

# Bureau of Rehabilitation Services

# State Rehabilitation Council Minutes

## Teams Meeting – January 17, 2024

9:30am-12pm

### Member Attendees: Kate Travis, Melissa Taylor, Rich Tulikangas (UMD), Steph Trelli, Kerri Fradette, Jill Larmett, Linda Rammler, Tom Cosker, Carissa Decelles, Beth Reel, Joe Wendover, Josh Werner, Nicole Rico Serrano, Andrea Richardson, David Doukas

**Guest Attendees:** Ellen Fabian (UMD), Rich Tulikangas (UMD), Kyle Cyr, Katlyn Williams

### Welcome and introductions – Chairperson, Kate Travis

### Comprehensive Statewide Needs Assessment (CSNA ) Update – Ellen S Fabian and Rich Tulikangas (UMD)

* Using Qualtrics
  + Linda has worked with it before
* Kate asked how other states perform their CSNA
  + Don’t want to push work onto BRS, should be SRC
  + Committee will be running point on this
* Looking for feedback on surveys by **1/26/2024**
  + Jill
    - Font should be increased to 14pt for accessibility
    - Section on SSDI may be confusing/misleading
      * Should be “I receive SSDI” and leave it there
        + Steph says need to define SSI vs. SSDI to eliminate confusion
  + Tom Cosker
    - Consumer survey is main focus
      * Some of the questions from the Staff survey should be posed to consumers
        + Steph agrees
    - Asking some questions multiple ways but there needs to be an open-ended area for more feedback
      * “What challenges have you had?” etc.
  + Kate
    - We want a question around timelines
      * May be in consumer satisfaction survey
  + Beth
    - On Consumer Survey there are a lot of assumptions in some of the wording of questions
      * When the question asks what services were offered by BRS it is too easy to say “No, ‘CRP’ provided said service”
        + Tom says consumers say they work with Ability Beyond not BRS
      * Question about if they’ve been to a CRP is vague
  + Melissa
    - It’s confusing because as a consumer you are asked to fill out a lot of paperwork for BRS and the CRP/WIB
    - I was asked if I have a conservator yesterday, needs to be a better way of asking that question
  + Linda
    - Questions are written to a higher education level than our standard consumers
    - Ask “Do you have…?”
    - Fewer choices on some of the multiple-choice questions
    - Let people know it’s okay to ask for help answering questions
  + Email Steph/Kerri with comments/concerns about surveys before deadline

### BRS Updates – Dave Doukas

* State Plan
  + Working on getting information on how to pull together Unified State Plan
    - DOL is looking at hiring a consultant to help pull everything together
    - Trying to collaborate with others
  + Working on responding to SRC comments
  + Due in March
* CT PIE Grant
  + Making good ground
  + RSA is pleased with progress
    - Pilot is going well
  + Still working on building the tool kits for CT PIE counselors
  + Adding VR Sup to CT PIE
    - Marta Bisciglia has joined CT PIE full time
* BRIDGE CT Grant
  + In planning year
  + Setting evaluation models
  + Working agreements with partners
* CSAVR
  + Executive Team meeting last week
    - Advancing strategic priorities
      * Recruitment and retention of VR staff
      * Review internal processed
        + Qualified staff make eligibility determination
      * Increase provider capacity
  + Tom asked if CT PIE and CT BRIDGE can have standing updates
    - Dave suggested adding George Michna and Lynn Frith to do updates
* Staffing
  + We are working hard to recruit more staff
    - Have made many hires
    - Still having high turnover
  + Posting for VR Candidates at bachelor's level
    - Assist with caseloads
    - Work toward master’s
  + Posting for 17 positions statewide

### SRC Updates – Kerri and Kate

* Let Kate know if you don’t have an invite to the Teams channel for SRC
  + Kate will send out direct links upon request
* Member recruitment
  + Membership committee only has 2 members currently
    - Working on laying out member expectations
  + Think about whom else you know should be on the
* If you’re not on a committee, please join one
  + Everyone must sit on one
* Bylaws
  + Looking at those to see if we need to make any changes
    - Most recent version is 2019
      * Located on Teams channel
    - Add to agenda for next week
* Appointments
  + Everyone is appointed currently
    - Josh Werner received appointment, Kate Travis was reappointed
  + Let Kerri know if you’re still waiting on appointment or about to expired
* Haven’t heard back from people on Consumer Satisfaction Survey
  + Kerri will reach out again
* June meeting is scheduled on Juneteenth
  + Move it to 6/12/2024

### Committee Updates:

* Legislation and Policy- Chair(s): Tom C., Linda, Melissa, Beth
  + We need to meet
    - Send Linda availability
  + Work on prioritizing deliverables for this year
* Membership – Chair: Jill, Tom B.
  + Met last week on orientation and onboarding for SRC
  + Will be reaching out to other committees on things
* Program Review- Chair(s): Steph, Kate, Carissa, Josh
  + Monthly scheduled meetings
  + Have identified which parts of BRS we’d like to have at SRC meetings
    - Email Kerri, also in annual report and Steph with survey feedback
    - Next Meeting: March 20, 2024 at 9:30am via TEAMS