

# **GVRA VR Provider Information Forum**

## **Thursday, October 14, 2021**

### **10:00 A.M EST**





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Rehabilitation Agency

# Thursday, October 14, 2021

## 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	VR Provider Spotlights	Briggs and Associates, Core Solutio, AmericanWork, Wiregrass Resource Group,
10:50 am	Provider Manual Updates	Cheryl Roney, Provider Relations Coordinator
11:15 am	Criminal Background Check	Sheila Pierce, Assistant Director
11:25 am	Year-End Provider Info	Sharon Angel, VR Provider Management Auditor
11:35 am	Contract Monitoring Dashboard	Eduardo Martinez, Manager VR Provider Standards & Fiscal Services
11:45am	Wrap-Up and Announcements	Sheila Pierce, Assistant Director
11:55 am	Q & A	Provider Management Group
12:00 Noon		Adjourn



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# BRIGGS AND ASSOCIATES

- Julia Berkoski is presenting today
- They have been a VR provider for 32 years and deliver the following services: Comprehensive Vocational Profile, Vocational Evaluation Limited, Job Sampling, Job Coaching, Traditional Supported Employment, Customized Supported Employment, Individual Placement and Support (IPS), Project Search Supported Employment



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Presentation By:

Julia Berkoski  
Career Specialist

BRIGGS  
& ASSOC



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# Philosophy

“Anyone who has the desire, has the ability to be successful in the workplace.”

~Jennifer Briggs



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## Est. 1989

- Over 30 years of service
- Presence in 4 of the 6 Regions
- Maintain 80% employment
- Everyone works above minimum wage
- Zero exclusion



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NOT  
Can they work?

What will it take?



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# Briggs Services in Partnership with GVRA

Supported Employment  
Customized Employment  
Project Search Supported Employment  
Discovery  
Vocational Profile  
Job Sampling  
Job Coaching





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- Long-term Support
  - Anticipating problems
  - Asking the right questions
    - Career growth



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# CORE SOLUTION

- Patricia Webb is presenting today
- They have been in business since 2015 and provide Supported Employment services only to all counties surrounding the Metro Atlanta area.
- They are part of the Georgia Collaborative as a provider for DBHDD and they are CARF accredited



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### **A Focus on Finding, getting, and keeping, employment for individuals with disabilities... A little about Core Solutio.**

**Finding:** We focus solely on helping people with disabilities find, get, and keep employment. When it comes to finding employment, a good match is key. We look for supportive employers and speak with them personally during the application process and during the interview. When employers are open to working with people with disabilities, we find that the clients are happier, and the employment lasts longer. Sometimes it's not "IF" something goes wrong, it's "WHEN" something goes wrong. We find that usually adjustments are needed within the first 30 days of a client's employment, whether it's the schedule, adjusting job duties, transportation issues, uniforms, getting along with coworkers, etc. We aim to place clients in the exact or as close as possible, in places they really want to work.

**Getting:** When it comes to getting jobs, we make sure we meet with clients at least once per week and that they are engaged in the employment seeking process, meaning sitting alongside us as we explore the duties of jobs and submit applications. We also help with interviewing skills through role play and offer feedback. We do this at every meeting so that the client gets more comfortable with interviewing. Additionally, we ask the client if it's OK for us to attend interviews with them. When we show up in interviews sometimes the employer allows us to go in with the client and sometimes they don't. We usually respect the employer's wishes. A part of our process when comes to getting jobs is also making sure clients check their emails on a regular basis and respond to any messages coming through indeed or left on their voicemail. We talk about the importance of follow up as well, in case the employer does not reach out to the client, we show the client how to call and check on the status of their application. Whenever a client is offered employment, we assist with the onboarding process to make sure no steps are missed in between that could jeopardize the client getting the job.

**Keeping:** When it comes to helping clients keep their jobs after they are hired, we wear many hats by making sure the client has consistent transportation, money for transportation, the support of the family when it comes to uniforms or we try to assist in this area. We offer job coaches who work alongside the clients on the job within the first one to three weeks to help the clients learn their job tasks, if this is something the client is OK with. We find that most employers are OK with job coaches. In addition to providing job coaching, we ensure we follow up with the client and the employer on a weekly basis to work through any problems that may have come up on the job. If problems arise we are available for in person meetings to workout any problems in effort to help the client maintain long term employment. We also want the client and the employer to be happy with the employment so we let employers know that we are there to answer any questions for them and for their support as well as the client support. Once clients are proven they are able to maintain employment we reduce the site visits to every other week. Site visits are done in person and over the phone.



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### **Additional information about Core Solutio...**

Core solutio serves clients in the Atlanta metro area all surrounding counties from Dalton and Cherokee counties to Gwinnett, Forsyth and Clayton. Contractors are usually seasoned professionals in the field of social services as well as college graduates working in a graduate masters program. Expansion for Core Solutio is easy because Core Solutio partners with colleges throughout the state of Georgia through their handshake program where businesses connect with college grads or master program students who are usually seeking employment. Core Solutio was just recently awarded a three year CARF accreditation and solely focuses on supported employment services only. Core Solutio also contracts with DBHDD for individuals with developmental disabilities at this time and is part of the Georgia Collaborative with GVRA. Core Solutio is also open to working with individuals of any age and with populations of varying disabilities.

The office is located in Atlanta near the Battery where the Atlanta Braves play. You may visit the website at [www.coresolutio.com](http://www.coresolutio.com) or call for more information at 770-405-9646. [Info@coresolutio.com](mailto:Info@coresolutio.com) is the general email for questions.



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# AMERICANWORK

- Robert Howell is presenting today
- They have been doing Supported Employment services for the past 21 years and have worked in collaboration with GVRA for the past 15 plus years.



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# WIREGRASS RESOURCE GROUP

- Marc Reed and Lauren Turner are presenting today
- They received their first transaction with GVRA in 2018
- The services they provide are: Traditional Supported Employment, Job Coaching, Work Place Readiness, Customized Supported Employment



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**“Partners in Success”**

Specializing in  
Supported Employment





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## ABOUT US

- ▶ Employment Specialist at Wiregrass Resource Group (WRG) strive to connect people with Disabilities who are seeking competitive employment with local Employers in the community.
- ▶ WRG teams with *The Vocation Depot* in Tampa, Florida; a Disabled Veteran operated entity. The President & Founder of The Vocation Depot, which provides consulting services to WRG, is a successfully placed client that came through the Southeast Florida VR services.





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## OUR SERVICES



- ▶ Wiregrass Resource Group links qualified candidates with employment barriers to community employment partners for long term gainful employment opportunities.
- ▶ WRG deploys unique, but proven, marketing techniques and employment management skills.





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WIREFRASS  
RESOURCE GROUP, INC.

## OUR TEAM

We have Employment Specialist committed to providing dedicated and knowledgeable services in the North, Northeast, Central & Southern counties of Georgia.

We have been consistently expanding our services over that last year to meet the high demands for Supported Employment Services throughout the State. And, we have Specialist strategically placed to meet the needs of the VR Offices and their clients.







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## Client Marketing Techniques



Our Job placement success is in  
direct proportion to the amount of  
face time we spend with employers;  
more time, more jobs



We find the employers first and sell them on our  
services



We pride ourselves by being sincere, having  
integrity and confidence as those are our three  
strongest traits



We separate selling the concept from selling the  
candidate. Doing both at once is a difficult sell.  
Employers will not buy the candidate if they have not  
first bought the concept



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**MARC REED – FOUNDER & CEO**  
**EMPLOYMENT SPECIALIST**

**[MREED@WIREGRASSRESOURCES.ORG](mailto:MREED@WIREGRASSRESOURCES.ORG)**

**(478) 957-6260**

**LYNN REED – CO-FOUNDER & CFO**  
**HUMAN RESOURCES**

**[LREED@WIREGRASSRESOURCES.ORG](mailto:LREED@WIREGRASSRESOURCES.ORG)**

**(478) 808-7516**

**LAUREN TURNER-**  
**AVP WORKFORCE DEVELOPMENT**

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**EMPLOYMENT SPECIALIST ASSOC**

**[SUZANNE.PRCHAL@WIREGRASSRESOURCES.ORG](mailto:SUZANNE.PRCHAL@WIREGRASSRESOURCES.ORG)**

**(229) 322-1836**



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## Contact Information



### Wiregrass Resource Group, Inc.

556 E. Washington Avenue

Ashburn, GA 31714

229-613-0101 - Office

844-947-4727 – Toll Free Number

833-790-3513 – Fax Number

For more information:

[Info@wiregrassresources.org](mailto:Info@wiregrassresources.org)

To Send A Referral

[www.wiregrassresources.org](http://www.wiregrassresources.org)



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# PROVIDER GUIDELINES MANUAL UPDATES

## Providers and Prospective Providers

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Georgia Vocational Rehabilitation Agency is committed first and foremost to our current and future clients. Our statewide provider partners are vital in the delivery of the highly-customized services needed to benefit those clients. [Please click here to read a message to potential new providers.](#)



## Read the GVRA Outsourcing Manual

 [Click Here](#)

### Contact GVRA Provider Relations

Phone: (404) 232-1998

Email: [ProviderManagement@gvs.ga.gov](mailto:ProviderManagement@gvs.ga.gov)



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# PROVIDER GUIDELINES MANUAL UPDATES

1. Page 3. Table of Contents – Administrative
  - a. Hyperlinks have been added so you can go right to that page
  - b. Add Who We Are, Mission, Values, Introduction, Collaboration, Definitions
  - c. Moved all appendices to the back of the manual and add Appendix O (Supported Employment Services Identification Plan) and Appendix P (Supported Employment Extended Services Plan)
2. Page 4. Section 2 – Standard and Provider Guidelines (Renumbering section to add GROW)
  - a. 4001 – Job Exploration Counseling
  - b. 4002 – Work Based Learning
  - c. 4003 – Counseling on Post-Secondary Opportunities
  - d. 4004 – Workplace Readiness Training
  - e. 4005 - Instruction in Self-Advocacy
  - f. 4006 – Getting Ready for Opportunities in Work (GROW) Program Summer Academy
3. Page 6. Delete (this is a duplicate and with the table of contents on page 3, the hyperlinks will allow to go straight to that page)
4. Page 7. Purpose. Add:

The Workforce Innovation and Opportunity Act (WIOA) defines competitive integrated employment as **work that is performed on a full-time or part-time basis** for which an individual is: (a) compensated at or above minimum wage and comparable to the customary rate paid by the employer to employees without disabilities performing similar duties and with similar training and experience; (b) receiving the same level of benefits provided to other employees without disabilities in similar positions; (c) at a location where the employee interacts with other individuals without disabilities; and (d) presented opportunities for advancement similar to other employees without disabilities in similar positions.





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# PROVIDER GUIDELINES MANUAL UPDATES

5. Page 10. Added sentence: New Providers are required to attend Onboarding New Providers training. Following the orientation training for Onboarding New Providers, the package will include information handouts and materials prepared for providers that can be downloaded from the GVRA website under the providers tab.
6. Page 10. Add after “How to Become a Qualified GVRA/VR Provider,” Note: Supported Employment: If DBHDD has not approved you as an IPS provider in Georgia, you will not be able to offer that service. See page 158, 6005.08 Provider Qualifications.
7. Page 11. Criminal Background Investigation Requirements for Provider Staff (Appendix A), a new process has been revised and Sheila Pierce will discuss after the updates.
8. Page 59: Section 2001.00 Interpreters for the Deaf  
Page 59. Section 2001.02 – Revise last sentence to read: Contact the State Coordinator – VR Deaf and Hard of Hearing Services
9. Page 75. Section 3002.04 Process for Outsourcing  
In paragraph A, remove NAC Standards (Section D-9, P. 219) and replace with Association for the Education of the Blind and Visually Impaired
10. Page 86. Section 3005.00 Technology Access Training  
Spell out AWT (Assistive Work Technology) – In this section we spelled out AWT for clarity
11. Page 100. Section 3009.00 Vehicle Modification – In this section we spelled out AWT for clarity and corrected grammatical errors.
12. Page 106. Section 4000.00 Pre-Employment Transition Services (Renumbered and GROW added)
  - a. 4001 – Job Exploration Counseling
  - b. 4002 – Work Based Learning
  - c. 4003 – Counseling on Post-Secondary Opportunities
  - d. 4004 – Workplace Readiness Training
  - e. 4005 - Instruction in Self-Advocacy
  - f. 4006 – Getting Ready for Opportunities in Work (GROW) Program Summer Academy



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# PROVIDER GUIDELINES MANUAL UPDATES

13. Page 107. Section 4000.02 Provider Information

Add: There are five (5) required Pre-ETS and we have included the GROW Program Summer Academy

14. Page 114. Section 4006.00

Add GROW to description and codes; add Fees \$1,500 per participant

15. Page 132. Section 6000 Employment Skills Development

Page 133. Section 6000.00 Workplace Readiness – revisions (Individually or in small groups no more than ten unless authorized)

16. Page 132. Section 6000 Employment Skills Development

Page 145. Section 6003.03 Provider Qualifications, 2<sup>nd</sup> bullet replace NAC with Association for the Education of the Blind and Visually Impaired

17. Page 132. Section 6000 Employment Skills Development

Page 155. Section 6005.03, Add the below two paragraphs as an exception to Provider Qualifications:

- F. GVRA may grant exceptions to the provider qualifications for individuals who do not meet the educational requirements if that individual's work experiences clearly demonstrates that he or she is experienced and capable of delivering the service.
- G. Exception requests must be documented and submitted to GVRA Provider Management for approval. GVRA Provider Management will consider approval of requests for exceptions on a case-by-case basis and in its sole discretion. Documentation supporting exceptions to staff qualification will be maintained in the provider's records. GVRA may ask for provider qualification documentation prior to and during the provision of Supported Employment Services.



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# PROVIDER GUIDELINES MANUAL UPDATES

18. Page 156 and 157. E. Report

- a. In the bullet after Disability(s), add as a bullet “Job goal (must agree with VR Work Plan)”
- b. In the bullet after Location and contact person and number, correct “Job Title”
- c. After Wages add, “Provider must submit two paystubs or wage documentation on employer letterhead”

19. Page 158. Section 6000 Employment Skills Development

Section 6005.08 – Provider Qualifications last sentence must read: “For job seekers to receive all the support available, IPS providers must be an approved qualified provider through DBHDD Behavioral Health and GVRA/VR.

20. Add: Appendix O – Supported Employment Service Identification and Agreement Form

21. Add: Appendix P – Supported Employment Extended Services Plan

**Reminders:** Current Supported Employment Services Forms are provided. Outdated forms are not accepted and only the forms in the manual are acceptable.



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# Provider Staff Background Checks

## GVRA Role in the Background Check Process:

1. Receive, review and approve applicant registration
2. Receive, review and make a determination based on information in the report
3. If questionable information, contact individual and inform them of information and allow time to receive address any concerns
4. Issue a determination letter



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# Provider Staff Background Checks

- Criminal Background checks required: Provider Agreements Page 18 (11. Criminal Record Investigation Requirements for Provider staff)
  - Everyone employed, or working with a provider delivering services to VR participants must first complete a criminal background check **before** delivering services.
  - When there is no concern, a determination letter is issued to the provider within about 3 working days from receiving the report
  - When there is information that we have questions about:
    1. Contact the individual directly
    2. Give the person an opportunity to provide an explanation
    3. This may take up to 30 days



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# Provider Staff Background Checks

Generally, if a response is not received within a week of the registration it is because:

1. Registration approved but fingerprints not taken
2. Results received and there is a question about the information on the report
3. No provider name included in the registration so we do not know who to send the information to.

In the Registration remember:

1. **Requesting ORI: Number for provider organization**
2. Reviewing ORI: Number for GVRA GA931392Z



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# Provider Staff Background Checks

(Requesting Agency ORI)

←

→

↻

🔒 https://www.aps.gemalto.com/ga/index.htm

GAPS Georgia Applicant Processing Services

APPLICANTS ▾ AGENCIES ▾

Gemalto Thales, as the fingerprinting vendor, we have been experiencing several requests from fingerprint site locations offering limited hours or temporary closures due to the COVID-19 pandemic. Your patience and understanding is appreciated during this unprecedented time. Please continue to check the location's availability listing for updates at [www.aps.gemalto.com](https://www.aps.gemalto.com) before choosing to visit. Gemalto /Thales is committed to making appropriate website updates as the changes are requested.

⚠️

Click here for a message to all fingerprint sites regarding the coronavirus (COVID-19) situation

📍

Fingerprint Locations

Find a Fingerprint Site Near You

LOCATE

👤

Applicant Registration

Register for a Background Check

REGISTER

🔒

GAPS Agency Log In

CHRI Review and Invoices

GAPS AGENCY LOG IN

31



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# Provider Staff Background Checks

GAPS Georgia Applicant Processing Services

APPLICANTS ▾ AGENCIES ▾ INFORMATION ▾ SELECT LANGUAGE ▾

Agency Log In

Become a Requesting Agency

GAPS Fingerprint Site and Hours

Click on a region below to learn more about a fingerprint site nearest you

Q





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# Provider Staff Background Checks

(next slide will assign a Requesting number for your organization)

GAPS Georgia Applicant Processing Services

APPLICANTS ▾ AGENCIES ▾ INFORMATION ▾ ENGLISH ▾

## Agency Enrollment

Are you contracted or licensed through a government agency?

YES

NO



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# Provider Staff Background Checks

**GAPS** Georgia Applicant Processing Services

APPLICANTS ▾

AGENCIES ▾

INFORMATION ▾

EN

## Agency Enrollment

Required fields \*

### Agency Contact Verification Form

Agency ID \*

GAC13835

Agency Name \*

Reviewing Agency \*

Address \*

City \*

County

State \*

GEORGIA

Zip Code \*

Agency Head \*

Head Title \*

Contact Person \*

Contact Title \*

Phone \*

Fax

Optional

Email \*

SPIERCE

☐

Create Billing Account

CANCEL

CONTINUE





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# Provider Staff Background Checks

For provider employee to check the status of their fingerprint registration

Welcome to the  
**GAPS**  
Georgia Applicant Processing Services  
for fingerprint background requests

  
**Fingerprint Locations**  
Find a Fingerprint Site Near You  
**LOCATE**

  
**Applicant Registration**  
Register for a Background Check  
**REGISTER**

  
**GAPS Agency Log In**  
CHRI Review and Invoices  
**GAPS AGENCY LOG IN**



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# Provider Staff Background Checks

GAPS Georgia Applicant Processing Services

APPLICANTS ▾

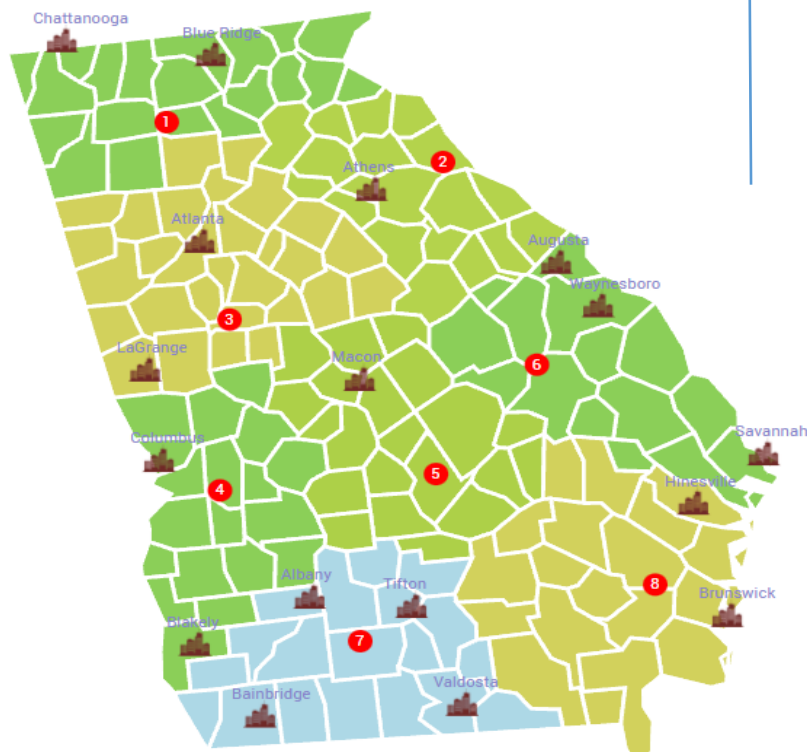
AGENCIES ▾

INFORMATION ▾

ENGLISH ▾

## GAPS Fingerprint Site and Hours

Click on a region below to learn more about a fingerprint site nearest you





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# Provider Staff Background Checks

APPLICANTS ▾ AGENCIES ▾

## GAPS Fingerprint Site and Hours

site nearest you

Chattanooga Blue Ridge

- Fingerprint Site Locations
- Register Online
- Registration Status and Result
- Applicant Information
- Access Registration Receipt
- Cancel Registration



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# Provider Staff Background Checks

## View Registration Status and Result

### Find Registration By Reg ID and DOB

Registration ID:

Date Of Birth  
(MMDDYYYY):

Find

### Find Registration By Name and DOB

Last Name:

First Name:

Date Of Birth  
(MMDDYYYY):

Find



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# Provider Staff Background Checks

(email goes to email in registration)

Request to view response

\* If you request to view response, you will receive an email containing a temporary passcode that expires in 10 minutes.

Go Back



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# Next Steps: Provider Staff Background Checks

- GVRA Legal team is developing a policy for this process
- When it is completed a copy of the policy will be given to each Provider GVRA will schedule a training presentation for providers to review the policy





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# YEAR END PROVIDER INFORMATION

- **Year End Summary Report-should include the following:**

- Summary of services provided
- Number of participant's service
- Services delivered
- Accomplishments achieved
- Outcomes expected for service type

**Due within 30 days of the end the of contract fiscal year**



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# YEAR END PROVIDER INFORMATION

- Annual Financial Report

- Required for accounting year for all Providers-180 days after close of Contractor's fiscal year
- Must be based on Generally Accepted Auditing Standards by American Institute of Certified Public Accounts
- Report submitted on official letterhead
- \$750,000 in Federal Funds or more than \$100,000 in State Funds
- Less than \$750,000 in Federal Funds and/or more than \$100,000 in State Funds
- At least \$25,000, but less than \$100,000 in Federal/State Funds



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# YEAR END PROVIDER INFORMATION

- For Profit Business submit:

- a) One (1) copy of the appropriate financial report to:

- Submit electronically to [ProviderManagement@gvs.ga.gov](mailto:ProviderManagement@gvs.ga.gov) or mail to  
Office of Fiscal Services/Procurement Office  
Georgia Vocational Rehabilitation Agency  
200 Piedmont Ave. Suite 1408 West  
Atlanta, GA 30334

- Subject Line: VR Contract Audit and Financial Audit Report**

- For Non-Profit Business submit:

- a) One (1) copy of the appropriate financial report to:

- Submit electronically to [ProviderManagement@gvs.ga.gov](mailto:ProviderManagement@gvs.ga.gov) or mail to  
Office of Fiscal Services/Procurement Office  
Georgia Vocational Rehabilitation Agency  
200 Piedmont Ave. Suite 1408 West  
Atlanta, GA 30334

- Subject Line: VR Contract Audit and Financial Audit Report**

**AND**

Georgia Department of Audits and Accounts

**Submit electronically to [npo@audits.ga.gov](mailto:npo@audits.ga.gov) or upload to their collection system or mail to**

**270 Washington Street, SW, Suite 1-156  
Atlanta, Ga 300334-8400**

- **Deadline to submit information – 180 days after close of the Contractor's fiscal year**
- Questions: Please submit to [ProviderManagement@gvs.ga.gov](mailto:ProviderManagement@gvs.ga.gov)



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# Questions???????

Feel free to contact me directly @ [Sharon.angel@gvs.ga.gov](mailto:Sharon.angel@gvs.ga.gov) or [providermanagement@gvs.ga.gov](mailto:providermanagement@gvs.ga.gov) or 470-509-9410

# THANK YOU



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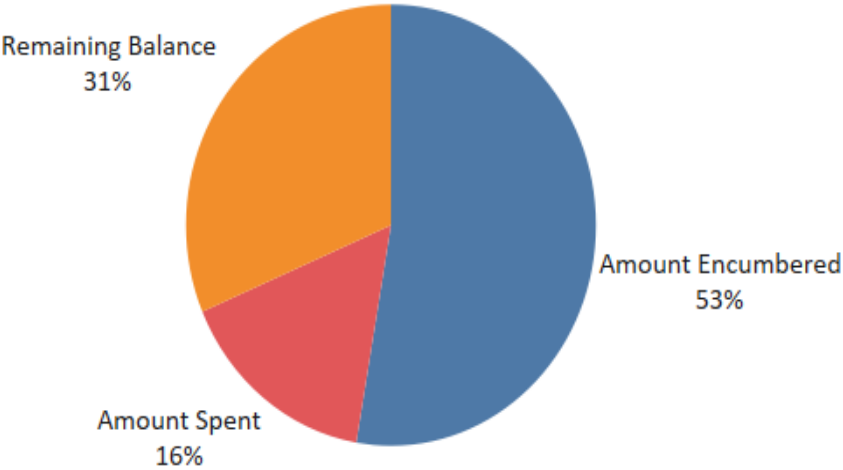
# CONTRACT MONITORING DASHBOARD

XYZ Inc.

-1,230 over

Measure Values  
1.0000

Measure Names  
Amount Encumbered  
Amount Spent  
Remaining Balance



Amount Encumbered, Amount Spent , Remaining Balance, Amount Encumbered, Amount Spent and Remaining Balance. Color shows details about Amount Encumbered, Amount Spent and Remaining Balance. Size shows Amount Encumbered, Amount Spent and Remaining Balance. The marks are labeled by Amount Encumbered, Amount Spent , Remaining Balance, Amount Encumbered, Amount Spent and Remaining Balance.



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# Wrap-up and Announcements



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**THANK YOU !**