



CRP Meeting Notes

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

Order of Selection (OOS)

There have been no changes or movement to OOS. IDVR is still serving individuals that are in a plan and that was approved at the time of implementation. IDVR does not have any categories open and are not taking anybody off the waitlist currently.

Stakeholder Workgroup

A stakeholder workgroup has been assembled to help with the rate study implementation plan, consisting of four CRPs and several individuals representing different organizations.

- Beau James/Journeys serving CCSE, CCSC, and CCSW.
- Sheree Brown/Development Workshops serving CCSE.
- Hannah Liedkie/Opportunities Unlimited, serving CCNO.
- Michael Ogden/Community Connections, serving CCSW, CCSE, and CCNO.
- Mark Reinhardt, a prior VR customer and State Rehabilitation Council Member.
- Janice Carson, State Rehabilitation Council Member.
- Christine Meeuwsen from Disability Rights Idaho and Client Assistance Program Manager.
- Michelle Tierney from the Idaho Council on Developmental Disabilities.

The CRP Manager will send out an invitation by Webex for these individuals for a workgroup kickoff session, December 11, 2024, at 2:00pm.

CRP Manual Update

The CRP Manual, (rev. 2.3) addresses changes regarding the addition of an attestation on invoices and clarification on billing for initial staffing meetings.

Billing Attestation

- Include on invoice a statement to indicate that the invoice is accurate and final for the month, example:

This invoice represents the complete and final billing for services rendered under this authorization for the month of _____. No further charges or adjustments will be submitted related to this authorization for this month.

Staffing Process Change

- CRP may bill 1 hour to attend staffing and participate in Job Placement/ Support Services Agreement.
- CRP may bill for additional time for related and unduplicated business-required paperwork.

Monthly Reporting Processes

Requesting additional hours mid-month:

- CRP is required to provide justification when requesting additional hours (*CRP Manual, Section 1.9*).
- Justification is typically a brief email or phone call to VRC to explain the need for additional hours (routine communication - not billable).
- Submit Month-End Summary report for the entire month (if you have multiple authorizations for the month.)
- Reporting limits don't change - the limits on report writing for JSA and short-term job coaching is 45 min per month.
 - Limits for report writing (per service):
 - Assessment: Community-Based Work Evaluations (CBWE):
 - 1.0 hour maximum for final report.
 - Monthly JSA / JSST / SEJC reports:
 - Actual time (up to 0.75 hours maximum per month).
- Monthly reports are required and must be submitted at the end of each month to accompany the invoice.
- **NOTE**: Daily Activity logs/Progress Notes/Case Notes etc. are not a substitute for a separate month-end summary report.

- IDVR does not pay for daily activity logs as Report Writing, only month-end summary reports.
- Monthly reports shall be clear, objective, and professionally written.
- Report Writing must be its own line item on the invoice.
- Billing for report writing should be included with the service delivery category for that service. For example, report writing for SE Job Coaching should be billed as SE Job Coaching.

Note: When a service has ended because it is not continuing the rest of the month, it is not necessary to wait to submit the month-end summary report until the end of the month if the service has been rendered or completed. This will help to avoid multiple reports for the same service in the same month.

Next CRP Meeting

- Every odd number month – 3rd Wednesday
- January 15, 2025, 2:00pm to 4:00pm (MST)
- Please submit meeting topics and questions 2 weeks prior by January 1, 2025.

CRP Submitted Questions

ACCSES-Idaho Questions - Marcee Hartzell

Q: What action is being taken by IDVR to maximize the availability of T&B funds? Is there a cap or guidance on how much money can be shifted to T&B from other line items?

IDVR: IDVR is making sure that supporting reports and required documentation are being collected so we can be reimbursed for the services invoiced. No limit except the need to cover costs in each bucket. Salary cost accumulate slowly throughout the year and won't be used until further into the fiscal year.

Additional actions:

- Hiring slow down
- Necessary travel only
- Necessary education only
- Closure of Preston office at end of lease

Q: Are monthly summary reports required? Is it acceptable for a CRP to submit their contact activity notes at the time of billing for the service, without billing for a monthly report and not including a monthly summary? (In a recent discussion with other CRP's who vendor with IDVR, it was shared that some providers are not doing a monthly summary and not billing for the report but just submitting their case notes to the VRC and this is being accepted.)

IDVR: See above, more importantly additional supporting documentation may be required moving into the future to ensure service is allowable and allocable.

Per the CRP Manual, Section 1.1 Mandatory Criteria for Invoice Submission: *All CRP invoices for authorized services must include a corresponding written report or month-end summary report, activity log, and customer timesheet (for CBWE/Pre-ETS WBLE).*

Monthly reports have been discussed several times at the CRP Meetings, most recently during the July 19th CRP meeting:

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

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. 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.

For clarification, the month-end summary report can be a separate document, or (if room allows) can be a separate section of the Daily Activity Log (contact activity notes/case notes). However, writing detailed entries in the Daily Activity Log is not a substitute for a month-end report.

Documentation must demonstrate services are necessary, reasonable, allowable, allocable, and compliant with Federal cost principles under 2 CFR 200.

Key requirements include:

- Detailed Service Descriptions.
- Documentation must clearly outline the service provided, participant details, timeframes, and costs.
- The service description must align with the participant's Individualized Plan for Employment (IPE) or Pre-ETS objectives.

Evidence of Service Provision:

Supporting evidence (e.g., progress reports, attendance logs, participant acknowledgment) is essential to verify the service was delivered and outcomes achieved.

Specificity is critical, particularly for services under 34 CFR 361.48 and 363, which require a heightened level of associated documentation to be reimbursable under the federal award. Reports such as specific SE reports indicating progress toward stability are required to verify the services were received and consistent with the authorization, but also that continued SE authorizations would be necessary and justified.

Quality and Uniformity:

Inconsistent or vague notes from Community Rehabilitation Providers (CRPs) pose challenges, as they often lack critical details such as progress toward employment goals, specific activities performed, or measurable outcomes. RSA's documentation review requirements demand thorough, consistent, and specific documentation to avoid questioned costs. Questioned costs through this process will only prolong the agency's need to remain in Order of Selection.

Q: Are there new changes in expectations of VRCs? (It appears VRCs are spending more time in the field visiting with customers at work sites. Should CRPs expect this to continue; it is important that employers are made aware of this and are brought into the discussion as to when it would be least disruptive to the business or work site).

IDVR: IDVR's expectation has always been that counselors include communication with employers in their work with their customers, including site visits. Changes due to OOS is allowing counselors more time for community employer visits and ensuring that the employers are aware of the support that IDVR can provide to them and the customer for mutual success. Counselors are always encouraged to have direct communication with employers and the customers are made aware prior to this occurring. As we want to ensure that customers are empowered and in the driver's seat with their services, we take this seriously to assure that counselors and customers have discussed site visits and discussions with their employer prior to these site visits and conversations happening.

Q: Has VR changed its practice as it pertains to meetings with its customers? (It was common practice before OOS to include CRPs and TSCs to those meetings. In speaking with many TSCs, they have noticed and it's becoming more common, they have not been informed of meetings that VR is holding with their customer and similarly, CRPs are noticing the same practice).

IDVR: CRPs are one part of the VR process. Counselors have an ethical obligation and professional responsibility to their customer and their service needs. This includes decision-making regarding confidential customer meetings and who should attend and is invited by VR. Customers are always able to invite whomever they wish to be in attendance for their meetings with VR as part of their support team at their scheduled meetings with VR.

Q: Is there a way for CRPs to bill their time spent driving to a staffing only to have it not happen due to the customer not being aware of the scheduled meeting, or if the customer does not show up? (Many CRPs cover a large land mass and can drive upwards of 40-75 miles each way to attend meetings).

IDVR: IDVR cannot pay associated costs for no-shows under the federal award. IDVR would have to pay approximately 100 percent of every dollar in state only funds, severely reducing the availability of T&B. Customers who have agreed to use Sara are provided appointment reminders, which

will help reduce no-shows. In addition, CRPs could help remind customers of upcoming appointments with VR and the importance of attending.

Q: How many customers are on the Order of Selection waitlist?

IDVR: Approximately 1000 as of November 6, 2024.

Q: How many customers have moved off the Order of Selection waitlist?

None. IDVR has closed all categories under OOS. Only under a partial closure of MSD will IDVR be able to move any customers off the waitlist. This will only occur following the projected availability of funds. IDVR does not project any waitlist removal or partial category opening for 8-10 months based on past service volume and rates of closure. IDVR has this statement publicly available on the VR website on the homepage for OOS. When this changes and VR is able to start serving off of the waitlist, this change will also be reflected on our website information regarding OOS.

Q: What is Ryan's [CRP Manager] role as it pertains to VR and CRP's? (Can clarification be given to his responsibilities?)

IDVR: The CRP Manager oversees IDVR's relationships with CRPs, ensuring quality services that support IDVR clients' employment outcomes. This role includes recruiting and approving qualified providers, providing policy oversight, and managing training and quality assurance. The CRP Manager also offers guidance on IDVR policies, facilitates the CRP Meetings, and ensures CRPs meet billing and reporting requirements.