IDVR Quarterly CRP Meeting - Notes

January 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

Note taker: 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:

PCG Rate Study

- Webinar Session for the Cost Report Tool Registration – open now!
- Training Webinar: 1/23 (1:30 pm – 2:30 pm MST) & 1/25 (11:00 am – 12:00 pm MST)
- Deadline to submit the Cost Collection Survey 2/16/2024 no later than 10:00 pm PST and must submitted thru the Project website.
- Email with the link for the registration was sent from Ryan or Corey
- In the Project website (https://idvrratestudy.weebly.com), the IDVR Rate Study, you will see the name page with all of the basic rate study information.
- As a reminder, the goal of the rate study is to provide competitive fees by analyzing the current program cost related to the VR service delivery.
- In addition, PCG will develop a rate methodology that aligns with IDVR requirements that reflects CRP stakeholder's feedback.
- PCG will also recommend rates that account for CRP cost and promote high quality delivery of VR services.
- PCG will also be supporting IDVR in developing an ongoing rate-monitoring process.
- The slides for the Rate Calculation Goals (Balancing Cost, Quality, Fairness, and Simplicity) explain how PCG has developed the rate methodology project.

- The Rate Study Timeline:
  - November 2023: Outreach and Focus Group
  - January 2024: Provider Training
  - January – February 2024: Rate Study
  - March – June 2024: Recommendations
- The email address for the Rate Study Project: IDVRRateStudy@pcgus.com for questions and concerns.
- Training sessions for the Cost Collection Survey are located on the Training Page of the website and site the information as follows:
- Tuesday, January 23, 2024, Session 1 (1:30 pm – 2:30 pm MST)
- Thursday, January 25, 2024, Session 2 (11:00 am – 12:00 pm MST)
- The Resource page on the website will have links with the recorded training sessions for the Cost Collection Survey.
- In the Resource page you can also see a link to the Cost Collection Survey Instruction Manual which includes screenshots of the Qualtrics Survey cost collection tool with specific instructions to the tool.

CRP Referrals & Capacity

- CRPs help keep the list up to date with the services that are provided.
- If there are changes in capacity, new staff, or staff that have left your agency, please keep us to date if you would be able to accept a referral. Please keep Ryan up to date on this.
- In addition, if you add a service or stop offering a service or there are changes in your service area, please let Ryan know.

Community-Based Work Evaluations – Staff Planning & timesheet signatures

- During the CBWE site development need CRPs to be proactive in the communicating with VR counselor.
- If staff is going to be out sick or on vacation, please let VR counselor know if someone else will be covering.
- If there is only one site development staff and this person will be out for some time, please let the VR counselor know so VR can reach out the customer. Remember the 5 hour per week commitment for site development is to keep the process moving for the customer.

- If you are going to accept a CBWE referral, VR wants the employment specialist or whoever else is assigned to start on this right away and get the process moving for the customer.
- If you are running into staff issues (sick or vacation) or any other issue that gets in the way of the 5-hour per week commitment, please let the VR counselor and Ryan know.
- Also, a second staffing is required if the CRP exhausts the hours (15 hours) of site development or the authorization expires without securing a site.
- When filling CBWE time sheet, please remember the customer signatures must be on the last day worked or a couple of days after the last day.

IDVR Centralized Fax Process

- CRPs need to create their own invoice number rather than using VR's authorization number because when there are multiples invoices with the same number, this creates issues in our database and the duplicate invoice number get rejected by the state fiscal system LUMA.
- Invoices, reports and supporting documentation that pertain to the same customer authorization need to be submitted in an organized manner and in that order to minimized sorting or matching up documents that would not go together. Please do not send all the invoices first, then the reports and then other supporting documentation. This causes the payment process to be delayed.
- Remember that the daily activity log is not a substitute for an end monthly report. Therefore, for billing purposes a separate end monthly report needs to accompany the activity log if you are billing for an end monthly report.
- Another issue is late invoices – as reminder CRP invoices need to be submitted no later than the last calendar day of the month following the provision of service. For example, if submitting an invoice dated 12/31, you will have until 01/31 to submit the invoice and the corresponding documentation.
- The Fiscal VRA will be contacting you directly if the invoice is incorrect or if documentation is needed to proceed with the payment process.
- As a reminder, the State of Idaho has 60 days to pay a bill/invoice as long as the invoice is complete and accurate. If information is missing for that particular invoice or if the invoice is incorrect, the 60 days to not begin counting until all documents and invoice are complete and accurate.

- When sending a late invoice, CRP management is responsible for sending the invoice and supporting documentation to the corresponding IDVR General Supervisor for approval.
- The information about VR's corresponding fax numbers for receiving invoices was sent out to all.

JSA – Employer Pre-Employment Assessments – Concerns

- A VR customer needs to be involved during JSA for pre-employment assessments to help the customer make a wise selection. Please do not complete these assessments without the customer.

CRP Submitted Questions for January 17, 2024:

1. Who will be taking Allison Lowenthal's place as the new state Transition Director? We would love to meet them and hear their take on serving students.

   The new Transition Manager is Lauren Noble.

2. It is our understanding that the VRC must meet with the family of Pre-ETS participants prior to moving on to the next experience – what is the timeline for this process?

   There is not a set-in stone process. The process is very individualized for each customer as it involves the student choices.

3. What is the proper process to move a Pre-ETS client to permanent employment with a job coach if the opportunity presents itself?

   Pre-ETS goal is not to secure employment.

4. What is the timeline for a VRC to respond to a CRP correspondence? What would the proper process for moving ahead with Pre-ETS when communications are not forthcoming?

   There is not a set time but if no answer is received in a timeline manner, please contact the Pre-Supervisor in that area.

5. What is the philosophy behind Pre-ETS experiences and what is the process for keeping a student moving through different experiences?

The philosophy of Pre-ETS is a federal law that requires IDVR and all state VR agencies to provide pre-employment transition services to students within five pre-required services to allow understanding, knowledge, and firsthand experience that employment is the next step after high school. The Pre-ETS process is individualized and there is not a specific process to move the student thru the different experiences.

6. How many new school districts is VR working with from previous FY? What is the process for students? Are they working directly with VRC's or VRA's? Please walk us through the current process for Pre-ETS and Transition Services for school aged job seekers. Is it the same region by region?

   We do not have the specific information about how many new school districts VR is working with. The process for students varies as it is very individualized.

7. We would like to know how many referrals have been made to CRPs since the new state fiscal year compared to last year. How many people have sought CRP services and not been able to access due to lack of capacity?

   IDVR provided 1689 referrals in SY 2022 and 1457 referrals in SY 2023.

   The Division does not track this information. Authorizations could be for several reasons (CRP capacity issue, customer failed to participate, IDVR team member entered wrong vendor/service dates, etc.)

8. How many open cases are VR counselors carrying on average?

   The average number of cases is forty-three.

9. What is the plan for offering Customized Employment? Will that be available anytime soon?

   Customized Employment is not on the forefront to offer. To clarify, no customer has been denied services because a CRP is not available.

10. Does VR plan to schedule regular cost surveys with the current group? Scheduled on a 3-5-year cycle? What is the plan to ensure that rates are kept sufficient over time?

    We are currently in the process with PCG, and we will wait until their final recommendations to address these questions.