



IDVR Quarterly CRP Meeting - Notes

September 20, 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

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:

IDVR Rate Analysis Project – Kickoff Presentation (Public Consulting Group - PCG presentation by Corey)

Overview

- Working with IDVR on the Rate Analysis Project.
- PCG was founded in 1996 and is headquartered in Boston, MA with offices all over the country.
- PCG works with Human Services, agencies, education, public health, technology consulting and vocational rehabilitation.
- PCG also does system evaluations, system changes, training and technical assistance projects, billing, registration solutions and Pre-ETS projects.

Review goals and outcomes

- Determine actual cost of providing client services and identifying improvements in collection and service process.
- A review of comparable State VR rates methodologies and processes rate recommendations for services and projected fiscal impact to IDVR.
- Key deliverables will be a summary report of other VR agencies rates and methodology such as from Utah, Washington, Oregon, Indiana, Wisconsin for the basis of some of our recommendations.
- Cost analysis data collected from CRPs, rate analysis, conclusions and recommendations.

- Improving processed for cost and analysis, rate recommendations for services. Analysis from cost collected from CRPs.

Projected timeline: four key phases to be addressed:

First Phase:

- Project kickoff and Project plan submission: currently in this phase
- PCG has met with Ryan
- Reviewing the project plan
- Developing our data collection tools
- Conversation with IDVR and CRPs (today's meeting)

Second Phase: October -December

- Comprehensive analysis of fee structures and associated payment
- Collecting and analyzing IDVR data around services and rates
- Completing a comprehensive analysis of information conducting CRP, stakeholder interviews and focus groups, and then preparing the final draft of service and cost collection tools
- PCG service and cost collection tools defined
- Over the next couple months, you'll hear from us

Third Phase: January - April

- Service and cost collection instrument distribution for data collection and validation
- PCG will be sending out these cost collection tools
- PCG will support this process with technical assistance by phone line and email address
- As the cost collection tools get completed, PCG will catalog a submission of the cost reports that CRPs fill out, conduct the quality assurance activities on those cost reports and then compile all of that data into one singular database

Fourth Phase: May - June

- Analysis and fee structure recommendations on implementation and plan development

CRP participation highly encouraged – need sample of large, mid-size, and small/Independent Contractors

- PCG will start scheduling appointments with CRP in the coming weeks.
- PCG will be providing training webinars and training collateral on how to work with the cost collection tools, and technical assistance phone line and email address.
- Rate calculation tools: including direct and indirect cost.
- Calculations steps: identify the weighted salary cost per service; determine other costs; apply cost to rate.

CRP Employment Report – Walkthrough - Data review with P&E Manager Teresa Pitt and Program Analyst Andrew Grey

- Annual CRP Report mandated in federal regulations for informed choice. Not assessments for all services. Job coaching, support employment. Average employment benefits.
- The report shows information for customers whose cases were closed in the last program year 2022 (07/01/2022 – 06/30/2023.)
- There were 519 individuals whose cases were closed who had received CRP employment services sometime during the life of the case, we used to report that number based on individuals who had received CRP services.
- It does not include assessment services.
- It includes employment related services: job search assistance, job coaching, job support short term, and support employment.
- The first page of the report shows all individuals who received one of those CRP employment services.
- The second page shows individuals who received support employment services.
- There were 268 cases out of which 19 cases were closed successfully according to VR's rationale for a successful closure.
- This translated to a successful employment rate of 51.63 % (for comparison this number is higher than IDVR's number for employment success.
- IDVR's number for the last program year was 39% for individuals who had a successful closure.
- IDVR has been making efforts to close cases successfully to bring up those two rates closer, but we are still implementing the process.
- Moving to another employment measure, on the average employer benefits where someone is receiving annual leave, medical insurance, retirement, sick leave those cases are marked as receiving benefits.
- The occupational categories based on the first two numbers of the individual occupation test SOC code which is what we report to RSA.
- Every quarter we report to RSA that cases that were closed and what occupation they closed in.
- The primary disability is shown in the pie chart with the disability categories that RSA uses.
- The categories are social impairments, cognitive impairments, physical

impairments, mental impairments and sensory impairments.

IDVR SFY25 Budget & Line-Item Request - Presentation by Administrator Jane Donnellan

- High level and very brief. Budget submitted on Sep 1.
- Still needs to go to the review process by governor.
- We will know the result until the first Monday after the first of the year.
- 3% Cap (\$355,160.00) of the general fund is to be shared between VR's and the Council for the Deaf and Hard of Hearing
- 1% of those moneys are for employee increases and other types of state supports that we receive from the Attorney General's office and other types of services
- Requesting additional counselor positions for treasure valley and easter Idaho where population has major growth
- We are also required to keep the Pre-ETS employment transition services for students with disabilities a priority
- We are experiencing a significant population growth specifically in the Treasure Valley and parts of Easter Idaho

CRP Manual

- CRP Manual being finalized and formatted for accessibility
- Separate meeting to review the manual on Oct 18 meeting

CRP Submitted Questions for September 20,2023:

IACP Questions

1. In the VR Manual of 2019, it indicates when a CRP can be reimbursed for travel related to services including job site development when it is over 25 miles from the staff's office. For what use to be Region 5 and 6 it is noted that this has to be negotiated on an individualized basis with the regional manager. Since this has all changed with the new IDVR organization, what is the protocol or who is it a CRP should converse about regarding this issue? Also, more specific to the CRPs in the southeast center, would it be possible for the southeast center to follow suit with the other centers and identify

the zip codes or communities where this would be appropriate and not have it managed differently from the rest of the state?

This is already the case – Each Center Manager identifies underserved zip codes – Matt can identify specific zip codes that we will pay mileage. Matt can submit the list of zip codes.

2. Do you have an anticipated distribution date for the new VR CRP manual? And if so, will there be a separate meeting to review this with all the CRPs in order to ensure it is as clear as one can hope, or questions can be answered?

The CRP Manual was discussed earlier in this meeting. Ryan will try to get the manual out by 10/10

3. I know that in past meetings we have discussed the expectations VR has of CRPs in regard to responding or taking action with a VR referral or inquiry. Has VR set this same type of expectations for VRC's and VRA's when responding to either a customer or a CRP? CRP staff have encountered situations where they have attempted to make contact via email or telephone and not gotten responses- example being someone has been successful in getting a job offer and hired- attempts to notify the VRC and VRA are made with no response as to receiving the information or guidance as to what they would like the CRP to do.

Jane sent the IDVR Employee Chart to all CRPs on July 21, 2023. Counselors do have expectations.

We have specific guidelines. When getting an out-of the office response, please contact the supervisor for that area. Do not wait for the specific counselor until they come back – we do not need to delay services to customers, neither you need to prove services without an authorization.

4. We know that we have been told to contact the Customer Center Manager with these issues and not the General Supervisor; however, there is concern that when these issues are brought up the party involved chooses to not engage with that particular CRP - How can

we address these issues more effectively and constructively while maintaining a positive and open environment for all parties involved, ensuring our commitment to high-quality service and open communication?"

CRPs should follow IDVR's chain of command when escalating issues; however, if the CRP believes the issues are not being addressed or that an issue warrants, the CRP may contact the Field Chief or CRP Manager.

You can get hold of Darrell when concern about a counselor. So, the concerns can be addressed with the rest of the team in an anonymous way.

5. What is the status of the work being done for rate setting for CRP services?


The Rate Analysis project was discussed earlier in this meeting. More information to come.

6. We are aware of the RFP for group supported employment that has been published; can you share why IDVR elected to pursue this route vs. setting a rate and scope of service that would allow all CRPs to offer this service?

The RFP for Pre-ETS Group services are in-progress. Contact Division of Purchasing (DOP) Thayne Pearson thayne.pearson@adm.idaho.gov with any questions regarding bidding for these services.

The RFP is in process so contact the division of purchasing for questions of RFP.

7. I know you sent out the CRP Employment report but am wondering if you could walk through the report with all of us to aid in understanding how the numbers are generated. For example, on the statewide report it speaks to 370 customers served by CRP's and of these 188 achieved an employment outcome. When calculating the success rate, is there any scrubbing of the data to pull out those customers who elected to not pursue employment for any reason?

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8. Regarding the [CRP Employment reports] employment outcomes for the last fiscal year. From the data collected statewide, it appears approximately 225 people served by CRP's were not successful in achieving their employment outcomes. Has IDVR analyzed these cases to determine why this occurred and identified what could possibly been done to rectify the case so that an employment outcome could have been achieved? Is this typically done by VR with all customers who are closed unsuccessful? Is there any data or information that could be used to increase the success rate?

There has been no analysis to date.