



**AGENDA**  
**CRP Meeting**  
**July 19, 2023, 2:00 pm – 4:00 pm (MST)**

**Welcome and Introductions – All**

**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.

CRP Meetings are held every odd number month on the 3<sup>rd</sup> Wednesday.

**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**

**IDVR Organizational Structure**

- Presentation by Administrator Jane Donnellan

**IDVR Rate Methodology Project - RFP**

- Published May 3, 2023
- Idaho Division of Purchasing – Evaluation of Offerors
- Contact Idaho Division of Purchasing with any questions

**CRP Manual**

- In process - IDVR workgroup
- Appendix – will include sample/example reports
  - If you have good examples of activity logs, summary monthly reports, evaluations, etc.
    - Please feel free to send me REDACTED samples

- Make sure they are redacted of any customer personal identifying information.
- *QUESTION: (Tentatively) Review CRP Manual in September IDVR/CRP meeting, or have a separate meeting to review?*

## **Monthly Logs/Reports**

### *Activity logs (JSA/JSST)*

- Date of service (JSA, site visit)
- Start/end time (e.g., 1:00pm – 2:15pm)
- Brief description of activities & strategies used.
- Total number of hours for the reporting period (in .25 hour increments (e.g., 1.25 hours)

### *Month-end reports*

- Accompanies Activity Log
- Separately, a month-end report synthesizes the month's activities using activity log, employer feedback, customer feedback, observations and insights, etc.

## **Job Coaching**

### *Customer's employment*

- Job Developers/Job Coaches are not to perform customer's work tasks.
  - Reviewed some monthly activity logs, numerous examples of Employment Specialist detailing how they pitched in to help the VR customer get caught up on their work.

### *CBWE*

- Evaluation of customer at current level – Evaluators are not to assist customer to complete any tasks during evaluation.

### *ES/JC Involvement*

- The ES/JC does not replace the employer/employee relationship and is NOT a workplace supervisor.
- Coaching to reinforce employer training and expectations, learn new tasks, learn the work culture, and build natural supports.

### \*\*\*Positive Update: (INITIAL CRP STAFFING)

- Hearing positive feedback from VR staff and CRPs about the Initial Staffing

### Submitted CRP Questions

- Submit CRP questions/agenda items two (2) weeks prior to the CRP Meeting
- CRP questions – Association questions vs. individual CRP.
- Associations: Please identify CRP(s) (as well as regions affected, if applicable).
- Provide specific information (\*not regarding individual cases).
- Promptly respond to IDVR requests for clarifying information.
- Review CRP submitted questions.

### ACCSES-Idaho Questions:

1. Given the time you have been in your position, the investment made to tour the state and visit with both VR offices as well as CRP's, what positive changes have occurred and what concerns remain to be addressed?

**Ryan:** Some of the positive CRP feedback has been brought to these CRP meetings as agenda items, which has served to improve communication and increase consistency in customer service delivery around the state. I think periodically visiting CRPs around the state helps strengthen relationships and communication as well as serving as an opportunity to gather feedback from CRPs and VR field staff. Through some of that feedback, we have seen improvements in CRP referral process as well as the initial CRP staffing for JSA – We have received positive feedback from CRPs and VR staff with these improvements.

**Concerns:** CRP availability and timeliness of service – varies greatly among CRPs. (Ask RMs for input)

2. In May 2023 VR received their RSA 107 report on Pre-ETS. From the report it is noted VR failed to expend the required 15% on Pre-ETS and requires a corrective action plan. This was due within 60 days. Please share a synopsis of the report as well as the plan of correction VR submitted. Of those corrective actions, we assume many are already in

place and being monitored. Is VR meeting the goal of 15% expenditures? **Jane** all the above - In addition to the 15%, what other outcome measures are being tracked on Pre-ETS and is there data you can report? **Teresa** last part

3. All agencies have seen a decline in the number of referrals of adults who desire to work. **Teresa:** Yes. The VR program has also seen a decline in the number of referrals, but we have seen a recent trend in increased applications in the last quarter of PY22. We are very hopeful that this trend continues.

**Jane:** There have been challenges with providers availability to accept referrals from us. How many adult cases were served by VR in the past three years and of those, how many were referred to CRP's in SFY 2023 compared to SFY 2022 and SFY 2021. **Teresa:** I apologize for not having this information, but we did not have sufficient time to pull this data by the time we received this question. How many successful employment cases were served by CRP's?

**Teresa:** We are currently scrubbing our data, however I believe you will receive this information in the annual CRP Employment report that will be coming out from Ryan within the next couple of months.

Does VR have a plan for trying to increase the number of people served

**Jane:** (verses reportable individuals- my touched) from the prior years? **Jane:** Yes, we have developed outreach plans and we are seeing an increase in our new applications this year. Our reorganization is another way to help the agency to increase the number of customers we work with. We are also looking at ways to streamline processes and improve efficiencies.

Yes, How can CRP's assist in this goal? **Jane:** Adequate staffing. Initiating services in a timely manner. Our goal of assisting individuals into employment is still the mission of our agencies and are certainly willing to do what we can to achieve this goal. **Jane:** Recruiting and retaining qualified staff.

#### **Question to CRPs:**

Do you see any correlation between your staffing issues and the number of referrals you receive from VR?

CRP Response:

1. We understand the focus of VR is on career pathways and training with WIOA. From the past few years of experience with this focus, are there areas of training or career development that are needed?

**Teresa:** The agency is addressing staff/team member training needs. We have been dedicating a significant amount of time training and onboarding new team members (which has been a lot due to staff turn over issues). We just completed a comprehensive assessment training for all team members to provide them with a foundational understanding of the purpose of a comp assessment and what the agency's expectations are.

We do want to provide training on career pathways in the future. There is a new Career Pathways Toolkit that we are evaluating which is developed by the Quality Employment TAC [Kyle Walker and Cayte Anderson] which will be available later this year. We are also looking at future training on eligibility determination and plan to highlight eligibility for IWD who want to advance in their careers.

**Ryan:** IDVR continues to identify how to best provide training on career pathways for our staff for the benefit of our customers.

We want customers to have placements in careers that allow for advancement opportunities and employer-provided benefits.

For example – if you go to the IDVR website, you can see a new success story about Tim. A developmental therapist referred Tim to VR with a career in mind.

2. Has a contractor been selected to assist with the rate setting methodology? Is there a timeline as to when this would be completed?

**Ryan:** In process with Idaho Division of Purchasing – IDVR will be communicating with CRPs as soon as we have an update.

3. Please share the VR budget request that has been prepared for FY 25. Are there any significant changes to the request or additional positions requested?

**Jane**

4. Are there any national issues facing RSA and ultimately VR that would impact services in Idaho?

**Teresa:** RSA has recently released a new Technical Assistance Circular, 23-03, Maximizing Services and the Use of Funds to Support Quality Employment Outcomes for IwD through the Vocational Rehabilitation and Supported Employment Programs – RSA is providing information/and strategies to assist all VR programs with strategies to maximize VR services and supports that will assist IwD in achieving long-term labor market attachment in Competitive Integrated Employment.

This new TAC just came out last week on July 11th – we are digesting the information and will be working on more strategies that align with this the purpose and intent of the TAC.

**Jane:** To address staff turnover, we are looking at ways to make the VR process more efficient, realignment of the organization, specialization of positions....

We did not get our FTE's for Business Services. This would have alleviated some of the requirements from our frontline counselors. We were directed by a legislator on JFAC to utilize our open positions.

5. Given the CRP representation required on the State Rehab Council, would it be possible to invite this person.  
Pam Harris (Community Sense Solutions) is the CRP serving on the State Rehab Council. Pam regularly attends these IDVR/CRP meetings. SRC Meetings are open to the public. Next meeting is July 25th in person. Refer to Townhall Idaho or refer to our website for our agenda.

## **Questions?**

### **Next CRP Meeting**

- Every odd number month – 3rd Wednesday
- **September 20, 2023, 2:00pm to 4:00pm (MST)**
- Please submit meeting topics and questions 2 weeks prior – September 6, 2023