



Michigan Rehabilitation Services

Effective Partnerships
with Vendors
for People with Disabilities





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





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.

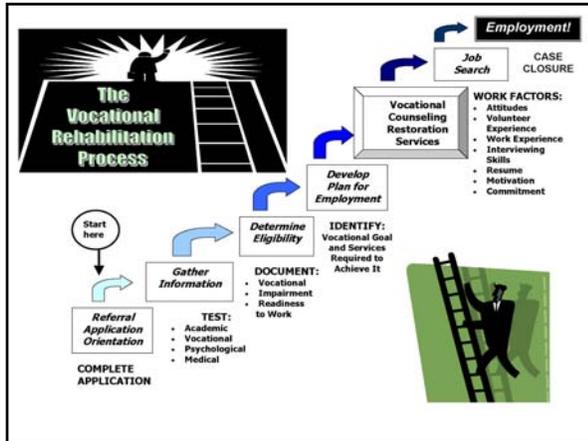




Voc. Rehab. Process

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





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.*”

MRS PROMOTING ABILITIES
Michigan Rehabilitation Services

Individual 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.

MRS PROMOTING ABILITIES
Michigan Rehabilitation Services



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.





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

- 6/23/09 – Met with Acme Electronics: discussed assembler position for Joe M.
- 6/24/09- Drove Joe to meet with Acme manager. Joe responded to questions well. Discussed need for a tie at interviews.
- 6/27/09- 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.
- As of Spring 2010, MRS vendors can receive payment by EFT.





Tips for Prompt Payment

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





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.”





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 Julie Eckhardt eckhardtj@michigan.gov