

GVRA VR Provider Information Forum

Monday, January 31, 2022

10:00 A.M EST





Georgia Vocational
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Monday, January 31, 2022

Agenda

10:00 am	Agenda Overview	Sheila Pierce, Assistant Director, VR Provider Management
10:05 am	Agency Welcome	Jonathon Buxton, Director, GVRA Administration
10:20 am	Client Services Update	Jennifer Howell, Assistant Director for Client Services
10:30 am	Transition Services Update	Jeff Allen, Assistant Director for Transition Services
10:40 am	VR Provider Spotlights	Georgia School for Deaf and Hard of Hearing, Inc. Easter Seals East Georgia, Georgia Career and Technical Instruction, Inc.
10:55 am	New Service Implementation	Sharon Angel, VR Provider Management Auditor
11:05 am	Provider Invoice and Payments	Eduardo Martinez, VR Provider Standards & Fiscal Services Manager
11:15 am	General Provider Updates	Sheila Pierce, Assistant Director for Provider Management
11:55 am	Q & A	Provider Management Group
12:00 Noon		Adjourn

Transition Updates





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GROW

- Was overall a success
- Things we saw:
 - Failure to follow outlined schedule; i.e. only having students half day, etc.
 - Sessions provided virtually, with no prior approval.
 - Failure to provide meals
 - No external speakers
 - No coordinate offsite visits
- Reminders:
 - The goal for GROW is to provide students with an enriching week of immersive experiences geared around the 5 required Pre-ETS areas. (career exploration, workplace readiness, counseling on Post-Secondary opportunities, self-advocacy, and work based learning)
 - At the end of the week, the student should experience growth, made new friends, and have a better knowledge of a career.
 - Most of all it should be fun!



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GROW Continued

- **Grow for 2022:**
 - If you already have an approved curriculum you can begin planning with your local GVRA team for GROW during Spring Break and/or Summer
 - If you are interested in providing GROW and haven't been approved previously, submit your curriculum and proposal draft to provider management for review and approval.
 - If you don't know who your local GVRA contact is, please feel free to contact Jeff.allen@gvs.ga.gov or Rebecca.Williamson@gvs.ga.gov and we can assist with getting you connected to your local transition staff.



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Pre-ETS

- Clarification on the directive not to talk with the schools
- Continue planning with your local offices and schools around the needs of the students.



GEORGIA CENTER OF THE DEAF AND HARD OF HEARING

And services with Vocational
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DRIVERS EDUCATION

- ❖ Currently GCDHH provides drivers education for students; understanding road signs, road rules and translating the English word to ASL comprehension; CODE PRE-3559
- ❖ Identifying and avoiding aggressive drivers; CODE PRE-3559
- ❖ Recent discussions to offer a new code to adult community driving course (will further discuss with VR)

EMPLOYMENT

Work Place Readiness
Training (driver's ed)
(CODE(s) PRE 3556,
3555, 3556, 3555, 3559,
3668, 3669)

Community Based Work
Adjustment Training
(CODE 05704)

Job Coaching (CODE
05704)

Traditional Supported
Employment (CODE(s)
05520, 05521, 05522,
05523, 05524, 05524,
05526)

Customized Supported
Employment(CODE(s)
05540, 05541, 05542,
05543, 05544, 05545,
05546, 05547)

Job Exploration
Counseling(CODE(s)
PRE- 3226, PRE-3219,
PRE-3234)

Work Based Learning
(CODES(s) PRE-3322,
PRE-3301, PRE-3304,
PRE-3321)

Workplace Readiness
(CODE 05630wpr)

Self-Advocacy (CODE
PRE-3626, PRE-3631)

Job Placement(Recently
approved to provide this
service; CODE(s), will be
provided soon)

GCDHH

- LOOKING FORWARD TO RECEIVING REFERRALS FROM COUNSELORS AND MORE CODES TO PROVIDE MORE SERVICES

Ericka Lipscomb-Capel

Employment/Community Outreach Specialist

EDUCATION..... EMPLOYMENT..... INDEPENDENCE

A History of Service in America and the CSRA

Lynn M. Smith, B.A, M.S.Ed

A BRIEF HISTORY

- Easterseals was founded in 1919 to give disabled children hope and help.
- Easterseals East Georgia started providing services on a very small scale in 1962 and expanded services to meet the needs of individuals with disabilities who wanted to enter the workforce and live as independently as possible.
- Over this 59-year period we have served more than 25,000 individuals.
- We have been vocal advocates for economic and social changes that have helped those with exceptionalities to step out of the shadows and engage in our society.
- As community and population needs have changed, we have adapted our services to meet these needs.
- 2018 ESEGA eliminated use of a 14C subminimum wage certificate in order to move our clients to compensation levels consistent with the community at large.

OUR SERVICES: HOW

- We provided services by referral (GVRA, VA, BHDD) and through “self” or direct referral request of a potential client.
- We briefly screen all “direct contact” parties to determine their stated needs, goals and if they are affiliated with a referral source.
- We may encourage them to make direct contact with a referral source or we may, in some cases, contact the referral source on their behalf.
- **Any clients entering services are given a comprehensive orientation and interview.** In this process we hope to gather critical information on factors that exist that can enhance or inhibit performance during training and eventually while employed. (medical and mental health conditions, transportation, academic and vocational experience, learning style, physical and mental tolerances, etc.)
- **A plan is developed** by the client and program manager/trainer that supports progress toward vocational goals. **All services delivered are “planned.”**

OUR SERVICES: WHAT

- As a convenience we structure service we offer on the definitions and requirements of “service agreements” with our partners. These are reviewed and renewed annually and are often linked to a “provider manual” with guidelines for program structure and other issues.
- Our current contract outlines the following services that we can offer through GVRA referrals; however, there are some we offer “off contract” to other sources and directly to the public
- GVRA Services: Limited Voc. Evaluation, Comprehensive Voc Evaluation, Comprehensive Vocational Profile, Work Evaluation. (Fees listed in manual), all Pre-Employment Transition Services (Job Exploration and Counseling, Work Based Learning, Counseling on Post Secondary Opportunities, Workplace Readiness Training, Instruction in Self Advocacy)

OUR SERVICES: WHAT (CONT.)

- Workplace Readiness, Job Sampling, CBWAT, Job Development, Placement Services, Job Coaching, Supported Employment, Customized Employment. **WE CAN OFFER ASPECTS OF ALL SERVICES REMOTELY.**
- Specific skills training in: receptionist, hotel attendant, forklift, customer service, cashier, custodial and we are hoping to add certificate training in stocking, warehouse, admin support. We are looking to add trainings in more areas.
- Within Counseling for Post Secondary Opportunities, we offer GED prep assist and ASVAB assist
- We are working to re-establish transition services at YDC in collaboration with State of GA.
- We are collaborating with National Easterseals and Advanced Auto Parts to locate and job coach candidates for the disabled worker program launched at the Thomson WC of Advanced Auto Parts. We are also involved with a collaboration with Amazon to recruit individuals with barriers to employment that may need accommodations.
- We have partnerships with numerous local business to train clients "on-site" in community jobs. One of these arrangements is with WorkSource in Thomson to support out of school youth needed help to complete a GED program and find work. We have recently joined a Richmond County consortium to find ways to assist the homeless population to gain access to valuable community resources for daily basic needs, housing and employment.
- We have established residence in a newly remodeled administrative and training center designed to provided facilities to encourage our clients to develop the skills sets to seek, find and keep jobs in a competitive local industries. Our new address is 1930 Highland Avenue, Augusta, GA 30904 near Aquinas High School.

OUR SERVICES: COST VS. REAL COSTS

- Fees for services are established in the Provider Manual and are stated on contract agreements.
- These fees have remained the same since 2008 and in some cases longer.
- We are non-profits, but we are businesses.
- In our most recent audit, it was determined that 89% of our funds support our mission. This a source of pride since many comparable service providers are in the 60-70% range which is considered good.
- Factors to accept when you look at the dollar amounts used to acquire services: We have to pay our staff livable wages, we have utility bills, rent; we have to buy supplies and service vehicles; we have computers that wear out or need upgraded; we provide benefits for our workers; we have to acquire a variety of insurance types including workman's compensation insurance; we pay dues to our National Office to provide support services for our affiliates. CARF or other forms of accreditation are expensive.....but necessary.

PROVIDER MANUAL AS GUIDE

- We have been working with Provider Manual concepts for years and incorporate CARF expectations in all service delivery and follow-up.
- The revised GVRA Manual was issued 5/22/20 and Lynn Smith, our CEO, had the honor of working the GVRA team on revisions.
- The Manual provides guidelines to qualify providers and similar guidelines to remain providers.
- File standards are reinforced: We have these same standards in place, so files have to include: referral info, reports, and individual plan, goals, daily logs, monthly progress reports, invoices, authorizations and referral forms, discharge summaries
- We expect to be audited related to our employee records, our client records and our finances.
- Progress reports must include month, date and type of service rendered, how the participant felt about services, areas for improvement or concern, next steps.

- PROVIDER MANUAL AS GUIDE: CONT.
- All forms of evaluations have a format for final reporting to include specific elements that we already include, but we may refine order to comply with manual.
- Emphasis on individualized reporting...no cookie cutter cut and paste.
- Emphasis on achievable outcomes in planning and results.*
- Standards for staff credentials, training, background checks, etc are comparable to CARF to which we comply and are regularly reviewed.
- We will not provide service without a referral and an authorization.
- We will communicate fully on client issues in a timely fashion and hope to expect the same from our GVRA partners.

SERVICE DELIVERY MODEL

- Only short time in facility engagement.
- Community oriented training and sampling of world of work is primary.
- We want clients to have a comprehensive “vocational” experience that includes the development of life skills they will need as employees and to live independently.
- We place a premium on transportation planning,
- We encourage our participants to be “financially literate” and are aware of their benefits and impacts of “income” on benefits.
- We use technology to extend services to rural and remote areas.
- We plan to expand certification trainings to meet the needs of the labor community in the eastern part of Georgia.
- We are skilled and experienced in working with the Autism sector and hope to expand opportunities for that community academically, vocationally and socially.

CONCLUSIONS

Easterseals East Georgia has been a rehabilitation services provider for many years. We adapt to our “environment” to maintain our capacity to serve. We want to provide a holistic, person-centered approach to all that we do for our clients. This means awareness of the needs, skills, and concerns of the client and their families or caregivers. Our process is not a “quick fix”, but we seek progress at a pace consistent with the client gaining confidence and skills to continue to improve, not fail due to unrealistic expectations. We know this requires a balanced approach that fosters progress at a meaningful pace. We hope to continue to form collaborations with other community partners to expand our ability to serve in more comprehensive ways.

Mission: To assist individuals with disabilities and other special needs to maximize their potential for employment and independence and to broaden their opportunities for full inclusion to society.



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Georgia Career and Technical Instruction Presentation



New Individual Job Placement Service Implementation and Updates

Sharon Angel

January 31, 2022





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New Service Implementation

1. Individual Job Placement Service

- New service added based on feedback from Counselors *AND other* Providers –Non Community Rehabilitation Providers
- Does not replace Job Development and Placement Services for Community Rehabilitation Providers (CRP)
- Job Development and Placement Services will remain available to CRPs-using same codes
- Open for all qualified providers who expressed interest
- Not used in conjunction with Supported Employment

2. Current Process

- Amending contracts (156)
- Must have met criteria as qualified provider
- All signed and executed agreements will become effective starting in February
- Signed and executed agreements are handled on an individual basis
- Executed agreements-signature obtained from Provider and Executive Director and services linked to provider
- All VR Staff trained on process by Fiscal Services Team



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What's Next Steps

- Written communication was sent in November to all Providers
- Providers were given deadline to respond if interested
- Interested providers communicated to respective Provider Relations Specialist
- Provider Relations Specialist reviewed and vetted qualified providers for Job Placement
- If you missed the deadline and you are now interested in being reviewed for Job Placement
- Send notification to Providermanagement@gvs.ga.gov with subject heading JOB PLACEMENT
- Include qualifications and all credentials
- Allow all current 156 amendments to be completed and executed
- Consideration will be given to amend service agreements-3rd wave



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Recap

- ✓ Receipt of a fully executed amended service agreement which may include New Job Placement Service
- ✓ VR staff fully trained on how to issue authorizations for new service
- ✓ No same effective date for new service implementation
- ✓ Services must be linked to provider for counselors to authorize
- ✓ Do not provide service unless you have a signed and executed service agreement
- ✓ Provider signature and Executive Director



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Reminders

Amendments

- If you are eligible for amended service agreement and you have not received by end of next week, please notify us immediately
- Noticing delay of receiving signed agreements from Providers when sent from GVRA Procurement
- Not returning signed agreements -delays counselors ability to authorize services and participant receiving service
- Imperative that you send us changes as soon as possible



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Questions???????

Feel free to contact me directly @ Sharon.angel@gvs.ga.gov or providermanagement@gvs.ga.gov or 470-509-9410

THANK YOU



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Providers Fiscal Services

**Presenter:
Eduardo Martinez
Business Operations Analyst Manager**



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Issued Authorizations

- The provider must receive an issued authorization before delivering any service to a VR participant. If a provider performs a service without obtaining an issued authorization, the provider will not be paid.
- The provider should note that all authorizations will have specific dates, services, goods and dollar amounts; and no service(s) should be provided if it is not included on the authorization



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Issued Authorizations

- If the details of the authorization need to be changed, cancelled, or rescheduled, the changed services must be approved by GVRA/VR **before** services are delivered.
- If the Provider determines *that* the types of services needed or cost is beyond what has been authorized; the provider must contact the authorizing GVRA/VR representative to have the authorization amended, or have a new authorization with corrects amounts issued.



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Non-Authorized Services

- Verbal request to deliver a service cannot be used to invoice for service. This is not considered an authorized service request.
- An email or other form of a request cannot be used to invoice for service. This is not considered an authorized service request
- An authorization in draft status cannot be used to authorize services





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Provider Invoices-Required Documents



Provider Invoice



Progress Reports



Time sheets/Logs



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Provider Invoices

- All Invoices should include the following
 - VR Participant Name
 - Invoice Number, Provider Name, Address and contact information
 - VR Authorization Number
 - Name of Provider staff delivering service
 - Description of Service Provided as Authorized
 - Date(s) of Service
 - Start and end time for each individual service participant received
 - individual setting or in a group setting where 2 or more participants or consumers participated.
 - Amount requested for services provided must not exceed the amount of the Authorization



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Progress/Monthly Reports

- A Participant progress report (use sample VR Participant Progress Report included in Manual) describing the service(s) provided, an analysis of the participants progress as a result of service, observations and recommendations for additional training to help participant achieve employment goal.
- All Participant Progress Reports must be individualized to reflect the individual participant and must reflect an assessment of the benefit or lack of resulting from the services provided.



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Time Sheet/Attendance Log

Time sheet/Attendance Logs are required for certain services for payment processing (example Job Coaching and CWAT).

During Program Review a Provider Management representative may request time sheet/attendance logs for clients who received services.

Time sheet/Attendance logs should include the following:

- Client's Name
- Date and Hours worked
- Location
- Total Hours worked
- Client and Provider Signature



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Payment Process

All Invoices for participant services must be submitted to, reviewed and approved by VR counselor authorizing service before it can be processed for payment.

- Invoices must be submitted no later than 30 days after services are completed.
- Invoices submitted *before authorized services are completed* per the issued authorization will not be paid.
- Providers must allow up to 30 days for *approved* invoices to be processed and payment issued.





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Provider-Assistance Needed

First point of contact regarding a specific payment is local VR staff. They have full access to payment information

If VR staff are unresponsive provider can contact the following:

- VR Management at local office
- PRS
- Email FiscalServices@gvs.ga.gov
- Email Providermanagement@gvs.ga.gov



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Remittance Information

- Providers who receive payments via ACH can pull up their remittance information from SAO's Supplier Portal.

[SAO Supplier Portal](#)

- Providers who are still receiving payments via checks can use the accompanying check stub for remittance information.

GVRA



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Questions????



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Thank You!

General Updates for all Providers

Sheila Pierce

January 31, 2022





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Provider Management Updates

1. Provider Management Staff

- Sharon Angel is overseeing Provider Relations
- PRS Positions

2. Provider Directory

- Lists all providers with an agreement
- Hyperlink to find providers
- List services GVRA approved
- Counties for service delivery
- Contact information
- Located on the GVRA website
- Future: Identify service then
Providers for each
with District





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Provider Management Updates

3. Service Agreement Amendments status

- Mileage Reimbursement for eligible services
- Job Placement for qualified providers
- VR Staff Training

4. Provider Portal

- Adding Additional Providers
- Will be adding 25 monthly in alphabetical order
- Starting in February 2022 – projected completion NLT July 2022

5. Provider Management Task Force

- 2022 Manual Update
- Review and decision on Provider Performance Recommendations
- Review and decision on Provider Referral Process
- Provider Communications



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Provider Management Updates

6. Virtual Roundtables with Providers and Staff

- November – Deaf and Hard of Hearing Services
- December - Blind Services
- More will be scheduled during the year

7. Service Rates

- Providers and VR staff
- Met a December deadline

8. Provider Newsletter

- Still working on a layout
- Would like it to be emailed to everyone 6 times a year
- Want it to feature client employment opportunities and providers who go the extra mile
- Goal – NLT end of the first quarter 2022



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Wrap-up and Announcements



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THANK YOU !