

Policy Academy Meeting Minutes
Tuesday, May 14, 2013

Facilitator: Angela DeJong

Note Taker: Deb Henderson-Guenther

Members present: Angie DeJong, Lucy Hilgendorf, Weneaka Jones, Debra Shaw, Craig Wehner, Jennifer Mikalowsky, James Mazzetti, Jacqueline Meyer, Mary Wollin, Megan Schueller, Kathy Hollon, Deepa Pal, Andrea Simon, Deb Henderson-Guenther, Linda Vegoe, John Haugh, and JoAnna Richard

Excused: Mike Greco, Allison Gordon and Linda Raap

Guests: Meredith Dressel and Kathleen Enders

Introductions and Welcome of New Members: John Haugh

John began the meeting by asking members and guests to introduce themselves and for everyone to welcome Weneaka and Mary to the academy. Mary and Weneaka will be replacing Jacqueline and Lucy as their terms on the PA end in June.

The order of the agenda was changed to accommodate schedules.

Business Based Skills Training-WI DVR Approach-Kathleen Enders

Kathleen shared a draft document regarding the Business Based Skills Training-The Wisconsin DVR Approach. A 20 minute discussion ensued with PA members providing Kathleen revisions/additions/suggestions on both the document and who else should review and provide input on the document i.e. business services team members and business consultants. Kathleen indicated she would take the recommendations/suggestions under advisement and bring back the revised document to the PA for review.

Fiscal Compliance-Checklist for Staff-JoAnna Richard

The fiscal compliance checklist was reviewed and input was provided. The suggested edits will be shared by JoAnna with Aimee Jahnke and after the revisions are made, the document will then be routed back to PA for review. This document could end up embedded in IRIS and/or released as a guidance piece.

Updates-Transportation Subgroup-JoAnna Richard

JoAnna provided an update regarding the activities of the subgroup that was formed to work on updating the Transportation Guidance piece. A joint teleconference with representatives from the Independent Living Centers and WISCAP was held on May 2nd. After that meeting, the workgroup focused on developing guidance pieces that would address short-term transportation options and long-term options. Long term options would also include services that would focus on educating consumers on the fiscal responsibilities of vehicle ownership, loan options, how to purchase a reliable used vehicle, financial literacy education, etc.

Updates-MA Fee Schedule Subgroup-JoAnna Richard

JoAnna provided an update on the MA fee schedule subgroup. Allison is in the process of looking at how other states pay for medical services. The subgroup is also aware that WI. DVR is looking for the simplest way to develop a fee schedule that would establish fee maximums to reimburse a physician and/or other providers on a fee-for-service basis.

Family Care-Loss of Providers-Jennifer Mikalowsky

Jennifer shared that many Family Care Providers in WDA 5 have not been able to stay in business as the payment/reimbursement rates are not sufficient for providers to deliver the long term care services that are needed for consumers. Other providers have not been able to obtain a contract with the LTC provider. John shared that he and Enid met with Rehabilitation for Wisconsin (RFW) last Wednesday. This issue was brought up at the meeting by the providers. In addition, providers asked DVR to consider reviewing the reimbursement rate for supported employment along with how payments are currently provided i.e. outcome based. Providers would like to be paid on a monthly basis. John stated that there is a DVR/MCO workgroup which consists of DVR directors, Kathleen Enders and key contacts at the MCO to discuss the strengths, limitations and challenges of the family care system. In addition, Meredith is meeting with all of the IRIS consultants to track which MCO's are providing long term supports. DVR is aware that Family Care Providers are declining to providing letters of Long Term Support. Currently long term support letters are only being provided in counties using the waiver program. Family Care Providers still need to indicate that supports are anticipated to be available or will be available prior to the initiation of the IPE. An update on family care will be provided at the next PA meeting.

On the Job Training Wages and Follow along-Jennifer Mikalowsky

Field staff concerns regarding OJT's were again raised. Counselors questioned whether or not they are required to provide follow along for an additional 90 days after the OJT has ended. The answer is yes. DVR by law must follow a consumer for 90 days after the last substantial service has been provided.

It was agreed that not every OJT needs to be a full 90 days. If less than 90 days, it cannot be because DVR is trying to save money; it should be because that the consumer, counselor and employer have agreed that X number of days are appropriate for this particular OJT. If counselors feel uncomfortable negotiating a timeline for an OJT, the business services consultant can also negotiate the OJT timeline on behalf of DVR.

The SLT members present at the PA meeting agreed that they would review the OJT form along with reviewing when vendors are receiving payment for OJT services and report back to PA at the July meeting.

PA members were reminded to share with their WDA that vendors are being assessed on their rehabilitation rate. Vendors are not being paid for recommending additional assessments nor for recommending that the consumer participate in sheltered employment readiness activities in order to increase their chances of obtaining and/or maintaining employment in the future.

Case Noting of Emails-Deb Henderson-Guenther

The DVR knowledgebase Q&A regarding whether or not emails need to be attached to the case record was distributed. Deb asked PA members to read the Q &A and to provide input on whether or not all emails should be attached to the IRIS casefile. After a short discussion of the pros and cons of attaching every email to the case record, the consensus was that significant contacts and relevant interactions need to be documented in the casefile. This could be done by either attaching the email to the case record or summarizing the content of an email or the contact in the case record. Accurate case noting is tied to a counselor's license and ethical standards. It is important for counselors to take reasonable steps to ensure that documentation in records accurately reflects progress and services provided to clients. If needed, supervisors can address inaccurate or poor case noting from a performance basis. Record keeping/case noting will be considered as a training topic for the bi-regional meetings.

Job Ready Status Definition-JoAnna Richard

JoAnna shared that the business services consultants would like to have a written definition of what it means when someone is considered job ready. The consultants have indicated that many consumers who have been referred to them as job ready were not.

PA members suggested that the counselors should ensure that consumers have the following activities/actions completed prior to identifying them as job ready:

1. Resume on file,
2. Person has indicated they are mentally/emotionally ready to go to work,
3. Person has participated in a social skills group if needed,
4. Interviewing Skills have been assessed and determined to meet current standards,
5. Person is connected to their local job center and has an awareness of the resources available to them through the center.

PA members indicated that many consumers need soft skills training. Some WDA's are providing this type of training in-house while others are utilizing the services of a vendor.

JoAnna stated that she would share the comments from today's meeting with the business services team to determine if a committee should be convened to expand capacity to prepare job seekers for employment.

SSA Summary of Disability-Deepa Pal

Deepa asked whether or not DVR could request a summary of disability or develop a form to give to the Social Security Administration to fill out regarding a DVR applicants' disability or disabilities. John shared that WI. DVR has determined that counselors' can utilize a person's self-report to determine eligibility. Medical records are not needed for eligibility purposes. John went onto say that it is good practice to get medical records and/or social security records when needing to determine OOS or develop the IPE.

10 Day Closure Letters-Statewide Letter-Kathy Hollon

Kathy shared that some field staff have asked if DVR would be consider developing standardized denial and closure letters. After discussing the pros and cons of developing standardized letters, the consensus was that these letters should not be standardized. Joanna offered to work with the policy analysts to explore developing a list of points that should be covered in a denial letter.

Check Out-All