

LIGHTLY EDITED CART FILE

VRS and Community Partner Staff Forum

December 6, 2022

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▲ >> Good morning, everyone.

I think we're going to go ahead and get started because we have a really packed program for you today. My name is Janeen Oien, I'm a contract specialist, also known as a contract liaison, with our

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▲ Rehabilitation Services communities partnerships program.

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Our team works to support our community partners who have professional technical contracts with Vocational Rehab Services and we also support our VRS staff with any questions or information related to service providers or to our contracts.

Today our agenda typically you would see our director, Kim Babine, leading these forums.

However, she is out sick today, so she has entrusted the forums to the four of us and we will do our best to fill her shoes today.

We will be going through all of our contracted services today.

It is a requirement of our Federal funder that we review our contracted services definitions with both community partner and VRS staff so this is a great opportunity here at the forum for us to do that

together.

There will be a recording of this presentation that will be available on our community partners website following this meeting today, so if you have staff at your agency or if you have co-workers here at VRS that were able to make it, please encourage them to view the slides and the recording at their leisure.

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▲ After we go through all of our definitions, we'll have

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a brief announcement about the new contracted review service cycle, and if we have time, we hope to do some question and answer today.

We will be dropping into the chat starting now a link for the Microsoft form.

You do not have the ability as a viewer today to unmute or to put questions into the chat.

We ask that you use the Microsoft form at all times for those questions and comments.

So make sure to grab that link out of the chat and to use it to submit any of the questions that pop into your head as we go through this.

So I'm going to hand it off now to my cohort, Sara Sundeen, to walk through where we will find the information that we are presenting on today.

>> Thank you, Janeen.

Before we start, I would like to give you a quick refresher on where you can find all of our community partner resources.

So as Janeen said, we will drop that link and we encourage you to follow through and have that up on your computer as we go through all of this.

So we have resources for the community partners and VRS staff that's available on the D.E.E.D./VRS

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↑ community partner web page.

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Hopefully there is a web page that is farm to you.

There is a screen shot of the web page on this slide and we will post the link in the chat for you.

So to view, as Janeen said, the past and future job opportunities, you can click on VRS news column from the main community partners web page.

When you get there, you will see that there are many engagement opportunities.

The first thing that we've circled on this slide is that if you are not getting emails from our GOV delivery system, that you can contact Karla and sign yourself up or all of your co-workers up to make sure that you receive emails and updates from us.

You can also see that as you go through the different tabs, you can access our community partner

conversations, our learning connections, other messages, opportunities, funding and of course the forums.

So now I'm going to navigate back to that main page. And when you view the current community partners, a link to the partners' contracted fee schedule and their contact information, the regions that he serve and the community partner team program specialist main contact is on the circled link of list of community

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↑ partners.

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There is a great resource for you if you are looking for all of the people who have current professional technical contracts with us at VRS.

To view resources for community partners and potential community partner, you can click on the community partner guide for VU icon.

This icon will give you information on becoming a community partner or if you're community partner, more resources that you may need.

The community partner guide page has icons with information for new P.T. contracts, P.T. contract amendments and required certifications.

There's also an icon for contracted services and that's where we're going to be spending most of our

time today.

The next page has an icon for services and another for billing authorization invoices and reports, so, again, today we're going to focus on that left black circle "Services" icon.

When you click in, you will see our contracted services web page.

This information is for community partners and our VRS staff.

It is sorted by service type and title, definition and

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▲ other requirements, or information are noted in each service as you drop down.

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to access information about a service, you simply scroll through the list to find the service you're interested in and then click the "Plus" sign next to the service name.

That will open the information about that service.

to minimize the information on a particular service, click the "Minus" sign next to the name.

I strongly suggest that you go to this page to follow along today.

You will notice that each service slide we review today will give you a path to the specific definition.

So now we'll get into the specifics of each service,

and I will turn it over to Jess.

>> Jess: Perfect.

Thanks, Sara.

Good morning, everyone.

Today we're going to start with a job-related services.

And the first service that we're going to talk about is the performance-based agreement or PBA.

So VRS placement services may include but are not limited to identifying and developing job opportunities, assisting with creating and updating

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↑ resum?s, completing job applications, preparing for job interviews, completing cover and thank-you letters, providing onsite job analysis, assisting employers to identify and eliminate barriers to competitive integrated employment and/or the advancement of individuals with disabilities.

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There are required documents for PBA that can be found under the "Forums" tab within the definition page for PBA.

Just a reminder, monthly progress reports, which is a required document for PBA, are due by the 10th of the month -- sorry, by the 10th of the following month.

This document also includes information about

milestone two, the job hire, and milestone three, job retention.

If a provider has staff certified in American Sign Language, there is an OCSS differential, or an occupational communication specialist services differential.

That is an added service to PBA.

If a employer wants to offer the OCSS differential, we require the citizenship', or sign language proficiency interview, or registry of the interpreters for the Deaf certification.

You can find the full definition of PBA under the link

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↑ that Sara shared earlier.

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VRS purchases placement and follow-up services through a performance-based agreement or PBA structure.

VRS has two PBA structures, a general PBA which is used when authorizing for job placement and follow-up services, when a participant does not have a Medicaid waiver.

We also have the E1 PBA, which is used when authorizing for job placement and follow-up services when the participant does have a Medicaid waiver.

The most important thing to remember is if an individual has a waiver, then an E1 PBA should be



used.

I always like to think of it as waiver equals E1 PBA.

We're going to jump over to customized employment.

VRS authorizes to a communities partner for Customized Employment and discovery services in order to determine the unique strengths, needs and interests of the individual designed to meet the specific abilities of the individual and the business needs of the employer.

A 40-hour aker certification is required to provide the CE and discovery services.

If the AKer certification is not taken through Minnesota VRS, then each AKER-certified partner staff

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▲ must complete a consultation with VR's CE specialist,

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who's Margie Webb at this time, for a service standards review.

Okay, let's jump on over to informational interview.

VRS authorizes to a community partner for informational interview in order for the community partner to facilitate opportunities for an individual in the VR program to conduct an informal conversation with someone working in a career area or specific job that interests the individual.

The intent of the conversation is to give the

individual information and advice.

It's not a job interview or -- and the objective is to not find job openings.

Support is provided to identify and/or set up the informational interview, help the individual prepare and follow up with debriefing.

Just a reminder, site development is not available for interviews.

Let's jump over to job coaching.

The definition for job coaching.

Job coaching provides support, training and consultation to the individual and the business to facilitate successful competitive integrated employment.

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▲ Job coaching services may be provided to an individual needing more intensive services than the follow-up services provided by the placement professional during placement and follow-up services.

Job coaching can be performed on or off site.

Prior to authorizing for job coaching services, there should be a collaborative discussion to assess and determine the person's job coaching needs which should include input from the participant, VRS staff, the provider and the employer, if applicable.

The job coaching must provide weekly updates to the VRS counselor and submit a monthly job coaching report to VRS, while job coaching services are being provided.

Supervisory consultation and approval is required to authorize for job coaching services beyond 60 hours. This consultation and approval must be documented by the supervisor in Workforce 1.

Job coaching services are training services that are provided until employment stability is achieved.

Let's jump on over to job-seeking skills training.

VRS authorizes to a community partner for job-seeking skills training services in order for the community partner to provide individuals in the VR program with counseling and/or training on techniques to prepare

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▲ for, secure, retain, advance in, or regain competitive integrated employment.

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Activities previously authorized under job exploration counseling services/general services should now be authored under job-seeking skills training.

This service is generally authorized prior to the performance-based agreement or PBA, to help an individual prepare for an active job search.

And then we'll head on over to job shadowing.

VRS authorizes to a community partner for job shadow in order for the community partner to provide opportunities for an individual in the VR program to observe different jobs and ask businesses questions about skills, knowledge and abilities to perform the tasks involved in the job.

The community partner will support the individual to identify and create those opportunities at job sites, and will debrief with the community partner staff after the event.

Informational interviews and job shadows are services that often occur together in sequence.

Site development time is not billable for job shadows, just as it's not billable for informational interviews.

That's my last one, and I am going to pass it over to

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▲ Sara Sundeen for on-the-job work and training

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opportunities.

>> Sara: Excellent, thank you, Jess.

Now that we've reviewed the first group of services, again, just a reminder, if you have questions or comments on those services, the information that we present today, you can use the feedback form that is LinkedIn our chat.

Also remember that all of the service types, titles and definitions, as well as the requirements and information we're sharing today, are noted on each service -- on the slide.

So next we're going to move into the on-the-job work and training opportunities.

The first on-the-job work and training opportunities we will discuss is on-the-job evaluation.

This service is primarily used prior to the determination of a specific job goal.

VRS authorizes to a community partner or an employer for an on-the-job evaluation, also known as an OJE, at a community employment site.

And on-the-job evaluation is evaluative in nature, the purpose of the on-the-job is to provide VRS with the assistments of the suitability of a particular career or occupational area of interest.

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▲ We also like to gain information on work skills, interests, work tolerance and/or identify work supports.

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On-the-job evaluation now has both service hours and wages.

The individual's hourly wage is multiplied by the total hours worked, service hours should be authorized

to cover the hours on site with the individual.

In addition, for the on-the-job work and training options, site development time is part of the billable service hour.

Next is job tryout.

A job tryout is a short-term work tryout which allows an individual the opportunity to demonstrate to an employer their capacity to effectively perform in a job-related to their specific employment goal.

There must be a job opening at the employer with the possibility of getting hired if a job tryout is successful.

Job tryouts are typically one to two weeks in duration but may be extended as appropriate.

Please note that this is a hiring incentive that's not commonly used and it is usually used when that final push is needed to prove to the employer that that job-seeker can perform the job tasks and is the right

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▲ job candidate.

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Next is work experience.

A work experience is a short-term, time-limited work opportunity.

It is experiential in nature and participants may explore careers, under the nature of the work and/or

build foundational soft skills or work skills.

It serves as a stepping stone on their career pathway and, thus, may or may not be aligned with their ultimate career goal identified on their employment plan.

In addition, it will continue to serve as a carry-over service when an individual is eligible for VR services but no longer eligible for Pre-ETS services.

Again, with work experiences, site development time is billable.

There may be circumstances where an individual needs assistance to find a job that leads to their employment goal but is not the final employment goal outlined in the employment plan.

Common situations may include someone looking for applicable experience while in training or someone who needs income while in school.

Intermediate jobs are longer in duration than short-term exploratory experiences.

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▲ In these cases, the VRS counselor should identify resources for that participants, including utilizing a placements coordinator, job-seeking skills training or a PBA.

Consultation with RAM or program specialists should be

considered in determining the correct service for the participant.

Next is internships.

Internship is a service that has changed in how we pay our partners but not the definition of the service itself.

Internships can be paid or unpaid and are time-limited professional learning opportunities that allow a person to gain relevant skills and experience in the particular career field that aligns with their job goal.

Internship significantly enhance skill development and future opportunity for competitive integrated employment.

Potential internship candidates may be individuals who are ready to begin work but have a gap in their work history, or need relevant work experience related to their educational training.

Individuals in a training program.

Students or recent post-secondary graduates.

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▲ A change to internships as we now have internship services and internship wages.

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In addition, site development may be billed under internship services.



So the final note about the on-the-job training and wages.

Community partners pay the individual the prevailing wage or minimum wage, whatever is higher.

Prevailing wage is the average wage paid to a similarly employed worker in that specific position in the area of intended employment.

Staff can refer to the salary survey tool or consult with a VRS placement coordinator as needed, when there are questions.

The total cost reimburse.

To a community partner equals 1.5 times the individual's hourly wage, multiplied by the total hours worked.

Cost reimbursement includes the administrative expenses of serving as payroll.

For example, if an individual's wage is \$16 per hour, VRS will reimburse the community partners \$24 per hour, that's the \$16 per hour times 1.5, to equal 24.

So that is how the on-the-job work and training wages are calculated.

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▲ And now I'm going to pass it on to Janeen.

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>> Janeen: So that has been a lot of information so far so if you need a second to just take a breath,

shake it off a little bit, maybe refill your coffee or your tea, I will pause momentarily so we can just kind of focus back in and get our blood flowing.

I do want you to think about both performance-based agreement and on-the-job work and training options and just think about, do you have questions, do you have feedback, do you have comments.

In our chat, we have an MS form for you to submit that information and I want to remind you, too, to please add your email when you are doing the Microsoft form today, just because we're concerned we might not have a lot of time for Q and A today and we want to be able to respond to everyone that has a question or some significant feedback that requires a response.

So do add your email to your questions and your comments today.

Okay.

Now that we have taken a pause, thought about things, we are going to keep going but, again, feel free to keep your blood flowing, get some coffee.

This is a lot of information to go through.

But we will move on to benefit services definitions.

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▲ So VRS, for benefits coaching, our hourly services and that benefits coaching report, we authorize to a

community partner for benefits coaching hourly services in order for the community partner to provide benefits information to an individual on an hourly basis.

This service must be performed by a certified benefits coach who has completed the disability hub MN benefits coaching training.

So that is very specific to this benefits coaching.

There is the disability hub MN site and a benefits coaching training that agency staff can sign up for.

We then authorize, as VRS, for completion of a benefits coaching report and those accompanying activities around doing that report by a benefits coach on a per-report basis.

So it moves from hourly to each for those particular things.

Community partner staff, again, that are going to be performing this benefits coaching, have to have completed and hold certification from the disability hub Minnesota benefits coaching training as a certified benefits coach.

If you're going to add this to your contract, it requires consultation with us so that we can assess

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↑ your ability to provide quality benefits coaching

services, we'll probably ask to, like, know how many staff people you have that will be certified in benefits coaching, et cetera.

We then have benefits planning, hourly services and the benefits summary and analysis report, also known as a BS & A.

VRS authorizes to community partners for a benefits planning, benefits summary and analysis, or that BS & A report, in order for the community partner to provide in-depth benefits information to an individual with complex benefit situation that's going to result in a benefits summary and analysis, or BS & A report. This service must be performed by a CWIC, CPWIC or WIP.

We also authorize for some stand-alone hourly benefits planning services that, again, are performed by a CWIC, CPWIC or WIP.

Community partner staff that are providing this must be certified.

CWIC stands for community work incentive coordinator, a CPWIC stands for community partner work incentive coordinator and WIP stands for work incentive practitioner.

Again, you'll need to consult with your program

▲ specialist or contract liason before this is added to your contract as an agency so that we can verify that you hold those different certifications.

Next we'll talk about independent living services.

This is the same title, independent living services.

We authorize VRS to a partner for the independent living services in order for the community partner to improve services or improve or maintain the amount of individuals to live as independently as possible in the community.

So some of those services include but are not limited to, getting folks information and referral, doing skills training out in the community, setting up peer counseling or helping for individual and systems advocacy moving on, we have postsecondary education services.

Again, there's just one service title in this category of service.

And it is called postsecondary education services.

VRS authorizes to a community partner for postsecondary supports in order for the community partner to assist an individual to explore postsecondary education and training options, complete those steps for enrolling in a postsecondary education or training, learning about postsecondary financial

↑ options and assisting with applying for financial aid,

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also known as that FASA, or other financing opportunities, and exploring how to successfully transition to postsecondary education.

The service also can include community partners assisting an individual to engage or apply for various supports in assistive technology used by students with disabilities at that training site.

Such as, you know, on colleges, it might include connecting with the disability services on campus or other accommodations or assistive tech options.

The service could also include the community partner helping individuals with supports to be successful while they are at college or in training.

That could include prioritizing class work, learning to advocate for themselves, corresponding with teachers, advisors, Voc Rehab, financial aid department, et cetera.

And it's intended for folks who are currently enrolled or exploring possible post-secondary or training programs.

It also encompasses those activities that were previously authorized under the service type postsecondary education counseling services, general,

because that was our carry-over from our Pre-ETS or

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↑ Preemployment Transition Service category of the same  
name.

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And now I want to talk a little bit about those  
services for our youth pre-employment transition  
services information.

Again, though, I want you to think back to some of the  
categories I covered really briefly.

If you have questions, comments, make sure to throw  
them into the MS form.

So, pre-employment transition services.

These are all available online.

to find that full definition, though, you're going to  
go to a slightly different place.

In the left navigation of deed job seekers wish, where  
it is community partners' guide link is located,  
instead you're going to select high school  
opportunities, then Preemployment Transition Services,  
and then Pre-ETS services for professional or  
technical or PT-contracted providers.

There you will find an authorizing and invoice guide.

You'll also find a one-page guide with the five  
preemployment transition services clearly defined.

Those include job exploration counseling,

postsecondary education counseling, workplace  
readiness training, instruction and self-advocacy and

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↑ work-based learning.

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In addition, those Pre-ETS services are going to encompass work experiences, work-based learning coaching for eligible service and an intake also for eligible students.

We will not be going into an in-depth discussion of Pre-ETS here today as we just had a full training that was provided at the October 4th VRS staff and community partner forum.

So you can find the recording, the transcription and the presentation slides all posted at our community partners website under VRS news and forums.

We do hope to move these Pre-ETS definitions on to our main community partner service definition page soon so we will communicate when we're able to do that and just keep an eye out for them to be all combined.

Another quick reminder, these pre-employment transition services are for students aged 14 to 21, and there's also some great resources.

We have a program specialist and some regional specialists starting that are available to help our staff as well as our community partners.



We also have a metro community of practice meeting that occurs monthly.

It is just for metro V.R. staff but it is for

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↑ community partners statewide to attend.

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It's a great place to network and to find resources related to serving these youth.

And with that, I'll pass it back to Sarah.

>> Thanks, Janeen.

The next thing we just want to mention is our definitions for drivers' permit, license prep and training, as well as rehabilitation technology assessment consults.

These are on our contracted services website and we have been working to clarify these services and definitions and we plan to publish and train on these definitions in the coming months.

Back to you, Janeen.

>> Janeen: All righty, that was quick.

I was busy looking behind the scenes but here I am.

Small business services.

We have a wonderful program specialist, Josh Dean, that helps with consultation, both for VR staff and if one of our potential partners wants to add small business services and coaching to their contract.

So just a short shout-out to Josh Dean.

We first of all have a service called consultation information small business.

That's where VRS authorizes to a community partner for

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↑ consultation for small business in order for the

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community partner to provide technical assistance and other consultation services to an individual as a means of achieving a small business career that provides competitive, integrated employment consistent with an individual strength, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

A self-employed individual is going to work for themselves.

They might work at home or they might actually have another worksite, and with or without ongoing supports. So the -- what I mean to say is they might work with or without ongoing supports.

Self employment includes sole proprietorships, limited liability companies, LLCs or corporations.

And the consultation for small business is consultation on a specific topic or problem that the entrepreneur is having.

The service might include market research,

transcribing the business plan, helping with a cost benefits analysis and a strength-weakness opportunity and threat analysis, or SWAT.

This service can assist an individual to identify the necessary start-up costs for the small business and

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▲ that consultation will be on how to complete the

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required financial documents for start-up, including our Vocational Rehab Services specific forms.

We then have job coaching for small business.

VRS authorizes to a community partner for job coaching for small business in order for the community partner to facilitate successful, competitive integrated employment for an individual as a small business owner.

This service occurs after the small business plan is approved by the program specialist and the Vocational Rehabilitation professional.

Coaching for small business services may be provided to any individual needing more intensive services than the normal follow-up services that would be provided by the VR professional or counselor and the VRS small business program specialist.

It might include support, training and consultation to an individual as they implement that small business

plan that was approved by VRS.

It can be performed on or off the jobsite and it may include completion of required VRS forms, such as the profit and loss statements.

Now I'm going to pass it off to Jess Outhwaite.

>> Jess: Thanks, Janeen.

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▲ I am going to jump straight into social coaching.

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I feel like we keep saying let's jump into this or into that and I feel that's how everybody in the audience is feeling that we're jumping all over the place but that's how it is and we're getting it done. So social coaching, VRS authorizes for social coaching services in order for a community partner to provide specific, time-limited training and techniques to assist an individual with social communication disorders, such as autism spectrum disorders, to improve their understanding of social communication and form stronger relationships with coach -- goodness, can co-workers and others.

As a result of the service, an individual may develop skills in the following areas.

Self-awareness, self-advocacy, interpersonal skills, verbal communication, or nonverbal communication.

Vocational Rehabilitation participants will have

improvement goals set by the referring Vocational Rehabilitation staff with quantifiable results specific to finding and/or retaining employment. Social skills coaching, techniques may include instruction, behavioral rehearsal, corrective feedback, positive reinforcement, social stories, social scripting and other proven techniques.

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▲ Consultation on autism and social coaching with Abbie

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wells-Herzog is encouraged for both partners and VRS staff.

Another little shout-out to one of our specialists over to Abbey.

Let's move on to training services.

Our first training service that we're going to talk about is employee development services.

VRS authorizes to a communities partner for employee development services in order for the community partner to provide individualized services that assist an individual in seeking competitive, integrated employment to develop or reestablish skills, attitudes, personal characteristics, interpersonal skills, work behaviors and functional capabilities to achieve an employment outcome.

The service employee development services could be

provided in either an integrated or non-integrated setting based on the goals and/or support needs of the individual.

Let's head over to public transportation training.

VRS authorizes for public transportation training in order for a community partner to arrange and provide the opportunities for an individual to explore public transportation options and learn how to access and

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▲ safely use public transportation.

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This service may include -- something just -- sorry.

This service may include training on reading schedules, assistance, filling out paratransit applications, contracting transportation providers to arrange services, access to -- sorry, how to access disability accommodations, and physical skill practice time on public transportation.

Again, you can find all of those definitions on our service website, and I'm going to pass the back to Janeen.

>> Janeen: Thank you, Jess.

I know I'm jumping into Q and A before it's time but I have seen several comments that when you're talking about work training options or Pre-ETS intern?

Ships aren't actually located on line.

That is correct.

We will continue to update our community partner website.

In the meantime, I have put in the chat our presentation slide deck for today, which has already been posted to our community partner website under VRS news forum and then underneath the information for today's date.

So you can always review this slide deck if you are

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↑ looking for full definitions that are not currently accurate on the website.

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So I'm going to move into other provided services -- other provider services and the very positive news is that this is our last chunk of things to talk about before we get to take a breath and then continue on with our agenda.

So our first item is a DHS or Department of Human Service background check.

VRS authorizes for a DHS-specific backgrounds check in order for the community partner to complete a DHS background check on behalf of the VRS participant to assist in identifying possible employment goals.

When you are giving back a report on the DHS background check, it must include the clearance report

with information about the blue, yellow or red card, for Department of Human Service employment opportunities, and DHS licensed employment openings. So this is where we're actually purchasing as in each just a specific service, that if an agency does DHS background checks for their own employees, they might also be willing to do so for a Vocational Rehab Services participant so that we can explore those areas of employment that require that level of clearance.

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▲ An intake for VRS services is where VRS authorizes for an intake in order for a community partner to conduct a scheduled meeting with the community partner staff, the participant and the VRS staff to discuss the goals and parameters of the service. VRS will complete the VRS referral form prior to that intake. Community partners are expected to come to that intake prepared with any of their own paperwork that should be completed, and we ask that VRS staff are present to support the participant and to provide guidance and expectations for those services. >> VRS staff is going to create service authorizations based on decisions made at the intake for that



provider to move forward with services.

Intakes are only used with hourly services and they are not used for our performance-based agreement.

Also, an intake information a student who is age 14 to 21 and receiving pre-employment transition services is only available for those students who are eligible for our full VR program.

Otherwise, that first meeting time will be included in your Pre-ETS service hours.

Next we're going to talk about everybody's favorite topic, travel expense to our providers.

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↑ This is the easy breezy one because it is simply

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reimbursement for your travel to and from a participant when you are providing services under the professional technical contract.

This is not where the person is riding with you.

You are alone, you are driving back and forth to a site to meet with that participant and do hourly services.

Again, I noticed on our questions, someone is asking about performance-based agreement travel.

This travel only applies to hourly services.

And, again, under pre-employment transition services, it's not going to be the separate service title, your

time will be included in your Pre-ETS service types and titles.

So for travel, there's no consumer financial participation required.

This is an internal VRS process where we check individual's income to determine if there are some services that they should financially contribute to.

It also does not need to be on an employment plan.

So there really is -- it really is a very easy service.

It's a standardized fee, currently \$50 and some folks will interchange it with transportation quite often

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↑ but transportation is a different service type and title.

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This is travel, it's simply the back-and-forth of the partner staff to provide those services.

A discussion about paying travel should take place before the travel happens.

It can be initiated by VR staff as part of the discussion overall of authorizations, or it can be initiated by community partner staff, or both, but it must be determined prior to travel taking place.

This is really critical when we talk about travel.

So if you are in a meeting as a community partner

staff and the Vocational Rehab staff doesn't bring up travel, make sure to bring it up and vice versa.

It's really important that we have that discussion about what are the needs of the community partner to provide these hourly services.

Transportation to vendor is the other driving sort of service title that we look at.

This is where a participant is in the community partner vehicle.

It's reimbursement to the provider for transporting the individual tort purposes of their employment plan.

For example, I might be driving Sara who is the participant to her jobsite so I'm traveling from my

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▲ work office to Sara's home and billing for travel, and

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then I will pick Sara up and be billing for transportation from Sara's home to the place of employment, back to Sara's home.

And then I would continue to bill for travel from Sara's home back to my work office.

In this case, for transportation, a consumer financial participation does apply.

Again, that's an internal VR process, and it should be on the employment plan, so those are steps that our VRS staff will take to make sure this is appropriately

authorized.

Deciding to utilize this transportation to vendor is similar to other transportation considerations for that person, such as Uber, bus pass, taxi, gas card, et cetera.

So it should be considered kind of the same discussion and work that goes into considering this as a service.

The please one is not under our "Others," it's a stand-alone definition of work vocational evaluation services.

VRS authorizes to a community partner for a work/vocational evaluation in order for the community partner to provide an assessment of a person's performance in a simulated or real work situation to

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▲ determine their abilities, skills, attitudes towards work and work behaviors.

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A work vocational evaluation gathers information that describes an individual's work interests, assets, barriers to employment, work skills, work habits, their physical tolerance while performing a job and all of this is to help in developing that employment goal and plan.

The individuals are paid prevailing wage and a comprehensive report has to be submitted to VRS.

These are typically performed by a certified evaluator and, as such, we don't often include them on professional technical contracts.

If you do have staff who are certified as a vocational evaluator, and you want to add this as a service, you can speak to your contract liaison but, again, it's not a commonly used service.

Well, that was it.

We reviewed all of the VRS contracted services that we could.

Again, we want to hear from you about what the questions -- and then later as you're reviewing the website and you're like what makes sense to me, what doesn't, just continue to please submit your questions about these contracted services we went over today,

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↑ for your feedback about how we can do this better

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through our MS form that is in the chat.

We're going to move on to contracted Services review process.

We're committed to improving our services.

We need to outline requirements and detail expectations, including what's billable and what is not billable for each serves and including that information clearly.

This is so VRS staff and community partner staff can best work together and provide the best possible services to individuals, which is the ultimate goal for all of us.

So that end, VRS is going to be embarking on a regular review of VRS contracted services.

VRS is going to conduct an ongoing process to review contracted services.

We're developing a tentative review schedule now so partners and VRS staff know when to expect discussion on a particular service or set of services.

We will be defining the specifics of how the review process will work, how staff and community partners will provide input and other details such as how things are communicated right now.

We will communicate this new review process in early

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▲ 2023 and we'll probably cover it more extensively as

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our February forum, so if you want to know more about how we are going to be doing this ongoing contract services review process, watch for those emails and communications and then plan to attend our February forum.

Okay.

With that, we have officially moved on to questions

and answers.

You're going to get to hear my voice for a little bit longer because I will be moderating today's session for Q and A, and I'll start with some of the ones that have been turned in already that could be beneficial to the whole group.

One question is about doing a PBA and job coaching.

As Jess shared, that PBA has a monthly progress update report that is required and those you are turned in by the tenth of the following month.

With job coaching, you will have monthly job coaching reports and, again, there is a required template nature for how those job coaching reports should look.

However, there still is a requirement under the service definition for job coaching that you have weekly communication with the VR staff who is authorizing.

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▲ So that can look like a quick email that guards the individual's data as much as possible.

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It can look like a phone call, it can look like an in-person check-in, whatever works, just make sure you are doing, as a job coach, the weekly communication with the VR staff.

Job coaching is time-limited and it's so specific to

the skills being trained that that's why we ask for that weekly check-in to keep those hours authorized as accurate and, you know -- oh, I'm not thinking of the right word but as related to what the actual needs are as possible.

So I hope that answers that question.

There is a question about is the on-the-job evaluation only used for job services, and that is correct.

It is only allowed under the general services because our pre-employment transition services are a little bit lighter touch for youth, we are not at that time evaluating youth on their potential job goals or abilities.

I also saw a question about, is work experience only used as a carryover service for Pre-ETS.

No, it is not, the work experience as defined today is available for individuals who are coming in for the first time to VR as a Jenna dult.

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▲ It just is -- has to kind of fit within the parameters of the definition that was shared today and we do recommend that you consult with your RAM or with other program specialists in placement and in the contracts so that you kind of pick the right service for that person's individual needs when it comes to that.



Okay.

Some questions about are certain things billable or not, we can certainly reply to you individually on that.

Okay, these look like a lot of individual questions. Just a reminder, again, both our Pre-ETS website and our community partners website might not be totally updated at this time with everything that you saw on the slides today so I recommend that you grab that presentation slide deck and save it as a resource, and then we will be working to update our website on an ongoing basis.

And Sara put a great point in back about PBAs and job coaching into the chat, it's a layered serves, so if you are performing two services, performance-based an job coaching, even if you're the same partner staff doing both things, you have to follow the reporting requirements for both of those services.

So turning in a monthly progress update, a monthly job

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↑ coaching report and doing the weekly job coaching check-in.

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Okay, a question -- some questions related to job shadows, and mainly about why site development time is not billable, just because some of those times can

take a long time to develop.

What I will say is all the on-the-job work and training options have been going through a fairly extensive review process recently so, Sara, I don't know if you want to speak to the specifics but, essentially, you know, the decision has been made that for job shadow and informational interview, those are two that we are not going to allow site development time for.

We of course recognize that is sometimes the overhead of looking for those sites can take some time with different individuals.

Did you have more to add to that, Sara, or not so much?

Yeah, again, they've kind of been through that contracted services review process, although it wasn't technically called that, they've had a pretty intensive work group with different staff from VR, who also looked at feedback and that sort of thing to come to that agreement.

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▲ And again, we'll always be including in our new

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definitions as we do our contracted services review, what items or what tasks are billable and what would be considered non-billable.

We've heard very loud feedback both from VR staff and from our community partners, staff, that that would just make things a lot cleaner and clearer and helpful and that makes terrific sense to everyone here, so we will be updating as we do each set of service definitions, we'll be updating those with information on what's billable, what's not billable.

Jess, are we getting a lot more questions or comments coming in?

I feel like I've kind of covered most things that are in our --

>> Jess: Nope, we've been sitting at the same number for quite some time since we started questions so haven't had anything new come in.

>> Janeen: Okay.

I thought this would take every minute of the time and, I mean, we must fast-talkers on the community partnerships team and that is most likely true, but if you have any questions, know is a great time to visit that form and pop them in so that we can take this time to chat about them.

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▲ We also like feedback so if you don't have time today, please hang on to that form link and go in and add some feedback about this forum today, what was

helpful, what would have been more helpful and more accessible in particular for you.

I do see some questions that, again, like I said are kind of individually based so we'll be responding directly to those folks if they provided their email address.

So if you didn't hear a question today, you're going to be getting some response from us later.

And, again, I put the PowerPoint link into the chat.

Really encourage you to download and keep the PowerPoint slides or to keep that link bookmarked on your desktop so that you have it as a fast reference.

At the very least, it gives you very good information on how to navigate on our website to find these definitions and that will be really helpful.

Our community partner website, too, we really wanted to stress today is not just for our community partners.

What we really hope everyone gained today is that VR staff should also keep it bookmarked and check it out because that is often the resource that our partner staff are looking at before coming to you with

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↑ questions or feedback and so we want, you know, folks

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to know what sort of information is out there you and

both utilize it to understand the definitions of contracted services.

>> Janeen, this is Sara.

I want to jump in.

Just a couple other things, you know, one, we are just really grateful that you stuck with us today.

We know this topic was meaty, there was a lot of information that we needed to provided and that was required of us to do this but we will continue to build out our community partnerships site and resources and we really appreciate the feedback you're giving so if there are areas that don't seem clear and areas that need more detail, that's really, really helpful for us as we continue to go through this process and make this site really useful both for VRS staff and our partners.

And I just want to emphasize that now that we have gone through all of our service definitions, if you have, you know, specific questions or scenarios or, you know, want to dig deeper, that is what Jess, Janeen, Anne and I are available for, we're happy to set up consultation with your organization if you need to go over a specific serves area further for what's

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↑ going to work for your own business.

So, just wanted to add that.

We are always available for questions kind of on an individual basis with your organization, as well.

>> Janeen: Okay, I have been checking the MS form, seeing if Jess is plugging anything new into our Xcel and I'm not seeing anything.

>> Jess: We did have one come in that I think would be good to go over.

Can you repeat the due dates for billable services?

So when we talked through PBA, there was the note about the monthly progress report being due on the 10th of the following month and so it sounds like there's just some confusion about, is that 10th just specific to PBA, when are other billable services due?

Does that question make sense?

>> Can you hear me?

>> Jess: Oh, we can now.

>> Janeen: Okay.

I have been struggling with some internet issues so I apologize.

I'm working off a hotspot currently.

>> Jess: I can just go ahead, too, if you would like me to.

>> Janeen: Yes, please.

▲ >> Jess: So I'll repeat the question just in case.

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So can you please repeat when the due date for billable services is?

I thought I heard something about the 10th of the month but just wanted to kind of clarify.

So, yes, for PBA, the report, the monthly progress report is due the 10th of the following month.

We also have a stipulation within job coaching that there's weekly communication that occurs and then the monthly progress report is due, as well, on a monthly basis.

Other than that, all of our hourly services have until the end date, and somebody jump in if I'm I saying it incorrectly but I'm not thinking of any other that have specific deadlines but all other hourly services are then due 90 days after the end of the authorization or the authorization end date.

[Overlapping Conversation].

>> I was just going to say, obviously current and constant communication with VRS is important.

It's important for the individual to help them reach their goals and make sure they've got the services in place to reach their goals.

So we always recommend you communicate early and often instead of waiting for that 90-day end date to occur

▲ but that is the final invoice date is 90 days after  
the authorization occurs.

I hope that helped clarify.

>> Janeen.

Yeah, that's awesome, Jess, and I was just going to  
add, too, best practice is to bill at least monthly,  
if you can, on hourly services.

Simply because it helps VR staff to keep on top of  
making sure you have enough hours to continue to  
provide those services and also for you to track  
whether or not you have enough hours on your  
authorizations.

It's also very helpful especially if you're limited  
use vendor and you have a budget cap, we want to be  
able to know that we are finished would one  
authorization and can cancel out the remaining three  
hours because we've now been billed and invoiced and  
told this is my final billing for this authorization.  
That really helps with making sure that you are having  
the most accurate budget of authorized dollars as  
possible, and that can make a huge difference as we  
get towards the end of your contract, towards the  
expiration date, a lot of limited use vendors start to  
get close to their max budget.



So keeping your billing as timely and accurate as

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↑ possible, and notifying VR staff that when you were

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doing a final billing on an authorization is incredibly helpful to our staff, and then our staff bear the responsibility of cleaning up those old authorizations, canceling out hours that aren't needed and just keeping on top of knowing if there is an ongoing service, that their also checking in to make sure you have the hours you need.

So, Jess, has anything else come in?

>> Jess: A great suggestion came in.

Could we look at creating some sort of desk aid that would he outline billable for each service, which I thought was maybe a great idea.

>> Janeen: It's possible to combine that into a desk aid.

I do think, like I said, we're going to look at adding that information to each contracted service definition as we go through that contracted service review process.

It's definitely on the docket that there will now be a clear guidance given on what activities are billable and what are not billable for each contracted service. But a desk aid might be a fun thing, too, to upon out

as a separate handy thing to keep track of.

>> Sara: I just wanted to say that with some of the

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▲ changes that we made to the on-the-job work and

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training options, in July of 2022, there is more training coming on that and that will have a desk aid to give you a little crosswalk of what the different on-the-job work and training options are and it will give you some guidance on the billable piece, too.

So stay tuned.

>> Janeen: Okay.

With that, I guess we can guff you back 20 hours of your life, not that it was ours to give.

>> Minutes.

>> Janeen: Minutes.

Well, I'm really hoping you all get 22 hours, as well, somewhere, freedom, vacation, whatever.

But today we will give you 22 minutes of time back to not sit in this meeting but we really are grateful for everyone that was able to attend today.

We're grateful for thoughtful questions and comments and wish you all the best.

We will see you in the year 2023 at the February forum and, again, that's where you're going to hear a lot more detail about our contracted services review

process.

So I hope to see many of you back again.

Thank you.

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