

SRC Performance Review Committee
 June 7, 2018 Minutes (approved 10/10/2018)

Thursday, April 5, 2018	10:00 a.m. to 12:00 p.m.	Waterbury State Office Complex, Oak Room; HC 2 South 280 State Drive; Waterbury VT 05671	
Meeting called by:	Committee members approved James Smith filling the role as meeting facilitator as Chris Kane could not attend. Meeting was called to order by James at 10:06 a.m.		
Members Present:	Sherrie Brunelle, Nick Caputo, Marlena Hughes. (arrived at 10:35), Robin Ingenthron. (arrived at 11:40), Rose Lucenti.		
Members Absent:	Chris Kane, Brian Smith, Olivia Smith-Hammond.		
SRC Liaison:	James Smith, VR Budget and Policy Manager.		
SRC Coordinator:	Debra Kobus.		
Interpreters:	Not applicable.		
Speakers / Presenters:	Kathryn Housewright.		
Facilitator:	None.		
Guests:	None.		
1) Introductions (James Smith).			
Discussion:	Those in attendance introduced themselves.		
Conclusions:	Thanks everyone!		
Action Items:	Person Responsible:	Deadline:	
None.	Not applicable.	Not applicable.	
2) Approval of Agenda (James Smith).			
Discussion:	James requested that the agenda item "Follow up on ELL Accessibility of VR Services" be discussed first since Kathryn Housewright is in attendance to address part of this agenda item. Members approved the modified agenda by consensus.		
Conclusions:	The modified agenda was approved.		
Action Items:	Person Responsible:	Deadline:	
None.	Not applicable.	Not applicable.	
3) Open for Public Comment (James Smith).			
Discussion:	There was no one from the public present.		
Conclusions:	None.		
Action Items:	Person Responsible:	Deadline:	
None.	Not applicable.	Not applicable.	
4) Approval of Minutes April 5, 2018 (James Smith).			
Discussion:	James asked if there were any proposed changes to the minutes. There were none. No further discussion. Minutes approved by consensus.		
Conclusions:	The April 5, 2018 minutes were approved by consensus.		

Action Items:	Person Responsible:	Deadline:
Upload approved minutes to www.VTSRC.org	Debra Kobus	6/12/2018
5) Develop Request for Breakdown of Data (James Smith).		
Discussion:	<p>The PR Committee asked for the following:</p> <ol style="list-style-type: none"> 1. How does Voc Rehab currently collect its data to be able to break down information by disability categories? 2. #'s breakdown by disability. 3. More nuance data needed of the broader categories within cognitive disabilities. <p>James Smith said the cognitive disability category is quite broad. Amanda Kohle agreed that it is not broken down into specific disabilities. Amanda did say that other categories are broken out much better than those in the cognitive disability category.</p> <ol style="list-style-type: none"> 4. Folks on SSI and SSDI – sub analysis. <p>James said that the data that VR has on this is not very reliable as this information is self-reported by consumers who often don't report such nuances.</p> <p>Historically, those on SSI and SSDI have consistently represented approximately 30% and the other 70% representing consumers not receiving public benefits.</p> <p>After discussion by the committee, James asked Debra Kobus to set up an additional time for the PR Committee to meet. The meeting will take place via conference call in recognition that it will be the second meeting of the month. The timeframe of the meeting is one to two weeks post the October 4th Annual Retreat.</p> <p>James will ask Alice Porter to present at this conference call:</p> <ul style="list-style-type: none"> ▪ a further breakdown of the demographics of those we serve (i.e. those receiving public benefits, etc.); ▪ and a comparative of outcomes by group. <p>James said that folks with sensory disabilities look like they are doing the best but come in to obtain VR services doing well. People with psychiatric disabilities have the lowest success rate but show the most improvement.</p> <p>Marlena Hughes said this data is very important information and stories about these individuals would be important to get out.</p> <p>James will invite two or three VR counselors to come in and share successes/challenges and the story behind them. Being able to illustrate</p>	

	<p>some of the challenges would be a good way to frame it (i.e. criminal history, substance abuse, housing, etc.) as it would give us some understanding where additional advocacy could be created. The December meeting would be a good time have this presentation.</p> <p>James said that down the road we should be obtaining some very interesting data from the Ticket to Work Program.</p> <p>5. Looking at Pre-ETS VR students with a state by state comparison (even if not completely comparable).</p> <p>James said that Pre-ETS data was provided in the Needs Assessment a couple of years ago but Alice will include this information in her presentation in October during the conference call.</p> <p>6. More data about tech centers, certifications, and people achieving outcomes.</p> <p>James said that this next year will be a baseline year in VR for collecting credential information, but it will take several years to develop good comparative data.</p> <p>Rose said she will provide Department of Labor (DOL) data on certifications during the October conference call as the DOL has been tracking this type of data for many years.</p> <p>7. What are the sources of information Voc Rehab uses?</p> <p>Because of WIOA reporting requirements, James said VR is now getting richer data:</p> <ul style="list-style-type: none"> ● We are in the process of signing an agreement with AOE to share education data; ● An agreement with the National Student Clearing house for post-secondary data is in the works; ● We have an agreement with the Economic Services Division (ESD) and a data sharing agreement with the Department of Corrections (DOC); ● We also have information from the counselors that they enter in Aware.
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Conclusions:	See above and action items below.
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Action Items:	Person Responsible:	Deadline:
James asked Debra to arrange an additional meeting held by conference call with PR Committee members one to two weeks after the October 4 Annual Retreat.	Debra Kobus	August 10, 2018.
James will ask Alice Porter to present at this conference call: <ul style="list-style-type: none"> ● a further breakdown of the demographics of those 	James Smith and Alice Porter	October 10, 2018 Conference Call

<p>we serve (i.e. those receiving public benefits, etc.);</p> <ul style="list-style-type: none"> • a comparative of outcomes by group; <p>Pre-ETS VR students with a state by state comparison. James said that this information was provided in the Needs Assessment a couple of years ago but Alice will include this information in her presentation in October during the conference call.</p>		
Rose will provide Department of Labor (DOL) data on certifications during the October conference call as the DOL has been tracking this type of data for many years.	Rose Lucenti	October 10, 2018 Conference Call
To Parking Lot:		
James will invite two or three VR counselors to come in and share successes/challenges and the story behind them. Being able to illustrate some of the challenges would be a good way to frame it (i.e. criminal history, substance abuse, housing, etc.) as it would give us some understanding where additional advocacy could be created. The December meeting would be a good time have this presentation.	James Smith and VR Counselors	December 6, 2018

6) Review Consumer Satisfaction Survey (James Smith).

Discussion:	<p>Amanda Kohle in her new position as Quality Assurance Manager will be responsible for developing the new survey. James provided a copy of the 2016 survey for the committee to review. Data collection began in 2003 with the same questions continuing without change so VR could use this data to compare with other years. There are, however, several questions that are changed from year to year that VR would like input from the SRC.</p> <p>Previous variable questions are highlighted in yellow in the 2016 Consumer Quality Assurance Survey located at http://vtsrc.org/wp-content/uploads/2018/06/VT-DVR-2016-Consumer-Survey-INSTRUMENT.pdf and are also copied below. In the parenthesis is the committee’s preference for the question (if any):</p> <ol style="list-style-type: none"> I. (VVR14 – page 10) How satisfied are/were you with the level of compassion and goodwill you experienced? (Remove). II. (VVR11 – page 19) My counselor made clear my role and responsibilities in communicating with vocational rehabilitation? (Keep - Important). III. (VVR12 – page 20) VR staff asked me for my opinions and ideas about the services I need. (Flip flop sequence with VVR13). IV. (VVR13 – page 21) VR staff asked me for my opinions and ideas about my vocational rehabilitation (Insert) “work” goals. V. (VVR15 – page 22) VR staff understands/understood my particular situation needs. (Keep - Good).
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	<p>VI. (VVR16 – page 23) VR staff believes/believed in my abilities.</p> <p>VII. (VVR17 – page 24) VR staff partners/partnered with me to achieve my (Insert) “employment” goals.</p> <p>An additional question was requested to be added:</p> <p>1. How well is Pre-ETS working?</p> <p>Pre-ETS established approximately 3 years ago. James said that an RFP will be needed for the survey and perhaps we should add a requirement in the RFP on how they would propose to collect this data. An addition of a Focus group could be another option. The challenge is how we can get an assessment of Pre-ETS when these students haven’t put in a formal VR application.</p> <p>Additional possible questions if not addressed elsewhere:</p> <p>2. Consumer agrees with the VR goals established for them.</p> <p>3. My VR Counselor made appropriate referrals.</p> <p>4. After working with VR did I obtain skills I can use in other areas of my life or new qualifications or credentials?</p> <p>5. Do consumers know that ongoing resources are available to advance in their career?</p>						
Conclusions:	See above and action items below.						
Action Items:	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="917 1012 1219 1045">Person Responsible:</th> <th data-bbox="1219 1012 1500 1045">Deadline:</th> </tr> </thead> <tbody> <tr> <td data-bbox="917 1045 1219 1864">James Smith and Amanda Kohle.</td> <td data-bbox="1219 1045 1500 1864">Open.</td> </tr> <tr> <td data-bbox="917 1864 1219 1904">James Smith and</td> <td data-bbox="1219 1864 1500 1904">Open.</td> </tr> </tbody> </table>	Person Responsible:	Deadline:	James Smith and Amanda Kohle.	Open.	James Smith and	Open.
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<p>In the parenthesis is the committee’s preference for the variable questions previously asked (if any):</p> <p>I. (VVR14 – page 10) How satisfied are/were you with the level of compassion and goodwill you experienced? (Remove).</p> <p>II. (VVR11 – page 19) My counselor made clear my role and responsibilities in communicating with vocational rehabilitation? (Keep - Important).</p> <p>III. (VVR12 – page 20) VR staff asked me for my opinions and ideas about the services I need. (Flip flop sequence with VVR13).</p> <p>IV. (VVR13 – page 21) VR staff asked me for my opinions and ideas about my vocational rehabilitation (Insert) “work” goals.</p> <p>V. (VVR15 – page 22) VR staff understands/understood my situation needs. (Keep - Good).</p> <p>VI. (VVR16 – page 23) VR staff believes/believed in my abilities.</p> <p>VII. (VVR17 – page 24) VR staff partners/partnered with me to achieve my (Insert) “employment” goals.</p>							
Additional questions presented for inclusion in the next							

<p>Quality Assurance Survey:</p> <ol style="list-style-type: none"> 1. How well is Pre-ETS working? James said that an RFP will be needed for the survey and perhaps we should add a requirement in the RFP on how they would propose to collect this data. An addition of a Focus group could be another option. The challenge is how we can get an assessment of Pre-ETS when these students haven't put in a formal VR application. 2. Consumer agrees with the VR goals established for them. 3. My VR Counselor made appropriate referrals. 4. After working with VR did I obtain skills I can use in other areas of my life or new qualifications or credentials? 5. Do consumers know that ongoing resources are available to advance in their career? 	<p>Amanda Kohle.</p>	
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7) Follow Up ELL Accessibility of VR Services (James Smith & Kathryn Housewright)

<p>Discussion:</p>	<p>The PR Committee requested information on the accessibility and readability of VR documents, forms, website content for folks with disabilities, particularly intellectual/cognitive disabilities.</p> <p>Kathryn Housewright addressed website and forms accessibility. Voc Rehab's website is clearly marked for different audiences; compatible with screen readers; most pages are "above the line"; extra space between bulletin points have been added.</p> <p>Report out on what data is currently being collected in Aware.</p> <p>In terms of forms in Aware, they are created in Microsoft Word and are accessible to screen readers. Kathryn is currently making sure that PDF forms are also accessible.</p> <ul style="list-style-type: none"> • Demand for and use of the 10 forms/docs VR has translated for staff, to include what districts/areas of the state. • % of VR Budget designated for interpretative services. (telephonic, in-person, and translation) • How much VR spends annually on interpretative services? (telephonic, in-person, and translation) <p>A summary of these statistics was handed out that was put together by Alice Porter and can be viewed here: http://vtsrc.org/wp-content/uploads/2018/06/Accessibility-Language-Related-VR-Data-2018.06.07.pdf.</p>
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	Sherrie Brunelle would like comparative data from the Department of Labor. Rose Lucenti will investigate this and report back. Question posed: What portion of the population that they are serving where English is not a customer's primary language?		
Conclusions:	See action items below.		
Action Items:	Person Responsible:	Deadline:	
James to ask Alice to provide a deeper dive into language data.	James Smith and Alice Porter	October 10, 2018 Conference Call	
Investigate and provide feedback as to what portion/percentage of the population that the DOL serves do not use English as their primary language?	Rose Lucenti	October 10, 2018 Conference Call	
8) Other Business (James Smith)			
Discussion:	None.		
Conclusions:	Not applicable.		
Action Items:	Person Responsible:	Deadline:	
None.	Not applicable.	Not applicable.	
9) Adjournment (James Smith)			
Discussion:	James asked if there was a motion to adjourn. Sherrie Brunelle moved to adjourn and it was seconded. No further discussion. All approved. Vote unanimous: 5-0.		
Conclusions:	Meeting adjourned at 11:56 a.m.		
Action Items:	Person Responsible:	Deadline:	
Draft minutes uploaded to www.VTSRC.org	Debra Kobus	6/12/18	
Draft minutes emailed to all Committee members	Debra Kobus	6/12/18	
Minutes Approved	Committee Members	10/10/18	
Approved Minutes uploaded to www.VTSRC.org	Debra Kobus	10/15/18	

Parking Lot:

James will invite two or three VR counselors to come in and share successes/challenges and the story behind them. Being able to illustrate some of the challenges would be a good way to frame it (i.e. criminal history, substance abuse, housing, etc.) as it would give us some understanding where additional advocacy could be created. The December meeting would be a good time have this presentation.

James Smith and VR Counselors.

December 6, 2018