

QA Comments Report for the Johnny B. Goode Promotion Review [REDACTED]

| Client Name    | Case Comments  |
|----------------|--|
| XXX, Sally     | During Service-I be sure to document contact with client/guardian (if she has one) within every 90 days to attempt vocational guidance and re-engagement with active services.   |
| XXX, Will      | VRC is persistent and does a great job with following up with client to attempt to re-engage him in services after he quits his job. VRC seems to have a great relationship with client. Client seems to be MIA. Keep trying! Hopefully you will find him working.   |
| XXX, Michelle  | Nicely documented intake info, requesting records, yet determining eligibility using what we "know" at that time then updating as more info comes in. Good use of activity due reminders in AWARE. Nicely documented voc planning and informed choice. Documentation is easy to follow. Case just recently moved to Service - VRC documented goal directed next actions, just not time yet to follow through on that. Good job Miranda!!   |
| XXX, Brandy    | Case has been interrupted for a while now and during this review period VRC nicely documented what CRP, VRC and client has been doing to re-engage into services. Seems client's past has really caught up to her: couldn't get hired at Hu Hot because a current employee has an order of protection against client, client has limited options for employment due to legal issues, child care and it seems a myriad of other barriers. Good documentation of not giving up on client - client even commented on such. Hang in there - something may turn positive from this experience and it could show the client that people do care in her success. Good job!!   |
| XXX, Marie     | Documented intake info, using records provided and client was to participate in IPS, determined eligibility, voc planning and IPE development on the same day. Good job!! Coded as SE on IPE and as IPS in special programs. Nicely worded IPE in the "First Person" to reflect it is the client's plan for achieving employment. Documented monitoring progress, quarterly staffings and active participation. Nicely documented goal directed next actions. Case note reflects not moving case to Employed status because not having the placement letter. FYI, cases can be moved to Employed status as long as we have the necessary info for AWARE to allow the move, then amend as more info comes available. Case note dated 3/12/15 reflects she was terminated. Suggest if this is correct, we move to Service or Service-I. Good job of assisting the client get from intake to employment in about 3 to 4 months. |
| XXX, Katherine | Information in AWARE does not support choice of interpersonal skills or self-direction as functional limitations. Suggest strengthening application documentation to help support these choices. Work skills seems appropriate and perhaps work tolerance due to client's depression, but would need to strengthen documentation of that as well. Based on documentation in AWARE, MSD does not seem to be warranted. Suggest strengthening documentation of vocational planning with client prior to referring to a provider. Lots of documentation of discussion of COP but make sure to document that VRC and client discussed different services offered and also some possible vocational goals. Lots of good follow up and active participation on VRC's part during client's D&E process. It appears that client is not ready for services at this time.  |
| XXX, Destiny   | Documented intake, vocational planning, determined eligibility and IPE on same day. Moved to IPS service quickly. Documented using Career Scope and though client did not complete it, ok it was not listed in special programs. Documented VRC was an active participant, quarterly staffings and all employment updates. Easy to follow case. Nice job!!   |

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| XXX, LeeAnna | Client indicates that she is moving. VRC lets her know that the IPS program is not available in the area where client plans to move. Did VRC discuss other options of services with client that she could access in that area such as ES or SE services? If so make sure to document.   |
| XXX, Dawn    | VRC attempting to re-engage client in services - client not responsive.   |
| XXX, Lynn    | Case note dated 12/16/14 titled Initial Intake is blank - just FYI. Intake was documented in Application Documentation. Used existing info to determine eligibility. Once VRC learned client moved, tried very hard to get the correct address on file, but client would not respond. Documented numerous attempts to reach client, even using alternate contacts in AWARE. Case was closed appropriately.        |
| XXX, Marie   | Remember to include in your documentation how the clients choice of vocational goal is appropriate given their disability and strengths - why you are in agreement with their choice. Documentation indicates VRC is responsive to clients needs and those of provider. Good luck!  |
| XXX, John    | Easy to understand, comprehensive case file documentation. Good Luck!   |
| XXX, Stephen | Documentation in AWARE does not support choice of interpersonal skills as a functional limitation. Suggest perhaps work tolerance might be a better choice since VRC indicates that client gets overwhelmed easily. Nice goal directed documentation and follow up with client to keep the case moving forward despite inclement weather. It appears that D&E has started but there is no authorization in AWARE. |
| XXX, Ann     | Gave VRC benefit of the doubt on choice of interpersonal skills as a functional limitation due to client's diagnoses of Autism and OCD, but need to strengthen documentation in AWARE that these disabilities are creating functional limitations in the area of interpersonal skills. VRC is persistent in contacting client to try and get her set up with COP and move the case forward to start D&E.          |

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| XXX, Cameron     | Great active VRC involvement with client, school and provider; great documentation of Eligibility Extension; When client agrees to closing case be sure to document you have reviewed his rights per brochures prior to closing, or have sent a letter with brochures that explain his rights prior to closing; A more accurate closure coding for the reason client/parents refused further services was due to lack of transportation.   |
| XXX, Haley       | Nice to see VRC scheduling 90 day staffing at the time ES services are being planned and set up with MERS. Suggest follow up as soon as possible to find out why the job at Building Blocks did not work out and determine whether to leave client in Employed status based on her job at Wal-Mart in the lawn and garden department which could be seasonal.  |
| XXX, Christopher | Good documentation of progress, quarterly staffings and a team approach in Service while moving towards employment. Employment was obtained, but client quit the job after just one day. Understandably and certainly was a good choice to interrupt services. Client and the team seems agree he needs to be more stable on meds before proceeding - also seems that client has a good grasp of this. Nicely documented case flow, VRC active involvement - very easy to follow from the documentation in the case file. Hang in there with him.                  |
| XXX, Wayne       | Case is in Eligible-E. Just a word of caution to be sensitive of info we share - case note documenting voc planning reflects disclosing to client we made him eligible based on MR, and client's mom said they never told client of that Dx. Good to use Career Scope and updated special programs. Appears client may not be very motivated to participate in VR services - eligibility was determined about 6 to 7 months ago and is extended to 07/2015 and client has went through D&E. Keep trying to get him moving.....has a lot of legal barriers as well. |
| XXX, Dawn        | Good case file documentation. Sad case.  |
| XXX, Joyce       | Strengthen documentation that the vocational goal is appropriate given the clients disability, strengths, etc. To strengthen documentation during Service status that VRC is an active participant in client's rehab service, remember to document direct client contact. Even though client is working with a provider, active counselor participation is needed to guarantee client has a great VR experience. Case moved quickly from IPE to Employed status. Like your "Stabilization" meetings with client during Employed status.                            |
| XXX, Kay         | To document client contact, encourage utilizing letters when unable to reach client by phone.  |

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| XXX, Pam     | VRC finds out from CRP that client quit her job from in November. Suggest that VRC document follow up directly with client at that point. Client no shows to an appointment and then tells CRP that client may be moving to California. VRC follows up and she and client decide that a move to Service-I is most appropriate. Suggest follow up soon with client to see if she moved.   |
| XXX, Andrew  | Active VRC participation with client and provider during D&E, documentation of informed choice regarding how to move forward; Interests, transferrable skills, preferences are outline in IPE development note dated 12/17/14 - strengthen justification of reasonableness of vocational goal related to client's reason for eligibility (limitations/accommodation needs, etc.);  |
| XXX, Matthew | VRC acted w/a sense of urgency reviewing records & determining eligibility in 2 days. Be sure to act w/greater urgency notifying client of an apt w/in 2 weeks of determining eligibility; Strengthen justification for Interpersonal Skills when limitations related to this area are not reported at the time of application & not endorsed on Elig Determination. Rather, it states sustained attention - if significant enough Self Direction might be more fitting; Don't forget the WHY - why does vocational goal fit for the client & his eligibility determination, how will he be accommodated, how does it meet his support needs, how does it utilize his strengths, what specific tasks might need to be avoided to reduce distractibility or physical limitations?; when talking/meeting with client connect why he's eligible to the services he's receiving - is he getting accommodations, how is he feeling, etc?; VRC does great job involving client in all decisions made in moving toward employment.      |
| XXX, Ruth    | Job does not work out for client. VRC steps in quickly to assess the situation and discuss with client plans to move forward and discussed issues that may have led to client's termination from her employment. Client needs to be moved out of Employed status. SSI documentation in file is not date stamped. Make sure to get information date-stamped when it comes into the office for eligibility and also to document that SSI documentation is current for determining financial qualification.   |
| XXX, Charlie |  |
| XXX, Jordan  | App Interview states client receives TANF, but nothing about children. How many? Is child care arranged? This could be a barrier; When client was determined eligible only 3 disabilities were entered, all related to substance use. Strengthen limitations at intake to justify MSD & need for IPS re: how they impacted past employment & how IPS will provide appropriate supports helps justify need for IPS. Had Disabilities 4-8 been alluded to at intake MSD might be justified; Not sure why Financial App doesn't match FNA. If client still receives TANF, proof of benefit can be used the same way as proof of SSI/SSDI for services based on financial need, CSG 600.5; Strengthen substantial services/G&C provided to client re: need to develop a manageable schedule as mentioned when IPE created. Client had her job at app. Document necessity of & how VR services led to outcome; Review CSG 130.2 re: comment when client returns to same/similar job. This also helps strengthen substantial services. |
| XXX, Kyia    | To act with a sense of urgency & provide quality customer service, was it possible to pull up client's CareerScope results & review scores/information with her?; For clear communication be sure to discuss services based on financial need & what it means to client to be receiving SS benefits. It's best to have this discussion early; Strengthen reasonableness of vocational goal by connecting her eligibility to her goal: work is from a seated position in a relatively small environment that will accommodate her chair and won't require travel over large areas, she has aptitudes in thinking visually and attending to details - all in support of her being a nail tech. Also, good idea to reference grades from her previous training. how did she do, what was her attendance, etc?; Be sure to document whether/not LCC accepts PELL/whether comparable services are available, per CSG 630.2; more consistently obtain monthly Attendance/Progress reports to monitor client                            |

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| XXX, Lynn    | <p>Make sure to contact client at least quarterly to try and re-engage in services. Strengthen documentation of how VRC was able to determine when client started her employment at Mingles and document monthly contact with client during Employed status. Make sure to notify client of their rights and inform of post-employment services prior to closure. The easiest way to do this is by sending the closure letter prior to or on the closure date.</p>     |
| XXX, Dawn    | <p>Glad you were able to re-engage client in services and achieve a successful outcome!</p>   |
| XXX, Scott   | <p>Seems client was slow to progress through D&amp;E, but justified by documentation. VRC documented monitoring progress, much team approach and informed choice by facilitating benefits planning on how working will effect his SSDI. Seems his grandmother is really invested in the client's well being. Probably a good move from SE to ESP and nice to see VR will not pay for ESP line 1 as we used D&amp;E.</p>   |
| XXX, Michael | <p>Thorough intake - document efforts to obtain SS benefit verification from client to expedite presumed eligibility; per CSG 440.1 document deficits w/adaptive functioning to support BIF and strengthen client's need for VR services to obtain/maintain employment; Acted with a sense of urgency determining eligibility with available records; Great job completing Eligibility E.</p>   |
| XXX, Renee   | <p>IPS case. Documented intake nicely, using existing records for eligibility. Good voc planning and IPE development. Seems client not really meeting with JD and things popping up in her life. Encourage VRC to keep trying to get the team together and keep client motivated.</p>   |
| XXX, Sue     | <p>Case file documentation does not support choice of self direction for Disability Priority - a more appropriate choice may be Work Tolerance? Be sure case file documentation at application, on Disability Priority, or Eligibility determination support choice of functional limitations chosen for Disability Priority. To document VRC is acting with a sense of urgency, remember to establish eligibility within 2 weeks of receipt of records/benefits.</p> |
| XXX, Lee     | <p>Good justification for MSD category written on Disability Priority;</p>  |

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| XXX, Joe         | Nice follow up with client during Employed status.   |
| XXX, Patricia    | Great collaboration with provider to re-engage client once she was released from prison - quick move back into Service; Be sure to document contact with client during Employed status within each month for 90 days to address transition to work, issues with limitations/barriers, etc to assist with maintaining employment; Try to send Closure Letter Successful Final with a greater sense of urgency! It contains information regarding their rights and CAP that, while no longer required prior to closure, is best to get mailed out in a timely manner; Great documentation of VRC involvement with client, G/C provided to encourage toward employment and partnering with CRP. |
| XXX, Eric        | As client has been monitored for volunteer work, a guidance and counseling plan would be appropriate until move to competitive employment is possible as VRC is providing a service.   |
| XXX - XXX, Brent | Case moved quickly from Application to IPE (one day). Strengthen documentation as to why the vocational goal is reasonable for the client given his strengths, limitations, etc. He came to VR with the goal but why are we supporting it as appropriate? Case may benefit from Service-I status.  |
| XXX, Bill        | Great case note dated early October, attending client graduation from food service training; outlining what would happen next, involving a whole team approach to the next phase in the process. Documented monitoring progress, quarterly meetings, counseling and guidance with the client and being actively guiding the process with the client and CRP to keep moving forward. Easy to follow the flow based on the documentation. Good job!! Client lost a job, but was able to find another one. Moved to Employed just 2 weeks ago.  |