



IDVR Quaterly CRP Meeting - Notes

November 15, 2023, 2:00 pm

Purpose and frequency of the CRP meeting: To examine systemic and programmatic areas; an opportunity to share projects and initiatives and look at ways to improve processes.

Meeting Facilitator: IDVR CRP Manager, Ryan Waddell

Note taker: Dayane Williams

Goals for the meeting: Transparency, Improved communication, Increased consistency across State service delivery, Increased opportunities for all CRPs to participate in meetings with IDVR, Systemic CRP topics (not individual CRP issues or specific cases).

Topics:

PCG Rate Study

Feedback from Focus Groups - Summary of general feedback:

- **Revenue:** CBWE report writing no billed separate – PCG to remove as a separate category
- **Expenses:** background checks and staff recruitment expenses added as other expenses
- **Personnel:** general allocation method with financial data and personnel roster
- **Time study table:** make table 3 columns – time spend with customers separated by direct and non-direct – leaving table structure as it but with clear instructions

Potential changes:

- **PSI** – added a text box to allow for explanation of average calculation
- **Revenue** – remove from revenue list other state agencies for VR services
- **Expenses** – update title liability to Workman’s Compensation insurance
- **Expenses** – VR license /permit update to accreditation fee and add logic to prompt follow-up text box to explain how often is paid

Update on Cost Collection Tool Distribution (timeline)

- **December 2023**
 - Finalize of service/cost collection tool
 - Notify and register providers for training webinars
 - Create training materials and quality assurance plan
- **January – February 2024**
 - Conduct training webinars
 - Distribute service /cost collection tool
 - Provide technical assistance
- **March 2024**
 - Catalogue submission of cost reports
 - Conduct quality assurance
 - Compile data into database for analysis
- **April – June 2024**
 - Complete analysis of collected data
 - Develop recommendations
 - Implementation plan development

Initial CRP Staffing

Check-in – Feedback on process?

- No feedback reported

The Hidden Job Market

- Misconception: *VR customers have to get jobs from advertised positions.*
 - Information not accurate, VR customers do not have to get jobs from advertised positions – customers can get jobs that are not advertised and of course competitive employment.

Pre-ETS CRP Work-Based Learning Experience

- Competitive working environment
 - Typical employees in the community
 - Different jobs so customers can get exposure in different jobs
 - Do not promise specific services or specific employment
 - Customers can be referred to VR for better informed choice

Community-Based Work Evaluations

- Community-integrated setting
- Competitive employment
- Commitment to a minimum of 5 hours a week of site development
- CBWE cannot be used a place of strategy
- Comments from some CRPs about the 5 hours per week being arbitrary resulted in a solution such as using a time frame commitment instead can make more sense for CRPs - VR will take this topic for further discussion among the VR team

IDVR Centralized Fax Process

CRP Check-in

- Feedback: it is a better speedy process
- When sending the faxes group pages by customer invoice, reports, time sheet, etc. for that customer
- Cover page is optional
- No need to be grouped by VRC
- Reminder: if looking for an authorization check with the VRC/VRA team
- The central fax is only for submitting invoices
- Corrected invoices go to the central fax and it best to be label it “corrected” on the face of the invoice

CRP Submitted Questions for November 15, 2023:

1. Can you give us some details about your budget request for this legislative session?

As indicated previously, the budget was submitted back in September, and it is still in the review process by the governor.

We will know anything until January.

We have 3% tab on general funds which will be shared between VR and the Council for Deaf and Hard to Hearing. In addition, 1% of the 3% is for

employee increases and other types of state supports that we receive from the Attorney General's office and other types of services.

We are requesting additional counselor positions (3 for the Treasure Valley and 1 for Eastern Idaho).

2. Please explain the intent for the additional FTP's, and if they are to address employer engagement. What work would they be doing beyond what the current customer service center designees for business engagement are to be doing?

We have requested 4 counselor positions.

Currently, we have 3 Business Services Specialists, and we are in the process of hiring a 4th one.

3. Can you share some details about the 5-year grant for the CIE center?

The grant held by the Department of Labor is related to apprenticeships.

The grant awarded to the State Department of Education is related to competitive integrative employment but VR Is not the awardee.

4. Have awards been made for the Pre-ETS grant yet? How many applications did you get?

Questions about the RFP will need to be directed to the Department of Purchasing.