



Case Scenario

FOR GROUP DISCUSSION

MODULE 2 BONUS LESSON: PARTNERING WITH CRPs

Harriet, CRP, and Employer Connections

Introduction

This scenario is an example of the communication challenges that arise when an employer is working with a CRP, but the funding comes from VR. How can the partners coordinate efforts and minimize the effort and confusion for the employer?

Scenario

Harriet, an Employer Engagement Representative, is contracting with a CRP and funding supported employment for a client placed with a local employer.

Since VR is paying for the service, the client's supervisor calls Harriet with some concerns. She is frustrated that the job coach placed visual cue cards around the worksite without her permission.

The supervisor told Harriet that she is annoyed that the guidelines of what is allowed to be posted in the workplace are not being followed. Harriet wants to smooth things over ASAP! Harriet is confident the cue cards are a reasonable accommodation and decides she should get in her car to drive to the business to talk with the supervisor to address her concerns, explain reasonable accommodations, and then share the outcome with the job coach.

Branching Scenario:

Question: Do you feel that smoothing things over with the employer, and then sharing the plan with the CRP, is the best approach?

Option 1: No, Harriet should not have this conversation without the CRP included.

*(Response: **Absolutely!** The job coach is on-site with the supervisor and is an important partner. They should be included to hear her concerns and to provide information to smooth the relationship.)*

Option 2: Yes, since the employer called Harriet, she should be the person to resolve the issue.

(Response: Try again! While it may be quicker for Harriet to go talk directly with the supervisor and resolve the issue, by not including the CRP, she is minimizing the importance of their role to the employer.)

Remember to maintain a unified and respectful partnership! Since the supervisor called Harriet, it is appropriate that she join and even facilitate their discussion. However, it is important that she demonstrates respect for the CRP and maintains their trust.

Follow-up questions: How does your agency develop communication and coordination efforts with its contracted agencies? Are there additional steps that can be taken to eliminate confusion, particularly for employers?