

Policy Academy
Meeting Minutes
1-14-14

Facilitator: Craig Wehner
Note Taker: Weneaka Jones

FOLLOW UP FROM NOVEMBER

- Action items: Form should be called Due Process Rights
- CAP info moved to number two
- Statement added to closure letter informing consumers that they have appeal rights
- Resolution process will be highlighted
- Staff will be notified of changes via mass email; current form will be replaced with new form
- Rehabilitation Resource will also be updated

INTAKES AND ATTENDANCE BY GUARDIANS

- Determine type and scope of guardianship (guardian of person or finances or payee)
- Try to obtain guardianship form that outlines guardian responsibilities
- Communicate with guardian to determine their required and desired level of involvement
- Guardians must sign application, IPE and ROIs; if guardian does not want to fulfill other duties involved in DVR process, this should be put in writing
- Current practice is to meet with consumer and follow up with guardian

OJT

- Regarding OJT form: what is considered fringe benefit? Employers and others do not agree or this is not clear
- We will defer to what employer considers fringe benefits; this will differ from employer to employer. We can use our discretion and follow up when fringe benefit amount seems unreasonable
- Should fringe benefit be defined? How should we define it? What should be included?
- This clarification should be brought back to Director and WDA for discussion

EMPLOYER OF RECORD---AGENDA ADDITION

- GTI does not work with OJTs
- Linda Vegoe: CAP is getting complaints regarding consumers not being paid by GTI for temp work.
- Kathleen Enders: Many of the delays have been internal errors. Examples include: time sheets not submitted properly, submitted on Monday and consumer expecting payment the next Friday; address not updated, forms not completed properly. Kathleen Enders is helping GTI to identify when consumers timesheet were not submit although there are many reasons why: consumer did not work any hours that pay period or the employer never submitted a timesheet.
- Larry Dresser is stepping in to partner with GTI regarding this issue.
- Directors are encouraged to contact Susan of GTI as she has been very helpful with resolving these issues
- Rob (GTI) is looking to set up monthly phone calls with fiscal experts
- Kathleen Enders will notify Larry Dresser regarding the possible impact of lump sum back payments on Social Security benefits
- Instructions with card include tips on how not to be charged ATM fees

- There is also a direct deposit option (instructions for set up come with the initial information packet from GTI)

WI DISABILITY REQUEST FORM FROM SSA

- Some field staff have received a form from SSA requesting information regarding the consumer's capability to manage certain aspects of their disability or life activities
- Follow up with requestor and inform them that we are unable to make determination; we can release records (with consumer's authorization)
- Joanna Richard will follow up with state SSA contact

FISCAL RESPONSIBILITY FORM

- Mandatory: initial signing of form; yearly review
- PA must determine at what point in the VR Process this should occur
- Ideas: During first IPE and once per year during IPE updates
- Can IRIS be updated to include check box for "reviewed and signed Consumer Responsibility Form"
- Kristen and Linda Vegoe. will review and assess form readability
- Linda Vegoe. and Deb Henderson-Guenther have volunteer to design a poster that briefly explains Fiscal Responsibility
- Decision: Update readability, post updated form, review form with consumer during initial IPE development and yearly amendments, as well as for services authorized prior to initial IPE development
- Upcoming study hall on prior authorizations (1/27 and 1/28); "Services will no longer be provided if they have not received prior authorization"
- Bold message on IPE that prior authorization is required? (Good practice to put this in the IPE Responsibilities but language should be individualized for consumer)
- Try to provide an example when explaining the Consumer fiscal responsibility

DVR LETTERS

- NOT ELIGIBLE: Should a letter be developed? Closure letter advises that they can reapply for services; this would require personalized letters that speak to why they were not eligible (do not require VR services; no impediment to employment); Letter should indicate reason applicant was not eligible and provide appeal rights.
- OOS: Should reminder be added regarding Job Center of WI registration and include link to Job Center of WI?
- WELCOME LETTER: Will remain a WDA level decision regarding letter use and content.
- DENIAL OF SERVICES: Policy manual has been updated to include examples of when a denial letter should be sent

JOINT CASES WITH OTHER STATE VR AGENCIES

- Current practice: two files open in two diff states, ROI signed, agreements made, coordination occurs between both agencies to ensure that services are not duplicated. The IPE is shared between agencies which requires coordinated efforts between VRCs. Both states obtain a 26 closure. Best practice is to assist consumers who are transitioning to another VR state agency by keeping case open through the transition.
- Guidance Piece: Currently located under the Services to Non-WI residents
- Discussion: Should there be formal policy?

Identify Next Steps: Sandy Ellsworth, John Haugh and Kathleen Enders have volunteer for work group that will update form outlining best practice

REFERRAL INTAKE PROCEDURE FOR DEAF CONSUMERS

- Some staff are concerned that deaf/hard of hearing consumers are not offered a choice of interpreter type (ex. web cam, language line, in-person)
- Current service contract is with language line contract
- John Haugh. described video remote interpreting services which is cost effective
- Tamara Monsees is knowledgeable about billing for new interpreter technology
- Kathleen Enders will bring topic to Sensibility and provide PA with update

CUSTOMIZED EMPLOYMENT AND JOB CARVING

- Poll: on behalf of rehab counsel—is the field facing challenges with service providers stating that employers are not willing to do customized employment

TRAINING GRANT FORM

- Clarification requested regarding DVR unmet need amount as it relates to financial aid unmet need
- There are concerns that some field staff think this is financial aid unmet need
- Concerns that DVR TG or exceptions may cause Federal Financial Aid over award
- Best practice is for VRC to be in contact with financial aid office

INFORMED CHOICE

Discussion

- What practices are used for informed choice when selecting service providers?
- How much is consumer choice (Grouping of service providers)?
- Concerns that case notes are not documenting informed choice
- Concerns that field staff are not consistently using informed choice
- Should there be a directory or list? Does one exist?
- How to decide on non-contracted service?

DATE AND LOCATION OF NEXT: March 11th (In person Madison)—Allison G. will update calendar invite to reflect correct location of March 11th meeting