



## **IDVR Quarterly CRP Meeting - Notes**

March 20, 2024, 2:00 pm – 4:00 pm (MST)

**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

**Notetaker:** Teresa Pinson

**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:**

#### **SRC - Jane Donnellan, IDVR Administrator**

State Rehabilitation Council (SRC) CRP Representative Opportunity:

- Overview of the SRC and its purpose.
  - To help support and advise the VR program in a number of areas required by law.
  - The SRC develops an annual report and statewide needs assessment.
  - Engages in policy review.
  - The SRC is made up of 15 members minimum.
- CRP Representative, Pam Harris has served two terms, and her term is expiring in June 2024.
- The agency is currently recruiting for a new representative to join the SRC.
- SRC it is a public meeting and open for anyone to participate. A virtual meeting is not offered.
- CRPs interested in this opportunity must apply.
  - Applications due back no later than April 3<sup>rd</sup>.

- The SRC will vote on one member at the April 23<sup>rd</sup> meeting and after the State Board approval, they will be invited to attend the July 23<sup>rd</sup> meeting.

If you have questions regarding the SRC and the CRP's role on the council, refer to our website about the SRC and the mission.

## **Legislative Updates**

- The foundational budget was approved.
- The enhancement budget was approved.
  - One of the budget items were for counselor positions; two of the four positions were approved.
  - The other line-item budget was T&B to OE in the revenue funder.
    - This is not a federal grant but a fund for social security reimbursement.
  - Change in employee compensation, a total of three percent – 1% across the board for all State employees and 2% based on performance.
- Gearing up for SFY2026 budget to identify areas in which we might identify enhancements to our budget.

## **Annual Report Data – Andrew Grey, IDVR Program Analyst**

- Agency reports to RSA
  - Number of individuals who received a service after their initial plan.
  - Measures report: Eligible recipients and customers served has increased for Pre-ETS, but not General VR cases. It is a performance report, not an annual report.
  - Combined Annual report reported that IDVR served 4,323 with WIOA, but big change in the numbers was due to that RSA is now asking for individuals receiving services after their initial plan.
    - The data doesn't count everyone but just those that sign a plan.
    - They remain in that number until their case closes.
    - This trend is picking up.
  - Customer's Served in the Performance Measure Report data include individuals with open VR cases, and those potentially eligible cases and those that received PreETS services, not in a VR case. This number is in the measure report but not in the annual report.

- If you do not understand the data and need clarification, please reach out to the IDVR Program Analyst or Administrator at (208) 334-3390 to provide insight.

## **Customer Satisfaction Survey (CSS)**

- Survey is required by RSA.
- Sent out the month following the closure of VR cases to give the customer time to receive their closure letters and notifications of the closed case.
- Sent out to anyone determined eligible for VR services.
  - The individuals not included are cases that closed prior to eligibility determination for VR services.
- Customer Satisfaction Surveys are required by the Code of Federal Regulations (CFR).
  - Requires SRC to re-evaluate the content, which will be done soon.
  - 10-15% percent return on surveys, which is acceptable.
- IDVR sends out four different versions of the surveys:
  - Signed a plan, no CRP.
  - Had a plan and a CRP.
  - No plan, no CRP.
  - No plan but did have a CRP.
- To clarify, the total number of those involved in VR are not included, only the ones that were served are included.
- Performance Measure Report
  - More data can be found on the Division of Financial Management website under State reports.

## **Disability in the Workplace – Presenter: Mark Reinhardt**

SRC Member representing as a Former Applicant or Recipient of VR Services, Mark Reinhardt presented on Disability and the Workplace.

## **Job Placement Support Services Agreement & JSA Alignment**

If a CRP finds an opportunity outside of the agreed upon goal:

- Go back to the counselor and discuss the opportunity first.
- It may not align with the employment goal.
- The counselor will determine if it's appropriate.
- Do not present it to the customer before talking with the counselor.

- Please note, before a CRP is involved, the counselor works with the customer offering guidance, vocational goals, hours and wages.
- If the Employment Specialist has found a job opportunity, it should be presented and discussed during the staffing.
  - CRP asked what's the best process to ensure a timely response from the counselor?
    - CRPs should receive an email response within 24 hours.
    - Best practice is one day by email and the next business day, call the counselor.
- Issues with staffings and the Job Placement/ Support Services Agreement
  - Not being given to the Employment Specialist at the end of the staffing.
  - CRP needs to reach out to the supervisor and do not leave the staffing without the agreement.
  - VR staff needs to make a copy in the office for the CRP.
  - CRP said to please make sure the VR counselors know the agreement is a live document and everyone needs to sit down and fill it out during the initial staffing.

### **Restructure/Staff Turnover – Darrell Quist, IDVR Field Chief**

- Restructure is due to the demographic changes in the last 30 years.
- Adjust to the population growth.
- Managers/Supervisors helping with some cases.
- Turnover happens but vacancy is now lower than recent past.
- New counselors starting, IDVR is fully staffed on counselors.
- VR originally requested four counselors; legislature approved two.
  - One is for Pre-ETS.
  - One is for general.
- There will be no new restructure.
- Leadership/management is taking on some of the responsibilities to help meet the need of our customers in a timely fashion.
- Leadership is supportive and assists with serving customers.

### **New Billing Procedures – Darrell Quist, IDVR Field Chief**

Some confusion and conflicting information on the new billing procedures.

- If you are getting conflicting information in one area:

- Contact the Field Chief or the CRP Program Manager so IDVR can address it.
- It's Important that all offices are following the same procedures.

## Invoices

Discussion on the fiscal central fax process.

- Concern about delay from sending invoice and supporting documentation to the fiscal central fax for counselor to receive reports.
- The Field Chief said to follow the procedure, send invoice/supporting documentation to fiscal central fax for payment processing.
  - It's okay to also send copy of report to counselor/VRA.
  - Keep communication lines open.
- The Field Chief said to not send the invoice/supporting documentation to the VRA.
  - For invoice processing, all invoices and supporting documentation shall be sent to the fiscal central fax.
    - Excluding late invoices.
  - Idaho State Controller's Office (SCO) has a vendor portal.
    - Login to SCO website to see all your invoices.
    - Guidance for accessing the portal was already sent to CRPs.

## CRP Meetings

- Discussion about effectiveness of bi-monthly CRP meetings.
  - Statewide CRP meetings are the most effective way to share information.
    - Quarterly meetings switched to bi-monthly has been effective.
    - CRP meeting is the forum to share ideas.
    - Send feedback, additional thoughts, or ideas to [Ryan.Waddell@vr.idaho.gov](mailto:Ryan.Waddell@vr.idaho.gov).

## IDVR Staff Updates

- As of March 18<sup>th</sup>, Mark Markve, Planning & Evaluation Analyst was promoted to the Training and Evaluation Manager
  - Matt Markve replaced Teresa Pitt who is retiring on April 19<sup>th</sup>.
- On March 4<sup>th</sup>, we welcomed Linda Brown as the new Fiscal Officer.
  - Oversees the financial VRA's.

- The Fiscal Officer will participate in CRP meetings so she can address any fiscal concerns.

The next CRP meeting is May 15<sup>th</sup>. Please submit your meeting topics and questions for the agenda, due by May 1<sup>st</sup>.

CRP meetings are every odd numbered month on the 3<sup>rd</sup> Wednesday.