



CRP Quarterly Meeting - Notes

November 16, 2022

Purpose of the meeting: To look at systemic and programmatic areas, share projects and initiatives and discuss program processes.

Meeting facilitator: IDVR CRP Manager, Ryan Waddell

Introductions

- Ryan Waddell welcomed participants to the meeting and introduced new staff including Rhonda McFarland, IDVR's new Financial Manager, replacing Keann Miller, who is retiring; and Kim Van Eyck, Administrative Assistant (taking notes). IDVR regional managers and assistant regional managers in each region introduced themselves. Rachel Feceu, Employment Specialist at Arc also introduced herself as a new meeting participant.

New CBWE w/ Pay Service - Review and Discussion

- Participants discussed scenarios in which supervisors/employers have not yet signed off on documentation of evaluator's hours needed for billing and on-site observations are canceled or not completed (when customers do not show up or do not continue a multi-day observation). Ryan will follow up with the group regarding what evaluators might do to obtain the needed signatures in such cases.
- Discussion ensued about the added requirement for a supervisor/employer signature to verify hours worked and hold all accountable for the CBWE process. Concern was expressed about the potential of communicating a lack of trust. Ryan suggested that the intent was to clarify expectations of the CBWE process (as an evaluation and not a job placement program).
- Regarding cases where a second staffing may be needed, Ryan stated that if the evaluation has not been initiated in 45 days, the evaluator needs to attend a second staffing meeting with the customer and the counselor to identify what barriers might have contributed to the delay.
- Ryan confirmed that the evaluator may bill for the actual time needed to attend the second staffing meeting, but that the goal is to provide timely service to the customer.

Engaging customer/beginning service – CRP Feedback

Average length of wait? What is the amount of time to engage a customer in services?

- Several participants responded that the timeframe is usually a week from intake to engagement although it varies person to person and could also be a matter of days.
- Ryan added that evaluations should be considered on a case-by-case basis, the customer may not need any CBWE's or they may need up to three.
- CRPs were encouraged to reach out regional managers if they are experiencing staffing issues leading to delays.

- One participant asked about scenarios where during the course of the CBWE, in which stakeholders discover that the job is a good fit for the customer and the employer is willing to hire the customer (who may be a customer for whom finding a placement has been difficult). One participant mentioned that the timing for the hire is not always feasible. Discussion ensued about the need for close communication in instances where a direct hire is possible if required paperwork and procedures were expedited. One person commented that, of course, customers have the option to apply directly to any job they choose.
- Regarding workers compensation and liability insurance costs, Ryan clarified that evaluators are to be reimbursed at the minimum wage *plus* the \$51 an hour rate. All other costs the CRP incurs related to the CBWE are built into the \$51 per hour reimbursement rate

CRP Referrals (SE)

- On the topic of “selective referrals,” and whether, in practice, CRPs are reluctant to pick up cases where a customer may have switched CRPs or employers mid-stream. Several of the CRPs expressed openness to accepting customers at whatever stage in the program they are, although staffing issues (particularly with job coaches) may result in an appearance that CRPs are being selective. One CRP participant noted that the Medicaid waiver supported employment rate does not cover the cost of services, but that this should not impact the CRPs commitment to supporting customers.
- One regional manager encouraged CRPs to commit to seeing each referral through as changing CRPs mid-stream is disruptive for customers.
- A request was made for CRPs to review referrals prior to meetings to make more efficient use of the IDVR staff time.

VRC Authorizes a Specific Service

- To ensure that services are paid for, all services must be authorized. Ryan suggested that CRPs consult with counselors ahead of time about whether specific services are needed.
- One participant asked if resume writing is a part of “job service.” Ryan clarified that there may be cases where a customer already has a prepared resume and therefore resume writing would not be needed. Discussion ensued about whether job developers or DOL offices provide quality resume writing instruction/support and the varying needs of customers with regards to writing resumes and interviewing.
- One CRP asked how a timely request for a resume or resume change be processed so that an employment opportunity is not lost.
- One participant suggested that resume-writing be included in evaluations.

IDVR Chain of Command

- Ryan communicated that for customer case issues, CRPs can contact regional managers and field staff and for more programmatic issues, CRPs can contact the CRP Manager.

Formal Evaluations

- Ryan is developing a list of all the different types of aptitude tests and evaluations available (WOWi, CTE, Personality Mosaics, OJT, work-based, job shadows, functional capacity evaluations etc). He requested that once regional managers receive the list, that they indicate which staff, in their region, might be qualified to provide training.
- Further discussion about assessments will take place at the next meeting.

Upcoming Training – New CRP Referral Process

- VR will be scheduling training for CRP staff for a new CRP Referral Process to begin in mid-January of 2023. There will be multiple opportunities to attend training via WebEx. IDVR RMs/ARMs and other VR staff will also attend training sessions at the same time as CRPs.
- Ryan asked CRPs to please be patient as IDVR staff will be learning the process alongside CRPs in January.
- Further details are forthcoming.

CRP Visits

- Ryan shared that he's been traveling around the state to complete CRP site visits. He asked those CRPs that haven't yet scheduled a visit, to contact Ryan with their availability in the coming weeks.

Submitted CRP Questions & Answers (please see appendix)

- Ryan reviewed the submitted CRP Questions & Answers
- An additional point was added clarifying that the program year '21 is the same as fiscal year '22
- Jane provided some additional information regarding the budget process (*details in appendix*)

Additional Topics

- In response to a quest for training on business engagement, Ryan agreed to check with MiKayla Monaghan and get back to the group regarding opportunities for CRPs.

The next CRP Quarterly Meeting will be held on February 22, 2023

- Please submit meeting topics and questions by February 8, 2023

Appendix

Submitted CRP Questions

a. Questions regarding CBWE:

- a. We wonder about the potential for a conflict with Dept. of Labor policy with regard to having an employer who has no employer/employee or supervisory relationship being asked to sign a payroll sheet for the work done during a CBWE. Can you address this?
- b. If the CRP is payrolling the individual and is responsible for covering the Workers Comp, liability insurance, why would you require an employee of a business which has no employer/employee relationship to sign a timesheet? This would imply there are the employer and as such they would have an employment relationship with the customer. *Which DOL policy are you referring to? Having the CBWE Site Manager/Supervisor provide third-party verification of the CBWE hours does not create an employment relationship.*

During the August 24th CRP meeting, the CBWE timesheet was presented, which had a place for "Guardian" signature; however, based on consensus CRP feedback during that meeting, Guardian was replaced with a CBWE Site Manager/Supervisor signature. The new CBWE process requires the CBWE Site Manager/Supervisor to sign the completed CBWE timesheet as third-party verification of the hours worked during the CBWE. A CBWE Site Manager/Supervisor verifying hours worked during the CBWE does not create an employer/employee relationship. Furthermore, the CRP should make it clear to the employer and customer of the purpose of the CBWE and that it does not constitute an employment relationship or even imply that there is an employment opportunity at the CBWE site; a CBWE is not a placement service under federal guidelines.

- c. Is the second staffing a billable hour such as the [initial] staffing?
If the CRP has not started the CBWE within 45 days from the initial staffing, the CRP is required to participate in a second staffing with the customer and VRS/C before any additional services are authorized. The CRP may bill for actual time attending the second staffing.
- d. Can you provide information regarding how many CBWE have been initiated since the new implementation, as well as total referrals to CRP's for services in the first quarter of the year?
*68 CBWEs started on or after 9/1/2022 thru 11/4/2022
67 CBWEs during 7/1/2022-9/30/2022 (first quarter of PY22)*
- e. Can you provide information on what the scope of this service is per VR, and expected outcomes? We are asking with the intent of using this information when approaching a potential employer about using their business to complete this work.
The intent of a CBWE is for the evaluation to inform the VR customer and the VR counselor related to specific questions related to the customers performance in various work-related areas such as Stamina, ability to remain on task, ability to work with others, responsiveness to direction or supervision etc. A CBWE is not a placement strategy. A CBWE is for eligibility or to inform the plan process.
- f. If the VRC requests multiple assessments for a customer, what can be expected in terms of a timeline for completion so that customer isn't left wondering when they can finally begin job development.
Any CBWE is expected to inform decisions to be made by the VR counselor or the customer and counselor through the informed choice process. There should be no assumption that a Job Development service would necessarily follow. It may be determined that the customer is not Eligible for VR services, that the customer has the ability or resources to engage in their own job search. While many times Job

Development services may be needed, that should not be assumed.

- g. We are being reimbursed \$7.25 to pay the clients involved in CBWE's, but this doesn't cover the cost to the CRP of paying for their liability or the administrative costs involved in processing it. Are there any plans in place to ensure the CRP's are reimbursed for these costs, as well?

Prior to creating the new CBWE contract, the majority of CRPs were already paying the customer minimum wage during the CBWE, which they paid out of their \$51 hourly rate. The new CBWE process adds reimbursement to the CRP for paying the customer minimum wage in addition to the \$51 hourly. All other costs the CRP incurs related to the CBWE are built into the \$51 per hour reimbursement rate. If you are uncomfortable with the new CBWE w/ Pay process and do not wish to provide the service, please inform the CRP Manager; CRPs are not required to provide this service.

- h. During the last program year what outcomes were achieved? How many individuals were served per disability category: most significantly disabled, significantly disabled and disabled? Also, can we get a breakdown of how many people were served in each region?

(FYI: PY22 is 7/1/2022-6/30/2023 and PY23 is 7/1/2023-6/30/2024. We are currently in PY 2022.)

773 individuals were closed successfully in PY2021.

The number of individuals served (participants) are individuals who have received 1 or more services under an IPE.

Number of participants in PY 2021: 4,595

Disability (D) = 1403

Significant Disability (SD) = 1475

Most Significantly Disabled (MSD) = 1717

The number of participants by region (31 had multiple cases):

R1 = 705

R2 = 371

R3 = 632

R4 = 409

R5 = 511

R6 = 716

R7 = 503

R8 = 717

- i. How many VR customers have been referred for benefits counseling over the past year, and of these, how many are on track to substantial gainful employment that will result in discontinuing or reducing benefits? How does VR measure the success of this service?

601 individuals have been referred for benefits planning services since April 2021 when service began.

54 individuals have wages above 2021 Substantial Gainful Activity (SGA) level \$1,310 and 90 individuals have wages above \$1,000

207 individuals are employed and have reported wages.

Others may currently be in the process of receiving services and have not obtained employment or cases may have been closed.

The Division has no metric to measure the success of the service. Success is measured by the information provided to customers regarding the impact work will have on their benefits.

- j. In your Strategic Plan 2022 – 2026 it mentions that efforts to implement Customized Employment were adversely affected by Covid, but that new efforts are underway for a new pilot during 2022. Could you elaborate on this? How many providers are currently certified to provide this service, and are there plans to expand that capacity throughout the state? Are there any new service delivery models under consideration?

The Division has not engaged in a new CE pilot as of this date.

- k. What is the process for applying to provide Pre-ETS services in our area?

Currently the Pre-ETS available to CRPs are individual work experiences and our summer work experience. To provide the individual work experience you must attend a training on the service requirements with the Transition Manager. Once you have completed the training and signed the service agreement, you are able to provide that service. The summer work experience is awarded through a RFP process with the Idaho Division of Purchasing. Please contact the Idaho Division of Purchasing for more information on the RFP process. <https://purchasing.idaho.gov/>

- l. What are the plans and timelines for determining the rate methodology VR will use in setting CRP rates?

IDVR is evaluating this and will have more to share at the next CRP Quarterly meeting.

- m. What does IDVR plan to request for the FY24 budget?

We have three line item budget requests. Two are specific to the VR program and one is specific to see CDHH:

State Fiscal year 2024 IDVR Budget request
(including Council for the Deaf and Hard of Hearing request)

General Fund	\$ 5,152,472
Federal Fund	\$20,358,876
Dedicated Fund	\$ 978,991
<u>Total</u>	<u>\$26,490,339</u>

Line Item Requests:

1. 3 new FTP for Business Services
2. General Fund match request
3. CDHH Interpreter Services

Notes:

Department of Financial Management limited General Fund Increase to 3% of FY2023 Base Appropriation
Exception granted to exceed that limit for the interpreter services for CDHH

