



CRP Quarterly Meeting Notes

May 20, 2026

Internal Operations and VR Grant Updates-MiKayla Monaghan

The administrator position has been re-posted by the State Board of Education. The previous search was not successful. They are currently reviewing applications to identify potential candidates to interview. Judy Taylor continues to be the interim administrator for the agency until a new administrator is identified.

Financial Update- MiKayla Monaghan

The state fiscal year ends June 30th and IDVR is preparing for year-end close-out processes . The new state appropriation budget will be in place on July 1, 2026. The various budgets under IDVR for the 4 categories (Personnel, Operating, Capital, and T&B) were explained in detail.

IDVR has completed processes with RSA for “lookbacks” for maintenance of effort, reviewing state level of effort across the lookback. A maintenance of effort reduction has been received for the state vocational rehabilitation programs for FFY27, which includes IDVR and ICBVI. There will be no realized impact for either program because the grant funds would not have been captured due to lack of state match dollars to match the full VR award in Idaho.

Corrective Action Plan (CAP) Update- MiKayla Monaghan

IDVR submits responses to RSA on actions that have been taken each quarter. As of date there have been five submissions since the CAP was approved and implemented in March 2025.

Included in the CAP process is the implementation of a new CRP manual and development of contracts with CRP service providers. The general VR program where adults are seeking employment will have a manual and contract and the Pre-ETS program will have a separate manual and contracts. A response for the April 30th CAP submission has not yet been received from RSA. As soon as the approval is received to implement the manuals and contracts from RSA, a plan will be implemented to identify the

backwards timeline to move into the new contracted service models. It will require a revised Individualized Plan for Employment (IPE) for all individuals receiving CRP services under their IPE.

The contracts will have an effective date that will be in the future to ensure that implementation happens at the same time regardless of when the agreements are signed by the providers in advance of the identified go-live date.

Field Services Updates

Meet and Greets with CRPs and IDVR Staff:

Heather Haugen, Center Manager for Nampa and North Idaho.

The Nampa office recently hosted an open house, and the attendance by vendors was appreciated. The supervisors will be reaching out to CRPs to offer to schedule meet and greets with the teams to familiarize both sides with the team structures of IDVR and the CRPs.

IDVR Structure and Supervision Changes:

Matt Jensen, Center Manager for Eastern Idaho

There will be some supervisory and structural changes within the agency . Starting in June, Matt will oversee the Magic Valley (Twin Falls and Burley) areas in addition to eastern Idaho locations. Pocatello will be moving under Twin Falls supervision.

Heather will oversee Nampa, Coeur d' Alene, Sandpoint and Lewiston offices. Supervisors are Stephanie Couchigan and Emily Flynn.

Alan Aamodt is the center manager for the Boise office and the upcoming eligibility team and technical records specialists. Supervisors that report to Alan are David White and Chelsea Barrett.

Employment Service managers' report to the Employment Services Bureau Chief, Darrell Quist.

Tia Amundson is the center manager for Pre-ETS. Supervisors are Robert Price, Molly Dale and Travis Hart. Tia reports directly to Bureau Chief of

Pre-ETS and Business Services, Lauren Noble.

Center managers coordinate team meetings to relay information, provide reminders, assign complex cases, oversee the waitlist process, conduct informal appeals and team member assessments.

Upcoming Service Delivery Updates

Alan Aamodt explained that Employment Services will be implementing a differentiated service model beginning in June hoping that there will be as little changes to VR participants as possible.

Team member role changes:

- Intake Coordinators will specifically conduct intake appointments
- Eligibility counselors conduct the eligibility determinations and assign the disability category.
- Qualified Rehabilitation Professionals (formerly known as VR counselors) will work in a team approach with VR Coordinators to serve participants.
- Technical Records Specialists will do the administrative types of tasks
- Fiscal VRAs will continue to process the payments for the invoices that are received.

Order of Selection Update

The waitlist is a statewide list that is not broken out by geographic areas. Center managers work together to remove individuals from the waitlist through an analysis of staff capacity based on date of application and disability category. Most Significant Disabilities is the only disability category being served from the waitlist at this time based upon application date.

A virtual service delivery will be used as often as possible to support serving as many individuals from the waitlist as resources will allow. On average, 30% of the cases released from the waitlist are being closed. This is aligned with historical closure rate after eligibility that IDVR has seen throughout the years. IDVR team members are hopeful that those that are coming off the waitlist will be served, and they are making contacts as soon as possible and frequently to engage participants.

MiKayla stated that they will be compiling more data on waitlist management that will show those that were closed after being released from the waitlist to provide to RSA and IDVR is happy to share more information on this at future CRP meetings.

Billing Documentation

Heather Haugen shared some trends that they are seeing related to billing issues.

- When supporting documentation/activity log indicates a statement such as “updated VR participant and VRC and contacted a potential or current employer” the updates to IDVR team members should be listed separately from the employer contact indicating no charge or leave it off of the report as that is not an allowable service under the federal grant.
- Employment Specialist interventions to support the time billed are limited or not included within the report. When job coaching is being provided and the documentation states that the participant came to work on time, had a good day and completed all of their tasks, that will get returned for further clarification so that it can be determined as to whether it is an allowable service. Listing those tasks that the individual completed independently would be an example of what should be documented.
- Information that does not pertain to the service listed on the Authorization should not be referenced within the documentation.
- The center managers will be following up with individual agencies on more specific billing trends and answering any questions.

Resource for CRPs

Tia provided a link to a handbook on the agenda entitled, “Quality Supported Employment Services” that was provided by a training center. Link was included in the agenda.

PreETS Update

Tia shared that RSA has approved the policy and procedures for individualized employer reimbursed work-based learning experiences for students. . We do not yet have approval for CRP supported work-based learning experiences. The approval from RSA for this service will allow IDVR to provide more services to students during the summer and moving forward. A reminder was provided that CRP supported WBLE’s can only be

provided to students with a plan for employment.

The next meeting is scheduled for July 15th. Questions for the next meeting must be submitted via the link in the agenda by July 1, 2026.

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