

Vermont State Rehabilitation Council

12th Annual Retreat Agenda

Thursday, October 3, 2019

9:30 AM – 3:30 PM

Venue: Trapp Family Lodge, 700 Trapp Hill Road, Stowe, Vermont 05672

Trapp Family Lodge Phone: 1-802-253-5738

Mozart Conference Room

- 9:30 AM – 9:40 AM Welcome and Introductions** - Brian Smith, Vice Chair
- 9:40 AM – 9:55 AM ICE BREAKER**
- 9:55 AM – 10:15 AM 2019 Summary of Committee Accomplishments, Goals, Opportunities and Challenges**
- Advocacy, Outreach and Education – Sam Liss
 - Performance Review Committee – Marlana Hughes
 - Policy and Procedures Committee – Sherrie Brunelle
 - SRC – Brian Smith
- 10:15 AM – 11:00 AM Presentation Employer’s Satisfaction Survey** (Market Decisions Research)
- 11:00 AM – 11:05 AM BREAK**
- 11:05 AM – 12:30 PM Presentation Consumer’s Satisfaction Survey** (Market Decisions Research)
- 12:30 PM – 1:30 PM LUNCH (with picture taking following lunch)**
- 1:30 PM – 1:35 PM Discussion of April 2, 2020 Full SRC Meeting Conflict and Rescheduling to Thursday, April 9, 2020** - Sam Liss
- 1:35 PM – 1:40 PM Order of Selection** (as needed) - James Smith
- 1:40 PM – 1:50 PM Director’s Report** - Diane Dalmasse
- 1:50 PM – 2:50 PM Committee Break Out – Discussion of Top 3 Priorities/Next Steps for 2020**
- Advocacy, Outreach and Education – Sam Liss
 - Performance Review Committee – Marlana Hughes
 - Policy and Procedures Committee – Sherrie Brunelle
- 2:50 PM – 3:15 PM Final Wrap Up – Committees’ Top 3 Priorities/Next Steps** (Sam Liss, Marlana Hughes, Sherrie Brunelle)
- 3:15 PM – 3:30 PM Round Table** – Brian Smith
- 3:30 PM – 3:30 PM Adjournment** – Brian Smith

2019 Annual Report
Advocacy, Outreach and Education Committee
Sam Liss, Chair

The Advocacy, Outreach and Education (AOE) Committee of the Vermont State Rehabilitation Council (SRC) has, per its charge, explored both State and Federal legislation relevant to employment issues for people with disabilities (PWD) and, most specifically, to the needs of Vocational Rehabilitation (VR). In addition, the committee has regularly discussed relevant event opportunities for SRC members. As appropriate topics arise, the Committee has also held thoughtful discussions to those ends.

The AOE Committee has also emphasized to its members the importance of up-to-date knowledge of issues important to VR in relation to their ability and readiness to inform, advocate and testify (e.g. before the State legislature).

Federal legislative initiatives discussed include those that would remove employment disincentives for PWD at/above (Social Security) retirement age – particularly important in a state with a markedly aging population and the needs within that population to maintain employment (with supports, if necessary).

Raising the age of eligibility, based upon age of onset of disability, for tax-free ABLE account was also discussed, as was potentially enhanced tax incentives for employers who hire people with disabilities. Legislation to reauthorize the Money Follows the Person (MFP) program, along with protections against spousal impoverishment for spouses of those found eligible for home and community-based Medicaid, was followed closely. The Committee was also informed of and discussed legislative plans to reduce the occurrence of long-term unemployment within targeted populations and, specifically, to create Federal grants to be awarded to VR agencies to implement such initiatives.

The committee also reviewed Federal legislation that would phase out sheltered workshops and subminimum wage exceptions within the Fair Labor Standards Act (although Vermont had eliminated the practice several years ago). Also discussed was employment implications for PWD within the proposed Social Security 2100 Act, as well as within the relatively broad Disability Integration Act (DIA).

On a State level, much attention was paid to attempts by advocates for PWD to unfreeze (to potential new applicants) the general-funded Attendant Services Program (ASP) – aka Personally-directed Attendant Care (PDAC) program. Various approaches to legislative advocacy for this initiative were highlighted for session 2020. Peripheral but important discussions centered around background checks for personal care attendants and statewide numbers of those with developmental disabilities in nursing homes.

The Committee followed progress on legislation to raise the State minimum wage and institute a family leave policy. (Both measures were deferred to session 2020.) In

2019 Annual Report
Advocacy, Outreach and Education Committee
Sam Liss, Chair

addition, the proposals by the MS Society to enhance opportunities for home modification projects for PWD were elucidated.

The Committee has been active in planning agenda and representation by the SRC for the annual cardroom event at the Statehouse. It has also actively discussed SRC participation in the annual Youth Core Transition event. In addition, all were informed about such relevant upcoming events as the annual Youth Summit, Vermont Family Network (VFN) upcoming annual meeting, Disability Awareness Day at the Statehouse, the Hope and Resilience Conference, the Statewide Independent Living Council (SILC) Networking Breakfast and Quarterly meeting(s) and the SILC-sponsored Olmstead Summit.

An idea that originated in the AOE Committee breakout session of the SRC Annual Retreat of 2018 was the creation and implementation of a "Governor's" Transportation Summit. That idea has come to fruition with a set date of Dec. 2nd, 2019 at the Doubletree at the Hilton Hotel in South Burlington. At time of writing, agenda is close to finalization and other final preparations are under way.

A request for targeted input to the State Plan for Independent Living (SPIL) was made at an AOE Committee meeting as the SILC considered an updated strategic plan.

The Committee was informed of the Governor's Committee for Employment of People with Disabilities (GCEPD)-sponsored Spirit of the ADA Awards – most specifically, the creation of the David Sagi Award in memoriam to the late State ADA Coordinator and long-time VR Regional Manager. It also discussed the possibility of inviting the Executive Director of the SILC to discuss areas of mutual interest and potential for collaboration.

Finally, very thoughtful discussions were held regarding the recently opened Perky Planet Café in Burlington. Various opinions were expressed as to the impact of the restaurant's hiring, personnel and marketing policy on the disability right movement. All agreed that Perky Planet Café's intentions were good, but opinions varied as to whether it promotes or deters established employment and integration goals.

All throughout, Marlena Hughes, SRC members and liaison to Vermont Coalition of Disability Rights (VCDR), has been reporting out, as much as possible, on relevant discussions at VCDR meetings.

Respectfully submitted,

Sam Liss
Chair, AOE Committee

2019 Annual Report
Performance Review Committee
M. Hughes, Chair

The Vermont State Rehabilitation Council's Performance Review Committee (PR) reviews, analyzes, and advises the Vermont Division of Vocational Rehabilitation (DVR) on its performance in fulfilling its mission and responsibilities.

This year the PR Committee reviewed and made recommendations on a broad range of topics affecting DVR's effectiveness, including the following:

- **Overview and Purpose of Casework Practices (Chapter 209) as a result of the Workforce Innovation and Opportunity Act (WIOA).** PR reviewed the Federal indicators used to evaluate the DVR Program, development of IPEs (long-term career goals), and case service expenditures.
- **Loss of Re-Allotment Funding on DVR Services as a result of the Workforce Innovation and Opportunity Act (WIOA).** WIOA created pre-employment transition services for high school students who were on 504 plans or had IEPs. WIOA required that chunks of funding be moved from one program area to another for direct services. PR engaged in a comprehensive discussion about DVR's consumer population changes since the enactment of WIOA.
- **Satisfaction Surveys of Employers, Consumers, Youth, and Partners.** Performance Review gave feedback on the phone surveys being performed by Market Decisions Research who were contracted by DVR in order to perform these surveys. Market Decisions Research presented the results of the Employers and Consumers Satisfaction Surveys to the full SRC at the October 3, 2019 SRC Annual Retreat.
 - **Employer and Consumer Satisfaction Surveys** (phone) – PR reviewed the telephone survey, posing questions, suggestions were documented, and incentives for consumer and employer participation were discussed.
 - **Youth Survey** (texting) – will be developed utilizing the Youth Advocacy Committee and include school personnel.
 - **Partner Survey** (online) – for partners including alternative programs.
- **SAMSA Grant Application:** "*Vermont Works for Recovery: an evidence based supported employment project.*" Performance Review reviewed the proposal. The grant requests revenue for Supported Employment Services for Outpatient Clients, including wrap around services through a pilot program with mental health services.
- The **AWARE Case Review Tool** was extensively explored by the PR Committee. This tool helps improve services through consistency, utilizing best practices, and reducing audit findings. Performance Review completed a comprehensive review with presentations, including counselor feedback.

2019 Annual Report
Performance Review Committee
M. Hughes, Chair

- **Central Case Review Presentation.** PR reviewed the process for documentation of consumer barriers, strengths, and interests, along with the defining assessment measures. Documentation of the consumer needs, progressive employment, education, and credentials go into AWARE. Reports from counselors indicate that the process is appreciated and helpful.
- **Quality Assurance (QA).** PR reviewed the QA process and its data from White River Junction's Central Office Case Review Summary. The process was shown to encourage clarification and decrease counselor anxiety around case review. It was shown that information, garnered through conversations during meetings with counselors, hone and inform the documentation process, ensuring relevant data gets entered into AWARE.

Respectfully submitted,

M. Hughes
Chair, PR Committee

2019 Annual Report
Policy and Procedures Committee
Sherrie Brunelle, Chair

Fall is here and with it comes beautiful foliage, apples, pumpkins, and holiday gatherings. It is also a time to reflect on our accomplishments at the close of the 2019 fiscal year. As Chair of the Policies and Procedures (P&P) Committee, I am proud of the work that this small but dedicated group of VR staff and SRC members have accomplished.

The work this group has done over the past fiscal year has resulted in significant changes to Chapters 204 (Case Closure) and Chapter 209 (Casework Practices) of the P&P Manual. These revisions provide counselors with clear guidance and resources as they make decisions in each consumer's case. A goal of the revisions is to ensure consistent practice by VR staff across the state. Another goal is to ensure that the rights of consumers are protected as they navigate the VR system. Training and guidance in the implementation of the changes is ongoing. So far, field staff and managers have been supportive of the changes. These revisions also will make navigating the VR process clearer for consumers seeking services.

In addition to these major accomplishments, the P&P Committee made a short term adjustment to Chapter 311 (Post-Secondary Education). The revision clarifies that short term training focuses on training over a period of up to 2 years rather than 6 months. This adjustment brings the VR policy in line with current VR practice. The P&P Committee will undertake a more in depth review of this Chapter in the coming year.

For the 3rd year, the P&P and VR staff have continued its efforts to revise and update Chapter 308 (Self-Employment). The task has been more challenging than initially thought. But everyone in the work group has diligently explored what other states are doing and considered whether we want to incorporate various elements from those states into the revised Chapter 308. We have a starting framework for what we think will work in VT. But more discussion, drafting, and vetting of proposed changes is ahead of us in the 2020 fiscal year.

It is hoped and expected that the work done this fiscal year will result in clearer, more consistent, and efficient use of VR's limited resources while improving outcomes for consumers wanting to enter, return, maintain, or advance in competitive, integrated employment.

Respectfully submitted,

Sherrie Brunelle, Chair

Vermont State Rehabilitation Council 12th Annual Retreat Agenda

Thursday, October 3, 2019
9:30 AM – 3:30 PM



**Vermont Creative Workforce
Solution: Employer Use and
Satisfaction Survey**

Prepared for



**STATE OF VERMONT
State Rehabilitation Council**

October, 2019

Market Decisions Research
75 Washington Ave, Suite 2C
Portland, ME 04101
www.marketdecisions.com
(207) 767-6440

Prepared by:
Brian Robertson, PhD
Mark Noyes, MPH
Xiaolei Pan, MBA

To view the presentation by Market Decisions Research on the Employer's Satisfaction Survey:

https://src.vermont.gov/sites/src/files/doc_library/VT-CWS-Business-Survey-Presentation.pptx

**Vermont State Rehabilitation Council
12th Annual Retreat Agenda**

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MARKET DECISIONS RESEARCH

**2019 VocRehab Vermont
Consumer Experience Survey**

Prepared for


STATE OF VERMONT
State Rehabilitation Council

October, 2019

Market Decisions Research
75 Washington Ave, Suite 2C
Portland, ME 04101
www.marketdecisions.com
(207) 767-6440

Prepared by:
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2020 SRC Meeting Schedule v2

***All meetings, unless otherwise indicated, are held on a Thursday.
Dates & Times may be subject to change**

Date: January 2, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Cherry C.**

- 1) Policy & Procedures Committee, 10:00 am until 12:00 pm.
- 2) AOE Committee, 12:15 pm until 1:45 pm.
- 3) Steering Committee, 2:00 pm until 3:30 pm.

Date: February 6, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Ash.**

- 1) Performance Review Committee, 10:00 am until 12:00 pm.
- 2) LUNCH provided 12:00 pm until 12:30 pm.
- 3) Full SRC, 12:30 pm until 3:30 pm.

Date: March 5, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Cherry C.**

- 1) Policy & Procedures Committee, 10:00 am until 12:00 pm.
- 2) AOE Committee, 12:15 pm until 1:45 pm.
- 3) Steering Committee, 2:00 pm until 3:30 pm.

Date: April 2, 2020 (note Card Room Event). Reserved also Thursday, April 9, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Ash.**

- 1) Performance Review Committee, 10:00 am until 12:00 pm.
- 2) LUNCH provided, 12:00 pm until 12:30 pm.
- 3) Full SRC, 12:30 pm until 3:30 pm.

Date: May 7, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Ash**

- 1) Policy & Procedures Committee, 10:00 am until 12:00 pm.
- 2) AOE Committee, 12:15 pm until 1:45 pm.
- 3) Steering Committee, 2:00 pm until 3:30 pm.

Date: June 4, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Ash.**

- 1) Performance Review Committee, 10:00 am until 12:00 pm.
- 2) LUNCH provided, 12:00 pm until 12:30 pm.
- 3) Full SRC, 12:30 pm until 3:30 pm.

Date: September 3, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Cherry C.**

- 1) Policy & Procedures Committee, 10:00 am until 12:00 pm.
- 2) AOE Committee, 12:15 pm until 1:45 pm.
- 3) Steering Committee, 2:00 pm until 3:30 pm.

Date: October 1, 2020 & October 8, 2020.

- 1) **13th Annual Retreat** (PR Meeting preempted), Location: **tbd**, LUNCH provided, 9:30 am until 3:30 pm
- 2) **Performance Review Committee**, Ad Hoc Meeting reserved for Thursday, October 8 from 10-12 p.m.
Conference Room Ash.

Date: November 5, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Cherry C.**

- 1) Policy & Procedures Committee, 10:00 am until 12:00 pm.
- 2) AOE Committee, 12:15 pm until 1:45 pm.
- 3) Steering Committee, 2:00 pm until 3:30 pm.

Date: December 3, 2020.

Location: Waterbury VR, HC 2 South 280 State Drive, Waterbury, VT 05671, **Conference Room Ash.**

- 1) Performance Review Committee, 10:00 am until 12:00 pm.
- 2) LUNCH provided, 12:00 pm until 12:30 pm.
- 3) Full SRC, 12:30 pm until 3:30 pm.

2020 SRC Meeting Schedule v2
***All meetings, unless otherwise indicated, are held on a Thursday.**
Dates & Times may be subject to change

SRC COMMITTEE STRUCTURE

Advocacy, Outreach, & Education Committee (AOE):

This committee plans and recommends to the full SRC activities to be undertaken in the name of the SRC that:

- advocate for issues that affect the mission of the Division of Vocational Rehabilitation (DVR) and the people that DVR serves; and
- educate the general public and specific audiences about vocational rehabilitation and VR issues.

Any activities proposed or planned by the committee will be subject to review and approval by the full SRC before they are implemented. (The Advocacy, Outreach & Education Committee meets in the afternoon of the first Thursday of January, March, May, September and November, immediately preceding the Steering Committee meeting.)

Performance Review Committee:

This committee monitors and analyzes how well the Division of Vocational Rehabilitation (DVR) is serving its customers. It gives input to the full SRC regarding the development of measures of performance (including the Needs Assessment survey and customer satisfaction and employer satisfaction surveys), reviews available statistical data and measures of performance, and makes recommendations to the full SRC regarding the content of the State Plan. (The Performance Review Committee meets in the morning of the first Thursday of February, April, June, and December.)

Policy & Procedures Committee:

This committee systematically reviews and comments on all of the policies and spending guidelines that guide Division of Vocational Rehabilitation (DVR) personnel in their work. It also periodically reviews the SRC bylaws. (The Policy & Procedures Committee meets in the morning of the first Thursday of January, March, May, September and November.)

Steering Committee:

The Steering Committee oversees the function of the SRC. The committee plans the Council's meetings and acts on its behalf between full Council meetings. (The Steering Committee consists of the SRC chair, SRC co-chair, the chairs of the SRC committees, the DVR Director, and the DVR liaison with the SRC; it meets in the afternoon of the first Thursday of January, March, May, September and November. Other members of the Council, though not members of the Steering Committee, are welcome to attend its meetings.)

For Directions to Waterbury VR go to: http://ddsd.vermont.gov/contact_us/directions

Questions?

Please contact:

SRC Coordinator at VTStateRehabCouncil@gmail.com

Approved: 2019.09.05

Revised: 2019.09.18

FFY 2019 VTSRC Annual Report
Vermont State Rehabilitation Council
From the Director of the Division of Vocational Rehabilitation

Dear Reader,

As part of the Careers Initiative, Voc Rehab Vermont continues on the journey from quantity to quality performance measures. In 2019, the new VR Dashboard was rolled out to staff and partners. We identified five lead indicators that we believe will positively impact WIOA's Common Performance Measures: career assessments, teaming, higher wage vocational goals, education and training, and follow along post placement and post closure. The dashboard tells counselors how they are doing and tells managers how their offices are going on the indicators. The dashboard is being integrated into supervision, performance evaluations and staff meetings. We anticipate that the dashboard will drive positive practice changes for counselors and partners.

In 2019, we launched BOSS, Better Option than Social Security. We are piloting the project in two offices by creating two teams including the VR counselor, benefits counselor, and employment consultant serving consumers who receive social security benefits and are interested in moving off the benefit rolls. We are working with a marketing firm to assist us to reach out to Ticket holders in partnership with VABIR. In this robust economy and very tight labor market we think it is an ideal environment to assist beneficiaries to leave the rolls with supports. We are planning to sustain the project and go statewide using increased Ticket to Work revenue.

WIOA created Pre-Employment Transition Services four plus years ago. We shifted our service delivery system to create VR counselors dedicated to serving students in all of Vermont's high schools. We have created a transition charter group to take stock of how we are delivering transition services including Pre-ETS. Transition counselors have done a time study. Strong Transition teams have done process maps of their work. We are contracting a texting survey of students and a phone survey of families and school personnel. We are confident that we will be establishing best practices. We are also rolling out a transition dashboard.

Vermont is the second oldest state in the nation. We have recently hired a Mature Worker Coordinator to focus on serving this population. We will be providing training to all staff on what older workers need and want in employment settings. The coordinator will be reframing aging for the business community in this tight labor market and organizing mature worker job fairs.

FFY 2019 VTSRC Annual Report
Vermont State Rehabilitation Council
From the Director of the Division of Vocational Rehabilitation

In 2019, all leadership teams were trained in LEAN and all offices have used LEAN to complete process maps of the rehabilitation process in their offices. There have been immediate AHAs and changes made to office processes and longer-term issues to resolve on a statewide level.

As always, we continue to have a robust, productive relationship with our State Rehabilitation Council. Members have contributed significantly to updating our policies to come in line with our shift from jobs to careers.

Diane Dalmasse
Director
VocRehab Vermont

Memory Jogger: 2019 Top 3 Priorities as Determined at the 2018 11th Annual Retreat

Advocacy, Outreach and Education Committee – Sam Liss

- Arranging for the card room in 2019, we settled on a theme – Continuation of Career Pathways. We decided to have consumers who achieve success, particularly career pathways' success, to be at the Card Room Event to buttress our theme. It also would be nice if the Card Room Event was held in conjunction with a radio station. The 2019 Card Room event is scheduled for Thursday, March 14, 2019.
- Continued collaboration with Youth Core Transition Teams with Tara Howe as the point person. We can assist the Youth Core Transition Teams in many ways such as by attending their meetings, inviting legislators to their local and annual meetings, asking the Chair of the Youth Core Advisory Committee attend an AOE meeting and then a Full SRC meeting.
- Setting up a Disabilities Summit – SRC doesn't need to be a lead but a key partner. The Summit would center around transportation – not necessarily just for people with disabilities but for those that are less privileged, seniors, and low-income people. Working with partners, we may be able to convince VTrans to take the lead. VTrans is currently taking public input on its 10-year strategic plan and has asked for input from our sector. The theme of the public input can be used for the Summit.

Performance Review Committee – James Smith

- A Consumer's Satisfaction survey (done every 2 years), Employers Satisfaction Survey, and a survey of students who receive pre-employment services (perhaps surveying school staff on the services we are providing).
- AWARE – short term results of the staff survey and how we are using the tool.
- Dashboards and early information that comes out of the Dashboards as a consulting role.
- Long term project on the six WIOA performance measures.
- State parks metrics – reach out to other departments to find out how they are measuring things.

Policy and Procedures Committee – Sherrie Brunelle

- Self-employment – have already set up three or four skype meetings with Hib Doe and others related to his experience on self-employment.
- Transportation – creating some clear and consistent process for making decisions using VR funds. Working with Ross MacDonald of VTrans in this endeavor.
- Discussion of the Policy and Procedures that need to be implemented related to the Careers Initiative.

