

**Draft Minutes**  
PERFORMANCE REVIEW COMMITTEE  
February 4, 2021  
10:00 AM – 11:00 AM  
via Zoom

**Meeting called by:**

Nick Caputo, Chair, called the meeting to order at 10:02 a.m.

**Members Present:**

- Gina D’Ambrosio
- Marlena Hughes
- Nick Caputo
- Sherrie Brunelle
- Brian Smith
- Robin Ingenthron

**Members Absent:**

- Bill Meirs
- Rose Lucenti
- Danielle Dubois

**SRC Liaison:**

- James Smith
- 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) New VR Liaison for PR Committee** (James Smith)

**Discussion:**

James shared that Amanda Arnold will be the new VR liaison to the Performance Review Committee. This will be a great fit given her quality assurance role. Amanda shared that she was a previous Policies & Procedures Committee member, and she is looking forward to working with the SRC more closely again. In her current role she manages all consumer surveys and will be writing the next needs assessment in 2023.

**Conclusions:**

Welcome Amanda!

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

n/a

**5) Approval of Minutes for December 3, 2020** (Nick Caputo)

**Discussion:**

Nick asked for any proposed changes or amendments to the [minutes from December 3, 2020](#). There were none. Sherrie moved to approve the minutes and it was seconded. No discussion. All approved. Vote unanimous 6-0-0

**Conclusions:**

December 3, 2020 minutes were approved

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

Upload approved minutes to the SRC website, **Kate Larose**, 2/9/2021

**6) Presentation: VR Marketing Plan (James Smith)****Discussion:**

James walked through the marketing plan developed by The Place marketing group back in the autumn using segmented focus groups. The insights and next steps [included in this report](#) were discussed.

Nick echoed that a common brand that brings together all of VocRehab's services makes sense.

Marlena shared that both the passion and the skill of VR counselors are incredible attributes to be conveyed.

Sherrie asked if there was any discussion about consumers vs. customers or other terminology for the people we serve. James said that this was not included in the report but that it would be good to explore with The Place moving forward.

Robin added that from an employer perspective the language and current various branding is confusing.

Gina added that the terms such as consumer do not resonate with young adults in their program as it makes them feel "other". Marlena added that this needs to be done in a way that people do not feel intimidated and are well aware that VR can help address barriers.

Robin wondered about having a logo available to employers that can be used to indicate they are employers that embrace the ADA. James said that the marketing recommendations did suggest that we stay away from images of people as that can create perceptions of exclusion.

James shared that changing our name is more difficult as Vocational Rehabilitation is in statute so that would need to be changed. But he shared the example of the Agency of Transportation's *Go! Vermont* initiative which added additional branding but did not change their name.

**Conclusions:**

See above

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

- Ask *The Place* about findings regarding terminology used for those we work with (i.e., consumers, customers, etc.) and share at the next committee meeting, **James Smith**, 3/15/2021

**7) Other Business** (Nick Caputo)**A. Agenda Setting for April 1, 2021****Discussion:**

Nick shared the following agenda item from the last meeting minutes:

- *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.*

James shared that we have seen a drop in the rate of referrals and spending has gone down with COVID. He thought it would be possible to take a longitudinal look at pre-COVID vs. post-COVID in the VR program. Sherrie added that recent data of employment of people with developmental disabilities would also be good to include.

James also suggested an update on Linking Learning to Careers (LLC) as it is a random assignment, controlled study and they have tracked and collected ample data.

James asked if it would be a good time for Amanda to review consumer satisfaction survey at the April or June meeting. We could review questions used previously (such as questions about the careers initiative, education, and training) since those questions were used to establish baselines. It was decided that this will go on the agenda for June.

**Conclusions:**

Topics for the April agenda will include COVID and LLC.

Topics for the June agenda will include the consumer satisfaction survey.

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

- Reach out to Alice to pull together data needed for April meeting, **Amanda Arnold**, 3/1/2021
- Follow up with Nick, James, and Amanda in drafting the next agenda, **Kate Larose**, 3/1/2021

**8) Vote: Chair** (Nick Caputo)

**Discussion:**

Nick asked for nominations or self-nominations from the floor. Nick Caputo was nominated by Sherrie. Gina seconded. Nick twice more requested nominations. Hearing none, and an Australian ballot not being necessary, voting was made by a voice vote. Nick asked all those in favor of electing Nick Caputo as Chair of the PR Committee to say Aye. All those not in favor to say Nay. Hearing none, Nick Caputo was elected as Chair. Vote unanimous 6-0-0.

**Conclusions:**

Nick Caputo was elected chair. Congrats Nick!

**9) Adjournment** (Nick Caputo)**Discussion:**

Nick called the meeting adjourned at 10:54 am

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

- Draft minutes uploaded to SRC website, **Kate Larose**, 2/9/2021
- Draft minutes emailed to Committee members, **Kate Larose**, 2/9/2021
- Minutes approved, **Committee**, 4/1/2021
- Approved minutes uploaded to website, **Kate Larose**, 4/6/2021