Text word document for the January 2022 VR Connections Newsletter

# Your periodic DOR Vocational Rehabilitation (VR) Connections Update

VR Connections, Changing the way we do business

There is an image of a computer on an office desk. On the screen is an online meeting. There is a chat box and 6 people attending.

# In this issue

## Features Available Now

## Contact Request Feature

## What’s Coming Next?

## District Staff Questions

## Ask the Experts

## Training

# Available Now!

## Multi-Factor Authentication (MFA) and Payment Status for Vendors

## [Electronic Review and Approval Process for Individualized Plan for Employment](file:///\\dorgroup\Group\Public%20Folder\InDOR%20Documents\Directorate\VR%20Connections\IPE%20Final.pptx) (IPE)

## [Expedited Authorizations](file:///\\dorgroup\Group\Public%20Folder\InDOR%20Documents\Directorate\VR%20Connections\Expedited%20Authorizations%20Final.pptx)

## Consumer Verification of Goods and Services

# Contact Request Coming January

The VR Connections Portal Team is pleased to announce the January 24, 2022, release of the new Contact Request feature.

Beginning January 24, interested persons will be able to initiate a contact request online through the DOR’s publicly accessible website. The Contact Request feature will ask for basic contact and select demographic information, as well as provide space for any open-ended questions a person may have. When an interested person completes the Contact Request, the VR Connections Portal will create a new referral in the Aware Referral Module and DOR staff will follow up promptly to provide information about DOR services.

For more information on this feature and future Portal features, be on the lookout for your district’s next VR Connections District Informational Session as well as upcoming district guidance and training.

# What’s Coming Next?

* + Online Path to Intake
* Online Path to Career Planning
* IPE Checkbox Replacing \*\*Portal

There is an image of an open laptop with a checklist covering the screen and a cell phone, cup with coffee, eyeglasses, and a notepad to the left of the laptop and a pen, pencil, notepad, calculator and sheet of paper to the right of the laptop.

# How are these enhancements changing the way we do business?

* Path to Intake will be an online process giving counselors enough information to schedule and conduct an intake.
* Path to Career Planning will build on the Path to Intake, providing counselors with additional information to facilitate rapid plan development.
* To streamline the IPE signature process, \*\*Portal will soon be replaced with a checkbox option in Aware. Counselors will be able to simply check the box to send the plan through the Portal for review and approval.

There is a screen shot of the VR Connections Dashboard that includes the following data as of January 13, 2022:

* Vendor Portal Users – 628
* Unique Logins Today – 123
* Auths Created Today – 442
* All Auths – 100,414
* IPEs Created Today – 44
* All IPEs 13,466
* Auths by Day – Last 20 days
  + 12/24/2021 – 201
  + 12/27/2021 – 352
  + 12/28/2021 – 399
  + 12/29/2021 – 414
  + 12/30/2021 – 508
  + 12/31/2021 – 399
  + 1/1/2022 – 3
  + 1/2/2022 – 1
  + 1/3/2022 – 553
  + 1/4/2022 – 498
  + 1/5/2022 – 485
  + 1/6/2022 – 578
  + 1/7/2022 – 539
  + 1/9/2022 – 2
  + 1/10/2022 – 545
  + 1/11/2022 – 528
  + 1/12/2022 – 571
  + 1/13/2022 – 442
* IPEs by Date – Last 20 days
  + 12/24/2021 – 24
  + 12/26/2021 - 1
  + 12/27/2021 – 68
  + 12/28/2021 – 67
  + 12/29/2021 – 55
  + 12/30/2021 – 66
  + 12/31/2021 – 53
  + 1/3/2022 – 42
  + 1/4/2022 – 50
  + 1/5/2022 – 79
  + 1/6/2022 – 52
  + 1/7/2022 – 69
  + 1/8/2022 – 2
  + 1/9/2022 - 5
  + 1/10/2022 – 77
  + 1/11/2022 – 69
  + 1/12/2022 – 86
  + 1/13/2022 – 44

# Questions and Answers

**Q1.** How do you know if the IPE has been sent to the consumer (after entering \*\*Portal under “Other Counselor Responsibilities” section?

**A1. Aware will generate an Activity Due (AD) which states that the IPE was sent to the consumer.**

**Q2.** Will the AD, stating that the IPE was sent to the consumer, disappear once the consumer approves the IPE, and the signature date is entered?

**A2. No, after the IPE is approved by the consumer and the counselor enters the signature date, staff will need to “complete” the AD.**

**Q3.** What if the consumer doesn’t use technology, doesn’t want to use technology or is not capable of using technology?

**A3. The consumer has the option of signing a hard copy of the IPE if they wish.**

**Q4**. What if the consumer says that they haven’t received the email to approve their IPE (through the Portal)?

**A4. Check to see if there is an AD indicating that the IPE was sent and verify with the consumer that the correct email address is in Aware. Ask the consumer to check their spam mail. Try re-sending the IPE by re-entering \*\*Portal.**

**Q5**. How will the vendor know that they have a new authorization?

**A5. An email will be sent to the vendor’s contact person (listed in Aware) notifying them that they have authorizations and that they need to complete the MFA process before they will be able to access the authorization.**

**Q6.** Who should vendors contact if they have problems?

**A6. The vendor should contact the Office Technician/Service Coordinator or other office personnel that is responsible for generating the authorizations. If they are not able to resolve the issue, the DOR staff should contact the VR Connections Change Agent in their district for assistance**.

# Looking for VR Connections Support?

Contact your District’s VR Connections:

* Subject Matter Expert (SME)
* Change Agent
* Super User

Contact information is available in the INDORs Portal page.

* [VR Connections Portal intranet page click here](https://indor/vr-connections-portal)
* [VR Connections Support Steps click here](https://indor/vr-connections-support#supportpage)
* [VR Connections Change Agents Super Users SMEs click here](https://indor/vr-connections-subject-matter-experts-change-agents-super-users#VRSME)

Image of the intranet site link buttons one titled VR Connections Support Steps Click Here and one titled VR Connections Change Agents Super Users SMEs

# VR Connections Information & Training

Image of an illustration showing an instructor in front of a whiteboard and students. Instructor is using a pointer, pointing at a whiteboard.

## **District Staff - Second Tuesday or Thursday Sessions**

VR Connections is conducting regular District Informational

Sessions to keep staff informed on VR Connections project news and answer questions. District sessions are scheduled either on the second Tuesday or Thursday of every month. Be on the lookout for your district’s calendar invitation. If you have questions regarding these sessions reach out to your Team Manager.

## **Statewide Information and Training**

Information and training will be shared in District Guidance Communications when new features are introduced or updated.

## **Training Materials and Videos**

Training materials and instructional videos are available on the [Portal intranet page](https://indor/vr-connections-portal).

**VR Connections Open House Come Join Us!**

All staff are encouraged to join us at our VR Connections Open House!

Would you like to learn more about the VR Connections Portal?

Have feedback or questions you would like to share with the VR Connections Solution Team?

All topics or questions about the Portal will be welcomed!

VR Connections Open House Occurs every Wednesday effective 1/5/2022 until 12/31/2022 from 9:00-10:00 AM

Microsoft Teams Meeting [Click here to join the meeting](http://gcc02.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_NGUxMWE4MDctYWQ5MS00YWRiLWI0YWQtNjUyMWYyOTA3M2U0%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252219ed7054-9d97-43c7-92b1-6781b6b95b68%2522%252c%2522Oid%2522%253a%2522b4f64a09-a36f-43b9-9ea7-eebfe4b49aa8%2522%257d&data=04%7C01%7CSarah.Barringer%40dor.ca.gov%7Cef2c301db8264e4fb4ab08d9c95c48c7%7C19ed70549d9743c792b16781b6b95b68%7C0%7C0%7C637762220479750516%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=kqnY3FLG8%2BLLPQwCH7Ry3aliX2gNnrFrWZ%2FC5BiaIqE%3D&reserved=0)

Or call in (audio only) +1 916-304-9089 Phone Conference ID: 735 402 506# Teams meeting link is also available on the Portal intranet page

Have questions about what you read in this VR Connections Newsletter? Submit them to: [VR Connections@dor.ca.gov](mailto:VR%20Connections@dor.ca.gov)

(End of VR Connections’ Newsletter)