



IDVR Quarterly CRP Meeting - Notes

July 19, 2023

Purpose of the 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: 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:

IDVR Organizational Restructure

Implementation date: 07/31/2023

- ✓ Reason: to improve employee satisfaction to drive customer satisfaction.
- ✓ Beginning in February of this year, we have engaged with external consultants as well as consulting with the governor's office, the Division of Financial Management, and the Division of Human Resources to plan this transition.
- ✓ The new organizational chart focuses on customer service as being center of the chart.
- ✓ There is also new terminology, for example, the traditionally known "Central Office" has changed to "Operations Support Center."
- ✓ There are vertical and horizontal lines with multiple jobs which are equally supporting each other.
- ✓ There are 4 Customer Centers: Customer Center North, Customer Center Southeast, Customer Center Southwest, and Customer Center South Central --- all of these being geographical locations not single locations; we are departing from regions.
- ✓ Each Center has 1 Center Manager, 1 Pre-ETS Supervisor, 2 General Supervisors, 1 Business Specialist, 1 Training Specialist, Pre-ETS and General Counselors and VRAs.
- ✓ The Central Manager is looking at how the Center operates, quality of work, looking at data, equitability among work and the positions in the Customer Center.
- ✓ The Pre-ETS Supervisor supporting the Pre-ETS staff.

- ✓ General Supervisors who will oversee the general VR staff and general task support.
- ✓ Business Specialist specific to the local community and local business supporting disability advocacy, reasonable accommodations.
- ✓ Training Specialist assisting in centralized training with consistent training across the state.
- ✓ Ultimately you can see dotted lines throughout the chart to show connectedness between how we support one another.
- ✓ Implementation: July 31, 2023.
- ✓ We will keep you informed about who might be the new point of contact in each Center.
- ✓ To respond a question about areas. The areas that include the centers are:
 - North** = CdA and Lewiston
 - Southwest** = Nampa and Meridian
 - Southeast** = Idaho Falls and Pocatello
 - South Central** = Boise and Twin Falls
- ✓ Alison will support all Pre-ETS and will oversee Pre-ETS staff.
- ✓ Darrell will support all services in the field and General VR staff.
- ✓ MiKayla will continue with her role as Business Services Manager support the Business Specialists and the Apprenticeship Counselor who will be located in the Operations Support Center.
- ✓ The color coordination on the chart helps follow the method used for organization. For example, the Field Chief is in orange and so are the Center Managers, General Supervisors, General Counselors and General VRAs.

IDVR Rate Methodology Project – RFP

- ✓ Published May 3, 2023
- ✓ Idaho Division of Purchasing – Evaluation of Offerors
- ✓ Contact Idaho Division of Purchasing if you have questions.

CRP Manual

IDVR CRP Manual workgroup

- ✓ Meets weekly to review and make updates to the CRP manual as needed
- ✓ In-process - Approximate date of completion [*late September].
 - ✓ Group consensus about reviewing the new CRP manual on a separate meeting. However, access to the manual prior to the meeting was requested to bring feedback.
 - ✓ Appendix - Example reports
 - If you have good examples for activity logs, summary reports, month reports, evaluations, please send them to us for consideration otherwise we will reach out to the counselors for examples.
 - Be sure to redact any personal information (PII) if you are sharing examples of reports that contain any customer's personal information.
 - ✓ Group question – CRP Manual review: Consensus for separate meeting

Monthly Logs/Reports

Daily Activity Logs

- ✓ Daily Activity logs for Job Search Assistance (JSA) and Job Supports-Short Term (JSST) have required elements:
 - Date of service
 - Start and End time (e.g., 1:00pm – 2:15pm)
 - Brief description of activities and strategies used
 - Total number of hours for the reporting period
 - Use 15-minute (.25 hour) increments (e.g., for 1:00pm to 2:15pm, record the total number of hours as 1.25 hours)
- ✓ We will have samples in the appendices of the CRP Manual.

Month-End Summary Reports

- ✓ Monthly-end summary reports accompany the daily activity log.
- ✓ IDVR does not consider the daily activity log as a substitute for a month-end summary report – these are two separate elements.
- ✓ IDVR allows the CRP to bill up to 45 minutes (.75 hours) for Report Writing
 - A monthly report synthesizes the month's activities using information from the activity log, employer feedback, customer feedback, observations, insights, etc.
- ✓ To be considered for billing, a separate month-end summary report shall accompany the daily activity log.
- ✓ CRP communicating customer issues, needs, and recommendations are appropriate to be included in a monthly report.
- ✓ We will have samples/examples of monthly reports in the appendices section of the CRP Manual.

Job Coaching

Customer's employment

- ✓ For VR customers, the Job Coach or Employment Specialist is not to do the job for VR customers.
- ✓ Communicate with the Employer and Counselor.
- ✓ Feedback is not accurate when the Employment Specialist or Job Coach does the work for the customer.
- ✓ The Job Coach or Employment Specialist shall not replace the Employer/Employee relationship nor act as the customer's supervisor – coach, redirect, demonstrate, and reinforce Employer expectations.

CBWE

- ✓ Make observations about what the customer can and cannot do - Re-direction is appropriate when there are issues with the job performance.
- ✓ The CBWE is the only one that should not have recommendations on a monthly report.
- ✓ Examples will be included in the CRP manual.

CRP Feedback – Initial CRP staffings

- ✓ Initial CRP staffing going pretty well
- ✓ CRPs getting more information about the customer up front

Next CRP Meeting

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

CRP Submitted CRP Questions for July 19, 2023

IACP 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?

Some of the positive changes include holding these regular CRP meetings, which serve to improve communication and increase consistency in customer service delivery around the state. Periodically visiting CRPs around the state helps strengthen relationships and communication as well as 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). Communicating CRP staff turnover and capacity changes. CRP weekend & after hours availability (outside Monday-Friday, 8am to 5pm).

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? In addition to the 15%, what other outcome measures are being tracked on Pre-ETS and is there data you can report?

Jane - We received a letter from Rehab Services Administration (RSA) regarding our SFY 2021 state grant which is an annual review finding regarding noncompliance with our pre-employment transition services requirements. We found out that there was an error in calculations on the financial report on expenditures and not the allotment of which the 15% came from. So, we indeed had the adequate 15%. In fact, for our 2023 grant we are likely to expand the 15% within the first year of the grant which is the first time we have not had

to go into the carry over period, so we are well above track.

Teresa – We report students who received preemployment transition services who are potentially eligible for VR services. We report the type of preemployment transition required service we provide which are: Work-based Learning Experience, Workplace Readiness, Counseling on Post-secondary Opportunities and Job Exploration. A lot of the services are provided in the summer and don't wrap up until September.

3. All agencies have seen a decline in the number of referrals of adults who desire to work. *Yes. The VR program has also seen a decline, even before the pandemic, but we are trending up in the last quarter of PY22. There have been challenges with providers availability to accept referrals.*

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. How many successful employment cases were served by CRP's?

(see attached CRP Data Request)

Does VR have a plan for trying to increase the number of people served ("served" verses "reportable individuals") from the prior years? *(see above)*

How can CRP's assist in this goal?

Adequate & stable 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.

Recruiting and retaining qualified staff.

Jane: 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.

4. 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 - 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

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

In Process with Idaho Division of Purchasing – IDVR will be communicating with CRPs as soon as we have an update.

6. 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 – We are going to be capped at 3% of any general fund increase. This means additional \$155,166 in general fund - that is our cap. Within that cap we have to carve out 1% for employee compensation and any replacement items that we may need such as cars, etc. At this time, we have not completed developing the budget so there is nothing approved. We need to submit our budget to the Division of Financial Management no later than September 1st. We will share the budget changes after we get confirmation of approval.

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

Teresa - Maximizing Services and the Use of Funds to Support Quality Employment Outcomes – working on strategies to align with this new TAC 23-03.

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 the requested 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.

8. Given the CRP representation required on the State Rehab Council, would it be possible to invite this person

Pam Harris (Common-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 SCO Townhall Idaho or refer to our website for our agenda.

CRP Data Request

	SFY2021	SFY2022	SFY2023	Comments
Students with Disabilities (SWD) report totals				
Students With Disabilities Receiving a Pre-ETS Service on a PRE case	1048	1781	2541	Students with Disability (SED) receiving a Pre-ETS Service on a PRE Case in the corresponding SFY
Students with Disabilities Receiving a Pre-ETS Service on a VR case	303	267	327	Students with Disabilities Receiving a Pre-ETS Service on a VR case in the corresponding SFY
Students With Disabilities Receiving a Pre-ETS Service on either a PRE or VR case in the corresponding year	1329	2000	2768	Students who were reported as having a PRE case and a VR case in the same year will be counted in each of the two rows above but only once in this row
Total Students with Disabilities Reported	2055	2492	3746	IDVR continues to report students as students with disabilities until they age out (reach age 22), even if they have not expressed an interest in continuing to work with us (Federal (RSA) reporting requirement).
Participants				
Total Participants reported to RSA	5080	4487	4323	RSA definition of a participant is a customer who has signed an Individual Plan for Employment (IPE) with IDVR and has subsequently received a VR service
Participants receiving services from a CRP	1356	1206	1046	Individuals who were reported as participants to RSA in the SFY and who also received a service from a CRP in the SFY. Services may include any service, and the service may have been provided prior to the date the individual became an RSA participant (but in the same fiscal year).
Total Number of Individuals Served by IDVR	6687	6209	6422	This number includes potentially eligible students who receive a service in the current year or any individual who has an open VR case in the year.
	1471	1317	1150	Individuals reported to RSA as having an open VR case at some point in the SFY and who also received a service from a CRP in the SFY. Services may include any service.
Number of Students receiving Pre-ETS Services				
Students who received both a purchased and staff provided service will be counted in each row				
Pre-ETS Work Based Learning				
Purchased	855	1184	1289	
Staff Provided	215	225	23	
Pre-ETS Counseling on Enrollment Opportunities				
Purchased	85	159	282	
Staff Provided	196	388	762	
Pre-ETS Workplace Readiness Training				
Purchased	922	1204	1631	
Provided	121	263	594	
Pre-ETS Instruction in Self-Advocacy				
Purchased	117	172	314	
Provided	30	260	766	
Pre-ETS Job Exploration Counseling				
Purchased	359	347	731	
Provided	315	718	1043	