



# VIRTUAL VR IN CT

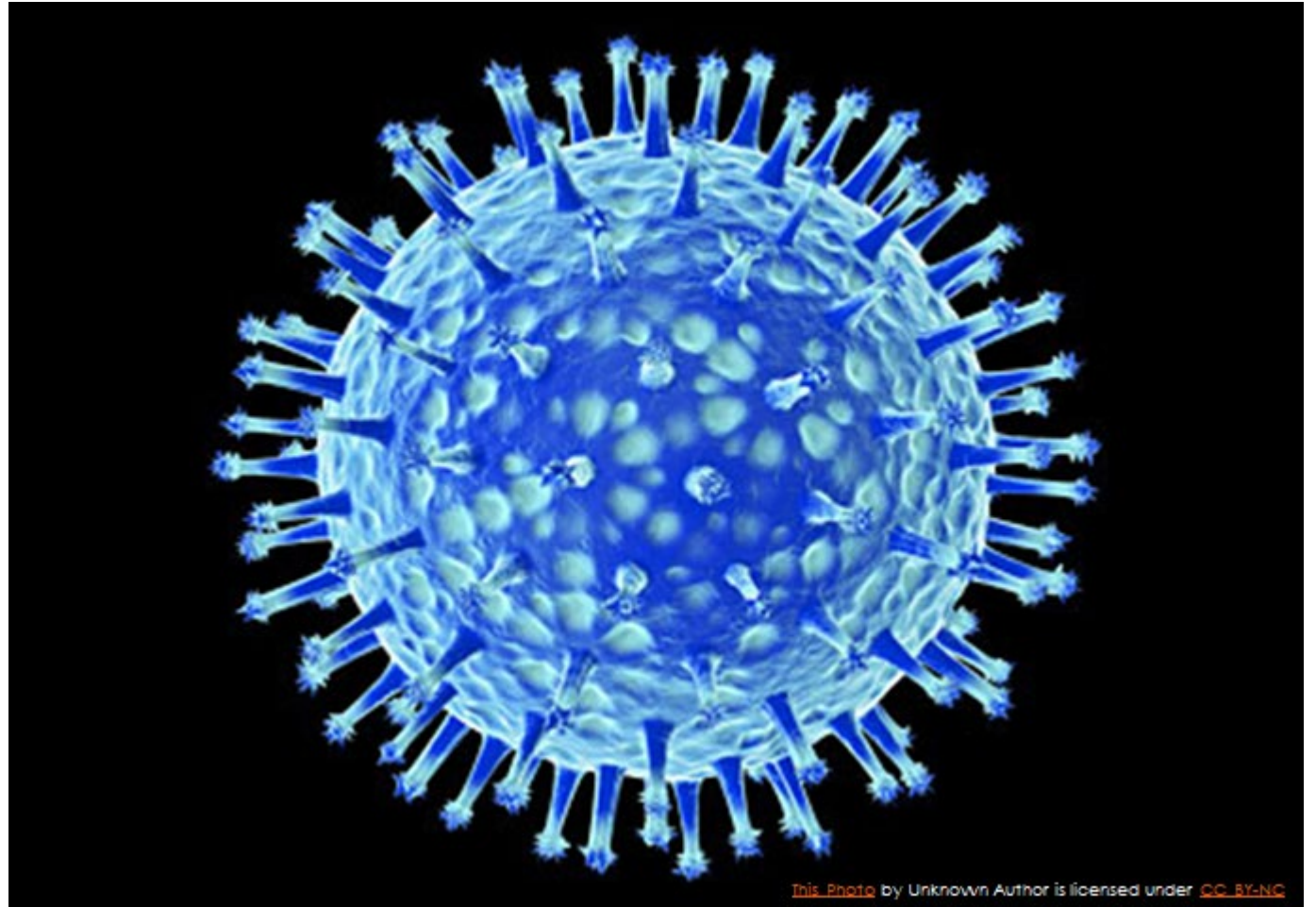
## **Remote Service Delivery**

Protocols, Process, and Resources

Bureau of Rehabilitation Services May 2020

# COVID-19

Who knew when we left our offices March 13<sup>th</sup>, 2020 that would be (for many of us) the last time we stepped foot in an office for over 8 weeks?





# THANK YOU FOR YOUR SERVICE

- Because of YOU we:
  - Remain open for business in the State of CT
  - Continue to meet with and serve Consumers with disabilities across CT
  - Remain engaged with local Employers
  - Provide meaningful services to those on your caseload

Your resilience and flexibility is inspirational. We recognize the ongoing emotional toll for staff, consumers, and our partners amidst this pandemic.

# STRUGGLES AND SILVER LININGS

- Evolving guidance is confusing
- Juggle and multitask personal/family commitments and your career can be overwhelming
- Internet issues and learning curve is steep
- Where are we going? What will the future look like? How long will this last?
- Stress of pandemic
- Innovation & Creativity
- “Make it happen” mentality
- Eased restrictions for electronic case management (signatures etc.)
- Proficiency with Technology
- Stronger Teams
- Time for professional development



# ESTABLISHING OUR NEW NORMAL

Working from home under these unique circumstances requires us to modify how we do “the business of VR”. As we evolve we must establish best practices for:

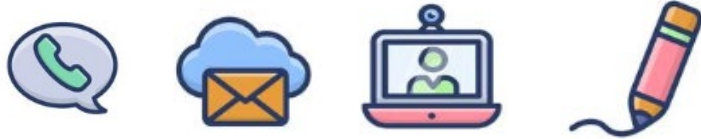
- Performing essential job functions
- Maintaining relationships with consumers & providers
- Maintaining staff and consumer privacy & confidentiality
- Connecting with colleagues
- Communication with supervisory team
- Virtual VR Case Management- Intake-Closure
- Accessing professional development activities

# PERFORMING ESSENTIAL JOB FUNCTIONS

- Voicemail Forwarding and use of Google Voice
- Teams software platform for internal and external VR meetings
- VPN Provided and IT Support where required
- Checklist for Working Remotely (Sent by KSM 4.6.20)
- Electronically signed documents
- Compilation of resources for consumers and staff (underway)
  
- Work Flexibility for telework and HR-published options

# MAINTAINING RELATIONSHIPS WITH CONSUMERS & PROVIDERS

- How does consumer feel about work right now? Is the provider serving right now?
- Establish protocols for communication- How will the consumer reach you?



- Always check-in, slow down and spend time connecting
  - Keep in mind others level of potential isolation
  - Consider extra check-ins during this time of chaos
- Keep agenda items for meeting shorter and concise
- Clear communication regarding next touch-base/meeting
  - Avoid missed calls

# PRIVACY & CONFIDENTIALITY

- Overcommunicate on this- talk to your consumer about best mode of communication
  - Time of day
  - Number of people around/personal situation at home
- Logistics Planning
  - Time of day to make appointments
  - Consideration of disability
  - Background noise, kids, pets, family members- it's ok to disclose the reality of the situation- headsets!
  - Lock your computer when you walk away
- Keep personal information out of the call- for privacy



# CONNECTING WITH COLLEAGUES

- Have conversations about availability and how your managing your workload
  - How is workflow happening? Schedule time with Office Team
- Using video is best for maintaining rapport- encourage each other to use it
- Consider how introverted peers may be doing vs. extroverted peers
  - Office dynamic and socialization, it's ok to check-in to see if someone is doing ok
- Do you have a mentor? OR a work-from-home partner?
  - Accountability- if you're feeling unfocused and need a boost
  - Set goals- beginning of week and end of week
  - Lend support to one another

# COMMUNICATION WITH SUPERVISORY TEAM

- Regular check-ins, transparency in communication (Trust)
- Clear lines of communication (Teams, Email, Call etc.)
- Timely responses- we must remain accountable to each other
- Have any parameters of my job changed? Is my schedule the same?  
Have practical conversations about what your daily schedule looks like
- Self-Care
- Setting boundaries

# MANAGING THE DAY-TO-DAY



Move past the overwhelm, how do we get there?



Set small goals

Run PDQ's ahead of time



Use a to-do list (bullet journal pro's?)



Keep clear desk area

Only the essentials

Set a stop time, clean desk and prep for a fresh start tomorrow



Be kind to yourself

Where are you stuck? What helps you get back on track?

# CASE MANAGEMENT TIPS

- Utilize System 7 Action Alerts and PDQ's to develop daily and weekly to-do list
  - IPE Annual Review
  - Quarterly Certifications
  - No Case notes for "x" months
  - View unpaid authorizations,
  - Action Alerts (60 day eligibility, 90 days to IPE)
- Use Outlook for appointments, to block "unavailable" work time, color code if that helps with reminder and block types of activities
  - Also helps peers and supervisors know your availability
- Plan for unexpected interruptions (internet issues, consumer crisis, time-sensitive request)

# INTAKE-ELIGIBILITY CONSIDERATIONS

- Level Up Considerations
  - Many of our LU Services have moved to remote platforms
  - Free resources for counselors to interact with Students
  - Exploration of new services and expanding resources available online
- Timely response to referrals for intake
- Does the paperwork NEED to be sent? [Simplify]
  - Focus on requirements, understand you can go back and get additional information
  - RF1C can be opened prior to application signature
    - Consider a pre-intake call
  - Fax/Email/ Attach PDF: [How to sign a PDF- for consumers](#)

# INTAKE-ELIGIBILITY CONT.

- Documentation slow downs- talk to consumer's early on about their active role in securing disability documentation
- Releases of Information completed electronically
- Screen Sharing for follow-along
- Refer **EARLY**- what can be done in the meantime?
  - Virtual Resume Services- everyone needs one!
  - Work Readiness Training Modules
  - CT Hires Registration
  - American Job Center resources
- What else are we doing to get folks started during the Pandemic?

# VOCATIONAL PLANNING REMOTELY

- Develop, amend and review Individual Plan for Employment
  - Identify services that can be removed and new services needed
- Resume development and career readiness
- Explore the Labor Market Information and other Career Counseling tools
  - Research career growth and advancement, explore vocational training opportunities
- Job Accommodation Network for disability related accommodations
- Complete online modules:
  - The Career Index Plus (personality and profile characteristics)
  - O\*NET- My next move
  - Aspiring Minds/Prove It
  - SkillUpCT (if unemployed)

# REMOTE SERVICES OVERVIEW

## Current Services

- **CRP Chat** for ongoing questions/ guidance
- No In-person referrals
- Only electronic authorizations
- New referrals- check **Guidance for the Provision of CRP Services-COVID 19** for detailed information

## Modified Services

- **WRTP**- Individual format only
- **Virtual Resume Services** are now available
- **Virtual Job Shadowing** via careernestop.org
- **Interview Preparedness** coming back (4hr minimum program)

## New Service Options

- **Mock Interviewing** stand alone service created
- **CRP Virtually Facilitated Services** to support education using **Conover Company's** Workplace Readiness and Career Exploration programs



# VR VIRTUAL SERVICE GUIDE

**Developed for quick-reference as counselors seek service coordination information**

- Published Guidance and Protocols for Telework
  - Electronic Signature Procedures
  - Billing Protocol
- Detailed Service Information for Virtual Service Provision
  - Name of Service
  - Guidance
  - Description and Content of Service
  - Billing and Rates

# CONSUMER ONLINE TRAINING INVENTORY

- Compilation of Training resources for consumers
  - Some are free, some will require an administrator account (details provided in description)
  - H:Drive- BRS Training Folder; Additions will be sent via periodic email

	A	B	C	D	E	F	G	H
1	Date Added	Title of Training	Source	Length	Brief Description	Instructions/Details	Link	Category
2	5/4/2020	Pre-Ets Virtual Modules	WINTAC	5 Modules with 10-12 activities each	Self-Directed mobile friendly app for Students in Pre-Ets	Register with name and email, link up to 2 individuals (VR Counselor) to share progress and complete modules.	<a href="https://explore-work.com/">https://explore-work.com/</a>	Pre-Ets
3	5/4/2020	SkillUp CT	Office of Governor Lamont	Various certifications and programs	Career Pathway skill building program. 5,000 online Skillsoft courses across a variety of fields.	Consumers must be eligible for unemployment insurance. Consumer must have internet connection and a computer to access course work.	<a href="http://ct.metrixlearning.com/landing.cfm">http://ct.metrixlearning.com/landing.cfm</a>	Online Education

# CASE CLOSURE INFORMATION

- If consumer wishes to close case due to COVID-19, find out first if he/she is willing to remain engaged with career exploration and other service activities
- Because of stress level, you may consider waiting 48+ hours prior to case closure following request, to allow for change of heart
- Be sure to secure any supporting documentation on case prior to closure and review case for completeness
- Is the consumer satisfied with current vocational status? Discussion about future plans. Remember- there is no rush to close.

# EXPECTATIONS OF REMOTE CASE MANAGEMENT

- Complete applications and intakes, IPE's, etc.
- Submit authorizations for service
- Complete RSA-911 Data Reporting
  - Quarterly Reporting, Supporting Documentation
- Access System 7- check PDQ's and manage action alerts effectively
- Complete case documentation
- Complete client meetings via Phone, Teams and provide counseling and guidance
- Be available during work hours to respond to emails, calls and manage consumer progress
- Remain available for Supervisor meeting

# LIMITATIONS TO REMOTE CASE MANAGEMENT

- Unable to send/receive physical mail (work with in-office staff on rotation)
- Connect with consumers who do not have phone, internet or technology to access VR
- Moratorium on certain services
- Scanning and printing from home is not feasible
- Cannot meet in person, attend in-home or on-the-job meetings on consumer's behalf
- Documentation delays due to office closures


# DOWN TIME IDEAS

- Case Review/Clean up
  - Review your own cases
- Self-Directed Training
  - Career Counseling Series!
- Documentation and Data Verification
  - Quarterly Reporting- make sure you have all supporting documentation for MSG's for PY 2019- ending June 30<sup>th</sup>!
  - Cancel old authorizations
- Outreach to Referral Sources
- Case Collaboration & Case Conference

# PROFESSIONAL DEVELOPMENT

- Upcoming Training Opportunities
  - May 2020
    - ISTPP/WARP Process
    - Career Counseling Self-Directed Training
  - June 2020
    - Supported Employment
  - July/Aug
    - Career Assessments, Postsecondary & VR-21
- Identification of Priority Training Needs
  - Focus Group work
- Professional Development Inventory of Training

H:Drive/BRS Training Folder: Online Professional Development



# CLOSING MESSAGE

- **Communication**
- **Perseverance**
- **Growth Mindset**
  - **Innovation**
- **Collaboration**
  - **Flexibility**
  - **Patience**