

UWIN Work Group Minutes

Work Group: Work Incentive

Meeting Date: August 27, 2003

Facilitator: Drew Hyde and Corlis Neuber

Minute Recorder: Tamara Keene

Attendees: Doree Anderson, Noreen Brown, Mandee Buckley, Cathy Chambless, Anita Hall, Drew Hyde, Tamara Keene, Matt Knotts, Hank Liese, Jolene Wyler, and George Julnes.

Next Meeting Date and Location

September 24, 2003 from 10:00am – 12:00pm at the Judy Buffmire Building in the South Conference Room
MWI Sub-Group September 24, 2003 from 8:30am – 10:00am at the Judy Buffmire Building in room #200

Discussions for Future Meetings

- Will BPAO become the front line for everything that goes on?
- What are the expectations of people now that we have 25 benefit planners?
- OT work group updates

Topic and Summary of Discussion

Esther Medina's New Position

Currently and an ESR she was a buffer between Benefit Planners so all complaints went through her to pass on, now she will handle the complaints rather than pass them on. So this position change could be a very good thing for us and our region.

How will this change effect people who are in southern Idaho, that receive benefits planning from both Idaho and Utah? Idaho is not part of our SSA region.

Outreach Initiatives that the sub work groups are working on

Currently working on the Vanguard Media campaign, and the Employer CD.

- 1- We will have some air time, both television and radio, for targeting populations
 - a. Topics include, health care access, benefits planning, going to work for people with disabilities, supporting people with disabilities who work...
 - b. Posters in libraries and offices
 - c. Newsletters that support or are targeted to lists that serve people with disabilities. Trying to find out which newsletters exist, and then create a press packet to systematically send this information to them, based on the amount of space they can give to us.
 - i. Does Valley Mental Health have a newsletter for their consumers?
 - ii. Also make use of email groups
- 2- Working with the Health Dept PR people to make sure that all text is approved by them
 - a. Medicaid Topics
 - b. Primary Care Network (PCN) Topics
 - c. Employment-Related Personal Assistant Services (EPAS)
- 3- Employment Conference September 10-11, 2003

Next UWIN Annual Meeting

Early December proposed (First week of December)

- 1- Some Tickets will have been assigned and that could be a tangible reason to attend for consumers, providers, and agencies.

Topic and Summary of Discussion

What do we want to accomplish with the meeting?

- 1- Renew PAR Process
- 2- Contact new members
- 3- Include and inform new groups, providers, professionals, employers, and consumers
- 4- Could this be a group responsibility to explain and ensure how this grant has been working on systems change?
 - a. Like the BPAO, benefits specialists, and their line of technical support and continuation
- 5- Post-grant viability—what has really been done? Look at everything that has occurred and celebrate our accomplishments in a visual way so people are aware of the networks that have been created and effects UWIN has had.
- 6- Consider giving some awards to people and agencies—recognition.

Topics for discussion

- 1- Ticket Topics
 - a. EN's nationally are not really coming to the forefront, and those that are work closely with VR (partnershiping)
 - b. SSA is considering lowering the age threshold to 16 for Ticket Assignees

Medicaid Work Incentive Subgroup Update

- 1- Working on the computer system for new program legislation (reverts back to old terminology because of programming)
- 2- 138 people currently on Work Incentives (As of September 2003)
- 3- Sent letters to people discussing changes to both Spenddown and Medicaid Work Incentive Premium
- 4- Completed a MWI and Spenddown comparison fact sheet, in the process of going through Jana Kettering for approval.

Is there some way that as people have questions or drop off of the MWI Premium Program, that they could be channeled to the UWIN Outreach Specialist to help them fully understand, address their fears, or help them to problem solve their situations? If they contact Anita she can forward inquiries to Mande and Nonie, but can't preemptively act on that.

- 1- Will people be fearful to receive a letter from Medicaid or SSA...rather than just contacting UWIN. Or self refer to a benefit planner.

We are planning on a survey for July 2004 (USU—George Julnes)

- 1- What kind of outcomes would indicate success, or moving away from successes. Have further discussion about this in the MWI subgroup.

Topic and Summary of Discussion

Should we be doing aggressive Outreach or allow the program to grow?

- 1- Within UWIN we have approached this as aggressively as possible
- 2- Could we be more aggressive? Anita feels that between the community training, individual outreach, agency trainings, and other misc strategies are doing as good of a job as possible while maintaining confidentiality of consumers.
- 3- Are there implications for having too many people on MWI Premium with the legislature come the next session? Something to be conscientious of.

BPAO Subgroup Update

Margot's new position

- 1- As of July she is being paid out of UWIN grant money to provide technical assistance to the newly trained benefits planners. She will serve as a question/problem focal point. She will aide with information consistency and availability to all areas of the state.
- 2- This is the beginning of a network of support between planners, state agencies, and SSA indirectly.
- 3- The data base is up and running.
 - a. The reports look good
 - b. Have had many people are requesting use of the data base
 - i. In the future, it would be nice to have a central data system where everyone is looking at the same data, and update consistent information.
 - ii. Cathy presented this at the CCPD meeting. She proposed that we put the BPAO database on the UWIN Website in a web collection form. It would have security, and collect aggregate data for the State for evaluation and benefits planners. The hook to using the data base is because people can add case notes and they have help file management. Over all this can demonstrate that there is a need for this service.

Ticket Subgroup Update

Working with the potential Employer Networks (ENs) and working out the details of the cooperative agreement.

- 1- This will allows the ENs to tap into services provided by VR
- 2- Each Ticket the decision will have to be assigned based on the cooperative agreement
- 3- What payment plan will work best for ENs
- 4- Grievance procedures have been discussed between VR and ENs would go to Maximus, grievance between consumers/ticket holders and either VR or and EN would be handled by the Disability Law Center.
- 5- Many ENs don't provide "real" services, so many will end up going to VR.
- 6- ENs can keep the ticket or assign the ticket to VR, and what that does is allow the ENs a payment schedule based on the cooperative agreement. Both groups will be paid from an individual ticket assignment.
- 7- ENs will be good at post placement support while VR is stronger at pre-placement support.

Topic and Summary of Discussion

Ticket Regulations

- 1- SSA policy says that when a client comes to VR and assigns an IPE (?) that is also considered a Ticket assignment.
- 2- When a Ticket holder assigns a Ticket they have to make a statement of timely progress, and that could cause problems for some Ticket holders who take a longer time to prepare for employment.
 - a. If you are not making timely progress the client's ticket becomes inactive, the EN and VR will not get paid when Tickets are deactivated.

Ticket Outreach

- 1- How are the communications going between all of the participating groups, could UWIN help with the dissemination? If the time arises for help, let us know.
- 2- When Tickets begin to rollout, there will be a 1-800 number that we may need backup on the phone in the beginning and some times at the beginning of each month.
 - a. Create a checklist for taking calls and after the first month revise the checklist. This will help people to get consistent information.
 - b. Develop a "phone tree" type of system to help with the inbound calls
 - i. What is the phone number
 - ii. Who will answer
 - iii. What will they say
 - c. Could it be automated if most questions are the same?

Action Steps

<i>Action Item</i>	<i>Responsible</i>	<i>Target Date</i>
Outreach to group members to get higher attendance	All Members	Next Meeting
Send Drew the Ticket Matrix	Tamara Ruth	August 29, 2003
Get a list of benefits planners, agencies they are with, locations, email, phone...Get to Anita	Tamara Ruth	August 29, 2003
Discuss Ticket Rollout "phone tree" idea	Noreen Kathy Cathy	Next Meeting