# VRIS UPDATE

**Employment Warranty Monitoring**
**Effective 7/25/2008**
**Number 174**

## SUMMARY OF UPDATES

The Employment Warranty Monitoring program manual chapter has been revised to reflect the changes in the EW monitoring process, because of outsourcing of the monitoring.

## VRIS POSTING

The chapter has been posted to VRIS: Program Manual" Employment Warranty: **Employment Warranty Monitoring**

## QUEST UPDATE

The Easter Seals monitors are not able to view the actual QUEST record. Instead, a monitoring script has been written which allows the monitors to view a duplication of the Phone/Email Contact Screen, the Employment Record Screen, the Address Screen, and the EW Determination Screen and Script.  The actual QUEST case record is updated from these duplicate screens.

In addition, QUEST has been programmed to auto-terminate consumer records from EW Monitoring on the third anniversary of the employment outcome. Staff are no longer required to manually complete this termination.

Also, note that the Easter Seals monitor for the consumers receiving Social Security will do a monitoring contact every three months for at least one year and may continue at 3 month intervals beyond the first year or consumers who are likely to work off of cash benefits. The first four monitoring contacts will be document by the Easter Seals monitor through the EW Determination script. Monitoring contacts beyond the first year will be documented by the Easter Seals monitor via an email to the EW Team Contact and the QUEST Team Contact that will need to be copied and pasted into the Task Note section of the QUEST record.

## TEAM COMMUNICATION and MONITORING REQUIREMENTS

If a team has not already done so, the team should discuss how the team is monitoring follow through on the action recommended by the Easter Seals monitor in an EW case.  When the Easter Seals monitor sends an email, a copy goes to the QUEST record Team Contact and to the EW Monitoring Team Contact that was assigned by each Office Director.  My recent follow up on some of the emails indicates that not all teams have established a system or process for monitoring follow through.

## LEADERSHIP CONTACT

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