

## **Performance Review Committee Meeting**

Thursday, June 6, 2019 from 10:00 a.m. to 12:00 p.m.

Waterbury State Office Complex

ASH Conference Room, HC 2 South, 280 State Drive, Waterbury, VT 05671

### **Meeting called by:**

Marlena Hughes, Chair, called the meeting to order at 10:10 a.m.

### **Members Present:**

- 1) Jessica Brennan (VR), non-voting
- 2) Sherrie Brunelle
- 3) Marlena Hughes

### **Members Absent:**

- 1) Brian Smith
- 2) Nick Caputo
- 3) Robin Ingenthron
- 4) Chris Kane
- 5) Rose Lucenti
- 6) Bill Meirs
- 7) Deb Tucker Boyce

### **SRC Liaison:**

James Smith

### **SRC Coordinator:**

Debra Kobus

### **Interpreters:**

None.

### **Speakers or Presenters:**

Amanda Kohle.

### **Guests:**

None.

### **1) Introductions (Marlena Hughes)**

#### **Discussion:**

Those in attendance went around the table and 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 2-0-0.

**Conclusions:**

Motion passes: today's agenda accepted.

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

None.

**3) Open for Public Comment (Marlena Hughes)**

**Discussion:**

None

**Conclusions:**

n/a

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

n/a

**4) Approval of Minutes for April 4, 2019 (Marlena Hughes)**

**Discussion:**

Marlena asked for any proposed changes or amendments to the April 4, 2019 minutes. Sherrie noted two changes on page 3. Sherrie moved to approve the minutes as amended and it was seconded. No discussion. All approved. Vote unanimous 2-0-0.

**Conclusions:**

April 4, 2019 Full SRC Minutes were approved as amended.

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

Upload approved minutes to SRC website. Debra Kobus, June 11, 2019.

## 5) Update on Consumer and Employer Surveys (Amanda Kohle).

### Discussion:

Amanda said that Market Decisions has a total of 700 participants on consumer satisfaction and are waiting on the return of 70 of them. Once an analysis of the data is complete, Market Decisions will attend our October 3<sup>rd</sup> Retreat in order to do a presentation on both the consumer and employer surveys. It will be discussed during the Steering Committee whether we should invite the Business Account Managers as it would be helpful for them to hear this presentation.

Amanda said VR has put out an RFP requesting proposals be submitted in order to perform a Youth Survey. The plan is to organize two to three focus groups utilizing our Youth Advocacy Committee. Voc Rehab's objective is to obtain information about what is important to youth. Once this data is obtained, an online survey will be sent to youth via text message. The survey will be developed based on the input from the focus groups.

We also added an online Partner Survey to the RFP. However, the partners will not be part of the focus groups. Schools and alternative programs will be involved in this Partner Survey.

### Conclusions:

Thank you, Amanda.

### Action Items, Person Responsible, Deadline:

Add September 5, 2019 Steering Committee Agenda item on whether we should invite the Business Account Managers to the October 3 Retreat; Debra Kobus, August 15, 2019.

## 6) Central Office Case Review (Amanda Kohle). The presentation is available here: <https://prezi.com/view/QAZ7tMUxusbF3YL7C1Vh/>

### Discussion:

Amanda provided a handout to the committee and put it up on the whiteboard for discussion. Voc Rehab is planning on using the following questions which were based on the assessments that Rich Tulikangas discussed at the last meeting. These include:

- Does a complete initial interview give a holistic picture of the consumers barriers, strengths and interests?
- Does documentation justify consumer need for VR services?

- Does the case include relevant assessments to help determine consumer goals/career pathways?
- Is there an IPE Pre-Print in the file and is it signed on or before IPE?
- Are any amendments that have been made to the IPE documents in the case by case note? If the amendment contributed a change in the employment goal, is a new IPE signed by the consumer?
- Is the information gained through progressive employment and progressive education activities documented in case notes by VR and/or VABIR staff?
- If the consumer obtained a credential from a program other than a Post-Secondary Education Program, is a copy of the certificate or other documentation attached to the case?

James said the next item VR would like to implement is training on **developing IPEs**.

Amanda said that we are visiting offices and going over the case reviews with the counselors. Jessie said that she thought it has been very helpful for VR counselors. Amanda said there is a lot of nuance with what we do, and it is very helpful to have these conversations to help to decrease the anxiety over the case review process. Amanda said that the case reviews are coming from a supportive place.

Related to this, James said that VR just received notice that VR would be audited this summer. Audit findings go to the Commissioner's Office, the Office of Administration, and the Governor's Office so they are very public. The case review process is intended to reduce these findings.

Amanda said a brand-new case review question is developed each quarter. Last quarter, VR asked:

**For consumers who have been employed for 90 days or more, does evidence of teaming on a case lead to better employment outcomes?**

The finding was **yes that teaming does help!** VABIR plays a huge role in this.

## **Conclusions:**

Thank you, Amanda, for the presentation!

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

Link to presentation put on SRC website, Debra Kobus, June 11, 2019.

**6) SAMSHA Grant Application Submission on Supported Employment Services for Outpatient Mental Health Clients (James Smith).**

**Discussion:**

James handed out the grant proposal submitted by VR entitled "Vermont Works for Recovery: An Evidence Based Supported Employment Project." The objective of the grant is to increase revenue to assist more Vermonters with disabilities to join the workforce. This grant will make IPS supported employment available to people served by Adult Outpatient Programs at three designated agencies: Washington County Mental Health, Northwest Counseling Service, and HCRS. The grant is about \$800,000 per year for five years. It will support the creation of treatment teams including a case manager, VABIR employment consultant, .3 FTE benefits counselor and .5 VR counselor.

**Conclusions:**

Thank you, James, for the update!

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

None.

**7) Other Business (Marlena Hughes)**

**Discussion:**

Other Business:

- 1) Discussion on an additional PR meeting (via Skype, or in person, sometime during the fall pre or post the SRC Annual Retreat scheduled for October 3, 2019).

The group determined that an hour-long meeting via Skype will be set up for Thursday, October 17 at 10:00 am. Debra will work with Nichole in setting up Skype.

- 2) Possible agenda items for the October 17 meeting include:
  - Youth Survey Update
  - SAMSHA Update

- Linking Learning to Careers Project Update which is in its fourth of a five-year grant.

**Conclusions:**

See above.

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

Reach out to Nichole to set up a Skype meeting, Debra Kobus, 6/11/19.

Present proposed agenda to Marlena and James, Debra Kobus, 9/19.

**8) Adjournment (Marlena Hughes)**

**Discussion:**

Marlena asked if there was a motion to adjourn. Sherrie moved to adjourn, and it was seconded. No further discussion. All approved. Vote unanimous 2-0-0.

**Conclusions:**

Motion to adjourn approved at 11:30 a.m.

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

- Draft minutes uploaded to SRC website, Debra Kobus, 6/11/19.
- Draft minutes emailed to Committee members, Debra Kobus, 6/11/19.
- Minutes approved, Committee, 10/17/19.
- Approved minutes uploaded to website, Debra Kobus, 10/22/19.

**Parking Lot/Items Forward**

1) Presentation requested when data is available:

- a further breakdown of the demographics of those we serve (i.e. those receiving public benefits, etc.);
- a comparative of outcomes by group;
- Pre-ETS VR students with a state by state comparison. James said that this information was provided in the Needs Assessment a couple of years ago, but Alice will include this information in her presentation.

**James and Alice Porter, Open.**

- 1) James will invite two or three VR counselors to come in and share successes/challenges and the story behind them. Being able to illustrate some of the challenges would be a good way to frame it (i.e. criminal history,

substance abuse, housing, etc.) as it would give us some understanding where additional advocacy could be created.

**James Smith and VR Counselors, Open.**

2) To parking lot 12/6/18 pending availability of data:

- ELL Stats (% of portion of population they are serving)
- Data on certifications (people achieving outcomes)

**Rose Lucenti, Open.**

3) To Parking Lot from 12/6/18:

Further review and discussion of the results of Employer and Consumer Satisfaction Surveys in an ad hoc PR Committee meeting via Skype on October 17 based upon presentation provided at the Annual Retreat by Market Decisions.

**Debra to remind committee, October 17, 2019.**

4) To Parking Lot from 12/6/18:

Have a VR rep that works with Corrections come in and do a presentation.

**Debra to remind committee, Open.**

5) To Parking Lot from 12/6/18:

PR Committee members generate questions for Aware.

**Debra to remind committee, Open.**