

Driving Directions to Waterbury State Office Complex

280 State Street, Waterbury, VT 05671

IMPORTANT: Please bring identification with you.

In order to adhere to the Security Rules and Procedures of the State of Vermont and because of the shortened work week because of the upcoming holiday, you must RSVP your intent to attend no later than by 12Noon on Wednesday, November 27, 2019 by confirming through the email invitation or emailing me at Debra@littlebirdandbearofvt.com.

Directions:

From I-89 head towards VT-100 in Waterbury

If coming from the north taking I89 S:

- **Take exit 10 from I-89 S and head towards US-2/VT-100 S toward Waterbury**
- **Merge onto VT-100 S**
- **At the traffic circle, take the 2nd exit onto N Main St**
- **Turn right onto State Drive**

If coming from the south taking I89 N:

- **Take exit 9 from I-89 N toward US-2/Middlesex/Moretown/VT-100Street View**
- **Follow US-2 W (to State Drive in Waterbury)**
- **Turn left onto Center Rd**
- **Turn right onto US-2 W**
- **Turn left onto State Drive**

Proceed towards the Main Entrance and Visitor Parking which is located at the rear of the building.

When you enter the building, you will need to check in at the security desk.

Nichole Jolly's telephone number is 802-241-0327 if you encounter difficulty or need an escort. My contact information is listed below but I may be difficult to reach because of notetaking. The meeting will be held in the **ASH Conference Room located in the public area.**

Approved Agenda
SRC Performance Review Committee
THURSDAY, December 5, 2019
10:00 AM – 12:00 PM
Waterbury Vocational Rehabilitation
Conference Room ASH
HC 2 South 280 State Drive, Waterbury, VT 05671

- 10:00 AM – 10:03 AM** **Introductions.**
- 10:03 AM – 10:05 AM** **Approval of Agenda.**
- 10:05 AM – 10:07 AM** **Open for Public Comment.**
- 10:07 AM – 10:10 AM** **Approval of Minutes: October 17, 2019.**
- 10:10 AM – 11:50 AM** **State Plan:**
1) Review VR progress on achieving prior State Plan Goals and Priorities.
2) Identify Goals and Priorities that have been achieved.
3) Identify Goals and Priorities that need to be brought forward.
4) Identify new proposed Goals and Priorities to be added.
5) Formalize Goals and Priorities to bring to the Full SRC's meeting following this meeting for a vote.
- 11:50 AM – 12:00 PM** **Other Business:**
Confirm the following agenda item for **February 6, 2020:**
Focus: The Needs Assessment.
1) Review data relating to the following:
a) National and Vermont Population Data from the American Community Survey.
b) Individuals Who are Minorities and Eligible for DVR Services.
c) The Need for Supported Employment Services.
d) Adults with Psychiatric Disabilities.
e) Adults with Developmental Disabilities.
f) Other Unserved or Underserved Individuals with Disabilities.
g) Older Vermonters with Disabilities.
h) Individuals with Physical Disabilities.
i) Individuals with Traumatic Brain Injury.
2) What are the PR committees' observations and findings?
- 12:00 PM – 12:00 PM** **Adjournment.**

Performance Review Committee Meeting

Thursday, October 17, 2019 from 10:00 a.m. to 11:00 a.m.

AD HOC Meeting

HELD VIA SKYPE

Meeting called by:

Marlena Hughes, Chair, called the meeting to order at 10:07 a.m.

Members Present:

- 1) Sherrie Brunelle
- 2) Marlena Hughes
- 3) Rose Lucenti
- 4) Brian Smith

Members Absent:

- 1) Nick Caputo
- 2) Robin Ingenthron
- 3) Chris Kane
- 4) Bill Meirs
- 5) Deb Tucker Boyce

SRC Liaison:

James Smith

SRC Coordinator:

Debra Kobus

Interpreters:

None.

Speakers or Presenters:

None.

Guests:

Suzanne Hopkins, Amanda Kohle.

1) Introductions (Marlena Hughes)

Discussion:

Those on the call 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 4-0-0.

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 June 6, 2019 (Marlena Hughes)

Discussion:

Marlena asked for any proposed changes or amendments to the June 6, 2019 minutes. Sherrie moved to approve the minutes and it was seconded. No discussion. All approved. Vote unanimous 4-0-0.

Conclusions:

June 6, 2019 Full SRC Minutes were approved.

Action Items, Person Responsible, Deadline:

Upload approved minutes to SRC website. Debra Kobus, October 22, 2019.

5) VR State Plan scheduled to be submitted on April 1, 2020 and the Needs Assessment that must be completed in 2020 (James Smith).

Discussion:

1. Overview of the State Plan and Needs Assessment

Through the sharing of his screen James went over the two large products that the SRC has a statutory role in. James did some back planning and provided a timeline for the PR Committee and the Full SRC in order to be able to meet requirements.

- The first big product is the Workforce Innovation and Opportunity Act (WIOA) Unified and Combined **State Plan** for state fiscal years 2021 and 2022. You will notice that the Feds refer to it as plan program years 2020 and 2021 because of our differences in fiscal year start dates. We must submit an updated State Plan by April 1, 2020.
- The second big product coming due is the completion of a **Comprehensive Needs Assessment** that we are required to complete every 3 years.

2. **PR role in reviewing goals and priorities and performance updates in the State Plan**

Both these products are mentioned in the VR regulations requiring the development of these documents in conjunction with the SRC. One of the challenges we always have is because these documents are so massive it is not reasonable to ask the SRC to do hundreds of hours of writing or do the heavy lifting in the development of the documents. What I have done here is outlined a way for the SRC to have the most significant impact which is reasonable for a volunteer committee to provide.

3. **Formal SRC section of the State Plan**

The State Plan is due the soonest and because of this James proposed that the December 5th PR meeting focus on the section of the plan called the **State's Goals and Priorities** as this is the heart of the plan. This is where discussions are had about needs and what we want to achieve. This is the core of the plan.

At the December meeting, James will provide an update about VR's progress surrounding our current plan's goals and priorities. We will have discussions about whether we achieved them or if we want to continue with these goals and priorities and/or create new ones. We should also identify areas to celebrate and areas that still need work. We would then take this information to the Full SRC meeting on February 6, 2020 for further discussion and to have a vote.

4. **Needs Assessment sections needing PR review and**

5. **The formal SRC role in developing summary findings of the Needs Assessment**

James said that the next big product is the Needs Assessment. At the Retreat he did hear a data point that raised a red flag for him and that was that data showed that Hispanic individuals were much less satisfied with our services than what he expected. VR and the

SRC will want to understand this better and determine something to do about it. These are the type of discussions that we want to have with the SRC.

The first meeting to discuss the Needs Assessment is scheduled for February 6, 2020. James will be looking at large scale population data. At our April meeting, we will be reviewing the Rehabilitation Needs of Youth and Students with Disabilities Prevalence and Vocational Rehabilitation Services for Students and Youth Pre-Employment Transition Services. At our June meeting, we would focus on VR specific data.

At the end of each meeting, James would like to synthesize what the PR committee's observations and findings were and then have the SRC present the draft findings to the Full SRC in order to get their reaction and input. James believes if we take these steps, we will meet our statutory requirements and also provide an opportunity for the Full SRC to provide their input and at the same provide enough time for James to complete the report by the end of the year. Everyone agreed this was a great way to go.

6. Planning PR schedule to align with tasks and timelines

Agenda Items Next 14 Months (December 2019– December 2020):

1) December 5, 2019 PR Meeting (State Plan Focus)

- Review VR progress on achieving prior State Plan Goals and Priorities
- Identify Goals and Priorities that have been achieved
- Identify Goals and Priorities that need to be brought forward
- Identify new proposed Goals and Priorities to be added

Bring Goals and Priorities determined to the Full SRC's meeting on February 6, 2019 for a vote.

2) February 6th, 2020 PR Meeting (Needs Assessment focus)

Review data relating to the following:

- National and Vermont Population Data from the American Community Survey
- Individuals Who are Minorities and Eligible for DVR Services
- The Need for Supported Employment Services
- Adults with Psychiatric Disabilities
- Adults with Developmental Disabilities

- Other Unserved or Underserved Individuals with Disabilities
- Older Vermonters with Disabilities
- Individuals with Physical Disabilities
- Individuals with Traumatic Brain Injury

What are the PR committees' observations and findings?

3) April 2nd, 2020 PR Meeting (Needs Assessment focus)

a) Review of the Rehabilitation Needs of Youth and Students with Disabilities Prevalence

- Students with Disabilities
- Youth with Disabilities
- Employment Rates for Youth with Disabilities

b) Vocational Rehabilitation Services for Students and Youth VR Pre-Employment Transition Services

- Staff Providing and Coordinating Pre-ETS Services
- Number and Proportion of Potentially Eligible Students Receiving Pre-ETS Services and/or VR Services³
- VR Services for Youth who have Exited High School
- Supported Employment Services for Youth
- Supported Employment for Youth with Disabilities
- The Number and Proportion of Youth with Disabilities Receiving VR Services
- The Coordination of VR Pre-ETS and Transition Services with Services Provided Under IDEA

What are the PR committees' observations and findings?

4) June 4th, 2020 PR Meeting (Needs Assessment focus)

Vermont DVR Services to Individuals with Disabilities

- DVR Population Characteristics
- DVR Process Flow
- DVR Outcomes
- DVR Services and Expenditure Costs

What are the PR committees' observations and findings?

5) October 1, 2020 SRC Retreat

Present findings from draft Comprehensive Needs Assessment to full SRC. Develop recommendations for findings with full SRC based on PR review.

Sherrie asked if we should be doing something more publicly in order to help people learn more about what VR is doing and how it's

performing? James agreed that this is important and that these products, including the data received from the recent Consumer Satisfaction Survey, be made widely available.

Conclusions:

See above.

Action Items, Person Responsible, Deadline:

Prepare agenda for upcoming PR Committee meetings, SRC Coordinator, various times 2019-2020

6) Other Business (Marlena Hughes)

Discussion:

Other Business:

1) Agenda items for the December 5, 2019 meeting include:

December 5, 2019 PR Meeting (State Plan Focus)

- Review VR progress on achieving prior State Plan Goals and Priorities
- Identify Goals and Priorities that have been achieved
- Identify Goals and Priorities that need to be brought forward
- Identify new proposed Goals and Priorities to be added

Bring the **State Plan Goals and Priorities** determined by the PR Committee to the Full SRC's meeting on February 6, 2019 for further discussion and a vote.

Conclusions:

See above.

Action Items, Person Responsible, Deadline:

Present proposed agenda to Marlena and James, SRC Coordinator, by 11/15/19.

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 4-0-0.

Conclusions:

Motion to adjourn approved at 10:42 a.m.

Action Items, Person Responsible, Deadline:

- Draft minutes uploaded to SRC website, Debra Kobus, 10/22/19.

- Draft minutes emailed to Committee members, Debra Kobus, 10/22/19.
- Minutes approved, Committee, 12/5/19.
- Approved minutes uploaded to website, SRC Coordinator, 12/10/19.

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.

2) 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.

3) 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.

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

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

SRC Coordinator to remind committee, Open.

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

PR Committee members generate questions for Aware.

SRC Coordinator to remind committee, Open.

APPROVED AGENDA
VERMONT STATE REHABILITATION COUNCIL (VTSRC)
Thursday, December 5, 2019
12:30 PM until 3:30 PM
Waterbury Vocational Rehabilitation
Conference Room ASH
HC 2 South 280 State Drive, Waterbury, VT 05671
Lunch will be served from 12:00 PM until 12:30 PM

- 12:30 PM – 12:40 PM** Introductions.
- 12:40 PM – 12:42 PM** Approval of Agenda.
- 12:42 PM – 12:47 PM** Open for Public Comment.
- 12:47 PM – 12:50 PM** Approval of June 6, 2019 Full SRC Minutes.
- 12:50 PM – 12:55 PM** **Consent Agenda: Please note that the Committee Minutes are available for review online as indicated.**
- **Annual Retreat October 3, 2019** *included in packet* and also available at https://src.vermont.gov/sites/src/files/doc_library/Draft-12th-Annual-Retreat-Report-2019-10-03.pdf
 - **AOE Committee May 2, 2019 and September 5, 2019** <https://src.vermont.gov/committees/advocacy-outreach-and-education>
 - **PR Committee June 6, 2019 and October 17, 2019** <https://src.vermont.gov/committees/performance-review>
 - **P & P Committee May 2, 2019 Minutes** https://src.vermont.gov/sites/src/files/doc_library/Approved-P%26P-Committee-Minutes-2019-05-02_0.pdf
 - **Steering Committee May 2, 2019 and September 5, 2019** <https://src.vermont.gov/committees/steering-committee>
 - **Coordinator's December 5, 2019 Report** *included in packet* and also available at https://src.vermont.gov/sites/src/files/doc_library/Coordinator%27s-Report-2019-12-05.pdf
- 1:05 PM - 1:20 PM** **Committee Chair Updates** (No written reports. Please refer to minutes above if needed).
- AOE Committee (5 minutes).
 - P&P Committee (5 minutes).
 - PR Committee (5 minutes).
- 1:20 PM – 1:30 PM** **Director's Report** (Diane Dalmasse).
- 1:30 PM – 1:40 PM** **VR Regional Manager Updates** (Cindy Sequin and Bill Sugarman).
- 1:40 PM - 1:45 PM** **Break.**
- 1:45 PM - 2:05 PM** **Presentation of the State Plan and its Goals and Priorities** (James Smith).
- 2:05 PM – 2:45 PM** **Breakout into Small Groups to discuss the State Plan's Goals and Priorities.**
- 2:45 PM – 3:20 PM** **Small Groups Report Back and Vote on State Plan.**
- 3:20 PM - 3:25 PM** **Other Business.**
- 3:25 PM - 3:30 PM** **Round Table.**
- 3:30 PM – 3:30 PM** **Adjournment.**

Full State Rehabilitation Council Meeting
Thursday, June 6, 2019 from 12:30 p.m. to 3:30 p.m.
Waterbury State Office Complex
ASH Conference Room
HC 2 South, 280 State Drive, Waterbury, VT 05671

Meeting called by:

Sherrie Brunelle, with the SRC Chair and Co-Chair not being in attendance, agreed to chair the meeting. The meeting was called to order at 12:39 p.m.

Members Present:

- 1) Courtney Blasius
- 2) Jessica Brennan (VR), non-voting
- 3) Sherrie Brunelle
- 4) Maria Burt (VR), non-voting
- 5) Diane Dalmasse (VR) , ex-officio, non-voting
- 6) Marlena Hughes
- 7) Cari Kelley
- 8) Sam Liss
- 9) Michelle Paya

Members Absent:

- 1) Max Barrows
- 2) Nick Caputo
- 3) Martha Frank
- 4) Robin Ingenthron
- 5) Christopher Kane
- 6) Sarah Lauderville
- 7) Rose Lucenti
- 8) Bill Meirs
- 9) Calla Papademas
- 10) Brian Smith
- 11) Olivia Smith-Hammond
- 12) Deb Tucker Boyce

SRC Liaison:

James Smith

SRC Coordinator:

Debra Kobus

Interpreters:

Elizabeth Fox

Eliza Goodhue

Speakers or Presenters:

1) Mark Ciociola

2) Amanda Kohle

3) Laura Lawson

4) Will Pendlebury

Guests:

None.

1) Introductions (Sherrie Brunelle)

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 (Sherrie Brunelle)

Discussion:

Sherrie asked for any proposed additions or changes to the agenda. There were none. Sam moved to accept the agenda and it was seconded. No further discussion. All approved. Vote unanimous 7-0-0.

Conclusions:

Motion passes: today's agenda accepted.

Action Items, Person Responsible, Deadline:

None.

3) Open for Public Comment (Sherrie Brunelle)

Discussion:

There was no public comment.

Conclusions:

None.

Action Items, Person Responsible, Deadline:

None.

4) Approval of Minutes for April 4, 2019 (Sherrie Brunelle)

Discussion:

Sherrie asked for any proposed changes or amendments to the April 4, 2019 Full SRC Minutes. There were none. Sam moved to approve the minutes and it was seconded. No discussion. All approved. Vote unanimous 7-0-0.

Conclusions:

April 4, 2019 Full SRC Minutes were approved.

Action Items, Person Responsible, Deadline:

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

5) Consent Agenda (Sherrie Brunelle)

Discussion:

Sherrie asked for any proposed changes or amendments to the following consent agenda items:

- AOE Committee: March 7, 2019.
- Performance Review Committee: April 4, 2019.
- Policy and Procedures Committee: March 7, 2019.
- Steering Committee: March 7, 2019.
- Coordinator's Report: June 6, 2019

There were none. Michelle moved to approve, and it was seconded. No further discussion. Vote unanimous 7-0-0.

Conclusions:

Consent agenda items approved.

Action Items, Person Responsible, Deadline:

Upload Approved Minutes to SRC website, Debra Kobus, June 11, 2019.

6) NEW SRC Website Presentation (Debra Kobus)

<https://src.vermont.gov/>

Discussion:

Debra provided a demonstration of the new SRC website and asked that everyone check it out! Please let Debra know of any suggestions for improvement that could be made as she will be enhancing it over the summer months.

Debra said the transition was very labor intensive and recognized James Smith for the additional VR support (Jim Gallagher, Wendy Madigan, and Alison Loeb) provided in order to meet the hard launch of the site which was scheduled for the end of March.

James suggested that Tela Torrey be recognized as leading this effort as the State IT Project Manager for DAIL. Sherrie made a motion to develop a letter of appreciation to Tela Torrey for her work on the SRC website and it was seconded. No further discussion. All approved 7-0-0.

Conclusions:

Motion to develop a letter of appreciation to Tela Torrey for her work on the SRC website.

Action Items, Person Responsible, Deadline:

A letter of appreciation be developed on behalf of the SRC to Tela Torrey for her work on the SRC website, James Smith, open.

7) Committee Chair Updates**Discussion:****Advocacy, Outreach and Education Committee:**

Sam Liss provided the update for the AOE Committee meeting.

State related:

The unfreezing of the **General Funded Attendant Services Program** did not get through the legislature despite the fact there was a \$50M surplus due to new revenue. We might have to reformulate the strategy to get this program unfrozen.

Sam gave credit to the Senate for increasing appropriations in some areas for social services programs.

Most of you know that the increase in the **Minimum Wage and the Family Leave Bill** stalled. Speaker Johnson eventually agreed to take these up next session as there were only minor differences between the House and Senate bills.

A good thing that occurred is that women who are on **Reach Up** and whose children are receiving SSI, Temporary Assistance for Needy Families (TANF) requirements have been reduced.

The **recent Vermont State Supreme Court ruling** related to modifying the eligibility criteria for developmental disability services is good in some ways but may require additional funding from AHS in having to provide mandated services.

Federal related:

NCIL has two policy proposals to remove work disincentives:

- 1) **Childhood Disability Beneficiaries (CDB)** who are past or reaching full retirement age – within a year or two. We want to change SSA rules so that a CDB would have the same work rules (lack of earning restriction) that all SSA retirees have at full age of retirement. As the rules stand now, they have to continue with SSDI work rules even past age of full retirement.
- 2) Beneficiaries using the **Medicaid-Buy-In** who are approaching or passed age 65. We are proposing a change to Ticket to Work legislation to remove the current age limit (65), or at least make it full age of retirement.

The Disability Integration Act of 2019

(<https://www.congress.gov/bill/116th-congress/house-bill/555>)

will move forward out of the House but probably will not get passed by the Republican led Senate. This bill prohibits government entities and insurance providers from denying community-based services to individuals with disabilities that require long-term service or support that would enable such individuals to live in the community and lead an independent life.

Long Term Unemployment Elimination Act was also introduced. The other bills that we continue to follow include:

Able Age Adjustment Act, the Social Security 2100 Act, the Transformation to Competitive Employment Act (does not affect Vermont), and the reintroduction **Disability Employment Incentive Act**, all of which remain in committee.

We are waiting for Senators Casey and Portman to introduce our **National Council on Independent Living (NCIL)'s Employment Incentive Bill** for people with disabilities at retirement age. As of now there is a delay as they are waiting for Senator Grassley's approval to amend the Social Security Act.

Other:

The **Governor's Summit on the Employment of People with Disabilities** (formerly the Disability Transportation Summit) will take place on December 2 at the Double Tree in South Burlington. We are still waiting to hear from State Senator Ted Kennedy, Jr. who is also the President of the American Association of People with Disabilities. We are moving forward as to what workshops will be offered.

The **Governor's Committee on Employment of People with Disabilities (GCEPD)** is modifying its process for handing out the ADA awards to employers across the state. Thanks to the new coordinator there will be a new application form. There is also a new David Sagi Award.

Policy and Procedures Committee:

Sherrie Brunelle provided the update for the P & P Committee.

After a lot of work by many, we have approved a revised **Chapter 204 on Case Closure** that provides specific and detailed guidance on how cases can be closed. There are now template letters for VR Counselors to use based on specific circumstances. A lot of training will be needed by VR Counselors on this revised chapter.

We are continuing to work on the **Self-Employment Chapter** with a team of individuals who will provide some work over the summer.

Diane has reviewed the **Consumer Handout** and supports it with some formatting changes.

In the fall, we have **Gender Identity** policy discussions on the agenda.

Regarding membership on the committee, please note that **more members are needed on the Policies and Procedures Committee**. Currently, we only have three voting members and need more people in order to have a quorum and get our work done. So, if you are interested, please reach out to Sherrie or Debra for more information!

Performance Review Committee:

Marlena Hughes provided the update for the Performance Review Committee.

At the last meeting, Amanda Kohle provided an update on the **Consumer and Employer Surveys**, a **Youth Survey** that will be performed, and a presentation on the **Central Office Case Review**. James provided an update on a new grant proposal that he submitted to **SAMSHA on Supported Employment Services for Outpatient Mental Health Clients**.

Steering Committee:

Sarah Launderville was not in attendance so there was no update provided.

Conclusions:

Thanks everyone.

Action Items, Person Responsible, Deadline:

None.

8) Orientation Presentation (Amanda Kohle). Presentation is here:

<https://src.vermont.gov/document/orientation-prezi-presentation>

Discussion:

Amanda thanked Sherrie Brunelle for being instrumental in having this presentation be brought to attention of the Full SRC. **Orientation** is the first step in providing a consistent message to

consumers. In most cases, Orientation is usually provided even before people apply for VR services. To view this presentation, please select the link above!

Conclusions:

Thank you, Amanda, for the presentation!

Action Items, Person Responsible, Deadline:

None.

9) Director's Report (Diane Dalmasse)

Discussion:

Diane reported the following:

VR Development Team: The team led by James Smith continues to work on increasing revenue to assist more Vermonters with disabilities to join the workforce. In mid-May we submitted a **SAMHSA grant**. This grant will make Individual Placement and Support (IPS) supported employment available to people served by Vermont Adult Outpatient Programs at three designated agencies: Washington County Mental Health, Northwest Counseling Service, and Health Care & Rehabilitation Services (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.

We made it to the final round for a **Kessler Foundation grant**. We are about to submit a proposal that would create two pilots in Rutland and Burlington to expand VR services to Social Security Ticket to Work participants. The grant will support teams including a VR counselor, .5 FTE benefits counselor and a VABIR employment consultant for two years. When we are successful, we plan to sustain and expand this effort using revenue generated from the Ticket to Work program.

Careers Initiative: As many of you know, with the passage of WIOA, our performance measures shifted from quantitative (how many people did we assist to become employed) to

qualitative measures (median earnings, job retention, credential/skill attainment, and employer satisfaction. We have rolled out our new dashboard which is clearly a work in progress. We established five lead indicators that we think will impact our lagging indicators established by WIOA. Our efforts currently are totally focused on encouraging and supporting our staff to do more of the five lead indicators with their consumers. The lead indicators are teaming, assessment, education and training, vocational goals with higher wages and follow along. If you remember the diet analogy: the leading indicators are reducing caloric intake and exercise will lead to the lagging indicator which is weight loss 😊.

Youth Advocacy Council/Youth Summit: Last fall we worked with other public and private organizations including VCIL, VFN, DBVI, YDP and others to put together a Youth Advocacy Council. We were successful in recruiting about 12 young people with disabilities to form the YAC and the group has met five times. One of those meetings was held at the statehouse including a meeting with Governor Scott and participation in a “Card Room” event. The year culminated in a Youth Summit at VTC with about 200 youth and adults in attendance. What has been truly amazing is the way the council has come together, established their priorities and learned to speak up about their needs and advocate for themselves. They ran the summit, introduced the speakers and co-facilitated some of the workshops. Feedback from you included: Based upon the feedback at the end of the event, everyone found meaning in the activities of the day. These include:

There was a lot of information that I did not know before;
anyone can speak up for themselves; I liked that I could be open and friendly with people and engaging with them;
Speakers were great and supportive and kind; The inclusivity... and meeting new people; [I] liked seeing lots of youth making a difference; [I liked] how positive it was because many people think negative of themselves, and; [I liked the] inspirational

conversation and speech about youth needing to use their voice.

We are recruiting for new members and the group is excited to continue their work in the next year and planning the next summit.

Transition Charter: With the passage of WIOA came Pre-Employment Transition Services for students in high school and a requirement to spend 15% of our federal funding on this population. Our 14 transition counselors with their VABIR youth employment specialists have been covering all the high schools in Vermont providing Pre-ETS services. We have been doing this work for over four years and decided it was time to take stock. Our transition counselors have done a time study. They are about to do a process mapping of their work with the VABIR youth employment specialist and students and their families. We have chosen a vendor to do a youth survey via text and include school personnel. The charge to the charter group is to determine whether our current service delivery model for students is working or whether changes need to be made.

Governor's Summit: As many of you know, we are planning to do a Governor's Summit on the Employment of People with Disabilities on December 2nd at the Doubletree in South Burlington. The theme for the morning session is "Transportation to Work". We are partnering with VTrans and others to plan the agenda. We are hopeful to have Ted Kennedy Jr. as the keynote for the luncheon that will be open to the public. He has not been confirmed as yet.

Conclusions:

Thank you, Diane, for the update!

Action Items, Person Responsible, Deadline:

None.

10) VR Regional Manager Updates (Mark Ciociola and Will Pendlebury).

Discussion:

Mark Ciociola, Regional Manager of Burlington and Middlebury, provided the following update:

Mark said he has been wearing many hats over the last few weeks because of a recent retirement of an employee but has found it to be fun. They met recently with the Department of Labor (DOL). The DOL would like to learn more related to disabilities and have asked for a VR 101 training on the subject because they potential meet with a lot of our folks.

There is a new director for Vermont Adult Learning, and he will be coming to one of our staff meetings.

Over in Middlebury we have Food Fun and Your Future to recruit students to come in as well as local employers and combine it with some food.

We have seen an up tick in mature workers coming in who are unemployed and would like help in figuring out what to do. We are thinking about having a series of workshops to discuss the emotional responses of getting older and to get them involved in some work experiences.

We have some new hires and a few people shuffling around. We are recruiting for a transition counselor.

The social security pilot is very exciting to staff and is just getting off the ground.

Will Pendlebury, Regional Manager of Bennington and Rutland, provided the following update:

Will said Rutland being the second largest city in Vermont, there's a lot of opportunities. We have been working with the Linking Learning Careers Team that allows us to transition students into the work force.

We are fully staffed. We did, however, lose a VABIR manager and are interviewing for a replacement.

Aware and Ticket to Work is going well as well as Process Mapping.

James came to Rutland yesterday and provided a presentation. We work with the CWS staff as well.

At this time, Will splits his time between both offices in Rutland and Bennington.

One other thing, with the passing of WIOA, we are making sure we are partnering well with the DOL as well as Vermont Adult Learning located in Rutland. We had a good meeting at the Tutoring Center.

11) Charter Group Presentations:

1) Process Mapping (Laura Lawson).

Laura Lawson is the staff development and training coordinator and is the lead on Voc Rehab's Process Improvement Project. Laura provided a handout which will be posted to the SRC website under this meeting date.

An overall plan along with a timeline was developed in VocRehab on **Process Improvement**. Examples of work has been asked to be provided so a comparison can be made between offices. A **Process Mapping Reflection Form** was developed that evaluates a process.

We have provided:

- a clear structure,
- templates,
- and staff have been trained in White Belt.

(Note: More information about White Belt training is available here: <https://www.villanovau.com/resources/six-sigma/what-is-a-six-sigma-white-belt/>.)

Excitement and energy are building, and changes are being considered and implemented. This will allow us opportunities in clearer messaging to field staff around the WHY; more strategic and proactive processes related to an unbiased facilitator; more training for leadership team; and demonstrations/modeling.

We plan to be done with the data collection phase by the end of the year.

Diane said that it was taking a long time for people to be seen by a counselor and there was general agreement to schedule a couple of appointments for initial interviews in advance. Another decision that was made was asking all offices to incorporate a paperwork day into their week.

2) **Resource Allocation Groups** (James Smith).

James handed out some documents which will be posted to the SRC website under this meeting date:

James leads the **Assignment of Resources Charter Group** that is mixed with regional managers, counselors, and VABIR staff. They were the first Charter Group to complete their task and under budget.

One of the first things they did was look at where they were spending their resources and compared it to outcome data. One of their first tasks was to look at the VR policy on spending money to support consumers. It became apparent that because we have discretionary funds, people come here for basic needs. Although there were real needs, it wasn't necessarily appropriate for them to come to us. We developed a new policy guidance around when we spend money on basic support needs. We did some training for staff around these new guidelines.

The next big task was to look at our case service spending and make recommendations to Diane about adjusting where we put this funding. These funds are available through VR counselors based on a consumer's needs in order to achieve an employment outcome.

Another layer is "set asides" where we hold back some money for certain activities for progressive employment that we know leads to job placement, credentialing, and some other larger expenditures like van adaptation. We realized that we were spending 1/3 on transportation and another 1/3 on basic support. Recommendations were to shift some funding to reduce the discretionary funds. It was a very inclusive process from the different offices and appropriately realigns our spending that will result in improvement in employment outcomes for our consumers.

Will commented that people in general are very supportive of this shift. However, there are some that are nervous of this shift away from set asides and are concerned that this will reduce support of attending school. James will provide more communication to the staff on this as this should not be impacted.

Conclusions:

Thank you, Laura and James, for the presentations!

Action Items, Person Responsible, Deadline:

Upload presentations, if available, to SRC website, Debra Kobus, June 11, 2019.

12) Other Business (Sherrie Brunelle)

Discussion:

1) Certificate of Appreciation for Alice Porter

Sherrie presented a plaque to Alice thanking her for all the hard work she has done on Aware and all the things she does every day and the SRC wanted to recognize that. Alice was very appreciative and did not expect to be recognized and thanked the SRC for this wonderful acknowledgement.

2) Sam wanted to make sure that everyone who wanted to, was receiving **announcements from the National Coalition of State Rehabilitation Councils, Inc. (NCSRC).** After a short discussion, it was agreed that if there was something that might be of interest to the Full SRC, that the SRC Chair or Vice Chair should forward to Debra requesting distribution to all.

3) Sam wanted to alert the council that **The Public Assets Institute and NCIL were partnering** in effort to get funding for performing research on the Disabled and Employment in order to disseminate the data back to the public and policy makers. More information will be provided if funds are obtained.

Conclusions:

Thank you, Alice, for all you the work you have done related to Aware.

Action Items, Person Responsible, Deadline:
None.

13) Round Table (Sherrie Brunelle)

Discussion:
n/a.

Conclusions:
None.

Action Items, Person Responsible, Deadline:
None.

14) Adjournment (Sherrie Brunelle)

Discussion:
Sherrie asked if there was a motion to adjourn. Michelle moved to adjourn, and it was seconded. No further discussion. All approved. Vote unanimous 7-0-0.

Conclusions:
Motion to adjourn approved at 2:52 p.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, 12/5/19.
- Approved minutes uploaded to website, Debra Kobus, 12/10/19.

**Vermont State Rehabilitation Council's
12th Annual Retreat
Thursday, October 3, 2019 from 9:30 a.m. to 3:30 p.m.
Trapp Family Lodge, 700 Trapp Hill Road, Stowe, Vermont 05672
Mozart Conference Room**

Retreat Called to Order by:

Brian Smith, Co-Chair, called the meeting to order at 9:30 a.m.

Members Present:

- 1) Courtney Blasius
- 2) Sherrie Brunelle
- 3) Nick Caputo
- 4) Diane Dalmasse (VR) , ex-officio, non-voting
- 5) Martha Frank
- 6) Marlena Hughes
- 7) Robin Ingenthron
- 8) Sam Liss
- 9) Bill Meirs
- 10) Brian Smith
- 11) Olivia Smith-Hammond

Members Absent:

- 1) Christopher Kane
- 2) Cari Kelley
- 3) Sarah Lauderville
- 4) Rose Lucenti
- 5) Calla Papademas
- 6) Michelle Paya
- 7) Deb Tucker Boyce

SRC Liaison:

James Smith

SRC Coordinator:

Debra Kobus

Interpreters:

None

Speakers or Presenters:

1) Brian Robertson, Market Decisions Research

Guests:

- 1) Max Barrows (recent/prior member)
- 2) Maria Burt (recent/prior member)
- 3) Kristen Carpentier (new member – pending approval)
- 4) Mark Ciociola
- 5) Gina D’Ambrosio (new member – pending approval)
- 6) Hib Doe
- 7) Shaun Donahue
- 8) Nancy Dwyer
- 9) Brian Guy
- 10) Amanda Kohle
- 11) Lee Reilly
- 12) Cindy Seguin
- 13) Bill Sugarman

1) Welcome and Introductions (Brian Smith)

Discussion:

Those in attendance went around the table and introduced themselves.

Conclusions:

Thanks to everyone!

Action Items, Person Responsible, Deadline:

None.

2) Ice Breaker (Brian Smith)

Discussion:

Sam Liss sang a lovely rendition of Edelweiss that helped kick off the Ice Breaker! Brian asked everyone to go around the table and let us know why they came here today! Comments included: external perspective of what Voc Rehab does; helps us think more holistically about what we do; these meetings help us refocus our priorities; it is nice from a system’s perspective to find out what would be most effective; Governor’s Summit on Transportation is an example of something that the SRC can partner with others for relevant advocacy; employment is so important to everyone but very important for people with disabilities; I hire over 100 people a year and gaining ; as a service provider, I want to thank

everyone in room for the work that you do; in Corrections we prepare people for work and this is a wonderful avenue to assist people to get back into employment; has been opportunity to use other skills and really appreciates connecting with others; loves being part of this group and how Voc Rehab helps young people in Vermont; helps those with a disability to get back to work!

Conclusions:

None.

Action Items, Person Responsible, Deadline:

None.

3) 2019 Summary of Committee Accomplishments, Goals, Opportunities and Challenges

Discussion:

- **Advocacy, Outreach and Education – Sam Liss**
Our charge is to discuss relevant event opportunities and have thoughtful discussions about other topics.

We educate each other on how to advocate before the State legislature. We have informed each other how to remove employment disincentives. We have also explored legislation like the improvement of social security benefits and removing barriers to work. We pay attention at a State level to items like unfreezing the attendant services program which is quite important to people who need such services so as to avoid becoming impoverished.

We have taken the lead in setting the agenda at the annual Card Room Event. We are involved with Disability Awareness Day, Youth Summit, and Youth Core Transition Events. We are looking to partner with our sister council, State Independent Living Council (SILC).

It is important to note that The David Sagi Award will be given out today by the Governor's Committee on Employment of People with Disabilities (GCEPD).

We have had lively debates with varying differences of opinion about the Perky Planet Café and appropriateness of their hiring and marketing policies.

We are thankful to Marlena Hughes for being our SRC representative to the Vermont Coalition of Disability Rights (VCDR).

- **Performance Review Committee** – Marlena Hughes
This past year our focus has been on the Workforce Innovation and Opportunity Act (WIOA), Loss of Re-Allotment Funding, Satisfaction Surveys, SAMSA Grant application, a deep dive into Aware, Central Case Review and the Quality Assurance process.

For next year we will be looking at the State Plan to make sure we met last year's plan requirements and to consider adding new targets. The Comprehensive Needs Assessment will also be on the agenda for next year.

- **Policy and Procedures Committee** – Sherrie Brunelle
We worked really hard this year on three major policies that significantly impacts on how VR delivers services and guides staff on the steps they need to take. We made significant changes to Chapters 204 (Case Closure) and 209 (Casework Practices). In addition, a short-term adjustment to Chapter 311 (Post-Secondary education) was made that extends short term training up to 2 years rather than 6 months. Sherrie has enjoyed working with all those involved in this endeavor. It has been very helpful to have received perspectives from a broad spectrum of individuals including consumers and Voc Rehab counselors.
- **SRC** – Brian Smith
Individuals who work on these committees are the most productive people we have! If the subject matter of a committee intrigues you, please contact the committee chair for more information. James Smith also said that we are very open to making the work that we do more accessible and make the meetings easier to attend, via Skype for example. Please contact James or Committee Chairs!

Conclusions:

Thank you committee chairs/ co chair.

Action Items, Person Responsible, Deadline:

None.

4) Presentation Employer's Satisfaction Survey (Brian Robertson, Market Decision Research)

Discussion:

Brian Robertson of Market Decisions Research began his presentation by saying there was good news to present.

The target populations were Vermont employers that had some contact with Voc Rehab including Creative Workforce Solutions (CWS) and Progressive Employment. Employers were willing to talk to us!

We also found there were large differences between service regions and employers did not see a distinction between CWS and Progressive Employment.

The goals of the employer survey were intended to identify:

- The satisfaction with services being offered to employers that have worked with and are currently working with DVR/CWS across domains identified by DVR.
- Areas for improvement in the services currently being provided by DVR/CWS.

Survey Findings:

- Familiarity with and Use of Creative Workforce Solutions (CWS) Services
- Satisfaction with CWS Services
- Communications with CWS Staff
- Use of and Satisfaction with Progressive Employment Activities
- Likelihood to Engage in Progressive Employment Activities

When asked what worked well employers were most likely to mention candidates being matched to employer needs (13%) and the helpfulness of CWS staff (13%).

Three quarters (76%) of those who used CWS services were satisfied with how well they were kept up-to-date and informed.

Lack of communication was mentioned by those that were not satisfied.

Almost all (94%) of employers using CWS services said they were very or somewhat likely to use CWS services in the future.

Of those employers who had experience with CWS services, 27% had not met or spoken with a representative in more than a year while 27% had met or spoken with a representative in the past month.

Comments: The tight labor market could be impacting an employer's view. Employers who have had bad employee experiences could also impact the survey.

Conclusions:

The full presentation is available on the SRC website <https://src.vermont.gov/document/presentation-employers-satisfaction-survey>.

Action Items, Person Responsible, Deadline:

None

5) Presentation Consumer's Satisfaction Survey (Brian Robertson, Market Decision Research)

Discussion:

Brian Robertson of Market Decisions Research began his presentation by explaining the target population was current and former consumers of VocRehab Vermont and that 700 surveys were completed among VocRehab Vermont consumers.

Over nine in ten (94%) say completing an application for VR services is easy, its highest level since the survey was begun in 2003.

Consistent with prior years, 97% report the VR office is accessible for their type of disability.

Up from 2016, nearly half (48%) say they are able to access benefits counseling through vocational rehabilitation.

Two thirds indicate their benefits counselor helped them with identifying community agencies providing services, better understand existing benefits, and fill out paperwork and forms.

99% of those receiving benefits counseling find the services to be valuable.

94% of those receiving benefits counseling agree somewhat or strongly that they feel more confident about being able to work and increase their wages after meeting with a benefits counselor.

78% are satisfied with the job placement services they received, slightly higher than in 2016.

Among those dissatisfied with job placement services, the largest percentage indicate that the services did not help them find a job.

92% are satisfied with how VR's coordination of job placement services with their VABIR representative.

Among those 25 years of age and younger, more than half (56%) recall working with a VR transition counselor to make the change to post-high school life.

Nearly all (97%) say working with a transition counselor is somewhat or very helpful.

Only 11% experienced a problem while working with a transition counselor.

Youth indicate that more meetings, communication and information would improve the process of transition.

Among those with unsuccessfully closed cases, 70% agree with the reason while 25% are unaware their case had been closed.

Lack of communication is the main factor that consumers who disagreed with the reason or were unaware of case closure thought their case was closed.

80% say they are still able to receive services when their counselor was unavailable.

Only 44% of consumers report having had more than one VR counselor.

Almost all (96%) consumers say their counselor consulted them about long-term goals.

80% strongly or somewhat agree that their counselor helped them explore local higher paying jobs based on interest and ability.

88% say their counselor spoke with them about education or training they would need to pursue jobs of interest.

87% strongly or somewhat agree that their counselor offered opportunities to learn about the knowledge, skills and abilities associated with jobs of interest.

83% felt they receive the support needed to be successful in the long term, a small increase from 2016.

Only 15% of consumers experienced problems with VR or the services they receive.

Among those reporting problems, the most common issues are communication difficulties with staff and VR personnel who are unprofessional, rude or apathetic.

22% of those who experienced problems say VR worked to resolve the situation.

Nearly half of consumers who provided feedback say they had issues communicating with staff or counselors. Others report difficulty with paperwork, and some need more services or help from their counselors.

71% say they were informed of the option to address problems with the Client Assistance Program.

One in ten consumers that experienced problems contacted the program about their concerns.

55% of consumers are working full or part time with another 41% actively looking for employment or receiving training or education.

89% of employed consumers are satisfied with their current employment.

The overall trends continue to be positive.

VR counselors and staff continue to shine and are a key influence on the positive consumer experience.

Outcomes continue to improve.

People are accessing benefits counseling and using job placement services.

Services provided to youth in transition are making a difference.

There is, of course, room for improvement. There are some differences in the consumer experience by District.

There is one group whose experiences was significantly less positive than others: Hispanics and Latinos.

There are some problems that remain unresolved.

- While the percentage experiencing problems is small (15%) and has declined, only 22% of those with problems indicate that VR worked to resolve the problem.
- Specific areas where these consumers feel problems weren't resolved include:
 - Listening to the customer, understand needs, wants, ability.
 - Counselor did not listen, dismissed concerns.
 - Didn't receive job search help.
 - Counselor did not return calls, emails or follow up.
 - Received no help in reaching plan or goals.
 - Time lags to get into the program.
 - Counselor is not helpful or supportive.

- Time lag to get services, appointments.

There are differences in feedback by District which may identify local foci for quality improvement.

Finally, while 70% consumers whose cases were closed unsuccessfully agreed with the decision for case closure but...

- 25% are unaware that their case was closed.
- 36% feel their case was closed due to a lack of communications.

Falling out of communications with VR is often a reason for case closure. This makes it difficult to inform consumers that their case has been closed or the reasons why. Finding ways to keep in touch with consumers may help reduce the number of unsuccessful cases overall.

Conclusions:

The full presentation is available on the SRC website <https://src.vermont.gov/document/presentation-employers-satisfaction-survey>.

Action Items, Person Responsible, Deadline:

None.

6) Change to 2020 SRC Meeting Schedule (Sam Liss)

Discussion:

We received a notification from the Vermont Sergeant of Arms that April 2, 2020 was drawn as the date that was available to the SRC for our Annual Card Room event. Unfortunately, this date conflicts with SRC's regularly scheduled meetings (Full SRC and Performance Review Committee) on April 2. Sam asked the group to raise their hands if they wish to move the Performance Review Committee and the Full SRC meetings previously scheduled on April 2, to the following Thursday, April 9, so SRC members and others can attend the Card Room Event on April 2. The majority of members raised their hands. The PR & Full SRC Meetings will be moved to April 9, 2020. Debra Kobus has already reserved the Ash Conference on April 9 for these meetings. For those interested in being involved with the Card Room Event, please contact Sam.

Conclusions:

The Performance Review Committee and the Full SRC will meet on Thursday, April 9, instead of its normally scheduled date of the first Thursday of the month. These rescheduled meetings will take place in the Ash Conference Room.

Action Items, Person Responsible, Deadline:

Update 2020 Meeting Schedule, Debra Kobus, October 8, 2019.

7) Order of Selection (James Smith)**Discussion:**

James said there is no need for discussion of revising an order of selection.

Conclusions:

n/a

Action Items, Person Responsible, Deadline:

None

8) Director's Report**Discussion:**

Diane summarized her FFY2019 annual report saying that staff management remain totally committed to Careers Initiative and helping people who want careers. We have launched BOSS in Burlington and Rutland. It's a perfect time to help people on benefits to move beyond benefits. We have a foundation grant which would supercharge and have national significance. We are taking stock of our transition services, preemployment services, best practices, what we should require, what we should let go. Vermont is second oldest state in the nation. Lastly, we trained our leadership teams on LEAN and are process mapping. Lastly, we value our great relationship with our State Rehabilitation Council!

Conclusions:

Diane's full report is available at

https://src.vermont.gov/sites/src/files/doc_library/2019-Voc-Rehab-Director-SRC-Annual-Report.pdf.

Action Items, Person Responsible, Deadline:

None

9) Committee Break Out – Discussion of Top 3 Priorities/Next Steps for 2020

Discussion:

Committees (Advocacy, Outreach and Education, Performance Review, Policy and Procedures) –

Participants moved to various parts of the room and lounge areas in order to discuss and then choose what the committee's top three priorities will be for 2020 and what the committee's next steps will be.

Conclusions:

None.

Action Items, Person Responsible, Deadline:

None.

10) Final Wrap Up – Committee's Top Priorities/Next Steps (Sam Liss, Marlena Hughes, Sherrie Brunelle)

Discussion:

Committees returned and reported:

Advocacy, Outreach and Education – Sam Liss, Chair

- 1) Card Room Event – April 2, 2020 – bring the media in such as Vermont Digger and a radio station.
- 2) Invite members of the Youth Advocacy Committee to SRC meetings and vice versa.
- 3) Determine how the SRC might best fit in with the SILC sponsored Olmstead meeting.
- 4) Advocate to increase the number of dual enrollment high school students on IEPs and 504 certificates wanting to enroll in the program.
- 5) Intensify relationship with Youth Core Transition Teams perhaps having a prototype meeting in central Vermont and invite legislators to meetings.
- 6) Usual updates on relevant legislation will continue.

Performance Review Committee – Marlena Hughes, Chair

The PR Committee will focus on two very big projects:

- 1) The **State Plan** that needs to be completed by April 2020.
Two meetings will be held discussing this.
- 2) The **Needs Assessment** will look at census data, population data, consumer satisfaction, and information from different programs that have been initiated. This will take six meetings. This information will inform the next State Plan due in 2022.

Policy and Procedures Committee – Sherrie Brunelle, Chair

- 1) **Chapter 313, Audiology Services and Hearing Aids.** The Hearing Aids Chapter will be reviewed again as a result of Maria Burt's recent discussion with an audiologist who wants specifics about eligibility. The State's Hearing Aid Contract will be changing as well so all these pieces should be brought together.
- 2) **Chapter 308, Self-Employment Chapter** needs updating.
- 3) **Chapter 312, Transportation** (car repairs, funding for traveling, lack of Car Coach).

Conclusions:

Thanks to everyone who participated in our planning for 2020!

Action Items, Person Responsible, Deadline:

None.

13) Round Table (Brian Smith)

Discussion:

Everyone went around the table and talked about what they thought about the retreat. Comments included: I so appreciate being on the Council; excited about the coming year; it is always great spending time with this group; interesting day; enjoyed learning about the satisfaction surveys; from a systems level it is great that people care about the people; very much appreciate the work done by the SRC; always appreciate getting together with this group and very much enjoy the CAP work that I am currently performing; appreciate all the staff and the consumers; I'm glad that I have been a part of this committee as this is my last meeting; appreciate what Brian Robertson does with the surveys; appreciate Marlena who carries on the PR Committee; appreciate

working with the folks at VR; I appreciate the Retreat in order to review what has occurred in the past and prepare for what is coming; very excited to be part of the group; enjoyed the presentation of the survey results; the holistic approach of the SRC to make the best experience for the consumers as possible; appreciate this very tolerant group because no one got up and left during my song; Vermont is a leader on employment of people with disabilities and hopefully Vermont will continue to be a leader in promoting employment as part of independent living, improving people's health, and cost effectiveness; a fine day and a wonderful group to work with; thanks, Brian, for a great presentation; really appreciate bringing together the leadership on the ground with the SRC leadership; my Commissioner is always very interested in what occurred at the last meeting I attended; a great day!

Conclusions:

None.

Action Items, Person Responsible, Deadline:

None.

14) Adjournment (Brian Smith)

Discussion:

Adjourned by consensus at 3:07 p.m.

Conclusions:

Adjourned.

Action Items, Person Responsible, Deadline:

- Draft minutes uploaded to SRC website, Debra Kobus, 10/8/19.
- Draft minutes emailed to Committee members, Debra Kobus, 10/8/19.
- Minutes approved, Committee, 12/5/19.
- Approved minutes uploaded to website, SRC Coordinator, 12/10/19.

Consent Agenda: Please note that the committee minutes are available for review online as indicated.

- **AOE Committee May 2, 2019 and September 5, 2019**
<https://src.vermont.gov/committees/advocacy-outreach-and-education>
- **PR Committee June 6, 2019 and October 17, 2019**
<https://src.vermont.gov/committees/performance-review>
- **P & P Committee May 2, 2019 Minutes**
https://src.vermont.gov/sites/src/files/doc_library/Approved-P%26P-Committee-Minutes-2019-05-02_0.pdf
- **Steering Committee May 2, 2019 and September 5, 2019**
<https://src.vermont.gov/committees/steering-committee>
- **Coordinator's December 5, 2019 Report** *see next page or go to*
https://src.vermont.gov/sites/src/files/doc_library/Coordinator%27s-Report-2019-12-05.pdf

COORDINATOR'S REPORT DECEMBER 5, 2019 FULL SRC MEETING

Current SRC Membership & Recruitment

Since I last reported, the SRC has had five resignations. It has been a pleasure working with these individuals in my role as coordinator and they will be missed. These resignations bring the current official membership to 16.

Resignations:

- 1) Max Barrows
- 2) Jessica Brennan
- 3) Maria Burt
- 4) Chris Kane
- 5) Michelle Paya

Related to recruitment, I am happy to report that we have received six new applicants! I want to specifically thank Courtney Blasius who provided recommendations that were excellent! **Thank you, Courtney!** If anyone else can offer recommendations for possible new members, please forward along this information.

New Member Applications:

- 1) Kristen Carpentier
- 2) Gina D'Ambrosio
- 3) Danielle Dubois
- 4) Helena Kehne
- 5) Ana Kolbach
- 6) Patricia Wehman

Once appointments are official, this will bring the SRC membership to 22. In order to get a running start, you may find these individuals attending current and/or future meetings so please offer your support, knowledge, and wisdom about how to best navigate the SRC!

SRC Coordination

As most of you are aware, December 5th will be my last official meeting as the SRC Coordinator. It has been my privilege and pleasure to serve in this capacity for more than two years and I thank you for the opportunity and guidance you all have provided.

I'm very happy to report that much has accomplished and I feel confident that I am leaving the Council in great shape! The following are some of these accomplishments:

COORDINATOR'S REPORT DECEMBER 5, 2019 FULL SRC MEETING

- Posting and distribution of draft minutes within 5 days of a meeting in order to adhere to State statute;
- Restructuring of the original SRC website built on Word Press in order to make it easier for SRC members to access important information;
- The development of a brand new SRC website on the State of Vermont's platform;
- Focus on and development of accessible documents;
- Compliance with SRC membership requirements with all categories filled.

Thank you again for everything and I am certain the new SRC Coordinator will provide new perspectives and offer additional improvements!

My best wishes to all Council members, pending Council members, affiliates, and the new SRC Coordinator!

Respectfully Submitted,

Debra Kobus

Vermont State Rehabilitation Council Coordinator