

Approved Minutes
State Rehabilitation Council
PERFORMANCE REVIEW COMMITTEE

Thursday, December 7, 2023 - 10:00 AM – 11:30 AM
Virtual Meeting

Meeting called by:

Nick Caputo, Committee Chair, called the meeting to order at 10:09 a.m.

Members Present:

- Nick Caputo
- Gina D’Ambrosio
- Laura Flint
- Sherrie Brunelle

Members Absent:

- Bill Meirs

SRC Liaison:

- Amanda Arnold

SRC Coordinator:

- Janice Leonard

Speakers or Presenters:

- n/a

Guests:

None

Interpreters:

None

1) Introductions (Nick Caputo)

Discussion:

There weren’t any new members or visitors, introductions not needed.

Conclusions:

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 by Laura. No further discussion. All approved. Vote unanimous 5-0-0

Conclusions:

Motion passes: today’s agenda accepted Approved

Action Items, Person Responsible, Deadline:

Finalize agenda and upload to SRC website, Janice Leonard, **12/30/2023.**

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) Approval of Prior Meeting Minutes, November 9, 2023 (Nick Caputo)

Discussion:

Nick asked for any proposed changes or amendments to the minutes. Laura moved to approve the minutes and it was seconded by Gina. No discussion. All approved. Vote unanimous 5-0-0.

Conclusions:

November 9, 2023, minutes were approved

Action Items, Person Responsible, Deadline:

Upload approved minutes to SRC website, Janice Leonard, **12/30/2023.**

6) Questions for the Consumer Survey

Discussion/ Comments for each section:

A. General Vocational Rehabilitation Questions

Overall1

- Overall, how satisfied are you with HireAbility Vermont’s program?
NO Comments

Control1

- Now I would like to ask you how satisfied or dissatisfied you were with your experience and the services provided by HireAbility Vermont.

How satisfied were you with your control and involvement in your HireAbility experience?

No Comment

Control2

- How satisfied were you with your choice of a career goal?
Ref = Refused, no other comment

SERVICE1

- How satisfied were you with the choice of services that were available?
No Comment

SERVICE2

- How satisfied were you with the choice of service providers?

Comments: Consistent "please say more about why you chose that answer".
Categorize and include comments.

Try to get 700 responses

COMM1

- How satisfied were you with the kind and amount of information you were given about the choices you had?

Comments: Same question for consistency but add better clarification here around what "information" means – services, process for services, dispute resolution options, etc.

COMM2

- How satisfied were you with how long it took your counselor to answer your questions or address your concerns?

Clarification: This is for after a participant how responsive are they when reach out and for them to get back to you.

APPLY

- Now I would like to ask you some questions about your experiences with HireAbility Vermont.

No Comment

How easy was it for you to complete an application for HireAbility Vermont services?

No Comment

STAFF1

- How helpful were the staff of HireAbility Vermont in helping you achieve your goals?

Comment: Goals is broad give clarity around what that means; career goals, credentials, career advancement. Use different word? Aspirations?

ACCESS

- How accessible was HireAbility Vermont for someone with your type of disability?

Clarification Needed: Keep in mind: Does this include cultural responsiveness issues, language? (Having a different language isn't a disability – so make it a separate question? Braille, "Large print, digital"

OUTCOMES2

- The services I received from HireAbility Vermont helped me become more financially independent.

Clarification Needed: "Comfortable" living is very relative – use a different word/phrase? Say can you afford to live the way that you choose?

STAFF2

- The HireAbility Vermont staff treated me with dignity and respect.

Comment: Keep, has been used consistently.

OUTCOMES5

- HireAbility Vermont helped me reach my job goals.

Comment: Have chosen not to use term career, but change job goal to employment goals

COMM4

- My role and responsibility in communicating with HireAbility Vermont were made clear to me by my counselor.

Comment: Using the word Contract can be off-putting – discuss in next meeting.

CONTROL3

- HireAbility Vermont staff asked me for my opinions and ideas about the services I need.

Comment: Prompt, Offer more clarification – did we offer what you need to succeed?

CONTROL4

- My opinions and ideas were important to shaping my career goals.

Comments: Do they feel that they have ownership? Add a prompt, like your counselor asked you what you thought would be helpful in designing your future career/jobs aspirations?

My counselor and I collaborated on what would be best for me?

My counselor supported me... My input was valued

*Process was driven by me and I got support in achieving it.

Staff7

- VocRehab staff believes/believed in my abilities and partnered with me to achieve my career goal.

Comment: Do you feel supported by your counselor, do you feel you are supported? Seems similar to Control 4.

Nuance is if they believe in them – vs – participant choice: Need clarification to distinguish the two.

*I had support in achieving..

Conclusions:

We've been doing this since about 2003. Consistency is important from year to year for trends. RFP for this survey is going out and will be conducted late winter / early spring then present to full SRC.

Action Items, Person Responsible, Deadline:

7) Other Business (Nick Caputo)

a. Agenda Setting for February 1, 2023

Discussion:

Meetings for the upcoming year:

- (Later Today full SRC- Major Findings Needs Assessment)
- **Work 2.0 (SSI / SSDI recipients) – review results
- **How are we doing Nationally w/ Common Performance Measures
- Opioid after March

- Unmet Needs / MH especially
 - Access to housing
 - Access to employment
 - Are they getting the counseling they need
 - Is this being met collaboratively
 - Moving forward:
 - Needs, challenges, next steps – to AOE?
 - Find out the problem
 - Identify strategies.
 - How do we pay for employment- Medicaid dollars is a challenge. Boots on the ground support.
 - Customized employment
 - DO:
 - Maybe in fall,

Conclusions:

Action Items, Person Responsible, Deadline:

Upload draft agenda to the SRC website, **Janice Leonard, 12/30/2023**

8) Adjournment (Nick Caputo)

Sherri moved to adjourn, and it was seconded by Laura. The meeting adjourned at 11:23 a.m.

Meeting Action Items, Person Responsible and Deadlines:

- Finalize agenda and upload to SRC Website, **Janice Leonard, 12/30/23.**
- Draft minutes for this meeting, send to Committee Chair for review and upload to SRC website, **Janice Leonard, 12/30/23**
- Finalize approved minutes for last meeting and upload to SRC website **Janice Leonard, 12/30/23.**