

Approved Minutes
PERFORMANCE REVIEW COMMITTEE
October 14, 2021
10:00 AM – 11:30 AM
via Zoom

Meeting called by:

Marlena Hughes, Past Chair standing in for Nick Caputo, called the meeting to order at 10:01 a.m.

Members Present:

- Marlena Hughes
- Sherrie Brunelle
- Kevin Stapleton
- Laura Flint
- Robin Ingenthron

Members Absent:

- Bill Meirs
- Danielle Dubois
- Rose Lucenti
- Gina D'Ambrosio
- Nick Caputo

SRC Liaison:

- Amanda Arnold

SRC Coordinator:

- Kate Larose

Interpreters:

None

Speakers or Presenters:

- Nat Piper

Guests:

None

1) Introductions (Marlena Hughes)

Discussion:

Those in attendance introduced themselves.

Conclusions:

Thanks to everyone!

Action Items, Person Responsible, Deadline:

None

2) Approval of Agenda (Marlena Hughes)

Discussion:

Marlena 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 3-0-0

Conclusions:

Motion passes: today's agenda accepted

Action Items, Person Responsible, Deadline:

None

3) Open for Public Comment (Marlena Hughes)

Discussion:

No one from the public was present

Conclusions:

n/a

Action Items, Person Responsible, Deadline:

None

4) Approval of Minutes for [June 3, 2021](#) (Marlena Hughes)

Discussion:

Marlena asked for any proposed changes or amendments to the minutes from [June 3, 2021](#). There were none. Sherrie moved to approve the minutes and it was seconded. No discussion. All approved. Vote unanimous 3-0-0

Conclusions:

June 3, 2021 minutes were approved

Action Items, Person Responsible, Deadline:

Upload approved minutes to the SRC website, **Kate Larose**, 10/14/2021

5) Presentation: Intake Assessment Overview (Amanda Arnold)

Discussion:

Amanda walked through the intake and assessment process.

The intake assessment process includes receiving and reviewing documentation from medical providers, schools (if applicable), and in-depth conversation with the consumer in terms of how they experience their disability impacting their employment. This initial process determines next steps, goals, and best services for the individual (which might include soft skills training, resume building, education or certification, or going straight into the job market).

Marlena asked how we might better serve customers with complex mental illness or co-occurring mental illness. Amanda said that we had applied for a grant in the past that would have addressed this but that the grant was unfortunately not funded. People with significant needs often don't qualify for existing programs such as Community Rehabilitation and Treatment (CRT) which is also sometimes referred to as CST (Community Support Services). Laura added that they repeatedly hear this concern from family members. Marlena asked what the resource restraints are and Laura said that dedicated employment counselors for this population are limited.

Sherrie asked what discussions might be happening between DMH and VR regarding stimulus funding, and if advocacy at the Legislature might provide some of the needed resources now rather than waiting for grant funding. She said that the number one referral sources to Client Assistance Program are individuals with diagnoses of mental illness. She believes this is due to the fact that there is range of services available to populations with developmental disabilities, but a dearth of resources and support available to those diagnosed with mental illness. Without wraparound services to support people the probability of success for these clients in VR services is stark. Sherrie also wondered if reallocation funds could be used in this way, and what VDOL could bring to this through WIOA. At a minimum she would like to see a task force put together, but would also like to see funding allocated to this for a pilot project in the interim.

Marlena said that from her experience in Department of Corrections people with multiple mental health diagnoses when the underlying issue might be trauma or TBI. Memory and appointment keeping is a challenge for these populations and wonders how to support this so services can be provided.

Amanda said that VR counselors often make referrals to mental health and wonders how we can make these referrals more seamless so it's not on the consumer to do the follow through.

Sherrie would like to see a teaming process with case management instead of referrals between silos so that VR, mental health, housing, and education are integrated. Short of this, family members often find themselves in the burdensome role of managing multiple case managers. Amanda suggested looking more deeply at the applicability of the current ICAN teaming model.

Laura added that the Individualized [IPS](#) approach has years of evidence behind it and should also be looked at further. It is a practice that started with serving populations diagnosed with the label of “severe persistent mental illness” which looks at employment as an integral piece of recovery to people living with mental illness or substance use. It includes support from employment staff to make that possible using a team approach with housing and mental health. Currently this model is being used with youth in transition, people with opioid use disorder, veterans, and more. Employment or education is always at the center of the model as the goal. She also shared a link to the [ASPIRE grant initiative](#).

Amanda suggested that we take a deeper dive here once we have the results from the consumer satisfaction survey and from this population.

Conclusions:

See above

Action Items, Person Responsible, Deadline:

- Revisit the topics above once consumer satisfaction survey data are available.

6) Presentation: [Customized Employment & Job Carving](#) (Nat Piper)

Amanda walked through the presentation above to provide context about customized employment (which is also referred to as job carving).

Nat said that the core beliefs driving this are that everybody is ready for something and that we don't do our business without relationships (with one another, with the business customer, and with the consumer). It's about learning more about what skills are needed in the business and matching them with consumers' skills. It's individually based and there is no one size fits all approach in job carving with individualized supports. Amanda shared that job carving is a rarity that is used as a last resort as the goal is to help people be as successful as possible with the least restrictive supports.

Sherrie wondered how we might include customized employment in our policy and procedure manual and asked about the differences between customized employment and progressive employment.

Laura asked about job creation vs. job carving which seems to be creating a new position out of an existing position. Amanda said that the focus is on meeting a need that hasn't yet been addressed instead of creating a need.

Robin shared that from his experience as an employer he was initially resistant and there were lessons learned from the first few experiences which led to success.

Conclusions:

n/a

Action Items, Person Responsible, Deadline:

n/a

7) Creating a Timeline for Priorities (Group)

The PR Committee priorities, goals, and action steps created at the SRC retreat were reviewed:

- ***What would you like the priorities of your committee to be in the year ahead?***
 - How well we are serving the population of people with social emotional disorders, including data about how many exit employed compared to other demographics, and feedback directly from these consumers
 - Continue work on the consumer satisfaction survey as well as other surveys (including employer satisfaction and partner satisfaction)
 - How well are we serving the Deaf and Hard-of-Hearing populations?
 - How are we connecting/sharing info with others beyond core partners (other stakeholders and advocacy groups), and do we know who all these stakeholders are?
 - Continue to review progress towards goals on WIOA performance measures
 - Look at services provided to different age groups (not to compare them but to make sure we are offering adequate amount of services across the age spectrum)
 - How do we engage with people who aren't coming to us?
 - How are connecting with specific populations such as those with TBI or memory problems?
 - Data on how well we serve our business partners
 - How to translate our message to a busy business community- what do they need to hear and make it digestible for the business community?

- ***What are the goals and action steps to get there, and what should be the roles of committee members?***
 - Being present and participating and following through as committee members
 - Continuing on with the great presentations we've had to help us understand the programming and data

- Where do take the information we learn? Who's the messenger? How do we have an impact beyond just our conversations?
- Member education during and beyond SRC meetings-topics of interest, trainings to improve overall understanding

Conclusions:

It was decided that this list should be periodically reviewed at upcoming meetings. It was agreed that this is a fluid list that might be added to or changed over time.

Action Items, Person Responsible, Deadline:

- Include list in future meeting packets, **Kate Larose**, ongoing

8) Other Business (Marlena Hughes)

A. Agenda Setting for December 2, 2021

The following topics were discussed:

- Engaging the business community
- New models of employer recruitment and looking at BAM outreach data based on consumer and employer needs
- Understanding data about underserved demographics, how to better reach them, and metrics for measuring outreach
- Data on consumers with social emotional disabilities and Deaf and Hard-of-Hearing populations

Conclusions:

Amanda, Kate, and Nick will connect to move items from the above list forward to the December meeting based on available data and presenters.

Action Items, Person Responsible, Deadline:

- Email Amanda and Nick, **Kate Larose**, 10/14/2021

9) Adjournment (Marlena Hughes)

Sherrie moved to adjourn, and it was seconded. Marlena called the meeting adjourned at 11:35 am

Action Items, Person Responsible, Deadline:

- Draft minutes uploaded to SRC website, **Kate Larose**, 10/14/2021
- Draft minutes emailed to Committee members, **Kate Larose**, 10/14/2021
- Minutes approved, **Committee**, 12/2/2021
- Approved minutes uploaded to website, **Kate Larose**, 12/7/2021