

6th Annual Summit

Vocational Rehabilitation Program Evaluation & Quality Assurance

September 16-17, 2013 | Providence, RI

Chat and Chew | Round Table Discussion Groups

On Tuesday, September 17, from 11:45 – 12:45 there will be a working lunch; in order to chew, we need you to chat. Box lunches will be served, so we can get right to the discussions. Attendees may sign up for a topic at the registration table on Sunday and Monday. Seating is limited, and will be determined on a first-come first-serve basis.

Each round table will have a facilitator who will ask the group a series of questions to stimulate conversation. Come share successes, ask questions, and learn about resources, trends, and promising practices.

TABLE TOPICS | Facilitator(s)

Return on Investment | Jeff Renfro

(ROI) How to determine approaches for VR ROI? What works? What are the barriers? What to communicate about your ROI?

VR Leadership Development | Lisa Rochester

What approaches do states use to develop organizational leaders? How do states identify and prepare future leaders?

Strategic Planning | Libby Moody

How do states develop and implement strategic plans? What works and what are the challenges?

VR Performance Measurement | Michael Quinn

What measures should states choose? How should they measure? How can data be used? Share promising practice in performance measures.

Training All VR Employees | Paula Pottinger

How does VR get the right training to the right people at the right time? How does VR evaluate the impact and effectiveness of training?

Assessing Customer Needs and Satisfaction | Linda Deschenes

In fostering relationships with customers, how does VR assess customer needs & satisfaction? How is the information used?

Provider/Vendor Performance Management | Scott Sabella

When managing CRP contracts what are the best practices in place? What is working? What are the challenges?

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Assessing Employee Climate | Steve Collins

What are the best ways to find out how VR staff members are doing and feeling? Come share best practices.

Professional Development for PE/QA Staff | Jeanne Miller

How should VR train their Program Evaluation/Quality Improvement staff? What are the challenges? Come share best practices.

Writing State Plans for RSA | Elaine DeSchmidt & Stacey Cummings

Given the structure of RSA's VR state plan, let's discuss ways to survive the process and share lessons learned.

School > Work: How Personnel in Two Different Systems Help Youth in Transition | Su Pi & Avreayl Jacobson

What are the similarities and differences in expectations, methods, and thought processes of transition personnel at schools and their VR counterparts? Come discuss the most promising and challenging factors related to employment outcomes.

Transition Approaches | Neil McNeil

What are the best strategies to engage transition age students and to get to an IPE in a timely manner? Come share practices & lessons learned

Supporting End Users as part of Project Management | Joshua Howe

Change is a constant in State VR. Project management primarily focuses on creating this change and often doesn't address the impact on staff. This discussion will focus on strategies to support staff through change, minimize impact & ease transition

Making QA Field Relevant: Scary to Helpful | Stephanie Jensen

Want to show improvements in performance from QA feedback? Does staff need an easy summary? Is your QA relevant to field staff? Come share challenges/resources

VR Case Reviews: Quality & Compliance Issues | HarrietAnn Litwin

What are VR case review techniques, protocol and issues? Share lessons learned and best practices.

The 5-Why Approach to Quality Indicators | Jennifer Beilke & John Stem

4th Summit Reading Group discussed Scholtes' Leadership Handbook re: performance improvement. Discuss the framework for quality indicators applying 5-Why Technique. When using the Quality Indicators for Customer Focus, what implementation strategies are most suited for your agency? How can leadership competencies facilitate the use of the Quality Indicators?

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The 5-Why Approach to Quality Indicators | Jackie Geib & Darlene Groomes

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Performance Management in the Private Sector | Steve Dickinson

What approaches to performance management does the private sector take? How might VR learn from those approaches?

Data Visualization Strategies | Sue Stoddard

What types of strategies are in use? What pictures are worth a thousand words? How can agencies resource new technologies for visual display?

Future directions in performance management | Matt Markve

What PM activities remain important to practice and administration? How will future PM practices improve decision-making? What new tools are needed to sustain the practice of program evaluation as well as organizational effectiveness? As VR changes are on the horizon, what changes are needed in PM, if any?

Where and when can I sign up? Attendees may sign up for a topic at the registration table on Sunday and Monday. Table seating is limited, so a first come first serve sign-up will be used. When a table is full, attendees will need to go to their 2nd or 3rd choice. The sign up lists will also be available Monday at the PE/QA Academy and on Tuesday morning at the registration table, but you will want to sign ASAP to get a topic of interest to you.

How does it work? Again, this is a working lunch intended to continue the PE/QA discussions, but in a more informal environment. Each round table will have a facilitator. That person will ask the group a series of questions to stimulate conversation. Come share successes, ask questions, and learn about resources, trends, and promising practices. The time will fly.

What if anything will come of it? This depends on the group. At a minimum, the facilitator will capture any themes during the discussion in general notes (no names will be tied to comments). After the conference, notes for table topic conversations may be posted on the VRSummit.org. However, these conversations may spark an interest for future dialogue or the formation of a community of practice.