



CRP Meeting

Meeting Notes

November 19th, 2025, 2:00pm-4:00pm

VR Topics

Waitlist Management/ OOS Update

190 Individuals from the Most Significant Disabilities (MSD) disability priority category were released from the waiting list during the past 4 weeks. CRPs should start seeing some referrals. The cases are assigned by Center Managers based on where there is staff capacity. Counselors may be assigned to the Participant outside of their area. Disability Priority category and application date are the only factors that can be used to determine order for removal from the waitlist. Geographic area, service need, or other factors are not permitted to be evaluated to determine order released from the waitlist.

Authorizations and Hours

Historically, there were financial obligations where invoices were received after the Authorization was closed or hours were reduced within the Authorization. The result of that was that there were more hours billed and paid than what approved and allowable on the Plan for Employment and therefore disallowed for reimbursement from the federal grant. This practice had to be discontinued to ensure federal grant compliance.

If hours are issued for a specific month, the objective is to provide enough hours for the month, however, additional hours can be added to the Plan by meeting with the customer. It is important that there are not lapses in services, however we can't issue for hours that have already been issued and have not been paid as final. The agency looks at how many hours are on the Plan in comparison to what was issued on the Authorization.

Pre-ETS Program Update

Lauren Noble provided an update explaining that staff provided services continue to be provided to students with disabilities. In the latest submission to RSA, part of what was included was draft contracts for Work-Based Work Experiences with CRP's as well as the draft Pre-ETS CRP Manual. Once those are approved, training will be offered for those CRPs that would like to provide those services.

RSA Corrective Action Plan Update- MiKayla Monaghan

A CAP submission was due at the end of October. A rather sizable number of updates were submitted early at the end of September, which included the Pre-ETS Manual for CRPs and Contract draft. A general program Manual and contract draft has been resubmitted as well. There has been a delay due to the lapse in federal appropriations as these were unable to be reviewed during the lapse.

Once the contracts and Manual are approved, a timeline for establishing services under the new model will be implemented to support the transition for CRPs, IDVR, and participants as it will require updated plans for those with CRP services.

A grants management manual has been developed and most of the manual has been submitted to RSA.

The Field Services Policy Manual will have more submitted for RSA review by the end of January.

Contracts Update

There was a question submitted related to the rate structure. We are required to have a policy in place regarding how rates are established and identified. One of the items identified was the rate study as being an acceptable model. RSA does not have any concerns and has provided approval for the proposed rate structure outlined within the rate study completed.

Adjustments to the rate structure can be assessed based on the current market but will not be able to be assessed prior to initial implementation due to RSA approval of the rates outlined in the rate study.

Outcomes related to certain thresholds have been analyzed by the sub-work group to begin to identify allowable outcome incentive payments. Incentive payments must be tied back to how it benefits the VR Customer and the VR Program to be approved by RSA and determined allowable. This work will resume after the CRP manual and rate structure are able to be implemented.

SFY25 Participant Satisfaction Survey Results- MiKayla Monaghan

MiKayla shared the State Rehabilitation Council's (SRC) Participant Satisfaction Survey data and stated that the summary data will be published within the Combined Annual Report. This will be shared with the CRPs on an annual basis.

CRPs asked about the ability to evaluate the questions for updates. It was recommended that they work with their SRC CRP representative to submit suggested edits to the surveys for the SRC to review.

Danielle Larsen, the CRP Representative on the SRC reported interest in working with the CRPs and bring their suggestions forward to the SRC.

Overview of CIT-VR: PATH Grant Opportunity

This is a new grant that would require CRP participation from a minimum of 3 CRPs. CRP representatives were encouraged to submit their interest and letter of commitment directly to [MiKayla Monaghan](#). **The letters must be submitted by December 8th, 2025.** There is a template for the letter of commitment that will be provided in the follow-up email.

Ten VR Programs will be considered nationwide. As part of the Cohort, during the first year, each state would receive landscape analysis of the state VR agency and CRP capacity to identify training and professional development needs.

Provider 101 Pathway includes a series of learning pathways:

1. Foundations of Disability
2. Communication and Interpersonal Effectiveness
3. Advanced Practices in Disability Services
4. Operational Foundations for Sustainable CRP Services
5. Leadership Development

Community practices will also be coordinated within the group of agencies participating. There is no cost to participate. The decision will be made by the end of January 2026 for what States will be selected from those that apply.

University of Wisconsin (STOUT) has a grant that provides training for vendors and CRPs, and schools. They are developing a pilot to develop training materials at the end of 2026/2027. Once more information is known on this additional training opportunity, it will be shared with the CRPs as well.

Competitive Integrated Employment (CIE) Training

Shannon Wilcox, IDVR Training and Development Manager provided a brief training related to competitive integrated employment (CIE).

Submitted CRP Questions

Question: In the last fiscal year, what were the funds used for within the service categories?

Answer: Training on multiple levels, job coaching, JSA, staffing and associated supports, short-term supports, CBWEs up until the time that they were identified as unallowable, hearing aids, rehabilitation technology, transportation, assessments to determine eligibility and support plan development, benefits planning, tools and equipment, interpreter services, licenses and certifications, medical treatment, vision aids, psychotherapy and counseling, child care, remedial basic or literacy training, dental work, drug testing for occupational needs, cell phone services, copier/printer most likely bought for self-employment, language interpreting, background checks.

Question: What type of training was provided in the previous fiscal year?

Answer: Four-year college programs, junior/community, graduate, truck driving, vocational training, on the job training, apprenticeship programs, basic or literacy training.

Question: Were benefits planning services provided and if so, how much?

Answer: Yes, Approximately \$70,000

Question: Is benefits planning a continuing service?

Answer: IDVR is unsure whether the intent of the question is for an individual or the agency, however for the individual, it is a one-time service with occasional follow-up services to support individuals to make an informed decision about level of employment they wish to obtain.

This is an important service for the current customer base being served from the waiting list due to the fact that most of them would be receiving social security benefits.

Question: How much did IDVR receive from the Social Security Administration?

Answer: \$747,990 in the last program year, which is a slight decrease from the prior program year. SSA has changed their processes for the claim submissions, which only allows an agency to submit twice rather than many submissions for the same individual. Once for the initial request, and one for appeal the decision if the claim is denied.

Question: How was IDVR impacted by the federal shutdown?

Answer: RSA personnel were furloughed, and it affected the response to IDVR's Corrective Action Plan responses. We anticipate hearing about the Notice of Award soon, which will be backdated to the start of the Federal Fiscal Year.

Question: Are they still hiring employment specialists throughout the state?

Answer: IDVR does not have employment specialist positions.

There are four FTPs designated for business services specialists which are necessary to meet the requirements under the Workforce Innovation and Opportunity Act (WIOA). There is language within the Rehabilitation Act as amended under WIOA that requires VR agencies to provide services to employers. Required services that the VR program must provide to employers and report data as part of the required WIOA reporting for the State of Idaho includes: Information and support services, access to untapped labor pools, workforce recruitment assistance, and training services.

Training includes work-based learning opportunities as defined by RSA and technical training related to ADA laws and disability.

The data is submitted to the Department of Labor for the Idaho agencies that are under the requirements of WIOA.

Question: How is IDVR addressing the 3% holdback?

Answer: For SFY26 the austerity measures were met within the salary savings. Moving forward there is a split between multiple buckets where the cutbacks will be applied, which was shared with the State Rehabilitation Council and will be reflected in the minutes.

Question: IDVR provides services for hearing aids and clothing, etc. What is the turnaround time to obtain items for the individual?

Answer: The CRP would not be able to assist with obtaining those services. The Authorization is sent to the vendor or purchased with a State Purchasing Card. If a participant needs these types of services, they should be referred to discuss needs with their VR Counselor.

Sometimes, multiple bids have to be obtained or state purchasing contracts need to be reviewed. Something like eyeglasses would require a new eye exam in many cases. If CRPs feel like VR team members are dragging their feet and not moving through the process, contact the supervisor. IDVR wants participants to be able to engage in the job search as soon as they can.

Question: How did IDVR go from implementing Order of Selection to a situation that is creating a capacity issue for pulling individuals off the waitlist?

Answer: As part of austerity measures, positions that vacated over the past year and a half were not filled. More recently, as people are coming off the waitlist, counselor positions will be filled. Each counselor position has included an assessment estimating that each counselor could serve about 110 individuals from the waitlist per year.

It is essential that team members now have to pay attention to details and provide documentation that was not previously required. Caseloads will not be as large as they were previously due to the additional documentation that is required. The estimated caseload sizes will be approximately 75 to 85 cases to ensure compliance with federal documentation requirements and timeframes.

Question: Will IDVR counselors be providing job search assistance to customers and only referring long-term supports to CRPs?

Answer: No, CRP services are needed for job search assistance, especially for individuals with the most significant disabilities.

Question: Have you seen any impact of the 4% cuts to Medicaid? Are you gearing up for that impact?

Answer: Keeping our eye on the capacity of CRPs as individuals are being served from the waitlist. CRPs were encouraged to communicate the capacity of doing the job search in addition to the long-term supports so that all of the necessary services can be provided and IDVR is able to assess capacity of CRPs across the state to accept referrals.

It was stated that IDVR needs to be transparent and share data and information that will allow CRPs to have the ability to talk with legislators in support of the work that IDVR is doing. It would be helpful in the future to separate training sessions from the quarterly CRP meetings to allow enough time to collaborate.

The next meeting is scheduled for January 21, 2026, 2:00 p.m. to 4:00 p.m. Mountain Standard Time.