



Iowa
**Vocational
Rehabilitation**
Services

Finding solutions. Generating success.

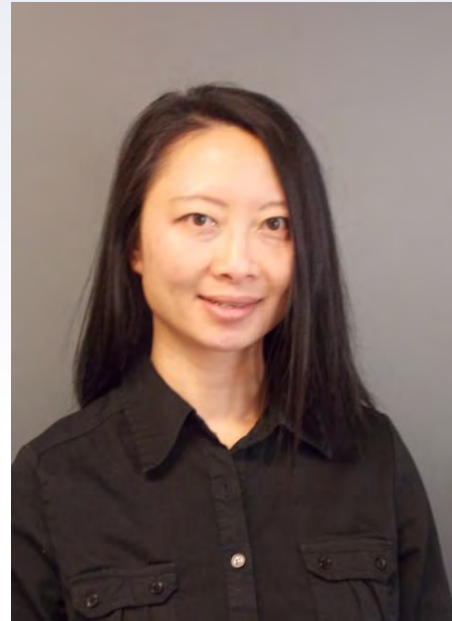
Coordinating Supported Employment Services

HELLO!

Vienna Hoang

IVRS Resource Manager

Vienna.hoang@iowa.gov



Agenda

- 4 Qualities of successful closure
- Make up of the team
- Funding MVP
- Braiding long term supports
- Successful placement
- Questions



W!\$#???List

FOUR QUALITIES OF SUCCESSFUL CLOSURE



C²R² Partnership:
Communication
Collaboration
Responsive
Respect

Goal:
Plan
Goal
Progression
Deadline

Documentation:
Formal detailed written record capturing the activities, successes, & lessons learned to support the partnership, goal & successful closure

Successful Placement/ST26:
* 90 Days of ST22 with long term supports and/or natural supports in place
* JC is happy
* Employer is satisfied with performance





SUPPORTED EMPLOYMENT MENU OF SERVICES

IVRS supports CRPs as respected and valued partners in providing employment services to IVRS job candidates. “Menu of Services” refers to various employment services that IVRS is able to purchase from a CRP on behalf of an IVRS job candidate. IVRS and CRP staff work together to jointly coordinate services that will assist a job candidate in reaching a successful employment outcome. IVRS remains interested in expanding local CRP partnerships and welcomes new and existing partners in the provision of quality employment services.

<https://ivrs.iowa.gov>





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Our Vision

To Make a Positive Difference
For Every Person,
One Person at a Time.



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Community

Rehabilitation Programs
(CRPs)

State Rehabilitation
Council

Iowa Employment First

Resources

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Home

Partners

[Community Rehabilitation Programs \(CRPs\)](#)

[State Rehabilitation Council](#)

[Iowa Employment First](#)

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Partners



The Workforce Innovation and Opportunity Act (WIOA) reinforces increased coordination between state systems and partner organizations. It is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match businesses with the skilled workers they need to compete in the global economy. IVRS plays a critical role. We focus on service delivery efforts for individuals

with the most significant barriers to employment and this is accomplished through the alignment of service



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Community Rehabilitation Programs (CRPs)

[CRP Menu of Services](#)

[CRP Stipend Reimbursement Rates](#)

[CRP Partners](#)

[Section 511](#)

Community Rehabilitation Programs (CRPs)



Iowa Vocational Rehabilitation Services (IVRS) supports Community Rehabilitation Programs (CRPs) as respected and valued partners in providing employment services to IVRS job candidates. IVRS and CRP staff work together to jointly coordinate services that will assist a job candidate in reaching a successful employment outcome. IVRS remains interested in expanding local CRP partnerships and welcomes new and existing partners in the provision of quality employment services.

CRP Menu of Services

[CRP Employment Rates](#)[CRP Service Forms](#)[Business Partnership Incentive](#)[CCO Info for Job Coaching Services](#)[Independent Job Coaching Services](#)

CRP Menu of Services

The Iowa Vocational Rehabilitation Services (IVRS) counselor and job candidate select services they believe provide the type of experience and generate the quality of information necessary to develop a vocational plan that will lead to employment. Contractors select as locations for employment training must have personnel qualified with respect to personality, knowledge, and skills in the techniques of instruction, have adequate equipment and instructional materials, and be willing to make provisions for a plan of graduated progress according to an efficiently organized and supervised instructional schedule.

[Menu of Services Overview](#)[Menu of Services Training Video](#)[Discovery](#)[Workplace Readiness](#)[Comprehensive Vocational Evaluation](#)[Job Shadow](#)[Career Exploration](#)[Occupational Skills Training](#)[Work Adjustment](#)[Job Seeking Skills Training](#)[Transportation Training](#)[Job Development](#)[Natural Supports](#)[Customized Employment](#)[Externship](#)[Supported Employment Job Coaching](#)[Job Follow-Up](#)[Non-Supported Employment Job Coaching](#)[Supported Short-Term Paid Work Experience](#)

Who should be a part of the team???

The JC

The JC's personal circle:

Family

Guardian

Friend

Pastor

IVRS

IDB

Veteran Readiness &
Employment Service

Long term
employment support
providers:

IME/MCO

DHS

IHH

CRP, the
actual
service
provider

Teacher/Special Ed

Employer/Business

Funding

- IVRS must preapprove and authorize for all services agreed upon by JC & CRP leading to employment goal
- Documentation **REQUIRED**
- On many of our service forms, we document what team member is doing what and will be paying for what?
- IVRS is a short term funding source, not long term
- Natural Supports
- AT for sustainable long term job coaching service





MVP of Authorizations

▶ **Menu of services**

- ▶ Who are on this team?
- ▶ What is the goal?
 - ▶ Employment
 - ▶ Short term
- ▶ Where?
- ▶ When?
- ▶ How?

▶ **Verify**

- ▶ Menu of service & units
- ▶ Start and end dates for service
- ▶ If this does not match with the previous discussion, address it immediately before moving on
- ▶ IVRS will not pay if the documentation does not support the authorization
- ▶ Back dating is not a norm & **REQUIRES** supervisory approval

▶ **Partnership**

- ▶ Weekly discussion
 - ▶ Current cases
 - ▶ Potential cases
- ▶ Phone call/email (informal)
- ▶ Do not start services without your MVP
- ▶ Do not close out a case without discussion

▶ Long term supports

- It's not about a race (complete activities & secure for **longevity**)
- It's not individual strands (**braiding** of services)
 - IME/MCO: must include long term funding source as soon as possible (e.g. ID & BI waivers)
 - IHH (e.g. Habilitation waiver)
 - DHS caseworker
- True friends aren't purchased (**natural supports**)



▶ Braiding of services with MCO

- ▶ Capacity
- ▶ IVRS is a short term service provider
- ▶ WIOA



▶ MOA Basic breakdown on funding for SES...

- ▶ **Persons 14 years old to 20 years old**
 - ▶ **Served by MOA between IVRS & DE**
- ▶ **Persons 21 years old to 24 years old**
 - ▶ **Served by IVRS**
- ▶ **Persons 25 years old and older**
 - ▶ **Served by MOA between DHS or IME/MCO**

Rule of thumb, have conversations with folks involved based in which of the above category is the person. Having conversations ensures the revelations on the possibilities of what each team member is able to support and thereby expands what the individual is able to achieve.

Workforce Services

- AJC known as IowaWorks
 - www.iowaworks.gov
- Increase access to education, training, and employment-- particularly for persons with barriers to employment.
- Iowa has 9 Local Workforce Development Areas (LWDAs)
- <https://www.iowaworkforcedevelopment.gov/contact>
 - Virtual Services
 - By Appointments

Center Services

Registration

Basic Career Services

Individualized & Training Services

Basic Services

- Self-directed job searching activities
- Job referrals
- LMI
- Job searching assistance
- Career planning
- Referrals to more intensive services
- Referrals to partner agencies (IVRS)
- Work Readiness Workshops

Individualized & Training Services (Title I): 3 Eligible Groups

- Dislocated Workers (DW)
 - Loss of job/no-fault
 - Unlikely to return
 - No household income limitations
- Low-Income Adult (Adult)
 - Non-DW
 - Eligible for other income-based services (FIP, SSI and/or SNAP)
 - Review last 6 months income (household)
 - Persons with a Disability = Household of 1.
- Youth
 - Age 14-24
 - Experience Barriers
 - Basic Skills Deficient
 - Low Income
 - Disability
 - Ashley Arnold-Youth Program Coordinator
 - YouthServices@iwd.iowa.gov

Individualized & Training Services

- Training Assistance
 - Both Short-Term and Long-Term (Up to 2 years)
 - In Demand Fields
 - Cost of Tuition, Books and Fees
- Supportive Services
 - Transportation
 - Childcare
 - Other needed services
- Placement Assistance
 - Job Search
 - Job Development
 - 12 months of follow-up



**Brian Dennis, WIOA Program Coordinator
Disability Services & Ticket to Work
(515)725-3666
Brian.Dennis@iwd.iowa.gov**







Unethical: Can't both IVRS & IME/MCO be used for SES?

Unethical to not work together so that JC succeeds

How do I know if a person is receiving other services?

- Benefits
 - SSI = \$794/mo
 - SSDI = varies based on income history
- IWD
- DHS
- IME/MCO

Invitation for a team meeting?

- Prevents waste of time in duplicating services
- Ensures gaps in services are filled
- Everyone knows their roles and responsibilities
- Everyone knows the goal & what success looks like for the individual

LTSS Management Regions

Preferred escalation process:

1. Contact your community-based case manager directly
2. Contact applicable regional manager
3. Contact Catharine Havel, RN, CLNC, Director GBD Special Programs Ops

Catharine Havel, RN, CLNC
 Director GBD Special Programs Ops, LTSS
 515-346-9357
 catharine.havel@amerigroup.com

Kristen Mennenga-Longhorn
 Regional Manager — 4
 515-499-3357
 kristen.mennengalonghorn@amerigroup.com

Heather Chingren, LBSW, MBA
 Regional Manager — 3
 515-468-7538
 heather.chingren@amerigroup.com

Mandy Ellison, LMSW
 Regional Manager — 10
 515-344-5500
 mandy.ellison@amerigroup.com

Cassie Foxen
 Regional Manager — 9
 515-468-9442
 cassandra.foxen@amerigroup.com

Jennifer Smith
 Regional Manager — 14
 515-414-9072
 jennifer.smith6@amerigroup.com

Jana Camarigg, RN, MHA
 Regional Manager — 1
 515-850-8184
 jana.camarigg@amerigroup.com

Hali Daters
 Regional Manager — 2
 515-343-6783
 hali.daters@amerigroup.com

Emilie Agan, RN, BSN
 Regional Manager — 5
 515-318-8893
 emilie.agan@amerigroup.com

Penny Riedel, LBSW
 Regional Manager — 6
 515-493-9752
 penny.riedel@amerigroup.com

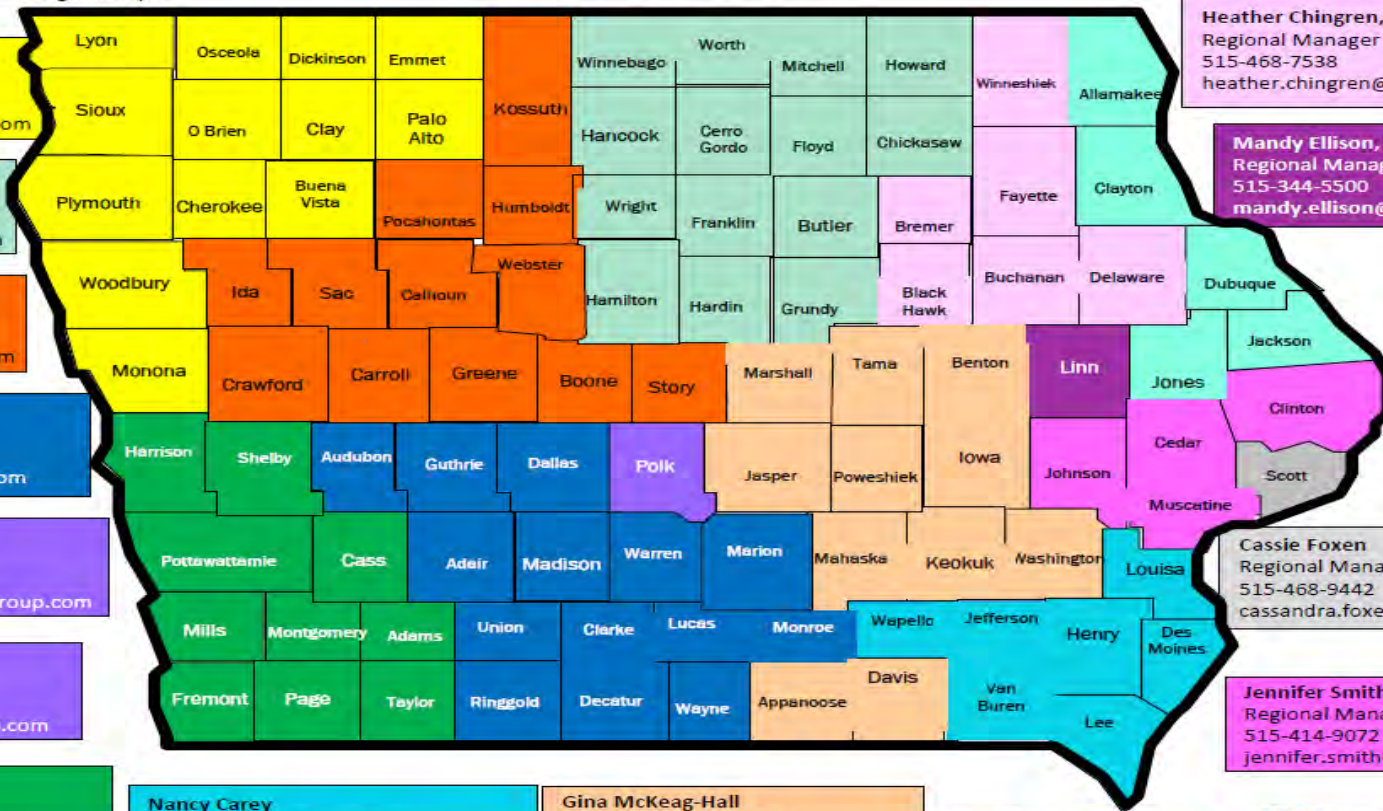
Jennifer Farnsworth, B.A.
 Regional Manager — 7
 515-705-8578
 jennifer.farnsworth@amerigroup.com

Rebecca Jones, M.A.
 Regional Manager — 8
 515-468-3856
 rebecca.jones2@amerigroup.com

Amy Pulliam
 Regional Manager — 13
 515-493-6770
 amy.pulliam@amerigroup.com

Nancy Carey
 Regional Manager — 12
 515-468-1894
 nancy.carey@amerigroup.com

Gina McKeag-Hall
 Regional Manager — 11
 515-218-0629
 gina.mckeag-hall@amerigroup.com



Home- and community-based employment services

Employment rates, procedure codes/modifiers and service/activity unit

Prevocational (hourly) — T2015

Career exploration – T2015 U3

Supported employment — small group

- Tier 1 = Groups of 2-4 H2023; U3,
- Tier 2 = Groups of 5-6 H2023; U5,
- Tier 3 = Groups of 7-8 H2023; U7

Individual supported employment T2018; UC

Individual long term job coaching (If needed for job stabilization)

- Tier 1 = 1 contact/month H2025; U4
- Tier 2 = 2-8 hours/month H2025; U3, fee schedule \$361.58/mo.
- Tier 3 = 9-16 hours/month H2025; U5, fee schedule \$722.15/mo.
- Tier 4 = 17-25 hours/month H2025; U7, fee schedule \$1,129.18/mo.
- Tier 5 = 26+ hours/month H2025 UC, fee schedule \$45.16/hr

Community Based Case Management Manager Regions



Bryan Sanders
Vice President LTSS
515-423-8813
Bryan.H.Sanders@IowaTotalCare.com

Stephanie Perry
Director LTSS
515-348-3632
Stephanie.R.Perry@IowaTotalCare.com

Justin Schieffer
Director LTSS
515-348-3640
Justin.R.Schieffer@IowaTotalCare.com



Iowa Total Care LTSS and IHH Managers

Jaime Holmes
CM Manager, Region 1
712-590-0464
Jaime.L.Holmes@IowaTotalCare.com

Gena Farrington
CM Manager, Region 8
319-440-2647
Gena.L.Farrington@IowaTotalCare.com

Tonya Heiman
CM Manager, Region 2
515-218-5928
Tonya.S.Heiman@IowaTotalCare.com

Lizzy Weber
CM Manager, Region 8
319-334-8835
Elizabeth.K.Weber@IowaTotalCare.com

Dee Kempton
CM Manager, Region 3
712-249-9948
Dee.L.Kempton@IowaTotalCare.com

Rebecca Menster
CM Manager, Region 8
563-213-2946
Rebecca.L.Menster@IowaTotalCare.com

Latisha McGuire
CM Manager, Region 4
641-740-1539
Latisha.L.McGuire@IowaTotalCare.com

Quin Johnson
CM Manager, Region 9
515-203-1514
Quin.K.Johnson@IowaTotalCare.com

Danielle Bohn
CM Manager, Region 5
641-436-7282
Danielle.Bohn@IowaTotalCare.com

Jonnie Cagley
CM Manager, Region 10
641-220-3473
Jonnie.J.Cagley@IowaTotalCare.com

Jennifer Evans
CM Manager, Region 6
515-705-8992
Jennifer.Evans1@IowaTotalCare.com

Jill Halverson
CM Manager, Region 11
563-217-0816
Jill.E.Halverson@IowaTotalCare.com

Meghan Klier
CM Manager, Region 6
515-218-3174
Meghan.E.Klier@IowaTotalCare.com

Stephanie Weir
CM Manager, Region 6
515-219-3279
Stephanie.J.Weir@IowaTotalCare.com

IHH CM Managers

Tori Reicherts
IHH CM Manager
641-812-0432
Tori.Reicherts@IowaTotalCare.com

Christine Hadley
CM Manager, Region 7
641-790-0262
Christine.M.Hadley@IowaTotalCare.com

Bill Ocker
IHH CM Manager
515-493-9002
Bill.J.Ocker@IowaTotalCare.com

Prevocational Services

- **Per Hour (T2015) No modifier**

- Limited to 24 calendar months.
- Can be extended only if the following are true and identified in the PCSP (Person-Centered Service Plan)
 - 1. Member is also working in community-based employment for the number of hours/week they desire, or,
 - 2 Member is also working in community-based employment for less-than the hours/week they desire, but member has services to increase the hours, or
 - 3) Member is actively engaged in seeking community-based employment, or
 - 4) Member has requested SE services from the past 24 months, and the request was denied or put on a waitlist by both Medicaid and IVRS, or
 - 5) Member has been receiving supported employment services for at least 18 months without obtaining community-based employment, or
 - 6) Member is participating in career exploration

- **Career Exploration Per hour (T2015:UC)**

- Not available under HAB
- 1) Maximum of 34 hours over a 90-day period

- **Career Exploration (T2015: U3)**

- Maximum of 34 hours over a 90-day period
- May be provided in groups of no more than 4 members

Supported Employment

- **Supported Employment: Individual, hourly (ie) Job Development (T2018: UC)**

- Hourly unit
- Initial authorization not to exceed 40 hourly units
- Extended authorization not to exceed 20 hourly units
- Maximum of 60 hourly units/year
- Total cost of all SE services not to exceed \$3059.29/month

- **Supported Employment : Long-term Job Coaching (H2025)**

- Member must be making at least minimum wage
- Must be re-authorized every 90 days
- Total cost of all SE services not to exceed \$3059.29/month
- Tier system: Rates/month impacted by Tier level
 - Tier 1: U4 (1 contact/month)
 - Tier 2: U3 (2-8 hours/month)
 - Tier 3: U5 (9-16 hours/month)
 - Tier 4: U7 (17-25 hours/month)
 - Tier 5: UC (26+ hours/month)

- **Supported Employment: Small Group (H2023)**

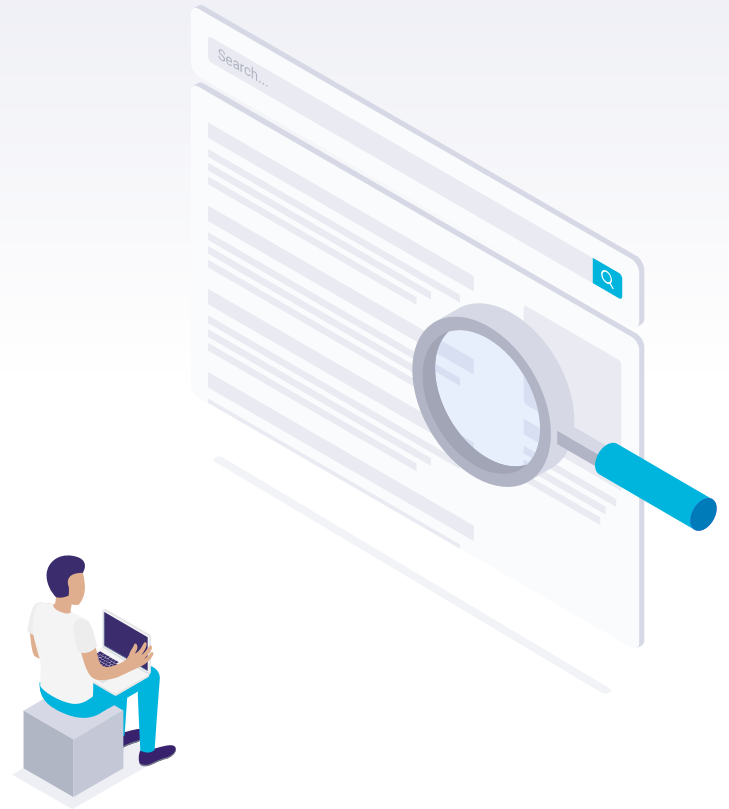
- Member must be making at least minimum wage
- Small group = 2-8 members
- Limited to 160 units/week
- Total Cost of all SE services not to exceed \$3059.29/month
- Tier System: Rates/unit impacted by Tier Level
 - Tier 1: U3
 - Tier 2: U5
 - Tier 3: U7

THANKS!

Any questions?

You can find us at:

- ▶ Vienna.Hoang@iowa.gov
- ▶ Denise.Juhl@amerigroup.com
- ▶ Dee.L.Kempton@iowatotalcare.com



CRP Advisors

- ▶ Pam Reid, Burlington
- ▶ Amy McNeese, Council Bluffs
- ▶ Joleen Schulz, Carroll
- ▶ Kiajuana "Kiki," Davenport
- ▶ Kelsey Oliver, Decorah
- ▶ Marsha Burrignt, Des Moines
- ▶ Helen Billmeyer, Dubuque
- ▶ Bobby King, Ames
- ▶ Lori Kolbeck, Fort Dodge
- ▶ Roger Halvorson, Iowa City
- ▶ Rhonda Draisey, Marshalltown
- ▶ Kayla Baxter, Mason City
- ▶ Jaime Claywell Herrera, Ottumwa
- ▶ Emily Hoogland, Sioux City
- ▶ Valerie Hillner, Waterloo

