



CRP Quarterly Meeting - Notes

February 22nd, 2023

Purpose of the meeting: To examine systemic and programmatic areas; an opportunity to share projects, initiatives and look at ways to improve processes.

Meeting Facilitator: IDVR CRP Manager, Ryan Waddell

Goal for this 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:

Business Relations Manager – MiKayla Monaghan:

Introduction and basic information about the Business Relations Manager: WIOA elevated businesses as a dual customer role to raise awareness and understanding of the VR program, how to access VR assistance, and request supports and service to support individuals to be successful in their workplace.

BE FTEs: The positions are for the purpose of taking work that counselors are already doing with business engagement, so counselors have more time to focus on the individuals on their caseload.

Benefits Planning Services – Teresa Pit, P&E Manager:

News: Contract model/ new Professional Service Agreement - Invitation to Bid approval from the Division of Purchasing since 2021. Effective July 1,2023, will use new model of Professional Services Agreement (finalizing the Professional Services Agreement by April 2023)

Benefits planning: Cannot limit providers, will be competitive for services (An application needs to be submitted) 1 established rate and expect expanding services.

CRP submitted question about CSNA gathered data (Are they anonymous?): Regulatory activity every 3 years, not only CRPs. CSNA includes staff, student. etc. completing the survey. Specifics are what is looked for in goals for strategic plan, VR service plan). CSNA surveys are anonymous; IDVR does not have access to individual responses.

IDVR Interim Rate Increase:

February 1st, 2023: Increased from \$51 to \$54 per hour (new rate). Authorizations issued prior to February 1, 2023 would be at the \$51 rate.

IDVR Rate Methodology:

Working with Idaho Division of Purchasing, RFP to solicit for vendors to conduct the study.

CBWE w/ Pay Service – Review and Discussion:

CRP Comment: “I think it’s great. I actually like the timesheet because it keeps things more succinct, and all parties involved signing off that it's working.”

CRP Question: (CBWE in/near Ontario?) Higher rate? Currently set at \$7.25 (Idaho minimum wage). Local min wage will be what is reimbursed. Advise the VRC for CBWEs occurring in Oregon or Washington.

CBWE Contract: By accepting a CBWE referral, CRPs are agreeing to provide a minimum of 5 hours per week for CBWE Site Development. Employment Specialist needs to contact VRC immediately if the CRP cannot meet the 5 hours per week of CBWE Site Development.

RM: Not matching the report to the billing period makes things difficult. CBWE site goals are too specific; we need to make them less specific (for example, horse grooming when there are only two places in town that would allow that – cannot spend 5 hours per week of CBWE-SD when there are only 2 places). Employment Specialist needs to contact VRC to let them know if it isn’t working. CBWE site goals need to be less specific if there isn’t availability for the customer’s vocational interests.

New CRP Referral & Initial Staffing:

New process (as of Feb 1st)

CRP referral: Old VR referral did not provide enough information from referral and initial staffing to get things going. New referrals now include more information. This is a direct outcome of CRP feedback gathered from the CRP Manager during last summer’s listening sessions around the state.

CRP Feedback: Helpful. It just seems like there is a learning curve to the process.

CRP Question about how long the Initial CRP Staffing takes: **Initial staffing takes about an hour (RM response)**

CRP needs to review the VR referral document and come prepared to the Initial CRP Staffing; this is respecting the customer/guardian’s time by eliminating duplication of information. VR is not responsible to pay the CRP for time spent completing any CRP-required paperwork that is unrelated to the VR service requested (e.g., Medicaid and other unrelated CRP services) is not the responsibility of VR to pay for. However, it

would be fine after the staffing to allow the CRP time in the regional office meeting room to complete their paperwork with the customer after the initial staffing concludes.

If the VRC observes the Employment Specialist trying to gather information for their paperwork which was already provided (in the referral, etc.), the VRC should remind the Employment Specialist that the information was already provided.

The initial CRP staffing is to discuss the details about JSA, responsibilities, expectations, get clarifications, etc.

(Initial CRP Staffings are for JSA Purposes, not using for CBWE or Pre-ETS).

Invoicing for Initial CRP Staffing: Length of time and activity (no detailed report needed for Initial CRP Staffing).

CRP shall not bill VR for receiving/accepting a referral – that is a CRP's cost of business.

Formal Evaluations:

Jan 9th Formal Evaluations survey was sent to all CRPs.

CRP responses were used to update the CRP services list. VR field staff has an updated list of services.

Reporting Wages to SSA:

When the Employment Specialist learns about a customer's wage, pay periods, and accessing paystubs, the Employment Specialist needs to communicate the information to the VRC so the VRC is aware and can pass the information along to guardians, rep payees, etc. for the purpose of reporting wages to Social Security.

IDVR Authorizations & Billing/Report – Discussion:

Authorizations for 30, 60, 90 days

CRP Preference?

End of the month vs the middle of the month – aligns with monthly billing and reporting.

CRP Responses: Monthly was a lot better for the billing process, [split month authorizations] were not a concern for reporting.

Adjusting Auths to end at the end of a month (makes it cleaner)

Example:

Instead of February 15th through March 15th

Issue auth for February 15th through March 31st

Monthly Billing/Reports:

Darrell: Vendors would get back logged and not get in their billings. Invoices that were dated compared to the current service. Authorization could have ended, and the invoice would trail longer than expected (expected timing would be 1 month after end)

Nanna: It has been set to monthly for fiscal purposes. Monthly services are addressed in an efficient manner rather than having invoices come in from past months. Older invoices submitted creates chaos for fiscal if there isn't an effective date that closely matches service.

Auth: 30/ 60/ 90 days (Ex: 30-day auth, reports would be submitted monthly).

Communicate with the counselor on what is preferred for the report.

The Employment Specialist shall maintain a monthly Activity Log for each VR customer. For each daily entry on the Activity Log), during the site visit, the Employment Specialist will write down observations about the customer and note the duration of the site visit [in .25 hour increments]. Separately, the CRP may bill up to .75 hours to write a substantive monthly report that summarizes the month's activities (from the VR customer's monthly Activity Log) and describe successes, failures, issues, or barriers, etc. that occurred in the month.

The monthly Activity Log and monthly report (supporting documentation) shall accompany the monthly invoice.

Based on feedback, IDVR will need to evaluate CRP report writing and establish report writing requirements and guidance.

Communication:

If communication is being held up with the VR staff, call the regional office and talk to the RM or ARM, if you don't get a response from them in the region, call Darrell.

***IDVR/CRP Quarterly Meetings – Discussion about quarterly schedule. IDVR will continue for 1 more quarter with the Quarterly Meeting (next meeting: May 24, 2023). Then IDVR will schedule CRP meetings every odd month, still on 4th Wednesday):

May 24, 2023

July 26, 2023

September 27, 2023

November 15, 2023 (1 week early for Thanksgiving holiday)

Submitted CRP Questions:

ACCSES-Idaho has the following questions for the February 22nd Quarterly CRP Meeting:

- 1) Where are we with quality and notification of case closures? We have had VCR's come to visit a client at work after months of no contact. We had we assumed the case had been closed, and had transitioned the customer to long terms supports. This type of contact has been initiated by VRC's several times recently.

VR does not close cases at time of long-term support transition. VR is required to follow along for minimum of 90 days once utilizing long term supports. Visiting the employer and customer is encouraged.

- 2) What is the transition process? Is there a document in which we can access this information? Transition to long-term supports should be communicated between VRC and CRP staff as to what date the transition should occur based on fading and stability. It would be reasonable for an email verification to be sent from VR to verify agreed upon transition date to long-term supports. If it is short-term supports and the CRP will be completing the service, this should also be understood by VRC, CRP staff, and employer.
- 3) How many customers did you refer for services this past program year?

1,686 different customers had at least authorization issued to a CRP with a begin date between 7/1/2021 and 6/30/2022:

Service_Category_Desc	Customers
Assessment: CBWE	266
Assessment: CBWE Site Development	301
Assessment: Staffing	732
Assessment: Vocational Evaluation	2
Benefits Planning	45
Benefits Planning - Certified	193
Benefits Planning - Hourly	2
Job Search Assistance	702
Job Supports - Short Term	260
Pre-ETS Work Based Learning Experience	429
Pre-ETS Workplace Readiness Training	426
Short term supports	2
Supported Employment - Job Coaching	275
Training: Job Readiness	39
Training: On-the-Job	1

- 4) We recently received a survey regarding comprehensive statewide needs for IDVR CRP partners to fill out. Can you provide insight about specifically how the data gathered will be used, and is it truly anonymous?

(Covered by Teresa Pitt during CRP Quarterly meeting)

The triennial Comprehensive Statewide Needs Assessment (CSNA) is a federally mandated activity under 34 CFR 361.29(a): Statewide assessment; annual estimates; annual State goals and priorities; strategies; and progress reports.

Regulations addressing the comprehensive statewide assessment include specific requirements under 361.29(a)(1)(i) and (ii) including an assessment of the need to establish, develop, or improve community rehabilitation programs within the State. Areas required in the assessment include:

1. Rehabilitation service needs for individuals with the most significant disabilities, including the need for supported employment services
2. Individuals with disabilities who are minorities and/or who have been unserved/underserved by the vocational rehabilitation program
3. Individuals with disabilities served by other Idaho combined plan partners
4. The needs of youth and students with disabilities.
5. The need to establish, develop, or improve community rehabilitation programs within the State.

The results of the comprehensive statewide needs assessment are disseminated and otherwise utilized in a number of ways; however, the federal requirements ensure the utilization of CSNA data inform the development of Idaho's Combined State Plan and IDVR's VR specific section of the state plan.

There are no absolute assurances that can be given around the anonymity of data you submit online (anywhere), however all data collected for the CSNA is held by accounts at San Diego State University only (no IDVR staff has access) and no individual level identifying information is collected or requested by IDVR from SDSU. IDVR engages external providers to conduct the CSNA in part due to their ability to serve as impartial third parties, and to promote the open and honest exchange of feedback.

- 5) Will Ryan be generating a report as a result of his recent CRP visits? What will the quality action plan be as a result of the visits?

The CRP Manager site visits last summer were with individual CRPs to listen and find out what's working and what's not, discuss services and capacity, share ideas, and build relationships w/ CRPs.

No report, but began using common themes from the conversations with individual CRPs to make improvements (new CRP referral form, initial CRP staffing process, improving consistency among regions)

IACP Questions:

1) Transition Protocol for moving SE-JC supported clients to long term CSE funding (is training given to VRC/VRA staff across the state on best practices on transitioning these services?)

(Covered in ACCSES Question 2 above)

2) Ways to better partner with IDVR so as a team we can address root causes and give real time feedback before protocol is put into place (ex. 5 hours per week with Assessment: CBWE-SD)

- IDVR is willing and has accepted input for process improvement.
- Examples:
 - New CRP referral
 - Initial CRP staffing
 - Quarterly meetings/invited RMs
 - Sharing CRP Quarterly Meeting notes

3) Chances of getting an Assessment: CBWE Template to ensure we are meeting expected criteria for running Assessment: CBWE clients

- IDVR has previously received feedback from CRPs, expressed a desire to use own documentation/forms versus templates.
 - Question: Should IDVR create standardized report templates?
- What is the concern? (template would help with consistency among regions)