

APPROVED 2019.03.07
 Minutes – January 3, 2019
 SRC Policy and Procedures Committee

SRC Policy and Procedure Committee		
Thursday, January 3, 2019	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 10:00 am	
Members Present	Courtney Blasius (arrived approximately at 11 am) Sherrie Brunelle (Chair), Jessica Brennan (nonvoting DA employee), Marlena Hughes	
Members Absent	Maria Burt (nonvoting DA employee)	
SRC Liaison	James Smith, DVR Budget and Policy Manager	
SRC Coordinator	Debra Kobus	
Interpreters	n/a	
Speakers/ Presenters	n/a	
Guests	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 proposed changes or additions to the agenda. There were none. Marlena moved to approve the agenda as proposed and it was seconded. There was no further discussion. Motion approved. Vote 2-0-0.	
Conclusions	Today's 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 - November 1, 2018 (Sherrie Brunelle)			
Discussion	Sherrie asked if there were any proposed changes to the minutes. There were none. Marlena moved to approve the minutes, and it was seconded. No further discussion. Motion approved 2-0-0.		
Conclusions	November 1, 2018 minutes approved.		
Action Items		Person Responsible	Deadline
Upload approved minutes to SRC website		Debra Kobus	1/8/19
5) Election - Chair			
Discussion	Debra reported that there was one email with a self-nomination for chair of the P & P Committee submitted by Sherrie Brunelle. There were no other nominations or self-nominations submitted prior to this meeting. Sherrie asked twice if there were any nominations or self-nominations from the floor. Hearing none and an Australian ballot not being necessary, voting was made by consensus. Sherrie asked all those in favor of electing her as Chair of the P & P Committee to say Aye. All those not in favor to say No. Hearing none, Sherrie Brunelle was elected as Chair.		
Conclusions	Sherrie Brunelle elected as chair.		
Action Items		Person Responsible	Deadline
Update SRC docs & website		Debra Kobus	1/8/19

6) Update on Status of Public Hearing/Comment on the following policies: (James Smith)		
Discussion	James reported that a formal public hearing was held on November 14, 2018 and the following new incremental policy changes are now officially approved. 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 was held on November 14, 2018. Incremental changes are now officially approved.	
Action Items	Person Responsible	Deadline
Incremental Policy Changes uploaded to VocRehab website	James Smith's designee	asap
7) Email Vote Result - Chapter 209 Casework Practices Under WIOA (Sherrie Brunelle/James Smith)		
Discussion	An updated WIOA Casework Practice Chapter was circulated via email for members to vote on. Edits recommended by the committee were incorporated: <ul style="list-style-type: none"> including adding names to all the case studies (versus talking about the consumer), and changed numbers to bullets so not to suggest a hierarchy of importance. Sherrie Brunelle offered some additional edits during this circulation which were incorporated. The final tally of P & P Committee voting members was: 2 Approve and 1 Abstention. Nonvoting members also gave their approval when queried. Chapter 209 approved with edits. <ul style="list-style-type: none"> Public hearing is scheduled for January 24, 2019. 	
Conclusion	Chapter 209 Casework Practices Under WIOA Approved.	
Action Items	Person Responsible	Deadline
Report results of Public Hearing scheduled on 1/24/19 at the next P & P meeting scheduled for 3/7/19	James Smith	3/7/2019

8) Feedback received from 12/11/18 Senior VR Counselors Meeting (Sherrie Brunelle/James Smith)

Discussion	<p>The following items were brought to the 12/11/18 Senior VR Counselors meeting to obtain their comments and recommendations:</p> <p>1) New Consumer Rights and Responsibilities Chapter and 14 Point Handout</p> <p>Sherrie attended the meeting and circulated the handout. Everyone was generally very supportive of the handout. A couple of people would have liked more details about consumer responsibilities in working with their VR counselor. There was language recommended to address this issue.</p> <ul style="list-style-type: none">• The counselors didn't feel that a chapter on this topic is needed in the manual given that everything was covered in the Appeals Chapter and consumers would not be looking at the chapter itself.• The counselors felt the handout is something that should be provided during orientation and used as part of the orientation packet.• Some expressed interest in seeing more comprehensive information on this topic available for orientation of new VR counselors.• The counselors suggested discussing both with VR's training coordinator, Laura Lawson. <p>James questioned whether there was enough detail provided in the handout. For example, James said because of the shortened nature of the handout, he felt it lost the feeling of a partnership existing between the consumer and VocRehab.</p> <ul style="list-style-type: none">• Some friendly opening should be added that emphasizes that this is a partnership between a consumer and VR.• James reported that Diane thought that rather than putting it as a chapter in the manual that we could have put it on the jobs search section of the VR website. <p>Marlena said that her experience is that folks have</p>
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	<p>difficulty with reading.</p> <ul style="list-style-type: none"> Note: Typo on the first page of handout under the heading “Individualized Plan for Employment”, on the third line, “your” should change to “you” [get to your work and career goals.”] Sherrie will add an introductory paragraph welcoming emphasizing partnership and share it with Amanda and Marlena for feedback. <p>Sherrie said that there was a request that all the VocRehab documents be reviewed for readability and accessibility.</p> <ul style="list-style-type: none"> Amanda will follow up with the individual. There was an expression of interest in having a CAP video at consumer orientation. <p>Sherrie reported that there was also some discussion at the meeting about revisions to the self-employment chapter and post-secondary education and training (6 months – 2 years). Transportation was also discussed.</p> <p>2) Chapter 105: Appeals Process There wasn’t an in-depth discussion of the appeals process. VR counselors felt that everything was covered in the Appeals Chapter itself.</p>	
Conclusions	See above	
Action Items	Person Responsible	Deadline
Draft suggested changes to the handout and send to Amanda and Marlena for review and comment.	Sherrie Brunelle	March 7, 2019
Sherrie said that there was a request that all the VocRehab documents be reviewed for readability and accessibility. Amanda will follow up with the individual.	Amanda Kohle	March 7, 2019
9) Chapter 204: Case Closure (Deactivation) (James Smith/Donna Curtin)		
Discussion	James said VR’s closure guidance doesn’t give enough direction to managers and staff around the steps for	

closure (i.e. when it is appropriate to close a case as well as providing appropriate documentation, and notice of intent to close). James said it is confusing because the actual regulations are confusing. James pulled out all sections of the regs that dealt with closure and has drafted changes to the guidance and will distribute it before the next meeting. The two items he is trying to clarify is:

- Closure, and
- circumstances where you may consider closing a case or for non-cooperation or closure because a person cannot benefit from services.

The goal in updating the chapter is:

- to provide consistency and clarity for the consumer and VR counselors and define what non-cooperation is and documentation required to substantiate it.
- Voc Rehab must be able to tie non-cooperation with their inability to reach an employment goal.

James also wants to:

- create new Aware letters that are the only ones that can be used by the VR counselors.
- All the closure letters will be put in the manual.

Sherrie said that although she has had not had an opportunity to look at regulations, she believes:

- the official term used should be “closure” as it deals with an employment outcome.

Sherrie looked at the dictionary distinction between closure and deactivation. James agrees with Sherrie that deactivating is not the best term. Jessie doesn't have a problem with the term closure. Amanda says that there is a clarification in the letter now stating that you can come back for services. Courtney thinks it is great that this is now stated in the letter as it was not when her case was closed, and she did not think she could come back for services.

- James and Amanda will take the issue of closure letters to VR management for approval and will notify the counseling staff.

Conclusions	See above.	
Action Items	Person Responsible	Deadline
Chapter 204 - Draft changes	James Smith	March 7, 2019
The issue of closure letters will be brought to VR management for approval and will notify the counseling staff.	James Smith and Amanda Kohle	March 7, 2019
10) Chapter 311: Training and Post-Secondary Education (Group)		
Discussion	<p>The policy is consistent with practice. James said that this was brought to his attention by Anne Brin, Senior VR Counselor.</p> <ul style="list-style-type: none"> • The current outdated policy limits training to 6 months and should be updated to up to 2 years for training. • There is also some interest in updating the language around post-secondary education. • There are questions around the value we are receiving for the money we are spending. • The other issue is if we are paying for tuition and if they are getting funding from VSAC, VSAC will reduce their funding dollar to dollar by the funding VocRehab is providing to the consumer. • In addition, money appears to be going to purchase text books, etc., and that we may be subsidizing middle class students that would be going to college anyway rather than those that would need this funding to attend college in the first place. • Sherrie agreed to research what other states are doing related to Training and Post-Secondary Education and provide this information to James for drafting changes. <p>Notes on previous discussions from Parking Lot: Draft policy after planning meetings are completed related to WIOA's new requirements. This should include discussion about:</p> <ul style="list-style-type: none"> • the RSA policy directive that 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 	

	<p>that piece and make sure it is clearly reflected in our policy;</p> <ul style="list-style-type: none"> • fleshing out VR’s policy on what VR will pay for related college expenses including College Steps. 	
Conclusions	See above	
Action Items	Person Responsible	Deadline
Draft changes to Chapter 311: Training and Post-Secondary Education	James Smith	March 7, 2019
Provide research to James on what other states are doing related to Chapter 311.	Sherrie Brunelle	March 7, 2019
11) Chapter 312: Transportation (Group)		
Discussion	<p>Sherrie had some discussion with the VR counselors around transportation and it appears there is a lack of consistency in how guidance is interpreted. James thinks there is a fairly high level of consistency in that they are not paying for consumers to come to the office and generally paying for services they are engaged in. The mechanism for how VR counselors handle individuals, represents stylistic variations and he would not want to get to that level of granularity.</p> <ul style="list-style-type: none"> • Car Coach is still of interest and was part of capstone community action program for years and was defunded by the reach up program. VocRehab contributed some funding but it was not enough to sustain it. Estimate funding needed would be around \$150K. Amanda said it is on the Resource Allocation Team’s agenda. <p>James hasn’t done any drafting yet but should have something available by the next meeting. Sherrie will perform some research at what other states are doing.</p> <p>2019 Priority: creating some clear and consistent process for making decisions using VR funds. Working with Ross MacDonald of VTrans in this endeavor.</p>	
Conclusions	See above	
Action Items	Person	Deadline

	Responsible	
Draft changes to Chapter 312: Transportation	James Smith	March 7, 2019
Provide research to James on what other states are doing related to Chapter 312	Sherrie Brunelle	March 7, 2019

12) Full P & P Manual Chapter Review Schedule (Group)

Discussion	<p>A listing of when each policy in the VR P & P Manual located on the VR website was last updated by the committee was provided so the committee could begin systematically reviewing policies and procedures again from start to finish. The committee determined the following review schedule:</p> <p>March 2019:</p> <ul style="list-style-type: none"> • Chapter 204: Case closure (first draft in March and final draft by May) • Chapter 209: Public comment results and finalize • Chapter 311: Training & Post-secondary next (first draft for minor change length of training in March; remainder fall with workgroup in summer) • Chapter 312: Transportation (draft March) <p>May 2019:</p> <ul style="list-style-type: none"> • Chapter 204: Case Closure (final draft May) • Chapter 312: Transportation next (final draft May) • Chapter 308: Self-employment next (first draft in May) • Appendix A: Spending Guidelines (Amanda to summarize Survey Monkey in May on Spending Guidelines. Note that spending guidelines are incorporated into each chapter and must also be revised too.) <p>Summer 2019 (July & August):</p> <ul style="list-style-type: none"> • Chapter 308 - Self Employment workgroup • Chapter 311 - Training & Post-Secondary Education workgroup <p>September 2019:</p>
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	<ul style="list-style-type: none"> • Chapter 303 – Maintenance (fall agenda – look at Survey Monkey first in May) • Chapter 308 – Self Employment (report out from workgroup) • Chapter 311 – Training & Post-Secondary Education (report out from workgroup) 	
Conclusions	See above. Place also in Parking Lot for reference.	
Action Items	Person Responsible	Deadline
See above.	Group	As indicated
11) Other Business (Sherrie Brunelle)		
Discussion	<p>1) Agenda Setting – March 7, 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"> ❖ Consumer Rights and Responsibilities Handout (final draft) ❖ Chapter 204: Case closure (first draft in March and final draft by May) ❖ Chapter 209: Public comment results and finalize ❖ Chapter 311: Training & Post-secondary next (first draft for minor change length of training in March; remainder fall with workgroup in summer) ❖ Chapter 312: Transportation (draft March) <ul style="list-style-type: none"> ○ Other Business <ul style="list-style-type: none"> ▪ Agenda Setting – May 2, 2019 ▪ Other ○ Adjournment <p>2) Other</p>	
	See above.	
Action Items	Person Responsible	Deadline

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Propose draft agenda to Chair & James	Debra Kobus	2/15/19
12) Adjournment (Sherrie Brunelle)		
Discussion	Sherrie asked if there was a motion to adjourn. Marlena moved to adjourn, and it was seconded. Vote unanimous 2-0-0.	
Action Items	Person Responsible	Deadline
Draft Minutes uploaded to SRC website	Debra Kobus	1/8/2019
Draft minutes emailed to Committee Members	Debra Kobus	1/8/2019
Minutes approved by Committee	Committee Members	3/7/2019
Approved minutes uploaded to SRC website	Debra Kobus	3/12/2019
<u>Parking Lot:</u>		
Draft Policy on Careers Initiative - Post-Secondary Training and Education after planning meetings are completed related to WIOA’s new requirements. This should include discussion about: <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 responsive to Gender identity <ul style="list-style-type: none"> • Discuss with the Steering 	Sherrie Brunelle	Complete

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<p>Committee today if it would be an appropriate topic to be presented to the Full SRC per Sherrie.</p> <ul style="list-style-type: none"> • 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>Amanda Kohle</p>	<p>Open</p>
<p>A listing of when each policy in the VR P & P Manual located on the VR website was last updated by the committee was provided so the committee could begin systematically reviewing policies and procedures again from start to finish. The committee determined the following review schedule:</p> <p>March 2019:</p> <ul style="list-style-type: none"> • Chapter 204: Case closure (first draft in March and final draft by May) • Chapter 209: Public comment results and finalize • Chapter 311: Training & Post-secondary next (first draft for minor change length of training in March; remainder fall with workgroup in summer) • Chapter 312: Transportation (draft March) <p>May 2019:</p> <ul style="list-style-type: none"> • Chapter 204: Case Closure (final draft May) • Chapter 312: Transportation next (final draft May) • Chapter 308: Self-employment next 		

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<p>(first draft in May)</p> <ul style="list-style-type: none"> • Appendix A: Spending Guidelines (Amanda to summarize Survey Monkey in May on Spending Guidelines. Note that spending guidelines are incorporated into each chapter and must also be revised too.) <p>Summer 2019 (July & August):</p> <ul style="list-style-type: none"> • Chapter 308 – Self Employment workgroup • Chapter 311 – Training & Post-Secondary Education workgroup <p>September 2019:</p> <ul style="list-style-type: none"> • Chapter 303 – Maintenance (fall agenda – look at Survey Monkey first in May) • Chapter 308 – Self Employment (report out from workgroup) <p>Chapter 311 – Training & Post-Secondary Education (report out from workgroup)</p>		
<p>2019 Priorities from 10/4/2018 Retreat</p>		
<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>