



## **IDVR Quarterly CRP Meeting Notes**

**July 17, 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, Administrative Assistant II

**Goals for the meeting:** Transparency, improved communication, increase consistency across State service delivery, increased opportunities for all CRPs to participate in meetings with IDVR, systematic CRP topics, not individual CRP issues or specific cases.

### **Topics**

#### **Agency Update**

Judy Taylor was introduced as the interim Director of IDVR until mid-March. During her tenure, she will address current issues and help get the agency back on track. Judy plans to advocate for IDVR by visiting elected officials to share the agency's story and its benefits to Idahoans. She emphasized that her role is temporary and does not define IDVR. Additionally, she will assist with the transition to a new leader once one is appointed.

#### **Order of Selection (OOS)**

Public meetings have been held, and IDVR is moving into an Order of Selection (OOS). IDVR leadership is preparing the team for this transition. Before implementing OOS, the state plan must be approved, and IDVR is working with RSA on this.

IDVR is entering OOS due to insufficient resources to serve everyone throughout Idaho. Customers will be categorized based on the extent of their disability, with new applications going on a waiting list. Resources are being maximized to serve as many customers as possible, with selection based on need and application date.

A new application and eligibility process has been implemented, where one dedicated counselor determines eligibility and assigns categories. This counselor will handle 85% of cases, with the training team as backup. To ensure impartiality, each Center has a core team working with the eligibility counselor, and expansion can be considered if needed.

Intakes are now handled by trained VRAs instead of counselors to use resources more effectively. This change ensures accurate information gathering and fair treatment of all customers.

For questions about OOS, please direct customers back to the local VR office for assistance.

VRCs are not involved in the eligibility assignment process; this will be managed by one counselor. The prior fiscal year's budget is still under review, with IDVR aiming to reduce personnel and operating costs to save resources and resolve the current OOS situation before 2026.

PreETS services will continue for students who are potentially eligible. However, IDVR cannot yet confirm if the budget will be sufficient to avoid future OOS situations. The agency is focusing on gathering precise data to understand state match requirements, federal award needs, and any potential program income, while also planning for growth and financial participation.

Services will not be prioritized, but IDVR will adhere to its current policies, supporting the highest-need clients first. Despite a staff shortage, IDVR plans to continue serving existing clients and developing strategies to manage future needs.

IDVR is revising its data collection methods, as past figures were unreliable. The aim is to establish accurate data for better financial planning and provider payments going into 2027. Although spending discussions are ongoing, and there has been a significant reduction in financial obligations, IDVR must present a solid plan to the RSA and ensure a balanced budget.

IDVR will maintain a functional provider network and continue statewide referrals, with legislative support and awareness of its operations.

## **Pre-ETS**

Pre-ETS services are ongoing and not on hold, despite initial concerns relayed by a parent. Lauren encourages parents with questions to reach out to her or the Pre-ETS supervisors directly. Pre-ETS is currently undergoing evaluation to determine the necessary services for student transition into long-term employment.

Applications received will be categorized by priority and date, following statewide waiting list guidelines. IDVR will adhere to a first-in, first-out approach based on disability category until the agency resolves its OOS status.

Communication with vendors regarding OOS status has been ongoing, including discussions with Health & Welfare and other agencies to ensure clients can access necessary funds through alternate routes. IDVR is developing comprehensive communication plans and outreach strategies, with intensified efforts expected in the coming week.

Documentation over the past five years is being reviewed to assess service expansions and their impact on the current situation. While IDVR is actively preparing for potential OOS scenarios, current operations continue smoothly, and all customers are receiving uninterrupted services.

## **Pre-ETS WBLE Invoicing**

CRPs are instructed to submit invoices for Work-Based Learning Experience (WBLE) based on 60 units (hours) x student wage rate. Lauren is developing a procedure for August, ensuring clarity in invoices that reflect exactly 60 hours at the specified rate. IDVR aims to process July's invoicing in August with authorizations aligned accordingly.

Timesheets detailing the actual hours worked by students are required to prevent overpayment. CRPs can submit either timesheets or daily invoices without duplication. It's crucial that invoices are accurate; any discrepancies will necessitate corrections. CRPs are urged to verify documentation thoroughly to ensure it supports the invoiced dollar amount before submission. For further assistance, CRPs can contact Lauren directly for follow-up.

## **PCG Rate Study**

IDVR is currently one month behind schedule due to recent leadership changes and ongoing OOS challenges. More information will be available after July 29th when the analysis and recommendations from the group are presented to IDVR.

The agency appreciates the participation of all CRPs in the study and values their input in providing essential information.

### **I-9 Documents**

IDVR staff are now permitted to make photocopies upon customer request during assessment staffing sessions. RSA requirements mandate that CRPs retain copies of these documents for audits involving CRPs. Customers will be notified to bring their I-9 documents to these sessions, where IDVR will provide them with a courtesy copy without requiring a release of information. It's emphasized that providing these documents promptly is crucial; failure to have them available may necessitate rescheduling and invoicing IDVR for the staffing costs.

### **Invoicing & Supporting Documentation**

Per CRP manual, invoices must include supporting documentation and be submitted as follows:

- Invoice
- Daily Activity Log
- Month-end Report
  - To be considered for billing, a separate month-end summary report shall accompany the daily activity log.
  - A daily activity log is not a substitute for a month-end summary report.

Each of these components is essential for accurate and comprehensive reporting per IDVR guidelines.

### **Next CRP Meeting**

- Every odd number month – 3<sup>rd</sup> Wednesday
- September 18, 2024, 2:00 pm to 4:00 pm (MST)
- Please submit meeting topics and questions 2 weeks prior, by September 4, 2024