



MICHIGAN DEPARTMENT OF HUMAN SERVICES



Michigan Rehabilitation Services

**Effective Partnerships
With Vendors
For People with Disabilities**



Compassion. Protection. Independence.

Introduction



- Thank you for taking the time to view this presentation. We are looking forward to doing business with you and your organization.

Introduction



- The purpose of this presentation is to give prospective vendors the information needed for a productive working relationship with MRS.

Introduction



- We have tried to keep this information brief and to the point.
- If you have additional questions, please ask a representative from your local MRS office.

MRS Mission



Our mission is to partner with individuals and employers to achieve quality employment outcomes and independence for persons with disabilities.



Compassion. Protection. Independence.

It's all about jobs!



- MRS assists people with disabilities to prepare for, find, and keep a job.



Referrals to MRS

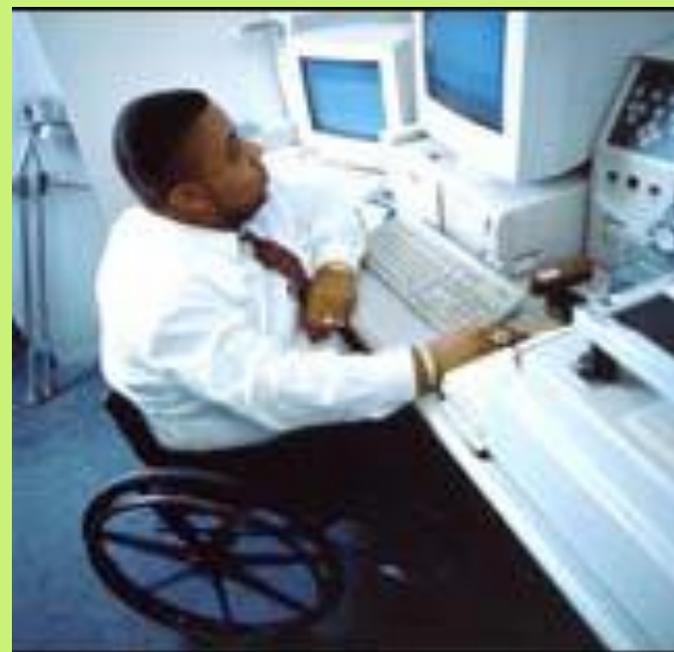


- MRS serves people who have a disability that interferes with getting or keeping a job.
- MRS is an **eligibility** program, not an **entitlement** program.

Eligibility is Individually Determined



- Must have the desire & ability to work.
- Must have a disability that results in a **substantial** barrier to employment.



An example



If this man was a roofer prior to onset of the disability, he would clearly need agency services to become employed. He may not be eligible for MRS services if he was a computer programmer before the injury, and if he can still do that job.



Eligibility can only be determined by a qualified Michigan Rehabilitation Services Counselor.

People Who are Employed



Disability creates a substantial barrier to employment and...

- **Job is unsteady or in jeopardy.**
- **Position is far below the person's demonstrated abilities and capabilities.**
- **The condition endangers the health and safety of the applicant or other employees.**

Referrals to MRS

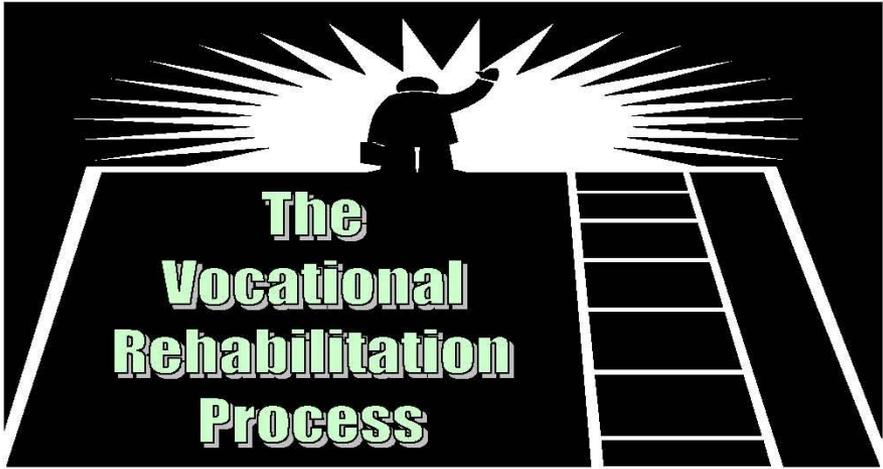


- If you think someone may benefit from MRS services, please make a referral.
- Remind the person that only MRS counselors can determine eligibility.

Vocational Rehabilitation Process



- There are specific steps in the rehabilitation process.
- Only certain types of services can be provided at each stage.



Employment!

CASE CLOSURE

Job Search

Vocational Counseling Restoration Services

WORK FACTORS:

- Attitudes
- Volunteer Experience
- Work Experience
- Interviewing Skills
- Resume
- Motivation
- Commitment

Develop Plan for Employment

Determine Eligibility

IDENTIFY:
Vocational Goal and Services Required to Achieve It

Gather Information

DOCUMENT:

- Vocational
- Impairment
- Readiness to Work

Start here

Referral Application Orientation

TEST:

- Academic
- Vocational
- Psychological
- Medical

COMPLETE APPLICATION



Rehabilitation Services



- The MRS counselor & customer will determine which goods & services are appropriate for each step of the process according to policy.
- Services provided must be *“necessary to assist the individual in preparing for, securing, retaining or regaining an employment outcome.”*

Individualized Plan for Employment (IPE)



- The Plan is **individually** developed with the customer and is based on customer needs, interests, aptitudes and goals.
- No two plans are alike because no two people are alike.

Vocational Rehabilitation (VR):

A State & Federal Partnership



- Guided by Federal law, State law & Bureau policy.
- MRS must meet fiscal accountability standards for all entities.
- **Vendor documentation is required to meet accountability standards.**

Prior to Providing Services



Policy requires that service providers shall be licensed, certified, registered, or accredited as applicable for the occupation, facility or service to be provided.

Prior to Providing Services



Independent contractors must maintain liability insurance.

C&P Express Registration



- **Vendors doing business with the State of Michigan must register in the state's financial system at:**

www.michigan.gov/cpexpress

- If you have never accessed C&P Express before, review the Welcome Page instructions and then click on 'Go to C&P Express' at the bottom of the page. On the C&P Express Home Page, click on 'New Users' and complete the easy-to-follow instructions.
- C&P Express Help Line: (888) 734-9749



AWARE Registration



- Vendors doing business with MRS must contact the local MRS office for registration in the MRS case management system (AWARE).

Authorization Process (Purchase Order)



- ALL services must be **authorized prior** to the initiation of services.

Date: 11/13/2012

MICHIGAN DEPARTMENT OF HUMAN SERVICES
Michigan Rehabilitation Services
VENDOR AUTHORIZATION FOR PURCHASE

Authorization

Authority: Rehab Act 1973 As Amended
Completion: Voluntary

Vendor: This document authorizes you to provide the service(s) and/or commodities indicated below to the customer whose name is also given below. Michigan Department of Human Services - Michigan Rehabilitation Services (MRS) will pay the amount indicated for only those services requested on this authorization. Please read this document carefully. Once services have been provided, 1) complete the required information (in the "Vendor Billing" area), 2) obtain the customer's signature if it is requested below, 3) return original document with signatures to the district office, 4) include a report form, and/or invoice as appropriate. Retain a copy for your records. Purchases by the State of Michigan are exempt from Michigan sales and use tax (MAC R205.79). State of Michigan Federal I.D. Number is 38-6000134.

Authorization is being mailed to:

Peckham Vocational Industries
2822 N. Martin Luther King
Lansing, MI 48906-2923

Vendor Payment Address (Make Changes As Needed):
Peckham Vocational Industries
2822 N. Martin Luther King
Lansing, MI 48906-2923

Customer's Name	Customer ID	Drafter	Vendor ID#
<input checked="" type="checkbox"/> Authorized Signature	Counselor Name	Issuer	Telephone Number

Period of Service: 11/09/2012 - 02/07/2013

ITEM	DESCRIPTION OF SERVICES REQUESTED	UNIT	RATE	AMOUNT
1	Work Shop/Work Sample Eval Work Readiness Assessment	1.00	\$400.00	\$400.00
Special Instructions:			Total Amount Authorized	\$400.00

VENDOR BILLING: Match item numbers above to those below.

ITEM NUMBER	DATE(S) OF SERVICES	BILLING AMOUNT	CHECK FOR	
			Partial	Final
1				

CERTIFICATION: I certify: That charges for goods/services do not exceed the rate charged to any other public agency or the general public and are proper charges against the State of Michigan; That this individual was not charged for goods/services billed under this authorization; That I am not currently debarred or suspended from government contracts and am otherwise compliant with the Government wide Debarment and Suspension regulations provided at 34 CFR 85, subpart C. All services are provided without regard to race, color, national origin, religion, age, sex, marital status or disability in accordance with the Civil Rights Provisions of the State of Michigan, Title XVI of the Civil Rights Act, Title IX Educational Amendments, and Section 504 of the Rehabilitation Act, and in an accessible facility as required under the Architectural Barriers Act, the Americans with Disabilities Act and section 504 of the Rehabilitation Act. I accept responsibility for providing accommodations including special communication needs for the services I provided to individuals referred by MRS.

Vendor's Signature in Ink (No rubber Stamp) _____ Date _____

Vendor send bill to this District Office address: Vendor Invoice # _____
3810 Packard Road
Suite 170
Ann Arbor, MI 48108 Payment Approved by (MRS Signature) _____ Date _____

Customer's Signature _____ is required _____ Date _____

Vendor _____ Page 1 of 1 Printed 09/17/2013
Vendor Original Copy - Please Return With Bill



Authorization Process



- Payment will only cover services specified & provided within the date range on the authorization.

Authorization is being mailed to: Peckham Vocational Industries 2822 N Martin Luther King Lansing, MI 48906-2923		Vendor Payment Address (Make Changes As Needed): Peckham Vocational Industries 2822 N Martin Luther King Lansing, MI 48906-2923		
Customer's Name		Customer ID	Drafter GM	Vendor ID#
<input checked="" type="checkbox"/> Authorized Signature	Counselor Name	Issuer	Telephone Number (517)	
Period of Service: 09/17/2013 - 09/30/2013				
ITEM	DESCRIPTION OF SERVICES REQUESTED	UNIT	RATE	AMOUNT
1	Vocational Testing	1.00	\$600.00	\$600.00
Special Instructions:			Total Amount Authorized	\$600.00



Authorization Process



- Quantity of service, rate and total cannot be exceeded.

Authorization is being mailed to: Peckham Vocational Industries 2822 N Martin Luther King Lansing, MI 48906-2923		Vendor Payment Address (Make Changes As Needed): Peckham Vocational Industries 2822 N Martin Luther King Lansing, MI 48906-2923		
Customer's Name		Customer ID	Drafter GM	Vendor ID#
<input checked="" type="checkbox"/> Authorized Signature	Counselor Name	Issuer	Telephone Number (517)	
Period of Service: 09/17/2013 - 09/30/2013				
ITEM	DESCRIPTION OF SERVICES REQUESTED	UNIT	RATE	AMOUNT
1	Vocational Testing	1.00	\$600.00	\$600.00
Special Instructions:		Total Amount Authorized		\$600.00



Requesting Payment



- Designate Final or Partial bill.
- Check Final if no more services will be provided during the specified dates, even if the quantity is not used.

Period of Service: 09/17/2013 - 09/30/2013				
ITEM	DESCRIPTION OF SERVICES REQUESTED	UNIT	RATE	AMOUNT
1	Vocational Testing	1.00	\$600.00	\$600.00
Special Instructions:			Total Amount Authorized	\$600.00
VENDOR BILLING: Match item numbers above to those below.				
ITEM NUMBER	DATE(S) OF SERVICES	BILLING AMOUNT	CHECK FOR	
			Partial	Final
1	1/21/13 vac testing	\$250.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Requesting Payment



- An original vendor signature must be on the authorization form.
- Faxed forms cannot be accepted.
- Attach required documentation.

Rehabilitation Act, and in an accessible facility as required under the Architectural Barriers Act, the Americans with Disabilities Act and section 504 of the Rehabilitation Act. I accept responsibility for providing accommodations including special communication needs for the services I provided to individuals referred by MRS.

Vendor's Signature in Ink (No rubber Stamp)	<i>Francis Smith</i>	Date	1/26/14
Vendor send bill to this District Office address:	<input checked="" type="checkbox"/> Vendor Invoice #		
1040 South Winter Street Suite 3010 Adrian, MI 49221-3874	<input checked="" type="checkbox"/> Payment Approved by (MRS Signature)	Date	
Customer's Signature	<input type="checkbox"/> is required	Date	

Vendor Page 1 of 1 Printed 09/17/2013
Vendor Original Copy - Please Return With Bill



Requesting Payment



- If the checkbox “is required” is checked in the Customer’s Signature area, have the customer sign the form.

Rehabilitation Act, and in an accessible facility as required under the Architectural Barriers Act, the Americans with Disabilities Act and section 504 of the Rehabilitation Act. I accept responsibility for providing accommodations including special communication needs for the services I provided to individuals referred by MRS.	
Vendor's Signature in Ink (No rubber Stamp)	Date
Vendor send bill to this District Office address:	<input checked="" type="checkbox"/> Vendor Invoice #
1040 South Winter Street Suite 3010 Adrian, MI 49221-3874	<input checked="" type="checkbox"/> Payment Approved by (MRS Signature) Date
Customer's Signature <input type="checkbox"/> is required	Date
<i>Celine Case</i>	1/26/14
Vendor	Page 1 of 1
Vendor Original Copy - Please Return With Bill	Printed 09/17/2013



Changes



- Service changes (types of service, dates, quantity or cost) must be approved by the MRS counselor **prior** to initiation.
- The counselor must know the reason and agree to any changes.
- Please allow **2 days** for an authorization to be created or amended.

Spending Privilege



- MRS counselors have a unique privilege to expend funds. For this reason, a high level of accountability is required.
- Please help us maintain this privilege and flexibility for serving customers.

MRS and Audits



- Lack of appropriate documentation results in an audit exception.
- If an audit finds that funds were expended inappropriately, a multiplier is used so that the actual penalty is **MUCH** higher than the amount of dollars misspent.
- MRS is audited by both State and Federal authorities.

Example 1



- **Authorization is for customer to receive job placement services for 10 hours.**
- **While providing services it is determined customer needs help with navigating the bus system which will require about 5 additional hours -- this is a new service and expense.**

Example 1 continued



- **MRS office must be contacted **before** proceeding with navigation assistance.**
 - Speak directly with the counselor (a phone message is not adequate notification).
 - If the counselor is not available (and the matter can't wait) explain the purpose of the call and ask to speak with someone else.

Example 1 continued



- MRS will approve or decline the new service.
- If verbally approved, be sure to note who you spoke with, the date, and decision.
- An authorization must be in writing within one business day.
- To guarantee payment, do not provide services without the written authorization.

Example 2



- Customer is receiving 20 hours of Job Placement Services
- Dates of service on authorization are June 4 – July 10.
- On July 7 it is clear that additional placement hours are needed.
- Five hours are left from the initial 20 authorized and will not be provided before July 10.

Example 2 continued



- The MRS counselor **MUST** create a new authorization for continued job placement services.
- Do not continue to provide services beyond the **date or total specified costs**.
- Provide a clear report of services provided and **rationale for additional services needed**.

Review



- Only provide the volume, cost and total of services authorized in writing.
- Only provide the types of services specified in the authorization.
- Only provide services within the dates approved, *even if the number or cost of services is not reached.*

Report required for payment



- **Written Supporting Documentation is required for:**
 - Medical, psychiatric, or psychological evaluations and services
 - Community rehabilitation program services
 - Job Placement services



Written Documentation



- **Must include:**
 - **Specific dates of service**
 - **Specific activities**
 - **Outcome of activities**
 - **Recommendations or Next Steps**

Written Documentation



- **Submit report on letterhead with signature and/or formal invoice with the Authorization Form.**
- **Payment cannot be provided without the report when one is required (see slide 36)**

Documentation Tip



- **Maintain an ongoing log of all contacts with and on behalf of the MRS customer**
 - Who, What, Where, When and Why**

Example - Placement



- 6/23/13 – Met with Acme Electronics: discussed assembler position for Joe M.
- 6/24/13 – Drove Joe to meet with Acme manager. Joe responded to questions well. Discussed need for a tie at interviews.
- 6/27/13 – Called to follow up with Acme, position is filled by a candidate with more experience. Joe made a positive impression.
-- Next steps...

Example – Job Coach



Report for 8/02 – 8/30

20 hours of job coaching provided to Sally XXX at Jack's Diner.

Dates of Service:

8/02	4 hours	8/06	5 hours
8/04	5 hours	8/10	6 hours

Specific feedback:

Sally is making good progress learning most tasks assigned. Difficulty with rolling silverware into napkins. Cue cards were effective. Cheerful and enthusiastic to try new tasks.

Example continued



- **Request for additional authorization**
 - Though Sally is making good progress, she has not been introduced to several essential job functions.
 - Request for 20 hours additional to address the following tasks: (list)
 - **Remember to allow time to obtain a new authorization document before continuing!**

Documentation Tips



- **Report problems that need counselor attention:**
Hygiene, behavior, tardiness, etc.
- **Be factual and objective**
 - Sam slumped in chair during interview and did not make eye contact.

Documentation Tips



- Avoid judgmental comments
- State factual information anyone could observe

Avoid	Better
Tom is not motivated	Tom did not arrive for the interview as scheduled.
Mary is lazy	Mary asked to sit down on her shift several times.

Tips for Prompt Payment



- Keep C&P Express updated with address and account changes.
- MRS vendors can also receive payment by Electronic Funds Transfer (EFT).

The screenshot shows the Michigan State Budget Office website. The header includes the State of Michigan logo, the text "State Budget Office", and "Michigan Department of Technology, Management and Budget". The navigation bar contains links for "Michigan.gov Home", "Budget and Office of Financial Mgmt. FAQs", "Budget Home", "Site Map", and "Contact Budget". A search bar is also present. The main content area is titled "Welcome to Contract & Payment Express (C&PE)" and features a prominent "Go to C&P Express" button. Below this, a headline reads: "IT'S FINALLY HERE! Requesting a password for your C&PE account becomes easier and quicker on February 27th. With a valid e-mail address on file, when requesting a password, a link to a website where you will be able to create your own password will be e-mailed. This will allow access to your account immediately. Accounts without valid e-mail address will continue to have password requests sent to you through the U.S. mail. NOTE: Only 1 request per day can be processed for a User ID or password."



Tips for Prompt Payment



- **Submit report (if required), invoice and signed authorization together to the originating office.**

Review



- Return authorization form with dates of service, billing amount, and **original signatures**.
- Send report with authorization form.
- Invoice or report dates and amounts must match the authorization form.

MRS Vision = Opportunity



“MRS will be a premiere organization to promote an inclusive workforce system that provides each individual with a disability the opportunity for employment leading to independence.”



Compassion. Protection. Independence.

Be Pro-Active



- How can your organization provide new opportunities for people with disabilities?
- What can you or your organization offer to help MRS better serve customers?

A Strong Partnership



- Share innovative ideas with your partners at MRS.
- We are always looking for ways to better serve our mutual customers.



Thank you!



- We appreciate your time in reviewing this presentation. Let us know if you have any questions or concerns.
- You may print this presentation or the notes for future reference.

Special Thanks!



- Carolyn Newell, Leonard Meisel, Dave Corcoran, Carrie Prosowski, Sue Mann & Lisa Zimba-Johnson
- Feedback and corrections go to MRS Customer Service Center by e-mail at AWARE-Support-Center@michigan.gov.