Community Rehabilitation Programs Manual

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Introduction

The purpose of this manual is to provide Community Rehabilitation Programs (CRPs) with information on services and billing procedures that will help a CRP work with Idaho Division of Vocational Rehabilitation (IDVR). The manual is intended to serve as a living document that is updated as needed.

IDVR has the authority to receive and expend vocational rehabilitation (VR) funds under the Rehabilitation Act of 1973, as amended, 34 CFR §§ 361.21 and 361.22, and 34 CFR § 363. IDVR works with CRPs to provide services, as defined in this manual to IDVR customers. This manual addresses the IDVR's state-federal program.

CRPs provide specific services for customers based on a fee-for-service or through a specific invitation to bid on a Request for Proposal (RFP). Idaho CRPs must be approved by IDVR to provide services. By continuing to do business with IDVR, the CRP agrees to follow the processes and procedures within this manual and undergo periodic monitoring by IDVR to continue a working relationship with the Division.

IDVR's CRP Resources Portal:

IDVR's Planning and Evaluation unit has established a public facing portal to host this and other relevant documents for CRPs. The portal can be found at the following web address, https://vr.idaho.gov/samples-templates/ .

Rehabilitation Services Administration (RSA)

ADRAN Compliance:

Idaho Division of Vocational Rehabilitation (IDVR) partners with Community Rehabilitation Providers (CRPs) to deliver high-quality services that assist VR participants achieve their identified employment goals. All services must comply with federal regulations under 2 CFR 200, which govern how public funds can be spent. For a service to be authorized and paid, it must meet these rules and align with the participant's current Individualized Plan for Employment (IPE). To ensure these services are reimbursable under federal guidelines, we adhere to a guiding philosophy called **ADRAN**: **Allowability** = **Documented**, **Reasonable**, **Allocable**, and **Necessary**:

ADRAN

All goods and services IDVR purchases must be 100% ADRAN compliant, therefore, IDVR has adopted the below requirements to assess allowability of CRP services delivered to IDVR customers and billed to IDVR for payment of services rendered.

Allowable (A): under the federal grant, a good or service is allowable if it is:

Documented (D): Clear and thorough documentation is critical. Each service must include justification for the service to address disability barriers to employment for the customer to reach an employment outcome. For documentation of CRP services, the following is required:

- A detailed description of the service provided.
- Dates and billable time for the service delivery.
- Connection to the participant's vocational goal. Accurate and complete documentation ensures that services are traceable and verifiable for federal reimbursement.

Reasonable (R): Services costs must be within "normal" limits for the service type or good purchased and local market prices.

Allocable (A): Services must align with the service authorization and directly benefit the participant's vocational goals. If a service provided does not clearly support the participant's progress toward an employment outcome, it cannot be charged to the federal grant.

Necessary (N): Services must address specific barriers to employment. Excessive or redundant services will not be approved. Services that are beneficial but not necessary and tied directly to an employment outcome do not meet this standard.

Services that are not allowable cannot be paid for by federal funds. CRPs are responsible to submit complete and accurate records for every service provided. This includes:

- o Descriptions of the service and its purpose.
- o Details of how the service aligns with the participant's vocational goal and individualized plan.
- o Ensure service costs (time billed) are reasonable and align with established rates or agency allowances.

Section 1: IDVR CRP Service Billing Criteria & Process

1.0 CRP Billing Protocol

CRP Billing Kiteworks Form

- For the purposes of this section, an Authorization for Purchase (AFP) is an authorization (auth) issued by IDVR for the purchase of specific CRP services.
- All CRP services must have a written authorization prior to service delivery. IDVR will not backdate an authorization due to lack of timely request for an authorization. Each authorization will specify the service type, quantity, rate, and allowable dates of service.
- Invoices and supporting documentation which omit requirements set forth in this CRP Manual shall not be processed by IDVR and require correction from the CRP.

- CRP shall invoice IDVR once per month for each service authorized.

  - CRP shall submit a separate invoice for each authorization.
  - Each invoice must include supporting documentation *(see Section 1.1 for criteria).*
  - The CRP shall submit an invoice for each authorized service provided during the month.

- CRP invoices shall be submitted no later than the last calendar day of the month following the provision of service (e.g., billing for services provided June 17th must be received by July 31st).

- Invoices must arrive at IDVR in chronological order (e.g., June's invoice is received before July's and is in sequence).

- **LATE INVOICES:** If a CRP submits an invoice for a service period beyond the billing timeframe protocol or needs to send IDVR a new invoice for additional unbilled hours, the CRP must do so through its management staff.

  Any late invoice and supporting documentation must be sent to:
  - General: **https://idvr.kiteworks.com/form/Late-General-CRP-Billing**
  - Pre-ETS: **https://idvr.kiteworks.com/form/Late-Pre-ETS-CRP-Billing**

- Failure to submit late invoices through the CRP's management staff and to the appropriate link may cause a delay in payment processing.
- As stated in Idaho Statute 67-2302, IDVR has 60 calendar days from the day the agency receives the invoice to accept, certify, and make payment to the vendor. The 60-day window starts on the business day IDVR receives the completed invoice and supporting documentation. Due to the volume of billings that IDVR processes, inquiries about submitted invoices should not be made until a 60-day window has elapsed.

- For hourly service billing: When one CRP staff member is serving multiple customers at the same time, the CRP must ensure that the time billed reflects actual staff time and is proportionally distributed among all customers (e.g., one job coach provides services to multiple customers in the same billable hour, and the invoices reflect this division of the job coach's time by customer); this includes travel time to underserved areas (*see appendix B*).

- Billing cannot exceed the actual time spent with the customer and/or employer.

- All hourly billing shall be submitted using .25-hour (15 minute) increments.

An exception to end of month billing occurs when a case is due to be closed by IDVR. In these cases, the VR Counselor (VRC) will contact the CRP to obtain final invoice and supporting documentation. The CRP shall provide final billing within five business days of the request.

A business day, as defined by IDVR, is any day in which IDVR offices are open for service. This usually consists of weekdays Monday through Friday, 8:00am to 5:00pm (local time), unless a recognized State of Idaho holiday or a declared emergency occurs during one of these days. If an observed holiday occurs on a Saturday, the State of Idaho will observe the day on the preceding Friday. If the holiday occurs on a Sunday, the observance will occur on the following Monday.

1.1   Mandatory Criteria for Invoice Submission

All CRP invoices for authorized services must include supporting documentation (e.g., daily activity log, customer timesheet (for CBWE/Pre-ETS WBLE) and:

- IRS E.I.N. or State-assigned Vendor ID *(do not include Social Security #).*
- Authorization number.
- Line item each service delivery date with brief description of service.
- Detail the number of hours billed for each line item.
- Include customer's first initial, last name
- A statement affirming that the invoice is final and complete for the month.
- Include CRP remittance address.
- Invoices shall be printed in black, Arial (or similar), minimum 12-point font for accessibility and readability purposes.

The CRP is responsible to protect a customer's personal identifying information (PII). Do not include customer's full name (i.e., use first initial, last name), birthdate, Social Security number, or home address on invoice or documentation. Do not use customer's name as part of the invoice number.

The CRP shall submit all invoices and supporting documentation to the **CRP Billing Kiteworks Form**.

Failure to submit invoices through the Kiteworks Form may result in CRP liability for data breach of customer PII.

For contracted CRP services please submit invoices per contract requirements. To view processed invoices and payments, access the supplier portal through the IPRO Supplier Portal from the State of Idaho's Controller's Office website *(see Appendix C for more information).*

INVOICE CORRECTIONS: If an invoice was submitted in a timely manner but requires correction, IDVR staff will initiate a correction request with the CRP. Failure to respond to a correction request will delay payment and may delay additional authorizations. Once corrected, the CRP shall resubmit the corrected invoice as well as all supporting documentation.

1.2 CRP Staffing Process for New Referrals

The VRC will provide the CRP with referral information at the time of the referral. IDVR will initiate the initial staffing with the customer and CRP. A complete referral will contain a CRP referral, customer's personal information, application data, eligibility information from IDVR's case management system, and authorization. A release of information for the CRP must be included with the referral information. Any support requested outside of the services specified in the referral must be pre-approved in writing by the VRC in advance.

By accepting a CRP referral, either verbally or in writing, IDVR will send the referral information to the designated CRP representative. The date the CRP referral information is transmitted to the CRP is considered the formal acceptance date. If it becomes clear that the CRP is unable to meet timeline expectations based on the specific service, the CRP must notify the VRC immediately.

The CRP staff is required to review the referral information prior to the Initial Staffing with the customer and resolve any questions with the VRC prior to the staffing. This process helps ensure CRP staff are reviewing all relevant information contained in the referral and accelerates the process for the customer. In the event a referral form is incomplete, the CRP should request additional information from the VRC. If the VRC is unavailable or not responsive, the CRP should request this information from the Hub Supervisor.

To ensure expectations are aligned between IDVR, the CRP, and the customer, VR staff will facilitate an Initial Staffing, review the referral with the customer and CRP, and obtain signatures in agreement with the Job Placement/Support Services Agreement, services authorized, and expectations prior to the provision of CRP services. The Initial Staffing shall occur in-person at the IDVR office.

The CRP may bill 1 hour to attend the Initial Staffing and participate in the Job Placement/Support Services Agreement. If additional time is needed to

complete CRP business-required paperwork directly related to the service and unduplicated from the information provided in the referral, this time may also be billed. However, all such paperwork must be completed during the Initial Staffing. No additional time for CRP intake paperwork is billable outside of the Initial Staffing meeting. Any paperwork not completed at the Initial Staffing is not eligible for billing. Any staffing requiring more than 1 hour must be approved by IDVR staff. Initial staffing shall be billed as **"Assessment: Staffing."**

1.3   Additional Staffing

IDVR staff may initiate additional staffing when expectations between IDVR, the CRP, and the customer are out of alignment, where team problem solving is required, or when making changes in services or the vocational goal, or meeting to transition to long-term support funding. The CRP may bill for actual time to attend an additional staffing. Any staffing requiring more than 1 hour must be approved by IDVR staff. Additional staffing shall be billed as **"Assessment: Staffing."**

1.4   Service Documentation

Within a billed hour of service, the CRP must account for communication and documentation that meets ADRAN compliance standards related to the service and is within the service hours authorized (documentation is inclusive in the cost of the service and within authorized hours).

- The CRP shall document all formal (billed) interactions in the case file or daily activity log.

- Documentation shall be written in black, Arial (or similar), minimum 12-point font for accessibility and readability purposes.

- Documentation with errors or that do not meet the above criteria will be returned for corrections, without additional cost to IDVR. Payment cannot be processed until corrections are made.

IDVR is prohibited from paying for reports or communication as a separate billed service.

Note: The services listed on the daily activity log must match the service listed on the CRP invoice.
All CRP documentation is included in the customer's official record and may be

requested by the customer or their parent/guardian at any time. Please ensure all correspondence is professional in nature.

1.5 Communication

IDVR is prohibited from paying for any service that is outside of authorized activities.

- The CRP must contact VR staff after three (3) unsuccessful attempts have been made to contact the customer. If CRP staff have questions about customer engagement, the CRP shall contact VR staff.

- Communication is inclusive in the cost of the service and within authorized hours.

- The CRP cannot bill for any messages left to contact the customer or the customer's support team.

- Internal communication is not billable to the customer's authorization for services. For example: staff changes, temporary staff coverage, case review, etc.

- Communication with IDVR staff is not billable and is considered a cost of doing business.

- Requests for authorizations shall be submitted in writing and shall accompany justification for the request for additional hours and a summary of how previous hours were utilized.

IDVR provides services based on demonstrated customer need and allowability under the VR grant. Prior to discussing any additional services with the customer, the CRP shall proactively communicate with VR staff. For example, if a CRP identifies a potential service need for a customer, the CRP shall contact VR staff to gain approval for the service prior to communicating any service recommendations to the customer.

If attempts to contact the VRC are unsuccessful, the CRP shall contact IDVR leadership for assistance.

1.6 Employment Verification

IDVR is required to maintain appropriate supporting documentation in each customer's service record that verifies certain key data elements which are critical for VR program performance. Maintaining appropriate supporting documentation will ensure compliance with 34 CFR §§361.12 and 56 to ensure the proper and efficient administration of the VR program.

At the time of employment, IDVR is required to verify the customer's start date of employment and earnings. CRPs that provide job-related supports are required to obtain (or assist the customer to obtain) employment verification information, including the signature of the employer, using either an IDVR Employment Verification form or employer job offer letter. The CRP shall provide employment verification to IDVR within five (5) working days of the customer's employment start date. No further verification is required by CRPs as the secondary verification required by RSA will be done by VR staff.

For Supported Employment customers, VR requires the details of employment (i.e., start date, name of employer, wage, and position) in writing prior to issuing an authorization for SE-Job Coaching. The IDVR Employment Verification form or employer job offer letter is still required within the first five (5) days of employment for RSA compliance.

The only allowable exception to obtaining employment verification is when a customer, based on informed choice, does not want to disclose their relationship with VR to the employer. In this rare situation, communication with the VRC is required as IDVR will work with the customer to obtain alternate forms of employment verification.

If an employer refuses to verify employment (sign the form), the CRP should complete the elements of the Employment Verification form without the employer signature and notify VR staff of the employer's signature refusal.

1.7 Travel with the Customer for Job Search Assistance & CBWEs

Travel time with the customer (for JSA or CBWE) shall be billed under the service authorized in .25-hour increments.

Note: This billing is allowable even within urban/highly served areas for to/from travel *with the customer* for JSA or CBWE. This service is prohibited for any employment support services (i.e., Job Supports-Short Term or Supported Employment-Job Coaching).

1.8 Travel to Underserved Areas

Round trip travel time may be reimbursed for service provision for geographical areas identified by zip code as an underserved area. Underserved areas are those areas lacking access to adequate service provision and are identified by IDVR leadership. Travel is defined as travel by the CRP to an underserved area for the purpose of providing authorized services. Providing transportation to a customer to their place of employment is not an authorized service.

IDVR will not reimburse for travel if the service has taken place in an area not explicitly identified by zip code *(Appendix B)*, unless an exception is approved by IDVR leadership prior to the travel taking place. IDVR leadership will update CRPs in their area when a new underserved area is identified, or conversely when an area no longer qualifies as underserved. Travel time to underserved areas shall be billed under the service authorized in .25-hour increments.

CRPs are expected to consolidate rural travel to the greatest extent possible to minimize costs (i.e., meeting with multiple contacts on the same trip). When multiple contacts occur during travel in underserved areas, the CRP will proportionally distribute total trip costs among customers served. Hours billed cannot exceed actual time spent by CRP staff.

Authorization for reimbursement for travel time to underserved areas must be identified during the initial staffing. See *Appendix B* for the list of zip codes identified underserved areas where travel time is approved. Exceptions to underserved area definition may occur when specialized services are not available in a particular area and will be addressed on a case-by-case basis. Ultimate approval of these exceptions is made at the discretion of IDVR OSL.

Additional Service Hours

CRPs are responsible to track each customer's service hours utilized in real time. IDVR is not responsible for CRP accounting practices that result in the provision of unauthorized service delivery. A request for additional service hours must be authorized by the VRC to be considered billable. To request a new authorization to continue services, the request must be emailed to the VRC with adequate time to evaluate and approve or deny the request (preferably with at least a 5-business day notice). The request shall include the service type, a justification meeting ADRAN standards for additional service hours, and when the current service hours will be fully utilized. If the VRC/VRA does not respond in a timely manner, please contact Center Leadership for further assistance.

Additional service hour requests for Supported Employment (SE: Job Coaching) should be accompanied by evidence of progress and updates on attempts to fade job coaching supports. Additional information on this requirement, including guidance on creating fading documentation and fading plans can be found under the SE: Job Coaching service category description later in this document.

Please note: Additional time may be needed to issue additional hours to a customer's IPE that requires a guardian signature.

1.10 No-Shows

In the event a customer is absent from a scheduled CRP service appointment, the CRP should notify the VRC for each occurrence as soon as possible and include the reason the customer missed the appointment (e.g., illness, customer not responding, or the cause is unknown). If the customer misses two consecutive appointments, the CRP is required to suspend service delivery until the VRC provides written instruction as to the next step in CRP service action (e.g., the VRC informs the CRP to continue/discontinue service provision). If a CRP has its own internal policy regarding no-shows for a customer to continue receiving services, the CRP must make that policy known to the customer and VR staff at the time of the initial staffing. If a customer's service is discontinued by the CRP for no-shows per their policy, the CRP shall inform the VRC prior to informing the customer.

1.11 Discontinuation of Services

The CRP will notify the VRC in the event a customer notifies the CRP of their intention to discontinue services, or if the customer fails to cooperate (e.g., displays a trend of not following through with planned commitments). The VRC will likewise email the CRP in the event services will be discontinued with the CRP. This could be for any number of reasons such as a case file will be closed, the customer chooses a different service provider, or the customer discontinues services. The reason for discontinuation with the CRP may or may not be shared with the CRP.

1.12 Customer Abandonment Prohibited

If a CRP intends to cease or significantly reduce operations, service to an individual customer, or service area, the CRP shall notify IDVR immediately (but no less than 30 days prior to the discontinuation of services) for VR to assist customers who will be impacted.

Violations of this customer abandonment provision represents an egregious ethical violation and will result in an immediate Corrective Action Process (CAP) as outlined in the CRP Monitoring portion of this manual applying to any areas which continue to be served by that CRP. Failure to adequately respond to customer abandonment concerns in the CAP may result in the suspension of statewide authorizations to the CRP. Likewise, a CRP who is discontinuing a business relationship with VR shall provide as much notice as possible to prevent serious disruption to ongoing customer services.

1.13 Dispute Resolution

IDVR and CRPs agree to resolve disputes that arise during the provision of VR services and ensure that services are not disrupted by using the following process to resolve such interagency disputes:

- Initial attempts should be made to resolve disputes regarding service provision and fiscal issues informally through direct communication with the VRA or VRC/VRS working the case.

- If direct communication with the VRA or VRC/VRS is unsuccessful, CRP staff should contact the Center Leadership in their area to set up a meeting and resolve the issue.

- If still not resolved, the dispute shall be escalated by IDVR to the CRP management and the IDVR CRP Manager for final resolution.

If IDVR questions an invoice regarding service delivery, type, time billed, compliance with ADRAN requirements, or any other issue, IDVR will work with the CRP to clarify and find resolution. If an adjustment is necessary due to a violation of IDVR's billing criteria, as stated in this section of the CRP manual, the CRP agrees to amend and re-submit the invoice and documentation as outlined in the billing section of this manual.

Section 2: CRP Service Definitions

1. Fee Schedule
2. Assessment
3. General VR Job Related Supports
4. Supported Employment (SE)
5. Pre-employment Transition Services (Pre-ETS)

1. Fee Schedule for Hourly Services (as of February 1, 2023)

Service Class	Rate
Assessment: Vocational Evaluation – In House	$69.55/day
Hourly CRP Services	$54.00/hour
CBWE w/ Pay	$54.00/hour (+ local minimum wage reimbursement)
Note: Hourly services shall be billed at .25-hour increments	

2.0 Assessment

Assessment means services provided and activities performed to determine an individual's eligibility for VR services, to assign an individual to a priority category, and/or to determine the nature and scope of VR services to be included in the IPE. Typically, the assessment requested is a Community-Based Work Evaluation (CBWE).

2.1 Assessment: Staffing (Staffing)

To ensure expectations are aligned between IDVR, the CRP, and the customer, the VRC is required to host an initial staffing and complete the Job Placement/Support Services Agreement. All parties shall sign the agreement prior to the provision of CRP services.

Staffing authorizations will also be utilized for the purposes of VR led staffings with the CRP and customer to review progress with services, including addressing concerns or to transition to long-term supports. Staffing shall be billed as Assessment: Staffing.

2.2 Assessment: Vocational Evaluation (AVE)

This category should be used for the completion of interest and aptitude assessments.

2.3 Assessment: Vocational Evaluation – In House (AVE – In House)

Vocational evaluation services involve the evaluation of work-related behaviors in a controlled environment. These assessments are conducted at CRP sites and not in the community.

Note: Vocational Evaluation – In House may only be used when there are no community-based evaluation options available and is paid at a daily rate.

2.4 Assessment: Community Based Work Evaluation (CBWE)

This evaluative service is used to assess vocational aptitudes, work behaviors, work tolerance, level of support necessary to be successful with work, or any other factor to determine if a customer is likely to be successful performing in a competitive integrated job environment. These services may be used to determine eligibility or to determine the nature and scope of VR services to be included in the IPE. Federal regulations require evaluations to be conducted in the community to the greatest extent possible, and thus most work evaluations will fall under CBWE instead of 'In House' assessment. See CBWE w/ Pay contract for terms and conditions.

2.5 Assessment: Community-Based Work Evaluation Site Development (CBWE-SD)

The purpose of this service is for the CRP to secure the community-based worksite where a CBWE is to be conducted. See CBWE w/ Pay contract for terms and conditions.

3 General VR Job-Related Supports (Adult cases)

3.1 Job Search Assistance (JSA)

Job Search Assistance (JSA) activities that support and assist an individual in searching for an appropriate job. JSA may include help with resume preparation, identifying appropriate job opportunities, and developing interviewing skills and must align with the specific referral and documentation in the signed Job Placement/Support Services Agreement.

Other job search activities include making meaningful contacts with companies with the customer (job site development). Job site development is utilized when a customer requires additional assistance beyond an independent job search. A CRP job developer will utilize their contacts and expertise to locate appropriate job matches that are aligned with the individual's vocational goal, employment preferences, and considerations as specified by the Job Placement/Support Services Agreement.

3.2 Job Supports – Short-Term (JSST)

Job Supports - Short-term (JSST) are support services provided after job placement to help stabilize the placement and promote job retention. These services may also include resolving employer concerns such as time management, transportation, hygiene, attitudes, work site accommodations, etc.

3.3   Training: Job Readiness

Job readiness activities prepare an individual for competitive integrated employment and are authorized and initiated prior to JSA. These activities may include: appropriate work behaviors, getting to work on time, discussing appropriate dress and grooming, transportation training, and other activities that would assist in preparing the customer for a job, such as soft skills training. IDVR will not authorize this service when natural supports or comparable alternate support services exist.

4   Supported Employment (SE) Services

Supported Employment (SE) services are ongoing and needed to support and maintain an individual with a most significant disability in employment. The need for extended support is a defining characteristic of a Supported Employment strategy. SE refers to competitive integrated employment (CIE).

SE is employment in an integrated work setting, where individuals are working on a short-term basis toward CIE. SE is individualized and consistent with the strengths, abilities, interests, and informed choice of the individuals involved. SE services may not be provided prior to an individual being placed into an employment position which requires supported employment services. **Job Search Assistance (JSA) activities for all SE employment sites shall be billed under Job Search Assistance, not Supported Employment, as federal regulations do not recognize these activities as SE.**

4.1   Supported Employment: Job Coaching

SE job coaching is an intensive process. Job coaching services are provided to an individual who has been placed in employment to stabilize the placement and enhance job retention. SE job coaching services may include up to 24-months, as allowable under WIOA, of job coaching for persons who have a supported employment goal and are making documented progress toward employment stability. Documented progress can refer to the fading of support intensity or duration, or an increase in work responsibilities for the customer.

As an ongoing support service, the job coach or another qualified CRP staff member must engage in an assessment of employment stability or service provision no less than twice monthly per 34 CFR §361.5(c)(37). This requires at a minimum twice-monthly monitoring at the worksite for all VR customers, unless other options are explicitly requested by the individual and noted by the VRC, which could allow for twice-monthly off-site monitoring (a very rare exception).

4.2　Documentation of Progress or Alternate Strategy Required for Continuation of SE Job Coaching Authorizations

To justify the authorization of additional SE Job Coaching hours, IDVR requires CRPs to provide documentation of this progress meeting ADRAN standards. If no progress is being made with the current strategy, the CRP shall document how they will try a different strategy/approach to promote progress/fading. Progress can be documented in multiple ways:

- The customer continues to learn the functions of the job (skill acquisition);
- Expansion of duties/responsibilities by the employer;
- Increased wages or hours for the customer;
- Evidence of greater independence as measured through less direct supervision, greater time on task/greater productivity, or fewer ongoing job coaching hours (fading).

4.3　Documentation of Progress in CRP Services: Learning Essential Job Functions / Expansion of Job Duties

The following are examples of ways progress can be documented:

1. The documentation of skills acquired by the customer on the jobsite during the onboarding process.
   Example: "Jim continues to learn the essential functions of the position (4 of 7), and as of this week is now working on learning how to keep the department stocked to employer standards."

2. The documentation of expansion of customer job duties or an increase in hours or wage by the employer.
   Example: "Tracy's employer has added front desk coverage to her duties when other employees need to take a break, this represents an expansion of duties from the last authorization request."

3. The documentation of increased productivity.
   Example: "Julie has increased her progress toward meeting the employer standard of 100 units in an hour, completing 85 in that timeframe (up from 60 last month)."

4.4   Documentation of Fading in Supported Employment Job Coaching

It is the expectation that CRPs attempt to fade employment supports as opportunities arise once a customer has been placed in employment. Globally, fading represents the incremental reduction of support to the minimum level required for continued employer satisfaction and determines the ongoing hours to recommend for long-term support. Progress in fading can also refer to the fading of direct job coach supervision on tasks, illustrating increased independence on the part of the customer. Once an individual reaches this level of stability, IDVR will initiate a transition meeting to long-term support funding.

After the customer maintains stability for 90 days, the VR case can be closed successfully with the understanding that necessary long-term supports and/or natural supports are in place.

The documentation of increased independence through a reduction of job coaching supports (fading).
   Example: "Ray has increased his ability to work without prompts to 30 minutes on average this month (up from the last month)."

2. The documentation of decreased support hours required over time.
   Example: "Jim requires fewer ongoing job coaching support hours since the last authorization. He is down from 10 hours SE: Job Coaching to 8 hours of SE: Job Coaching per month.

3. Movement from direct to indirect support strategies.
   Example: "Sally has progressed from hand-over-hand instruction to verbal cues/prompts."

4.5 Documentation of Alternate Strategy to Promote Progress in the Absence of Skill Acquisition / Fading

If fading is not occurring following the customer learning all the essential functions of the position, the CRP is required to submit a fading plan prior to another SE Job Coaching authorization. The CRP is responsible for providing information about fading attempts and how they will try another approach to promote greater independence on the job. The fading plan should incorporate timeline, goal, and method as seen in the examples below, and should include the alternate strategy that will be attempted to promote progress:

1. The documentation of time-based fading using Timeline-Goal-Method (Mills, 2012).
   Example: Within 4 weeks, the job coach will support the customer 45 minutes less per shift by using [strategy] (e.g., systematic instruction and prompts delivered through a digital device) to enable the customer to do 3.75 more hours of work without the job coach.
   Example: Within 2 weeks, the job coach will leave the job site 30 minutes earlier on Monday, Tuesday, and Thursday by introducing [strategy] (e.g. a picture instruction sheet and engaging a co-worker to provide needed prompts).

2. The documentation of product-based fading using Timeline-Goal-Method.
   Example: Within 3 weeks, Brian will increase his output from 4 units per hour to 6 units per hour utilizing [strategy] (e.g., a procedural job aid customized to his needs).
   Example: Within 2 weeks, Seth will increase his number of social interactions on the job by [strategy] (e.g., greeting the assistant manager upon arrival and asking for his priorities for the day. This task will be included in his scheduling app on his phone).

4.6 Extended Services

1. Extended services are ongoing support services and other appropriate services that are -
2. Needed to support and maintain an individual with a most significant disability including a youth with a most significant disability, in supported employment;

3. Organized or made available, singly or in combination, in such a way as to assist an eligible individual in maintaining supported employment;
4. Based on the needs of an eligible individual, as specified in an individualized plan for employment;
5. Provided by a State agency, a private nonprofit organization, employer, or any other appropriate resource, after an individual has made the transition from support from the designated State unit.

4.7   Documentation of Stability and Transition to Long Term Support or Natural Support

If no further fading is indicated for the customer (e.g., further reduction of supports creates problems that are unsatisfactory for the employer) and the employer is satisfied with this level of performance, the CRP shall notify the VRC and submit final documentation demonstrating fading efforts. This documentation is a required part of the service provision and is inclusive in the cost of the service and within authorized hours. The VRC will determine if the customer has reached initial stability and, if appropriate, schedule a transition to long-term supports and/or a natural support strategy.

5 Pre-Employment Transition Services (student cases)

§361.48(a) defines the scope of vocational rehabilitation services which can be provided under pre-employment transition services (Pre-ETS).
These services are provided to students with a disability ages 14-21 (or up to the individual's 22nd birthday). Pre-ETS may be provided in a group or individualized setting. The following definitions do not imply nor guarantee that these services required under WIOA will be a CRP service option. The definitions are provided to describe the Pre-ETS services.

CRPs should refer students, family members, and other partners to VR to allow VR staff to communicate on Pre-ETS specifics. This will best assist the VR Program to deliver these specific services.

5.1   Job Exploration Counseling

Job exploration counseling includes but is not limited to student vocational interest inventories, exploration of local labor market information (including in-demand occupations and student career interests) and an exploration of career pathways.

5.2   Work-Based Learning Experiences

Work-based learning experiences include but are not limited to paid or unpaid work experiences, internships, apprenticeships, and on-the-job trainings located in the community (outside of the school setting). Examples of work-based learning experiences include, summer work experience, informational interviews, job shadowing, and short-term employment. Work- based Learning Experiences can be a contracted service through an RFP or when RFP openings are filled or are unavailable in an IDVR area. Work-based Learning Experiences may be procured by an authorization from IDVR; this is called a CRP Individual Work Experience.

To provide this service, the CRP must be trained by the Transition Manager and sign the service agreement agreeing to the terms regarding how the service must be provided.

5.3   Counseling on Enrollment Opportunities

Enrollment counseling can include information on academic curricula, navigating the college application and admissions process, Free Application for Federal Student Aid (FAFSA) assistance, and assistance connecting to various support systems such as disability support services. Other examples include but are not limited to: counseling on course offerings and career options, types of academic/occupational training needed to succeed in the workplace, and postsecondary education associated with career fields or pathways, academic curricula advisement, college admittance process assistance, help with financial aid forms, or information on scholarship opportunities.

5.4   Workplace Readiness Training

Workplace readiness training includes services designed to help students with disabilities develop social and independent living skills needed to prepare for employment. These can include communication and interpersonal skills (including soft-skills training), financial literacy, job- seeking skills, and training on understanding employer expectations.

Workplace Readiness Training must be based on an IDVR approved curriculum. Workplace Readiness Training can occur in a classroom setting or in an authentic work environment.

5.5 Instruction in Self-advocacy

Instruction in self-advocacy can include training on employee rights and responsibilities; requesting workplace accommodations, services and supports; and learning to effectively communicate, convey, negotiate or assert his/her own interests and/or desires.

5.6 Youth Extended Services (YES)

WIOA enables VR to offer Youth Extended Services (YES) when comparable external services are unavailable. YES, provided by IDVR, follows initial job stabilization and is reimbursed at the Extended Employment Services (EES) rate. Before VR-funded YES, verification of unavailable external funds is required. YES can continue until external funding is secured, for up to four years, or until the individual turns 25. YES cannot be offered simultaneously with other VR services, except Post-Employment Services (PES).

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Section 3: On-Site CRP Monitoring Process - Overview

Every two years, IDVR will conduct an off-site review using a sample of AWARE files for customers served by a CRP.

IDVR is required to monitor all CRPs authorized to provide services to IDVR customers to:

(1) promote quality improvement and
(2) ensure compliance with applicable federal requirements in accordance with 34 CFR §80.40(a).

3.1 Process

IDVR will conduct an off-site review of IDVR-maintained customer files that received CRP services. After the off-site review, the CRP Manager will schedule an on-site meeting with the CRP to review findings, recommendations, and observations from the IDVR off-site review. The monitoring review may cover individual cases and/or general issues discovered during the monitoring period.

The meeting shall be attended by the CRP representative(s), IDVR CRP Manager, and CM(s).

3.2 On-Site Meeting

The IDVR CRP Manager will provide the CRP representative(s) with an overview of the monitoring process. During the on-site meeting, the CRP will present its fiscal policy and/or guidelines that ensure accurate billing for VR services (e.g., duplicate billing, allowable services, error corrections). In addition, the meeting will cover:

- The off-site monitoring report.
- CRP specific and statewide CRP outcome performance data.
- Customer satisfaction data.
- Service access and availability.
- Communication and relationships.
- Any other current issues relating to CRP business with IDVR.

3.3 Monitoring Presentation

The IDVR CRP Manager will present the monitoring findings, recommendations, and observations as well as an IDVR-generated monitoring report. During the meeting, there will be an opportunity to have a collaborative discussion about areas of improvement for both parties.

This monitoring report will include quantitative data by Center for the CRP and detail the findings, recommendations, and observations of the monitoring team which are defined as:

Finding: A finding is issued when a CRP is out-of-compliance with Federal/State regulations or CRP billing requirements/other business rules expressly stated by IDVR. Each finding coming from a formal CRP monitoring process requires a Corrective Action Plan (CAP) to be developed and submitted by the CRP to IDVR CRP Manager within 90-days of receiving the completed monitoring report. Any finding must be directly related to CRP/IDVR business.

Recommendation: A recommendation is given when an opportunity for quality improvement is identified. Recommendations require no action but indicate suggested areas to strengthen business processes and working relationships. IDVR strongly encourages CRPs to give serious consideration to recommendations included in the monitoring report.

Observation: Observations are notes of interest and require CRP interpretation to determine whether or not they are meaningful or actionable depending on the circumstances of that CRP. Observations do not require a corrective action plan.

3.4 Corrective Action Plan (CAP)

The CRP shall respond to all findings with its proposed corrective action within 90 days of the receipt of the monitoring report and CAP template. Each finding will include the following: A narrative about the CRP's understanding of the finding, issue(s) to be corrected, name of the CRP representative responsible for implementation of the CAP, and timeline for completion of the CAP.

If it is determined that a second CRP Monitoring review is warranted prior to the two-year cycle, the CRP Manager will include this requirement in the CAP

response summary and include a follow-up review timeline.

3.5   CAP - Second Review Follow Up

Following a CAP second on-site review, a summary narrative will be provided to the CRP regarding progress in correcting noted findings or will state if insufficient progress has been made.

If IDVR determines that the CRP has made no significant progress on the CAP, the CRP will be notified that IDVR may cease to issue future authorizations for the services impacted by the CAP until the CAP is resolved.

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Appendix A - Example/Sample Documents (Future Use)

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Appendix B: Underserved Areas

Travel to Underserved Areas

Underserved Areas are identified by USPS Zip Codes for each Customer Support Center.

Customer Support Center South West

Meridian & Nampa Hubs support travel to the following underserved areas:

83610 Cambridge	83631 Idaho City	83660 Parma
83611 Cascade	83638 McCall	83670 Sweet
83612 Council	83639 Marsing	83672 Weiser
83615 Donnelly	83642 Melba	
83617 Emmett/Montour	83645 Midvale	
83622 Garden Valley	83645 New Meadows	
83628 Homedale	83650 Murphy	
83629 Horseshoe Bend	83656 Notus	

Customer Support Center North

Coeur d'Alene & Lewiston Hubs support travel to the following underserved areas:

83522 Cottonwood	83802 Avery	83847 Naples
83523 Craigmont	83803 Bayview	83848 Nordman
83525 Elk City	83805 Bonners Ferry	83849 Osburn
83526 Ferdinand	83808 Calder	83850 Pinehurst
83530 Grangeville	83809 Careywood	83851 Plummer
83533 Greencreek	83810 Cataldo	83853 Porthill
83535 Juliaetta	83811 Clark Fork	83854 Hauser
83536 Kamiah	83812 Clarkia	83856 Priest River
83537 Kendrick	83821 Coolin	83858 Rathdrum
83539 Kooskia	83822 Oldtown	83861 St. Maries
83541 Lenore	83824 Desmet	83866 Santa
83542 Lucile	83826 Eastport	83867 Silverton
83543 Nez Perce	83830 Fernwood	83868 Smelterville
83546 Pierce	83833 Harrison	83869 Spirit Lake
83548 Culdesac	83836 Hope	83870 Tensed
83548 Reubens	83837 Kellogg	83873 Prichard

83549 Riggins	83838 Kingston	83874 Murray
83552 Stites	83840 Blanchard	83876 Worley
83553 Weippe	83842 Medimont	
83555 Winchester	83845 Moyie Springs	
83801 Athol	83846 Mullan	

Customer Support Center South Central

Boise & Twin Falls Hubs support travel to the following underserved areas:

83302 Rogerson	83337 Hill City	83604 Bruneau
83311 Albion	83340 Ketchum	83623 Glenns Ferry
83312 Almo	83342 Malta	83627 Hammett
83313 Bellevue	83344 Murtaugh	83633 King Hill
83314 Bliss	83346 Oakley	83624 Grand View
83320 Carey	83348 Picabo	83647 Mountain Home
83322 Corral	83349 Richfield	83648 Mountain Home AFB
83324 Deitrich	83350 Rupert	83716 Atlanta
83327 Fairfield	83352 Shoshone	89832 Duck Valley
83330 Gooding	83353 Sun Valley	
83332 Hagerman	83354 Elk Horn	
83333 Hailey	83355 Wendell	

Customer Support Center South East

Idaho Falls & Pocatello Hubs support travel to the following underserved areas:

83210 Aberdeen	83263 Preston	83462 Carmen
83213 Arco	83276 Soda Springs	83463 Gibbonsville
83226 Challis	83277 Springfield	83464 Leadore
83227 Clayton	83420 Ashton	83465 Lemhi
83229 Cobalt	83421 Chester	83466 North Fork
83234 Downey	83425 Hamer	83467 Salmon
83235 Ellis	83428 Irwin	83468 Tendoy
83245 Inkom	83429 Island Park	83469 Shoup
83246 Lava Hot Spring	83435 Monteview	
83250 McCammon	83436 Newdale	
83251 Mackay	83449 Swan Valley	
83252 Malad City	83450 Terreton	
83253 Patterson	83452 Tetonia	
83254 Montpelier	83455 Victor	
83255 Moore		

Appendix C: Luma Supplier Portal

IPRO–Powered by LUMA

IPRO – POWERED BY LUMA is the State's updated Supplier Portal and is a part of Luma. IPRO – POWERED BY LUMA replaces IPRO (Jaggaer) and the SCO Vendor Remittance Application The look and feel will be different, but just as easy to navigate and use.

IPRO – POWERED BY LUMA will allow for the seamless integration of procurement and payment activities. Here are just a few exciting benefits to be aware of:
- Viewing bidding opportunities.
- Viewing purchase orders, contracts, invoices, and payments processed in the system for your company.

What Do the State of Idaho Suppliers Need to Do?

We encourage Suppliers to register as soon as possible as your account will need to be validated before you can use some of the functionality that is available.

There is a quick reference guide that outlines the registration process under the **Links and Attachments section** on the Supplier Portal Homepage. If you are doing business with the State at this time you may already have an account.

To Access IPRO:

1. Visit the State of Idaho's Controller's Office website at www.sco.idaho.gov
2. Under **Online Applications** click **Sign In**

3. Click Sign In To **IPRO – Powered By Luma**

IPRO Home Page Navigation
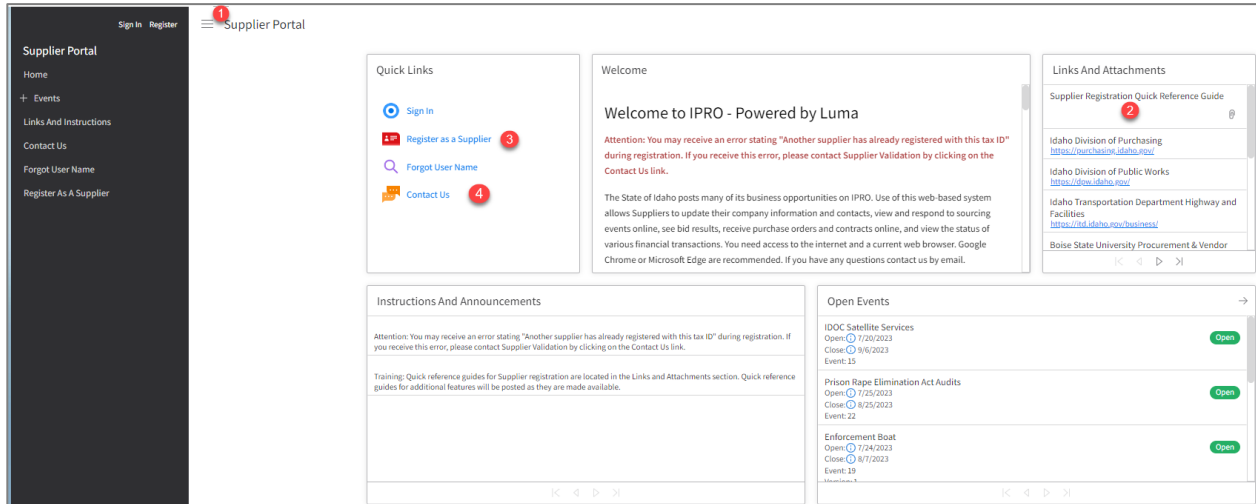
1. Toggle Menu (to view alternate quick menu on left).
2. Supplier Registration Quick Reference Guide.
3. Register as a Supplier – Refer to the Quick Reference guide for all the steps.

   a. During registration, please attach a W9 signed and dated within the last 90 days in the Attach Tax Certification field.
   b. Under Commodity Codes, select from the list of commodity codes and find one or more that describes the goods or services your business provides.
   c. Once you are registered, an email will automatically notify the SCO Supplier Portal Administration team who will validate your registration in the Luma application.

 For the resolution of common issues during registration, see **TROUBLESHOOTING REGISTRATION ERROR MESSAGES** section below.

NOTE: We are processing requests in the order they are received and validation may be delayed.

4. CONTACT US – For any assistance you need.
   a) SupplierPortal@sco.idaho.gov
   b) State Controller's Office – 208.334.3100, Menu Option 5.

# Forgot your Username or Password

To retrieve your Username

1. Click Forgot User Name.
   a. Enter the email address you used to register and confirm the email address.
   b. Click Submit.
   c. An email will be sent to you with your username.

To reset your Password

1. Click Sign In.
2. Click Forgot Password.
3. Enter your User Name.
4. Click Reset.
   a. An email will be sent to you with a temporary password.
5. Click Go Back.
6. Enter your Username and Temporary Password.
7. Click Sign In.
   a. You will need to create a new password, refer to the password requirements, see **TROUBLESHOOTING REGISTRATION ERROR MESSAGES** section below.

Checking for Payments

1. Login into Supplier Portal.
2. From the left menu panel, select 'Order Management.'
3. Select 'Invoices' to view the invoice information Select 'Payments' to view payments.
4. For detailed information, please contact the agency that issued the payment.
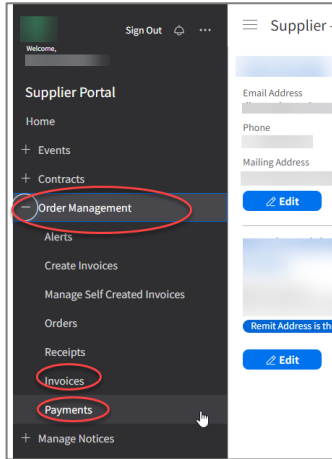
Troubleshooting Registration Error Messages

Invalid character in Actor – The username has an invalid character. This is usually a space or a symbol. To avoid this error, we recommend using your email address as your username.

Password Does Not Meet Minimum Requirements - Minimum password length is fourteen (14) characters and must include at least one (1) UPPERCASE character and one (1) base 10 number (0-9). Passwords cannot contain four (4) consecutive characters, five (5) consecutive characters from the username, or be the same as the previous 24 passwords.

Another supplier has already registered with this tax id – Refer to the Q&A below and contact the Supplier Management team at supplierportal@sco.idaho.gov for assistance.

Frequently Asked Questions and Answers

Q: **Do I need an account to view bidding opportunities?**
A: No, when you access IPRO all of the bidding opportunities are available to view under the Open Events tile. You do need to register and have a validated account in order to submit responses to bidding opportunities.

Q: **I registered but I do not see any invoices or payments, where are they?**
A: Your supplier account may still need to be linked to your payments. Please contact supplierportal@sco.idah.gov for assistance.

Q: **Where can I update my banking information for ACH/EFT payments?**

A: For your protection, banking information cannot be updated in the supplier portal. Banking information is updated by our Vendor Management team and the process for updating it can be found on the SCO website https://www.sco.idaho.gov/LivePages/vendors-landing.aspx

Q: **IPRO says there is already a user registered with our Tax ID, how do I create my account?**

A: There may already be an account setup by someone at your entity or it may be an account that was migrated from our legacy system. Contact supplierportal@sco.idaho.gov and they will research and contact you with the next steps.

Q: **I am working with an agency on a new contract, do I have to create an account?**

A: Yes, a supplier account and associated vendor record are required to be able to create a contract.

Q: **I have emailed supplierportal@sco.idaho.gov and have not received a response, what should I do?**

A: The Supplier Management team is responding to emails in the order they are received and with a new system is experiencing a high volume of requests for assistance. A response can be expected within 2 -3 business days.

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Appendix D: Version History

Version	Date	Action	Area Impacted
1.0	September, 2018	Effective Date	New
1.01	January 2019	Removed payment provision for "no-shows" as not allowable federal Expenditure.	Element 1.8
		Removed 'and communication' from limits to report writing. Limits apply to monthly report writing, not Communication.	Element 1.4
2.0	October 2023	IDVR organizational re-structure, numerous changes.	All
2.1	May 2024	Changed Late Invoice process. Added Youth Extended Services (YES) definition.	Element 1.0 Element 5.6
2.2	September 2024	Changed invoice submission process from Central Fax to Kiteworks form	Element 1.0, 1.1
2.3	November 2024	Billing attestation requirement. Changed Initial Staffing to clarify 1 hour billing.	Element 1.1, 1.2

Appendix D: Version History (cont.)

Version	Date	Action	Area Impacted
2.4	February 2025	ADRAN standards alignment	All