

Draft Member Onboarding Protocol and Training Topics

In December 2019 the SRC Coordinator had one-on-one conversations with members. One of the topics that frequently came up was member orientation and ongoing training topics. These were shared with the Steering Committee at the January 2020 meeting and it was decided that an onboarding protocol should be established, and topics for ongoing member training should be included on the SRC member portion of the website.

As a result, the SRC Coordinator now has access to Camtasia, software that can combine screen sharing and narration so that short video clips can be shared to walk members through different processes. This provides for standard orientation videos that can be made (such as a step by step walk through on how to complete a reimbursement form, in addition to as-needed videos in response to requests such as how to [save a needed file](#)).

Member Onboarding Protocol

- SRC Coordinator to have phone conversation with potential member before application to get a sense of their interest areas for committee matching, talk through member expectations, and invite them to an upcoming meeting.
- If attending a meeting, SRC Coordinator to email introduce potential member to meeting chair in advance of meeting so chair can reach out to make them feel welcomed.
- SRC Coordinator to provide periodic updates on the appointment process to applicants.
- Once appointed, SRC Coordinator to email introduce new member to SRC and committee chairs so they can welcome the member.
- SRC Coordinator to mail new member a “welcome packet” including a letter, hardcopy of the *2019 Guidebook for SRC Chairs, Members, and Administrators*, and printed copy of the one page SRC acronyms list.
- At first meeting, SRC and committee chairs announce new members to welcome them, and new member bio to be shared in advance in the meeting packets.
- SRC Coordinator to schedule a phone call with member after the first meeting to debrief experience and answer questions.
- Camtasia videos to create:
 - How to navigate the SRC website (Part I: meetings and materials, and Part II: member resources)
 - How to request transportation
 - How to complete a member reimbursement form

Training Materials

The [Member Resources](#) section of the website is continuously updated, and currently includes consists of the following :

- [2019 Guidebook for SRC Chairs, Members, and Administrators](#)
NCSRC Compiled Guidelines for SRCs
- [Glossary of Terms and Acronyms](#)
Listing of terms and acronyms used by the State Rehabilitation Council
- [How to Hit the Ground Running](#)
Information to know to get up to speed quick.
- [Jobs for Independence Presentation General Information](#)
An explanation about the Jobs for Independence Program.
- [Linking Learning to Careers](#)
Linking Learning to Careers Project Description.
- [Linking Learning to Careers Overview for VTSRC](#)
Linking Learning to Careers Information.
- [Member Reimbursement](#)
To reimburse Council members for attending meetings.
- [SRC Orientation Generic Information](#)
A generic orientation to State Rehabilitation Councils.
- [SRC Policy and Procedures Committee Overview](#)
Information about the Policy and Procedures Committee.
- [State Rehabilitation Council Bylaws](#)
Council Bylaws.
- [Vocational Rehabilitation Orientation](#)
An overview of Vocational Rehabilitation.
- [Video: History of Vocational Rehabilitation](#)
Historical context and overview of the first 100 years of national programming.

The topics below were named by Steering Committee members at the January 2020 meeting. Kate will work on adding these to member resources website (either by linking existing resources, or creating new ones):

- Writing in plain language
- Historical overview of disability rights movement
- What Vermont VR does, what the SRC does, and how the two are interrelated
- Overviews of all SRC committees
- Vermont open meeting guide and training for members
- A road map of external and community partners
- Expectations of being a council member, voting, our work as a group
- The different roles of board members and the importance of the different perspectives they bring to the table (i.e., business/employer, parent, individuals with disabilities, state agency, etc.)
- Roberts Rules of Order

Ongoing Member Support

- SRC Coordinator to reach out to invite quarterly phone conversations with all members.