



CRP Meeting Notes

March 19, 2025, 2:00 pm – 4:00 pm (MST)

MiKayla Monaghan - Stakeholder Relations Manager Position

MiKayla has been the Business Relations Manager and retains those responsibilities but is also Ryan Waddell's direct supervisor. Any communications for additional consideration should be directed to MiKayla.

MiKayla also oversees the content for publications, the IDVR website, VR Success Stories, media requests, public records requests. MiKayla also serves as the ADA/EO officer for IDVR. Workforce Development council representative and Council for the Deaf and Hard of Hearing. Benefits planning and Social Security reimbursement services is now under the Stakeholder Relations team.

VR Customers will be referred to participants or applicants to align with workforce partner agencies.

CRP Service Documentation – Invoices

Invoices issues that have been identified is a missing EIN or Vendor ID number. Social Security numbers should not be used as this is public information.

Invoices must include:

IRS-issued E.I.N. or Idaho Vendor ID # (no Social Security number)

Full Vendor Remittance Address

“Bill to:” address - use IDVR Administration office address:

Attn: VRC John Jones (*Counselor's name is optional*)

650 W. State Street, Rm 150

Boise, Idaho 83720

Authorization number

- Invoices for staffings must be identify the type of staffing, for example, JSA Staffing, CBWE Staffing, etc.
- Corrections: Draw single line through error and initial the correction.
- Do not change invoice numbers for corrected invoices.

On the invoice sample, the vendor ID was not included in that instruction previously provided and will need to be added.

Rate Implementation Stakeholder Workgroup

The workgroup has taken a shift to rework definitions in the CRP Manual for common

language, which will help build the foundation for the rate structure.

Authorization Timeframes

IDVR is gathering information and getting Authorizations drafted and approved in advance. Authorizations for the month of May will be delivered by mid-April. The last week of March, counselors will start sending out emails requesting updates and justification for the upcoming services. Counselors need documentation about 1 month early to get auth issued.

Question: How long will it take to get an Authorization if hours are used prior to the end of the month?

Answer: There is an expedited process if Authorizations are needed for additional hours in a short period of time.

If additional hours are needed to get through the month, CRPs should notify IDVR team members prior to using all of the hours with a 10-day lead time.

Question: If someone is placed and their job starts in 48 hours, will the Authorization be provided with that short of notice?

Answer: Best practice is to provide as much notice as possible to the counselor with the pertinent information needed including the employment start date, name and location of employer. When the detailed information (who, what, when, where) is not provided, it slows the process down.

Question: If the participant wants us to attend the interview and the orientation with them, can that be billed under Job Search Assistance (JSA)?

Answer: An interview falls under JSA, however the orientation with the employer falls under job coaching because the individual has been hired and is being paid.

Question: Do we need to be reaching out if we're getting close to that time just so the counselors get into a good routine?

Answer: Something that CRPs can do that will help with the process is ensuring that a monthly update is being provided on every participant that you are working with. If monthly updates are received, that is going to help with being able to authorize for those additional hours. Without an update on the progress and plans moving forward, the counselor will have to ask for that information, which slows the process down.

Question: What is the difference between the monthly update and the report that is included with the invoice?

Answer: Monthly reports are not required. CRPs must provide supporting documentation (e.g., daily activity log, progress notes) that is the justification for the invoice for processing the payment through the fiscal team and are not sent directly to the counselors. When providing the counselor with an update and requesting additional hours, CRPs must articulate what has been going on and what is the plan to continue providing services with the additional hours, which is the justification for the issuance of the Authorization.

Question: Can CRPs bill for the time spent providing the monthly documentation?

Answer: No, that would be considered report writing, which is not an allowable expense by RSA and is not included in the guidance within the CRP Manual. 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). Additionally, communication and providing updates to the counselor is not separately billable, it is inclusive as part of the service.

Each day of service that you are supporting a participant; you should be documenting what services you provided and indicate the outcomes from the services provided. Any interventions should be noted, as it provides the justification for the services to be continued. **Updates and requests for additional hours should be sent to counselors via email.** There are times when a phone call may be necessary to effectively communicate what is happening with the participant.

Invoices with reports or any communication containing PII should be sent via email through Kiteworks.

CRP-Provided Pre-ETS Update

PreETS continues to be on hold for now. Ryan will communicate when CRP contracted services for students will be available again. There will be changes to how those services will be provided so anyone who was previously approved to deliver the services, would have to complete a new training and approval process.

Submitted CRP Questions

Question: How many CRPs have discontinued services?

Answer: There are 3 CRPs who have discontinued providing services. No new CRPs have not been onboarded since September 2024.

Question: Where is VR at with the expenditures for the year?

Current open Authorizations total approximately \$1.5 million. With the holistic budget, it is broken up into various into different budgets, therefore, the spend rate on those

appropriations varies. The biggest impact where there is curiosity from this group likely is, is within the federal appropriations. Based on IDVR's most current reporting available, about 48% of the total FY 24 funds have been spent, which includes the \$10 million non-cognizable. The agency is currently spending from the FY 24 Appropriation Carry Over Funds.

It was clarified that the supplemental request of \$2.7 million the legislature is for FY25, as IDVR does not have the state match required currently to start spending on the FFY25 award.

Question: How many people are on the waiting list?

Answer: As of current date there are 2100 individuals on the waiting list.

Question: How many counselors are doing direct services?

Answer: All counselors are providing direct services to participants.

Question: How many cases are post-secondary vs. general caseload.

Answer: This statistic is not tracked. There are no IPEs for the sole purpose of secondary education.

Question: What is the plan for post-secondary education? Will that service continue?

Answer: It is not federally allowable to disallow core VR services.

Question: Has a date been established of when people will come off the waitlist?

Answer: A date will not be sent until the legislature completes their process.

The agency has received the approved Corrective Action Plan from RSA.

Next CRP Meeting

- Every odd number month – 3rd Wednesday
- **May 21, 2025, 2025, 2:00pm to 4:00pm (MST)**
- Please submit meeting topics and questions 2 weeks prior – May 7, 2025