



LIFE. YOUR WAY.

RSA Provider Meeting

Wednesday, June 9, 2021
11AM – 12:30 PM

Agenda

- Provider Performance Report Card
- Helpful Invoicing Tips & Payments to DDS
- Expired Authorizations
- FY20 Grant Funds Line Items
- DDA Supported Employment and Employment Readiness Providers
- Final Option Year Expiration
- Q & A

Provider Performance Report (Report Card)

- In efforts to ensure that people seeking services from RSA have the opportunity to make an informed choice regarding service delivery, processes are being finalized on the development of a Provider Performance Report
- As various metrics can be used to assess the quality and efficiency of services offered by RSA providers, performance data is being aggregated that will provide insight into, services offered, service outcomes and customer satisfaction; along with key metrics as they pertain to provider performance/accountability as noted during quality assurance observations and adherence to mandates of the Human Care Agreements (HCAs)

Provider Performance Report (Report Card)

Core Performance Domains

Informed Choice Provider Performance Areas	Sample Metrics
<ul style="list-style-type: none">✓ Types of services offered by the potential provider✓ The degree to which services are provided in integrated settings✓ Cost, accessibility, and duration of potential services✓ Consumer satisfaction with services✓ Qualifications of potential service providers✓ Outcomes achieved by persons working with service providers	<ul style="list-style-type: none">✓ Placement Rate (Job Placement and Supported Employment)✓ Time frame for placements (Job Placement and Supported Employment)✓ Average wage for placements✓ Types of jobs secured (occupation/job fields)✓ Compliance Monitoring Reviews

Helpful Invoicing Tips to Avoid Rejection: PO and Invoice Numbers on Invoices

OCFO will now require 100% of the time, that the Purchase Order (PO) number be included on all provider invoices. The correct PO number must be included on the provider's submitted invoice and must match the e-portal PO number the invoice is uploaded to.

Effective 5/18/2021, all invoices missing PO numbers, will be rejected.

Please remember to include the correct PO number on your invoice and upload to the same invoice number in the e-portal.

Payments to DDS

If providers have a need to remit a payment or refund to DDS, please use the following information:

Make check or money order made payable to **DC Treasurer or Department on Disability Services**.

The memo section of the remittance should include the supported person's name and indicate the intended purpose for the check.

Mail all payments to:

D.C. Department on Disability Services
Attn: Operations
250 E Street, S.W. 6th floor
Washington, D.C. 20024

Expired Authorizations

100 Days Aged

- With less than four months remaining in this fiscal year (FY21), please pay particular attention to and address all unbilled authorizations issued that have aged more than 100 days.
- To ensure providers are aware of their outstanding authorizations, your Contract Administrator will send out monthly email reminders listing all “unused” authorizations and those authorizations that have a “remaining balance” that may need to be either invoiced or de-obligated.
- Within seven days, Providers should review the outstanding authorization listing and provide comments if services were rendered, will be invoiced, or if the remaining balance can be zeroed out.

45 Days Aged

- VR counselors will review outstanding authorizations 45 days and older to ensure services are rendered, work with the CA to ensure provider invoices are submitted, and partner with DDS’s Business Services Unit for prompt payment processing

**If we complete this exercise monthly, closing the fiscal year will be easier for all parties, and
RSA can ensure your payments are processed within the current fiscal year.**

FY20 Grant Funds Billing Line Item

- FY20 Grant Funds **must** be exhausted during this fiscal year before any other funding attached to your purchase order is used.
- Your RSA CA will contact you via email to provide the PO number(s) and identify the correct line item (CLIN) on your PO that has FY20 grant funds allocated.
- **Please apply all invoices against the prior year FY20 grant funds identified first, until fully exhausted.** Once the PO line items with prior year grant funds are exhausted, the remaining CLINs can then be used to support payment of services rendered through September 30, 2021.
- If you have any questions about billing the correct line items on your PO, please do not hesitate to contact your assigned CA.

DDA Supported Employment & Employment Readiness Providers

Policy

The District of Columbia Municipal Regulation **29 DCMR § 1922.30** states within one (1) year of the effective date, all existing Employment Readiness providers must become enrolled as a provider of services for the Rehabilitation Services Administration. This policy also applies to new Employment Readiness providers who will also have one (1) year after becoming an HCBS Waiver Employment Readiness provider.

What this means to you?

All pre-existing **Developmental Disabilities Administration (DDA)** Supported Employment and Employment Readiness providers *must* become enrolled as a provider for **Rehabilitation Services Administration (RSA)** Vocational Rehabilitation Services.

New DDA Supported Employment and Employment Readiness providers must become enrolled as providers for RSA Vocational Rehabilitation Services **within one (1) year** of becoming a Home and Community-Based Services (HCBS) Waiver provider.

An internal review was performed of all DDA Supported Employment and Employment Readiness Providers who do not have a Human Care Agreement (HCA) with RSA and determined those who were non-compliant with this policy. DDS will provide an opportunity for non-compliant providers to secure an HCA with RSA. Those providers who fail to fulfill this obligation by September 30, 2021, will have their approval for Supported Employment and Employment Readiness rescinded.

Becoming Compliant

- The Office of Contracting and Procurement (OCP) opens an RSA vocational services solicitation for 25 days on the 1st of each month that closes on the 25th.
- Provider Relations will send an email to notify non-compliant providers of their status along with OCP's solicitation "DOC" number for providers to apply. The Contracting Officer's (CO) name will also be included in the email, should you have any questions about the process.
- OCP will invite those providers to participate in the open RSA solicitation. Providers may also send an email to the CO identified to request an invitation to participate in the solicitation.
- It is important that providers respond to the solicitation to bring them into compliance.

Final Option Year Expiration

All DDA providers in their final option period should be aware that their HCA is non-renewable and will end at the conclusion of the option year 4 term.

If you are a provider in good standing with the District and maintain satisfactory performance with DDS, the Provider Relations Unit recommends 60 days prior to the expiration of your last option year 4, you reapply to the vocational services solicitation that OCP issues monthly on the 1st and closes on the 25th of every month.

Providers should ensure they can meet the pre-requisite compliance requirements set forth by OCP which include:

- **Tax Compliance** – For Contracts/HCAs exceeding \$100,000, providers must show proof that their taxes are current and that, if in arrears, an approved payment schedule exists. Providers are instructed to obtain the **Clean Hands** through MyTAXDC.gov web portal.
- **Certificate of Insurance** – Evidence of the coverage is mandatory prior to commencing performance under its contract. Contractors are required to obtain and maintain the required coverage, during the entire period of performance under its contract.
- **Valid Business License** - Must be in compliance with business and corporate license requirements.
- **Bidder Offeror Certification** – Complete the Bidder Offeror Certification Form in its entirety.

More information and access to links can be found by visiting <https://ocp.dc.gov>

Questions & Answers



Contact Us

- Angela.Spinella@dc.gov (Program Manager-RSA Transition & Outreach)
- Jasmine.henry1@dc.gov (Project Manager – General VR Services)
- Siavosh.Hedayati@dc.gov (Contract Administrator)
- Edmund.Neboh@dc.gov (Contract Administrator)
- Antoinette.alexander1@dc.gov (Provider Relations Supervisor)
- Gerson.Castillo@dc.gov (Business Services Supervisor)
- Hakima.Muhammad@dc.gov (Operations Program Manager)