

**Approved Minutes**  
PERFORMANCE REVIEW COMMITTEE  
October 8, 2020  
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
- Marlena Hughes
- Nick Caputo
- Rose Lucenti
- Sherrie Brunelle
- Robin Ingenthron

**Members Absent:**

- Bill Meirs
- Brian Smith
- Cara Sachs
- Danielle Dubois

**SRC Liaison:**

- James Smith

**SRC Coordinator:**

- Kate Larose

**Interpreters:**

None

**Speakers or Presenters:**

- Amanda Arnold

**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. Gina moved to accept the agenda and it was seconded. No further discussion. All approved. Vote unanimous 5-0-0

**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 June 4, 2020** (Nick Caputo)

**Discussion:**

Nick asked for any proposed changes or amendments to the [Minutes from June 4, 2020](#) minutes. There were none. Rose moved to approve the minutes and it was seconded. No discussion. All approved. Vote unanimous 6-0-0

**Conclusions:**

June 4, 2020 minutes were approved

**Action Items, Person Responsible, Deadline:**

Upload approved minutes to the SRC website, **Kate Larose**, 10/13/2020

**5) Presentation: Youth Survey Data** (Amanda Arnold)

**Discussion:**

Amanda walked through two presentations (click on link to view):

- [Transition Consumer Satisfaction Survey: Youth](#)
- [Transition Consumer Satisfaction Survey: Staff](#)
  - Nick asked how the 63% of respondents stating that they want more contact or support compares to previous years. Amanda shared that this

is the first year we have done the survey and that Vermont is only the second state in the nation conducting such a survey. She said that this finding is similar to what we see in past surveys with the adult population, however: across the board consumers state that they want more contact with VocRehab regardless of demographic.

- James shared that in our current model when a student graduates high school they move to different counselor. In 2021 VR will switch to a model where the counselor will retain the consumer. This change is in response to past findings that indicated we would lose youth during this transition, and this survey reinforces that consistent context is important. Gina shared that this holds true in her experience given the participation obstacles they have found in their jobs program.
- Gina asked if there were open-ended response opportunities for consumers built into the survey. Amanda shared that there was a comment box at the end of each question and that Market Decisions then grouped those comments into common themes.
- Nick asked if there was demographic breakdown of the 11% of people dissatisfied with services. Amanda shared that she would follow up and send that information to the committee.
- Amanda shared that VR offers a one pager of services to share with youth, and stated that no document will ever be able to replace the one-on-one conversations we have with students and staff. James added that we are at the start of a marketing and outreach contract that will help.
- James asked if the focus on the partners survey were staff who specifically served high school students or if they served youth of all ages. Amanda shared that the survey went out to core team members so it included a breadth of youth partners.
- Gina asked how services will change given the pandemic. Amanda shared that this survey will serve as an interesting baseline to compare to in future years as the survey was disseminated at the start of the pandemic.

### **Conclusions:**

See above

### **Action Items, Person Responsible, Deadline:**

- Share demographic breakdown data, **Amanda Arnold**, 10/20/2020
- Share PowerPoint presentations with committee members, **Kate Larose**, 10/13/2020

## **6) Needs Assessment Recommendations (Group)**

### **Discussion:**

James reviewed walked through [this document](#) that committee members received in advance of the meeting. The document is the result of last week's SRC retreat as well as feedback from VR staff meetings and PR committee meetings during the past year.

- Gina shared that the document was a great compilation of the retreat conversations.
- Robin shared that the hospitality industry is already hard hit because of the pandemic and many people have already lost jobs in that industry. He said VR shouldn't wait to target those consumers for outreach.
- Marlana asked if people transitioning out of corrections could be listed as a population targeted for services. James shared that Department of Corrections has a federal planning grant that will hopefully become a larger implementation grant and that VR is partnering on that.
- Nick asked how VR consumers and counselors are transitioning to remote services. James shared that there was a period of transition that included things like getting access to resources and training for teleworking, and that now the expectation has been set that significant meetings will occur via video calls rather than phone calls.
- Gina wondered if there can be flexibility in what counts as an outcome in training programs for credentials. James said that internally they are counting all credentials even if it doesn't count at the federal level (for example ServeSafe).
- Gina asked if there is flexibility in helping with funding for technology to support participation in virtual learning such as laptop purchase. James said that they do help support that, and he will add it into the document language.
- Marlana asked about assistive technology. James shared that some consumers need assistive technology to be successful in post-secondary education and though it is already part of the mix, there needs to be more consistency and guidance. Sherrie added that this has been a decades' long discussion and part of the challenge is determining what is the school's responsibility vs. what is VR's responsibility in paying for devices.
- Rose shared that she is on the assistive technology (AT) committee which includes educators and the committee is ensuring that people are aware that AT exists and that staff have access to training.
- Rose also shared that the hope is that the federal Department of Labor will start being more flexible in what they will count as credentials under WIOA and will start providing for more waivers. The example was shared that CPR is not currently counted as a credential even though it is required for careers such as LNA.
- Sherrie added that she thinks skill acquisition-even if it is basic skill acquisition- should be counted. James said that VR has added language that they can count internally if it counts as a marketable skill.
- Sherrie asked how much VR received in the re-allotment process. James shared it was \$5.1 million in one-time funding.
- Marlana asked if we have a shortage of mental health counselors in Vermont. Sherrie said that we do and shared that the waiting lists can be long and that there are barriers based on insurance coverage.
- Nick shared that offenders with psychiatric disabilities have even greater barriers and that the 20% datapoint should be noted.
- Sherrie said more work can be done supporting consumers in thinking about and envisioning potential career ladders.

- Robin stated that he agrees that we need to reduce barriers to entry to employment and also shared from a small business owner perspective that it is important to be honest about challenges. James shared that BAMs are skilled and experienced in working with employers in identifying and creating appropriate opportunities and being upfront with challenges. For example, they have had successful employment outcomes for consumers who are sex offenders.
- Gina shared that e-signature options are needed moving forward as completing the paperwork can be a barrier. James shared that moving forward the hope is for each consumer to have their own portal where they and partners can access records and include documents and any case notes.

James asked if the committee feels ready to share this document with the full SRC in December with the additions and edits above. Committee members shared that they felt good about the document and are ready to recommend it to the full SRC at the next meeting.

**Conclusions:**

See above

**Action Items, Person Responsible, Deadline:**

- Forward final document to Kate for next full SRC meeting, **James Smith**, 11/13/2020

**7) Other Business (Nick Caputo)**

**Discussion:**

**A. Agenda Setting for December 3, 2020**

The items below were discussed:

- Invite VR counselors to come in and share successes and challenges and the stories behind them, and experience and challenges in supporting the consumers they serve to inform us as a committee as to best practice and changes in practice given COVID. It was decided that this would be best suited for a full SRC meeting.
- Invite VR consumers to share their experiences of what’s working well and the challenges of working with VR. It was decided that this would be best suited for a full SRC meeting.
- Have a VR counselor who works in corrections do a presentation to the committee. It was decided that this would be a good fit for the next PR committee meeting.
- James wondered if it would be possible to have a COVID assessment as he suspects pandemic related job loss might be disproportionate for folks with disabilities and a presentation consisting of additional data and/or observations would be useful. Rose said that VDOL has access to this data, and said it was extremely difficult for people with disabilities to even file. Rose will follow-up with Theresa at DOL to

tease out this data from their numbers. It was decided that this would be a good fit for the next PR committee meeting.

- VR data on chronic illness: James doesn't know if the VR system can differentiate to this level. He will follow-up with the data person.
- Have a VR Assistive Technology staff person join us for a presentation at the next PR committee meeting. It was decided that this would be a good fit for the next PR committee meeting.

### **Conclusions:**

Nick and James will share the items below with the steering committee for a future full SRC meeting:

- Invite VR counselors to come in and share successes and challenges and the stories behind them, and experience and challenges in supporting the consumers they serve to inform us as a committee as to best practice and changes in practice given COVID
- Invite VR consumers to share their experiences of what's working well and the challenges of working with VR

Kate will work with James to schedule presentations from VR staff in corrections and in assistive technology.

### **Action Items, Person Responsible, Deadline:**

- Share the list of potential agenda items with the Steering Committee, **Nick Caputo, James Smith, Kate Larose**, 11/05/2020
- Reach out to Theresa at VDOL, **Rose Lucenti**, 11/05/2020
- Schedule presentations from VR staff in corrections and in assistive technology, **Kate Larose**, 11/05/2020

## **8) Adjournment** (Nick Caputo)

### **Discussion:**

Nick called the meeting adjourned at 11:45am

### **Action Items, Person Responsible, Deadline:**

- Draft minutes uploaded to SRC website, **Kate Larose**, 10/13/2020
- Draft minutes emailed to Committee members, **Kate Larose**, 10/13/2020
- Minutes approved, **Committee**, 12/3/2020
- Approved minutes uploaded to website, **Kate Larose**, 12/8/2020