

Approved Minutes
PERFORMANCE REVIEW COMMITTEE
June 3, 2021
10:00 AM – 11:30 AM
via Zoom

Meeting called by:

Nick Caputo, Chair, called the meeting to order at 10:01 a.m.

Members Present:

- Gina D’Ambrosio
- Marlana Hughes
- Nick Caputo
- Sherrie Brunelle
- Kevin Stapleton
- Robin Ingenthron
- Asher Edelson

Members Absent:

- Bill Meirs
- Danielle Dubois
- Rose Lucenti

SRC Liaison:

- Amanda Arnold

SRC Coordinator:

- Kate Larose

Interpreters:

None

Speakers or Presenters:

None

Guests:

None

1) Introductions (Nick Caputo)

Discussion:

Those in attendance introduced themselves.

Conclusions:

Thanks to everyone!

Action Items, Person Responsible, Deadline:

None

2) Approval of Agenda (Nick Caputo)

Discussion:

Nick asked for any proposed additions or changes to the agenda. There were none. Sherrie moved to accept the agenda and it was seconded. No further discussion. All approved. Vote unanimous 6-0-0

Conclusions:

Motion passes: today's agenda accepted

Action Items, Person Responsible, Deadline:

None

3) Open for Public Comment (Nick Caputo)

Discussion:

No one from the public was present

Conclusions:

n/a

Action Items, Person Responsible, Deadline:

None

4) Approval of Minutes for April 1, 2021 (Nick Caputo)

Discussion:

Nick asked for any proposed changes or amendments to the [Minutes from April 1, 2021](#). There were none. Asher moved to approve the minutes and it was seconded. No discussion. All approved. Vote unanimous 6-0-0

Conclusions:

April 1, 2021 minutes were approved

Action Items, Person Responsible, Deadline:

Upload approved minutes to the SRC website, **Kate Larose**, 6/8/2021

5) Presentation: [Consumer Satisfaction Survey](#) (Amanda Arnold)

Discussion:

Amanda provided an overview on the consumer satisfaction survey which takes place every two years. She shared that topics such as diversity, equity, and

inclusion and impacts of the COVID pandemic might be important additions to this year's survey.

Amanda walked through the 2019 survey results provided in [this presentation](#). She shared that the range was 0-100, with 100 representing the best possible experience, and 0 representing the worst possible experience.

Sherrie added that the Consumer Assistance Program video has been created, and CAP will reach out to VR to see how it can be best shared with consumers.

Amanda shared this list of new questions to consider:

- *If you obtained employment as part of your services, did someone regularly follow up with you about providing supports if you required them? (strongly agree/somewhat agree...)*
- *I always feel treated with full respect by my counselor regardless of my race, ethnicity, gender, sexual orientation, disability, or any other difference. (strongly disagree/disagree/neutral/agree/strongly agree).*
- *My counselor is supportive of (racial, ethnic, gender, sexual orientations, disability) diversity. (strongly disagree/disagree/neutral/agree/strongly agree).*
- *How easy was it for you to meet with your vocational rehabilitation counselor if you needed to meet virtually? (very easy, somewhat easy, somewhat difficult, very difficult)*
- *If no, what would have made it easier for you to meet with your counselor virtually?*
 - Sherrie suggested adding gender identity as a question.
 - Nick asked about the definition of "regularly" and if an example or definition should be provided.
 - Marlana asked if there is data on the types of disabilities that are served. Amanda said that all results can be broken down by demographics (such as gender, types of disability, etc.). Amanda shared that individuals with mental health disabilities have higher levels of dissatisfaction with services compared to other disability categories.
 - Nick asked about adding a question to capture the times when consumers need to reach out to other counselors. Sherrie suggested, "When it comes to communication issues, did you request a different counselor? If you did, did it help to resolve the issue you were experiencing?"
 - Gina asked about adding in a question to learn more about preferences for communication (e.g., written letters, texting, phone calls, etc.).
 - Marlana asked about the reasons behind people not being able to make their appointments, if it's disability related, and if there are services, supports, or accommodations that can be provided.
 - Sherrie suggested asking about barriers to engaging with VR services, as well as barriers to engaging in employment and training.
 - Nick wondered how we address those who contact the CAP.

Amanda invited attendees to answer this question in chat: "If you had to pick the top 1-3 things that indicate how well VR is doing, what would those be?"

Responses included the following:

- I think there is a range or spectrum of "right fit" which is not necessarily being documented as a metric
- How accessible are the counselors, how successful are the services, and how adept are counselors at general follow ups?
- Asking whether they felt VR was a valuable service and met their needs, whether VR services helped them gain employment, and asking whether VR helped them identify and meet their career goals
- Personally, I think jobs is a prime indicator, especially fulltime jobs that pay 125% of minimum wage and more.
- Figuring out how to better serve individuals with mental illness
- Who in Vermont (with need) is not being served?
- I also think there is a dynamic where clients should effectively "graduate" from oversight
- Look at customized employment in addition to supported employment
- Sherrie participated in a national webinar last week and she realized that the customized employment side of WIOA is not something that is currently being provided. Amanda shared that they call it "job carving" internally.
- Gina added that another aspect of job carving is identifying roles that an employee could fulfill that are not currently being done. For example, having someone come in and sort items, which could make tasks easier for other employees.
- Sherrie added that VR created a grant proposal to work with designated mental health agencies to provide wrap around services for the population of consumers with mental health disabilities. It was not funded, but she is hopeful there will be a source of funding for this in the future.

Conclusions:

See above

Action Items, Person Responsible, Deadline:

- Include Consumer Satisfaction Survey on next agenda for any updates or further committee input needed.

6) Other Business (Nick Caputo)

A. Agenda Setting for October 14, 2021

The following topics were discussed:

- Consumer satisfaction survey updates
- Priority setting for the year ahead.
- Data around transportation (e.g., In how many situations is transportation a barrier to employment, to what degree is it incorporated into an IPE, etc.)
- WIOA aspects of customized employment/job carving

- How VR is doing with DEI in terms of outreach to specific disability communities, which will be timely once the VR marketing plan is complete
- Overview of the assessment process at intake to determine accommodations provided in VR services and placements.

Conclusions:

The October agenda will include topics from the list above, to be determined by PR Committee chair in September.

Action Items, Person Responsible, Deadline:

n/a

8) Adjournment (Nick Caputo)

Sherrie moved to adjourn, and it was seconded. Nick called the meeting adjourned at 11:15 am

Action Items, Person Responsible, Deadline:

- Draft minutes uploaded to SRC website, **Kate Larose**, 6/8/2021
- Draft minutes emailed to Committee members, **Kate Larose**, 6/8/2021
- Minutes approved, **Committee**, 10/14/2021
- Approved minutes uploaded to website, **Kate Larose**, 10/19/2021