liked best about the meeting! The discussions that centered on assessments was mentioned by most everyone!		
<b>Conclusions:</b>	Thanks everyone!		
<b>Action Items:</b>		<b>Person Responsible:</b>	<b>Deadline:</b>
To Steering Committee Parking Lot: Further Discussion Around Assessments		Debra Kobus	Open
<b>11) Adjournment: (Sarah Launderville).</b>			
<b>Discussion:</b>	Sarah asked if there was a motion to adjourn. Martha Frank moved to adjourn and it was seconded. No further discussion. All approved: Vote unanimous: 16-0-0.		
<b>Conclusions:</b>	Motion to adjourn approved at 3:10 p.m.		
<b>Action 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	6/12/18
Draft minutes emailed to Committee members.		Debra Kobus	6/12/18
Minutes approved.		Committee	12/6/18
Approved minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a> .		Debra Kobus	12/11/18