



Accuracy Matters: Fixing Flawed Reports and Billing Errors

DSHS DVR CRP-IL Contract Navigation and Reporting

Slide 2



Agenda

- Introductions
- Why are we here? Desk audits and findings overview
- Navigating the CRP-IL Contract
- Reports
- VRC and RT roles – reports and payments
- CRP expectations and next steps

Presenter Introductions

Name

Position

Presenter: Read Agenda

Slide 3


DSHS

Why we are here: Desk Audits

41	JP II intake	N	no acceptance of SDOP and AFP
39	JP III O	N	billed prior to first day of employment completed, report must include first day of job
40	JP II activity	N	no site visits accompanying the participant, no interviews, no job offer
41	JP II activity	N	no site visits accompanying the participant, no interviews, no job offer
42	JP III intake	N	no date of meeting, no acceptance of SDOP and AFP, no next steps
40	JP II intake	N	no next steps, no acceptance of SDOP and AFP
36	CBA II intake	N	no next steps, no date of intake meeting, no mention of SDOP
AFP #			
	Contracted Service	SDOP met contract Y/N	Why
38	WBLE - 10 to 12 wk	N	Did not complete a WBLE at all, did two job shadows, report not written to student
38	WRT-A	N	no report uploaded, only invoice
38	WBLE - 10 to 12 wk	N	report not written to student, minimum hours not met *no mention of prior approval
37	WBLE - 10 to 12 wk	N	not written to student, no WBLE completed, only completed job shadows
36	WBLE - 10 to 12 wk	N	under 11 hours a week, no evidence of preapproval
43	JP III intake	N	no next steps
40	CBA intake	N	no acceptance of SDOP or AFP, no signature or date on report
40	JP II O	N	no proof of employment
43	JP II A	N	no documentation in Waves
43	JP II intake	N	no documentation in Waves
38	JP III activity	N	no evidence meeting activity requirements on report
43	CBA intake	Y	
41	CBA O	Y	
36	JP III intake	N	no mention of SDOP or AFP
42	JP III intake	N	no mention of SDOP or AFP, no next steps
42	JP II intake	N	no mention of SDOP or AFP, no next steps

_____ Washington State Department of Social and Health Services _____

Presenter 1:

I'm going to start with why we are here today. As part of my job, I complete desk audits of every CRP's payments and the related reports. I randomly pull 10% of the open AFPs with payments attached for each CRP and then dig into the reports. On this slide is a snip of two random CRPs list of AFPs and the outcome of my review. I have reviewed approximately half of the CRPs so far and only 45 of the 200 reports met contract requirements. The majority of CRP reports do not meet minimum contract requirements with their reports. At this point, I decided that an intervention was required. These results are what brought us here today. I have already addressed this issue with the Supervisors in DVR, and they are currently addressing it with staff. I am here to support you all in learning how to navigate the contract, how to find the billing and reporting requirements, and what to expect if the reports or invoices do not meet contract requirements. Yes, you will start seeing more DVR staff returning reports more often and this is due to reports not meeting minimum contractual requirements.

Next, we'll talk about the contract itself.

Slide 4

 **DSHS**

What is a contract?

 Transforming lives		CLIENT SERVICE CONTRACT Job and IL Services		DSHS Contract Number: 2512-60163 Resulting From Solicitation Number:	
This Contract is between the State of Washington Department of Social and Health Services (DSHS) and the Contractor identified below.				Program Contract Number: Contractor Contract Number:	
CONTRACTOR NAME Grant K. Jones		CONTRACTOR doing business as (DBA) Jones, Grant K.			
CONTRACTOR ADDRESS 1234 Hampton Court SW Olaia, WA 98333-3333		WASHINGTON UNIFORM BUSINESS IDENTIFIER (UBI)		DSHS INDEX NUMBER 146184	
CONTRACTOR CONTACT Grant Jones	CONTRACTOR TELEPHONE (360) 555-1212	CONTRACTOR FAX	CONTRACTOR E-MAIL ADDRESS grant@email.com		
DSHS ADMINISTRATION Facilities, Finance and Analytics Administration		DSHS DIVISION Central Contracts & Legal Services		DSHS CONTRACT CODE 8503XS-12	
DSHS CONTACT NAME AND TITLE Christina Benbow		DSHS CONTACT ADDRESS 1445 Washington St SE			

Washington State Department of Social and Health Services

So, what is a contract?

The contract is the actual legal document signed by DSHS DVR's contract unit and the Community Rehabilitation Program, like Goodwill or Easterseals. The Service Delivery Outcome Plan is not the contract; it is an agreement clarifying what services are going to be provided.

The CRP contract, and its terms and deliverables, is not something that DVR staff can provide an 'exception to policy' for. It is there in the phrase "exception to policy". DVR staff must follow the contract requirements and expectations, just like the CRPs. Neither a VRC Or VRS has the authority to modify or lessen the deliverables in the contract. The only allowable exception is to provide a partial payment for an outcome that couldn't be accomplished because of something outside the CRP's control, but that exception process is part of the contract terms. We, DVR, strive to be consistent in our own practices, but if you experience inconsistencies in VRC's you should reach out to the unit supervisor. If you are experiencing differences between offices, feel free to reach out to the Community Programs Manager for contract related guidance. You may be given contact information for the Regional Administrator, too, depending on the situation.



Navigating the CRP-IL Contract

- CTRL f, search function
- Contract format
- Search terms

CLIENT SERVICE CONTRACT		DSHS Contract Numbr 2512-60163 Resulting From Solicit
Job and IL Services		Program Contract Nu
between the State of Washington Department of Social ses (DSHS) and the Contractor identified below.		
Contractor Contract N		
CONTRACTOR doing business as (DBA)		
Jones, Grant K.		DSHS
WASHINGTON UNIFORM BUSINESS IDENTIFIER (UBI)		14618
CONTRACTOR TELEPHONE	CONTRACTOR FAX	CONTR
(360) 555-1212		grant@
DSHS DIVISION		DSHS CONTRACT C
Central Contracts & Legal Services		8503XS-12
DSHS CONTACT ADDRESS		
1115 Washington St SE		
Olympia, WA Click here to enter text.		
PHONE	DSHS CONTACT FAX	DSHS CONTACT E-A
Click here to enter text.		brechj@dshs.wa

Presenter 1:

Navigating the contract can seem daunting; however, with the use of CTRL f and learning the lay out of the CRP-IL Contract it can be done. Let's take a look at the contract now. I sent each of you a copy of the sample contract in an email with directions to download it and bring it today. If you do not have a copy, please go download it now. We'll allow two minutes for people to get the contract downloaded.

Client Service Contract Job and IL Services - Sample contract (put in chat if needed)

Please open the contract.

Navigate to the first page of the contract, click on that page, and now hold down CTRL and the letter f, this will open the search function. You should see a search box in the upper right-hand corner of your screen. If you do not see a search box like mine, you may need to set Adobe Acrobat as your default program to open PDFs. If you do not have a way to open PDFs, please follow along. You will see how it works. We aren't going to take time today for anyone to install Adobe Acrobat.

Let's search for "Job placement reports", it should take you here to page 29 and keep the term you searched for highlighted for easy navigation. If you see two highlighted areas, go to the second highlighted term.

Let's try another, search for "intake reports", takes us right to page 53.

One more, “verification of employment”, takes us to page 26 but you will see that there are two places that include “verification of employment”, when using the search, you will need to verify that you are in the correct service. In this case, let’s use the arrows in the search box to navigate to the next highlighted spot. Ah, you see that the first spot was listed under Customized Employment and the second is under Job Placement Services. It is your responsibility to ensure you are meeting the requirements of the pay point.

I use CTRL f, every day, it is my go-to function when navigating and finding things in the CRP-IL Contract.

Now that you know how to search the contract, Let’s move into the formatting of the contract and review the sections of the CRP-IL Contract, it is imperative that you understand the formatting of the contract. Understanding the format will make it much easier to navigate through it quickly.

On the first page of the contract, you will see the contract number in the upper righthand corner and other contractor identifiers, like the agency name, contact information and the contract start and end date. The first 12 pages are DSHS Terms and Conditions, all staff should read this part of the contract, there are very important pieces of information in these pages. This information is outside of the scope of today’s presentation, however. As I scroll through, you will see various items like definitions, requirements around insurance, and contract termination information. Again, please read these pages to ensure your agency is in compliance with the contract.

Pages 13 to 16 are the special terms and conditions of the contract, again all the information is very important, please read these pages. Arranged the same manner, with definitions, general requirements, etc.

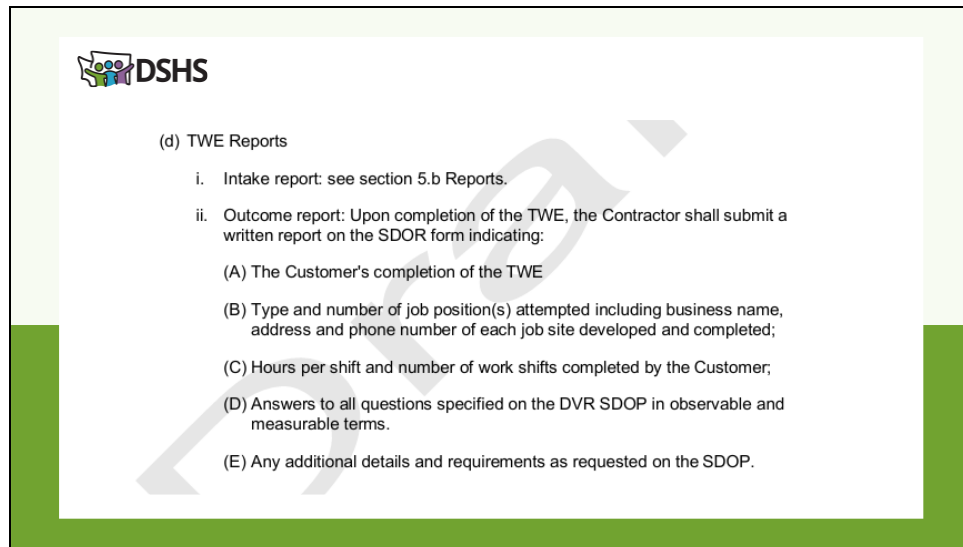
Pages 17 to 71 are the statement of work and additional compliance related contract terms.

Pages 72 to 80 are the IT requirements.

Let’s scroll back to page 17.

Find 4. Statement of Work, this is where all the services in your contract will be listed, you see it starts with CRP Services, and the first CRP Service is Trial Work Experience. Each Service is formatted the same way through the contract, first the name of the service in bold, under the name will be the definition and the intent, then it moves onto the services being provided and then levels of the service. What we are focusing on today is locating the report requirements for services.

Slide 6



Presenter 1

Presenter directions: scroll back to top of the contract.

Navigate to the TWE Reports in the contract, use CTRL f to search for “TWE Reports”. Since there is only one mention of TWE reports in the contract it jumps you right to the exact spot.

Could someone read the first line under the TWE Reports letter “i”? Thank you. “I” says: Intake report: see section 5.b Reports. You can see the intake report requirements are not listed under each service, the intake report requirements have been consolidated into one section and that section applies to ALL services that have an intake pay point. We’ll review those requirements later, after we get done with learning to navigate the contract itself.

Okay, let’s move onto “ii”, let’s review and read the outcome report requirements together. (read slide or contract)

It is clear that the report must be on the SDOR form, Service Delivery Outcome Report Form, this is the case for all services and the monthly updates. Next, we see the minimum requirements CRPs need to report to get paid for their work, could someone please read letter E to the group?

Let’s review that statement, “any additional details and requirements as requested on the SDOP”, this means that any other information requested on the SDOP, even if it is not explicitly called out in this contract, is a contractual obligation. If that SDOP is signed by all

parties, then everything on the SDOP and in the contract must be reported upon for CRPs to get paid.

Each Services in the CRP-IL Contract is formatted in this manner.

Name, intent and definition, services, service level, and reports.

Slide 7

CRP SERVICE CATEGORY ☐ Vocational Evaluation Services ☒ Intensive Training Services ☐ Trial Work Experience ☐ Job Retention Services ☐ Community Based Assessment ☐ Off-Site Psycho-Social – NON-SE ☐ Job Placement Services ☐ Off-Site Psycho - SE		TIME LINES (OVERALL PLAN) From: 01/07/2026 To: 03/10/2026 Dates of this Reporting Period: From: 01/07/2026 To: 01/07/2026
PRE-EMPLOYMENT TRANSITION SERVICES CRP SERVICE CATEGORY ☐ Pre-ETS: Informational Interview ☐ Pre-ETS: Job Exploration ☐ Pre-ETS: Job Shadow ☐ Pre-ETS: Social Skills ☐ Pre-ETS: Work-Based Learning A ☐ Pre-ETS: Work-Based Learning B ☐ Pre-ETS: Work-Based Learning C ☐ Pre-ETS: Workplace Readiness Training A ☐ Pre-ETS: Workplace Readiness Training B ☐ Pre-ETS: Workplace Readiness Training C		
TYPE OF REPORT ☒ Intake Report ☐ Outcome Report ☐ Job Placement Activity Report ☐ Monthly Update		LEVEL OF SERVICE FOR: ☐ Level 1 ☐ Level 2 ☒ Level 3 ☐ Level 4 ☐ N/A
REPORT CRP Completed Intake for Intensive Training SDOP for job at Ross Dress for Less		

We are going to now review the type of reports that did not meet contract requirements most of the time. Again, not all but most of the reports reviewed did not meet contract requirements and this was across the board with most CRPs.

Remember the contract is the absolute minimum requirements, sometimes there are more things listed on the SDOP and for today's presentation we are going to assume there are not additional requirements on the SDOP.

Let's start with Intake Reports, search the contract for the intake reports requirements. Use the search terms "intake reports".

Okay, head to your contract, and search.

Someone please come off mute and tell me the requirements. (*presenter, see requirements below*) Okay after hearing that, what needs updated on this report for DVR staff to be able to pay the fee?

- Date of the intake
- The acceptance of the SDOP and AFP
- Next steps to be taken with the participant

If you do not state each of these items in your report, the report will be returned to you for update, and the bill will not be paid. If an invoice is paid and the report does not meet

contract requirements, I will be reaching out to your agency for a refund of those fees. I will always refer it to the VRC and VRS first to address the situation. Yes, you may be given a chance to correct the information depending on the situation.

Page 53

Intake Reports

(1) For all services EXCEPT Pre-ETS Services, and all Independent Living Services, which do not

require intake reports, the Intake Report shall contain the following:

(a) Upon completion of the Contractor's internal intake process with the Customer, the Contractor shall submit a written report on the SDOR to DVR. The report shall document the

Contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the Contractor met and completed the Contractor's internal intake process and next steps to be taken with the Customer.

Slide 8

CRP SERVICE CATEGORY ☐ Trial Work Experience ☐ Community Based Assessment ☐ Discovery Services ☐ Customized Job Placement Services ☒ Job Placement Services		☐ Intensive Training Services ☐ Job Retention Services ☐ Youth Extended Services ☐ Off-Site Psycho-Social – NON-SE ☐ Off-Site Psycho – SE	TIMELINES (OVERALL SDOP) From: 10-15-2025 To: 04-15-2026 Dates of this Reporting Period: From: Nov 01, 2025 To: Dec 31, 2025
PRE-EMPLOYMENT TRANSITION SERVICES CRP SERVICE CATEGORY ☐ Pre-ETS: Informational Interview ☐ Pre-ETS: Job Shadow			
☐ Pre-ETS: Work-Based Learning: A B C ☐ Pre-ETS: Workplace Readiness Training: A B C ☐ Pre-ETS: Workplace Readiness Training D – Stand Alone			
TYPE OF REPORT ☐ Intake Report ☒ Job Placement Activity Report ☐ Discovery Activity Report		LEVEL OF SERVICE FOR: ☐ Level 1 ☒ Level 2 ☐ Level 3 ☐ Level 4	
TYPE OF CRP SERVICE BONUS PAYMENTS (CHECK ALL THAT APPLY) ☐ Permanent Employment Bonus ☐ High Wage Bonus – Non-Supported Employment ☐ Rapid Placement Bonus			
☐ Healthcare Coverage Bonus ☐ High Wage Bonus – Supported Employment ☐ Rural Area Bonus – Customer Location			
REPORT 11/03/2025: EC helped [redacted] submit job applications for TSMC, Riverview Bank, Absci, and multiple contract employment applications through The Judge Group. 11/17/2025: EC helped [redacted] submit job applications for Columbia Credit Union, Bishop Business Solutions, and Fisher Investments. 11/28/2025: EC helped [redacted] apply for two job listings, one Data Analyst position through the Judge Group and the other for a Coding Specialist position at the [redacted] of Riverview Community Bank. EC then contacted Riverview Community Bank and Absci to request a followup conversation regarding employment expectations.			

Let's move onto Job Placement Activity Reports.

Same activity, please find the reporting requirements in the contract for job placement activity. When you have found it please raise your hand and I will call on you to read that information out to everyone. (*presenter: see information below*) Thank you! Now looking at the report on your screen.

What is missing on this report? The report was signed and dated, and this is the entirety of the report.

- Only three applications in total
- None of these seem to be site visits with the person, if they were, no way to tell that they were
- No addresses or contact information for the employers contacted
- No idea if the positions applied for actually met the job goal
- No dates for the separate applications

In review, this does not meet any of the requirements of the contract and should not have been paid. The work being done may have met contract requirements but we, DVR staff, cannot tell that at all. This is a pay point that is often challenging. Please pay attention to the details of the requirements and note that if you do not meet the activity pay point with the site visits, you can meet it with three interviews or one job offer. So, if someone gets a job, you can bill us for both activity and the outcome.

Activity Report: Upon completion of one or more of the Job Placement activities detailed above, the Contractor shall submit a written report on the SDOR documenting the following reporting requirements:

(A) Five (5) employment site visits accompanying the Customer to apply for job openings that match the Customer's job goal. Description on the SDOR shall include:

Name of each potential employer visited to include contact name if known.

Date application or resume was submitted.

Method used to submit application or resume (e.g. site-visit, online, etc.).

Full address and phone number if application or resume was submitted via a site visit.

Date of follow-up with potential employer to advocate for the Customer if follow-up was provided.

(B) Three (3) job interview(s) for jobs that match the Customer's job goal. Description on the SDOR shall include:

Name of potential employer.

Full address and phone number of potential employer to include contact name.

Date of interview.

(C) One (1) job offer. Description on the SDOR shall include:

Name of potential employer

Full address and phone number. Did the Customer accept the job offer? If the Customer did not accept the job offer, provide reason. (D) Any additional details requested on the SDOR.

Slide 9

CRP SERVICE CATEGORY ☐ Trial Work Experience ☐ Community Based Assessment ☐ Discovery Services ☐ Customized Job Placement Services ☐ Job Placement Services		☐ Intensive Training Services ☒ Job Retention Services ☐ Youth Extended Services ☐ Off-Site Psycho-Social – NON SE ☐ Off-Site Psycho-Social – SE	TIME LINES (OVERALL PLAN) From: 9/29/2025 To: 12/28/2025 Dates of this Reporting Period: From: 9/29/2025 To: 2/2/26																
PRE-EMPLOYMENT TRANSITION SERVICES CRP SERVICE CATEGORY ☐ Pre-ETS: Informational Interview ☐ Pre-ETS: Job Shadow																			
☐ Pre-ETS: Work-Based Learning ☐ Pre-ETS: Workplace Readiness Training ☐ Pre-ETS: Workplace Readiness Training D – Stand Alone																			
TYPE OF REPORT ☐ Intake Report ☐ Job Placement Activity Report ☐ Discovery Activity Report		☒ Outcome Report ☐ Monthly Update																	
LEVEL OF SERVICE FOR ☐ Level 1 ☒ Level 2 ☐ Level 3 ☐ Level 4 ☐ N/A																			
TYPE OF CRP SERVICE BONUS PAYMENTS (CHECK ALL THAT APPLY) ☐ Permanent Employment Bonus ☐ High Wage Bonus – Non-Supported Employment ☐ Rapid Placement Bonus																			
☐ Healthcare Coverage Bonus ☐ High Wage Bonus – Supported Employment ☐ Rural Area Bonus – Customer Location ☐ Rural Area Bonus – Employer Location																			
Position Details: <table border="1"> <tr> <td>Employer:</td> <td colspan="3"></td> </tr> <tr> <td>Job Title:</td> <td>Banquet Porter/Server</td> <td>Start Date:</td> <td>6/14/2023</td> </tr> <tr> <td>Contact:</td> <td>Phone:</td> <td>Pay Rate:</td> <td>\$17.15</td> </tr> <tr> <td>Schedule:</td> <td>Varies</td> <td>Hours/Week:</td> <td>20 – 25</td> </tr> </table>				Employer:				Job Title:	Banquet Porter/Server	Start Date:	6/14/2023	Contact:	Phone:	Pay Rate:	\$17.15	Schedule:	Varies	Hours/Week:	20 – 25
Employer:																			
Job Title:	Banquet Porter/Server	Start Date:	6/14/2023																
Contact:	Phone:	Pay Rate:	\$17.15																
Schedule:	Varies	Hours/Week:	20 – 25																
Specific Goals to be Addressed, as described in SDOP: [REDACTED] has learned the essential functions of his job and is meeting the employer's expected levels of performance; he has retained continuous employment for at least 90 days after Retention was authorized.																			
Job Retention Services Provided: A list of service dates and activities has been provided to DVR with this report.																			
Verification: The client's paystub is attached as verification of employment.																			
This document is only for reporting purposes. Invoices must be created in a separate document and submitted with this Service Delivery Outcome Report.																			

Let's move onto Job Retention Reports.

Same activity, please find the reporting requirements in the contract for job retention reports. Now looking at the report on your screen.

I'll read the report to you all.

What is missing on this report? The report was signed and dated, and this is the entirety of the report.

- The dates are not included in the report, you cannot say "see attached" for reporting requirements except where explicitly stated, like when asked for a copy of the person's paystub or other proof of employment.
- No report on how the CRP assisted the person in learning job tasks, appropriate work behaviors and how they helped them meet employer expectations.
- Does not describe how the person is meeting the employer's expectation, just says that they are and does not mention if any additional support is required.
- Provides employment verification when not needed.

h. The Contractor shall provide monthly progress updates to be submitted to the VRC in an SDOR.

i. By signing this DVR Contract, the Contractor agrees to: (1) Reports are required for, and must accompany, all invoices submitted to the VRC for approval. Report information must be in the body of the SDOR, no attachments are accepted. Page 16.

(e) Job Retention Reports

Intake report: see section 5.b Reports.

Outcome Report: Upon completion of Job Retention Services, the Contractor shall submit a written narrative report on the SDOR form indicating:

(A) Dates for each of the job site Job Retention services provided;

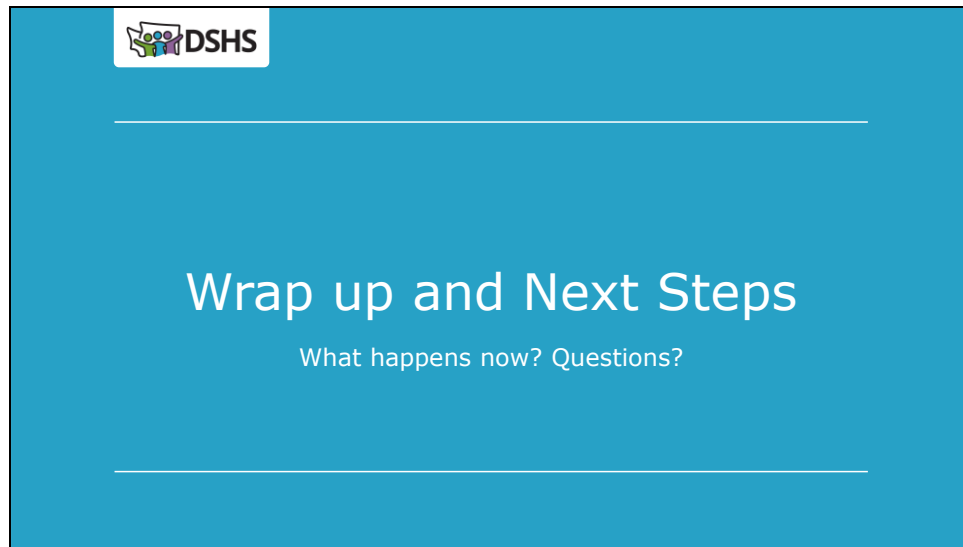
(B) How Contractor assisted the Customer in learning job tasks, appropriate work behaviors and meeting the Employer's expected level of job performance;

(C) If any services were provided remotely, describe how services were provided and how they assisted the Customer in retaining their job;

(D) The Customer has retained continuous employment for at least ninety (90) calendar days after Job Retention services are authorized;

(E) Describe employer's satisfaction with the Customer's performance and if any additional support is required; and

(F) Any additional details requested on the SDOP.



To wrap up, a large majority of CRP reports do not meet contract requirements. We are here today to start addressing the issues. From this point forward, CRPs will be contacted for reimbursement related to reports that do not meet contract requirements if payment was made. Again, the VRC/RT team along with the VR Supervisors will be asked to address it at the lowest level before CRPs are asked to refund the payments. The process stays the same for invoices and reports. CRP staff person writes the report and submits the SDOR and invoice to the local office, the VRC/RT team reviews and pays the invoice, the Community Programs Manager pulls random sampling of reports, if the report does not meet contract requirements the VRC/RT team and VR Supervisor will be informed to correct the issue. If no resolution is possible, the CRP will be required to refund the fee to DVR.

Reminder, there are no exceptions to contract language.

What is happening now?

- VRCs and VRs are working together to understand the contract requirements and have been doing so since May.
- The VRCs will start returning reports that do not meet contract requirements. CRPs should expect to receive some returned reports as we all learn to meet the contract requirements. Please keep in communication and collaborate with the VRC/RT team. Remember, the VR Supervisors are all available for support, too. They will escalate things to me when needed.

- CRPs should work with their teams to learn the reporting requirements and how to find the requirements in the contract AND on the SDOPs. Remember you must adhere to both to be in contract compliance.
- The Community Programs Manager with support from the fiscal unit, the contracts unit and the field staff will continue to monitor payments and reports as part of daily work.

Any questions? Please put them in chat so that we can keep track of them.



Thank you.

Lesa Dunphy, Community Programs Manager

lesa.dunphy@dshs.wa.gov

Jim O'Brien, VR Supervisor

james.obrien@dshs.wa.gov