VRS Overview of Changes to Performance Based Agreements (PBA) and Professional & Technical (P/T) Services Master Contracts
Agenda for Today’s Webinar

1. Update on major drivers of change
2. Overview of PBA changes
   a. What’s staying the same, what’s changing
   b. Milestones and funding structure
   c. A few key definitions
3. Overview of P/T Services Master Contract changes
   a. Key contract elements and timeline
4. Q&A / open discussion: Email questions today to:
   amanda.jensen-stahl@state.mn.us
5. Next Steps and Wrap Up by 12:00 pm

May 2, 2017
Major Drivers of Change

- Change in population being served
  - WIOA—Section 511
  - Employment First Policy
    - “What services and supports do you need to be successful in competitive integrated employment?”
- P/T contracts expire on June 30, 2017
PBA – 16 Major Pressure Points identified by VRS CRP Advisory Committee

1. Dramatic changes in populations being served - increased complexity, higher service intensity and higher average costs
2. Increased expectations and regulations
3. Increased need to combine and leverage system resources
4. New service providers entering because of Section 511 changes
5. Inconsistent interpretation and application of PBA rules
6. Inflexibility to provide highly individualized and customized services

May 2, 2017
PBA – 16 Major Pressure Points identified by VRS CRP Advisory Committee, continued

7. Average cost of services is not keeping up with the PBA standard
8. Pressures on high front end services and struggles to get to third milestone
9. Differences in the interpretation of ‘stabilization’
10. Confusion/inconsistency in the use of waiver and payment for the third milestone
11. Increased need for job coaching and/or job supports

May 2, 2017
PBA – 16 Major Pressure Points identified by VRS CRP Advisory Committee, continued

12. Challenges for providing supports to individuals deaf or hard of hearing

13. Need for staff training to help both new and experienced staff provide services to populations with increased complexity and barriers

14. Archaic service models/language e.g. ‘job ready’ as a status

15. Every case is unique… we have to get more comfortable with ‘gray’ zone

16. Major cultural transformation for individuals, families, employers and the entire vocational rehabilitation community

May 2, 2017
PBA: What stays the same

- Model with 3 payment milestones
- $3,800 per PBA
- Placement team approach
- Outcome focused
PBA: What is changing

- Increased payment for first milestone
- PBA will include up to 20 hours of job coaching
  - This replaces current unlimited job coaching hours expectation
- Increased flexibility to meet individual needs
  - Additional services can be authorized for:
    - pre-job search work; e.g. career exploration and training services
    - job coaching hours beyond the 20 hours included in a PBA based on team discussion and RAM approval
- Clarifying PBA closure

May 2, 2017
PBA Milestones Funding Structure

1. Signed Placement Plan $1,330
2. Employment 1\textsuperscript{st} Shift Completed $1,200
3. Successful Placement Closure $1,270

Total $3,800*

* Includes up to 20 hours Job Coaching

May 2, 2017
Key Definitions*

- Job Coaching
- Stabilization
- Follow Up

* Developed in collaboration with the VRS CRP Advisory Committee
Job Coaching

Job coaching is providing training and consultation to the individual or the business to facilitate successful competitive integrated employment. Job coaching can be performed on or off the job site. The definition of Job Coaching can include any or all of the following:
Job Coaching, continued

- Job destination training; transportation coordination;
- job site skills training and assistance to perform work duties;
- training in new duties, including new employee orientation and other responsibilities that assure job retention;
- training and assistance with work behaviors and interpersonal skills;
- training to develop understanding of employment practices and business policies;
- assistance in changes in the work environment impacting potential for job retention;
- identifying, utilizing and integrating natural supports in the workplace; and
- exploring and seeking job advancement.
Stabilization

The definition of Stabilization includes the following:

- Contact with the individual and/or employer confirms that duties are being adequately performed to the employer’s satisfaction;

- The job must match the vocational goal and number of hours as listed on the employment plan;

- Long-term supports have been identified and are in place, insofar as possible; and

- For individuals with a VRS Supported Employment Plan requiring extended ongoing supports, stabilization occurs when the VRS time limited services ended, and the extended ongoing supports provider assumes responsibility.

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Stabilization, continued

In summary, stabilization has occurred when there is a reasonable expectation that satisfactory job performance will be maintained with the kind and level of ongoing support services being provided and/or identified.
Stabilization and 90-Day Requirement

- Stabilization determination is a team decision
- VRS must ensure RSA standard is achieved
- 90 day payment is not tied to closure of VRS record of service
Follow Up

Follow up is a time limited service for at least 90 days which begins after stabilization, and:

- Involves contact with the individual and/or employer on or off the job site using the agreed upon mode of communication (e.g., email; text; telephone; face-to-face) to determine ongoing satisfaction with the terms of employment;

- requires a minimum of two contacts per month with the individual; and

- requires communication with VRS at least twice monthly to share progress and coordinate the need for additional services, as needed.

May 2, 2017
Professional and Technical Services
Master Contract Key Elements

- Need to submit new Partner Application
- Contract duration: CRP 5 years; LUV 2 years
- Fees negotiated during application process and agreed to prior to signed P/T Contract
- Criteria approval option for all providers
- Service titles revamped
  - Collaboration of VRS and Community Partners
  - Removed CARF accreditation categories

May 2, 2017
Professional and Technical Services
Master Contract Key Elements

- Invoices must be submitted within 90 days from end date of authorization or results in non-payment
- Attachment A – Work Plan; language has been revised
- Attachment B – Fee-for-Service Rate Schedule
  - Service types and titles changed
  - Link to PBA for Placement and Retention Services; Definitions
- New Attachment C – Security and Data Protection

May 2, 2017
Professional and Technical Services
Master Contract Timeline

- May 30, 2017 - All partner applications due
- June 9, 2017 - All P/T Contracts due for review and signature
- July 1, 2017 - Current P/T Contracts expire
  - No authorizations until new P/T Contract in place
Professional and Technical Services
Master Contract Questions?

Contact:
Anne Paulson
anne.paulson@state.mn.us
651-259-7135
Q&A / Open Discussion

Email questions today to:

amanda.jensen-stahl@state.mn.us
Next Steps

- We will provide this PowerPoint and a link to the recording when made accessible along with an evaluation form.
- Hosting additional webinars in the coming months:
  - Anticipated June 7, 2017 topic: P/T Contract Deep Dive
  - Anticipated Aug 8, 2017 topic: Customized Employment
Thank you…

for your continued partnership in service to Minnesotans with disabilities.