CRP/IP Menu of Services Manual

Community Rehabilitation Program (CRP)/Independent Provider (IP)

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Iowa Vocational Rehabilitation (VR) Services is a Division of Iowa Workforce Development

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Vocational Rehabilitation Services

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Menu of Service Features

The **Menu of Services (MOS) Manual** outlines employment services that Iowa Vocational Rehabilitation (VR) Services is able to purchase from a Community Rehabilitation Program (CRP) or an Independent Provider (IP) on behalf of the person receiving services, the VR job candidate (JC). The MOS Manual reflects the agreement between VR and a CRP/IP that ensures the JC's needs drive the planning and service delivery process.

Memorandum of Agreements (MOAs) have been written by VR with the Iowa Department of Education (DE) and the Iowa Department of Health and Human Services (HHS) respectively to complement service provision. MOAs establish payer of first resort, agreements for long-term follow-up services, triage process for resolving differences, and roles and responsibilities required for state service providers.

A key component to the **Menu of Services** (MOS) is that it is *driven by the needs of the JC* - not the process. Services wrap-around the individual to create the necessary support and guidance to enhance employment for all JCs. Infused throughout each step of the rehabilitation process are opportunities for the JC and the rehabilitation team to explore and determine what support is needed for the JC in competitive integrated employment (CIE). This involves a continual process of communication, learning, applying, re-designing, and achieving.

The List of Services on the MOS can be found online at the VR website (https://workforce.iowa.gov/vr) under the Community Rehabilitation Programs (CRP) tab. The JC and the JC's team are encouraged to refer to the purpose of the service to be used to guide expectations and responsibilities of VR, CRP/IP and the JC. VR forms can also be accessed at this same location to complete the documentation of services rendered. In order to accommodate the needs and the partnership of local offices with local CRPs/IP, **VR forms are not required but documentations for services rendered are required and the information in that documentation, at minimum, must include the information requested on the VR forms**.

Initiating Employment Services

The referral for CRP/IP services can be initiated by VR or the CRP/IP. Depending on the needs of the JC, not all services may be used.

Step 1: Whomever is initiating the request for services should complete the referral process. If the JC has not been determined eligible for VR that is the next step.

Step 2: VR calls for a meeting to develop the Individual Plan for Employment (IPE) which includes the decision for what services and support the JC may need to achieve CIE. The following forms are used based on the service that the JC uses:

Customized *Discovery (CD) Staging Record (DSR) form* is used to initiate the referral for Customized Employment services if the team feels that this is the most appropriate service from which the JC could benefit. This form is used solely for Customized Employment (CE) Services. This report is initiated, updated and submitted by the CRP as each stage of the CE phase is achieved. Upon completion of the CD phase, the team moves into Customized Job Development. Upon achieving a customized job, the team enters the final phase, Consultative Employment Support, where the JC is learning the job until stabilization is achieved. Sometimes a job in the market may already exist and customization is not needed.

Vocational Assessment/ Preparation/ Training Services form: This form is used for: Workplace Readiness Assessment (WRA), Job Seeking Skills Training (JSST), Job Shadow, Career Exploration, Work Adjustment Training (WAT), and Transportation Training. This form is completed by the CRP/IP.

Vocational Profile form: This form is used for Individual Placement and Support (IPS) Services only. This form is completed by the CRP.

Supported Employment Placement Agreement (SEPA) form - This form is used solely for Supported Employment Services (SES). The SEPA form or the information contained within it must be provided before VR is able to authorize any job development service. This form is completed by VR staff and the employment team. A copy should be provided to all team members upon signing. This is not a contract and does not automatically guarantee funding from partnering agencies at the time of signing. This is only used for planning and giving team members a notice for needs that the JC has to maintain long term success in CIE.

The JC and team select services that they believe will provide the type of experience and generate the quality of information necessary to develop an IPE. The JC and team

may determine that only one specific service is necessary, or multiple services may be necessary to answer questions and identify outcomes needed to reach employment. A VR counselor and JC may select any combination of services to determine an employment goal. **Employment services are authorized for and delivered one at a time** in order to accurately assess the results of each service purchased, or with as little overlap as possible in order to validate the next step of action. A supervisor's approval is needed to do two services at one time.

The maximum number of units allowed per service should not be authorized right away. The maximum number of units is for the life of the casefile. The life of the casefile is the period when a JC comes off the waitlist until the file is closed. If the JC ends services and returns for services later, that is a new casefile. VR staff will determine with guidance from the team the number of units necessary for each service. The max number of units may not always be needed in every scenario. However, the max number of units may be used if a service is used multiple times. An Exception to Policy (ETP) is required if additional units over the max number of units are needed for that case.

Reauthorization for the IPS milestone is dependent on service documentation verifying satisfaction of that milestone, team consultation and a plan to address improvements to support reauthorized activities. ETP is required for services exceeding the HHS monthly cap on the cost of services. The MOA between IVRS and HHS supports IPS fidelity as it clearly outlines the funding structure regarding long term support services within IPS.

Interpreter Services

VR job candidates may require an interpreter to participate in services. CRP/IP is responsible for ensuring that their programs are accessible as an entity agreeing to work with state and federal programs. Upon referral, VR staff will notify the CRP/IP what interpreter services are needed for the JC. VR will be responsible for arranging an interpreter for meetings initiated by VR.

Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794, prohibits discrimination based on disability by programs and activities receiving federal funds. Both the Americans with Disabilities Act (ADA) and Section 504 require covered entities to ensure communications with individuals with disabilities are as effective as communications with others. They ensure equal opportunities to participate in and benefit from services and programs. In the performance of services, the CRP/IP understands that their services include all expenses associated with accommodations to access services. CRP/IP will not be reimbursed for additional expenses (such as interpreters).

In employment settings, interpreters are required for job interviews, training sessions, meetings, and performance reviews. Employers must provide these services to qualified deaf or hard of hearing applicants and employees to ensure equal opportunity and full

participation in employment-related activities. This obligation applies to significant matters affecting the terms and conditions of employment.

In education and training settings, the education/training institution must provide interpreter services to qualified deaf and/or hard of hearing applicants/participants to ensure full access and participation in services for individuals with/without an open case with VR.

VR staff can assist the CRP/IP in connecting with interpreters and provide information on best practices when utilizing interpreters, if needed. Refer to the Native Language Incentive for CRPs/IPs that have providers that provide employment support services in the JC's native language.

Services to Students and Youth

Students

VR partners with secondary and post-secondary schools, utilizing community and employment providers that may be needed to coordinate services for high school students ages 14 – 21 to facilitate a seamless transition to employment. Specific services can be provided to students with disabilities in a manner that will impact the broadest segment of students possible. This is done by working in collaboration to support students' goals by providing Pre-Employment Transition Services (Pre-ETS) that enhance the student's transition. VR staff collaborate with the Local Education Agency (LEA) to develop a plan to deliver Pre-ETS that maximizes staff resources, minimizes duplication and coordinates teams' efforts.

Youth

VR staff work with local partners to ensure youth with disabilities ages 14 – 24 are provided transition services. These services may include job exploration, work readiness and opportunities to work in the community. Youth are limited from starting work that pays subminimum wage (SMW) unless they produce the necessary documentation showing the completion of specific service-related activities prior to entering settings where SMWs are paid.

Individuals Age 24 and Under Who Require Supported Employment

Since November 13, 2014, VR began funding services for JCs aged 24 and under who require SES. VR implemented the MOA with HHS to establish VR as the payer of first resort for JCs aged 24 and under who receive from both Waiver and VR support for SES.

The following Employment Services are considered SES:

- Customized Employment
- Supported Employment Job Coaching
- Plan for Natural Support
- Job Follow Up

If a supported employment outcome is not achieved by the time a JC turns 25, any remaining authorizations will be canceled by VR in order for HHS funds to be utilized. This should be done in collaboration with Case Managers and Care Coordinators for a smooth transition. Choreography of service and timing should be planned, not just immediate termination of funds by VR as an individual ages out. Extending VR funding for a brief time during the transition is acceptable, as long as VR staff documents the plan for a smooth transition. The goal is to achieve stabilized employment with long-term support funding thereafter (e.g. Waiver, Habilitation, Aging & Disability Services/ADS, and private pay).

SES funds for individuals age 25 or above who receive both VR and HHS are not affected and HHS remains the payer of first resort for individuals age 25 and above who receive SES.

Pre-Employment Transition Services (Pre-ETS)

When a high school student needs assistance in obtaining a paid part-time work experience (not job placement), the following two services can be considered:

1. Instructional Training
2. Pre-ETS Supported Short-Term Paid Work Experience

The need for these services must first be discussed with the student's Individualized Education Program (IEP) team. Pre-ETS Supported Short-Term Paid Work Experience are for students who are Most Significantly Disabled (MSD) since they are considered career exploration services during the student's transition process; thus, a component of the IEP. These services are most beneficial in the early stages of employment exploration during the transition process to employment.

With Pre-ETS Supported Short-Term Paid Work Experiences, Instructional Training is provided by an instructional trainer coordinated by the LEA. A student's high school is responsible for funding costs associated with Instructional Training Services. These services can be provided through a CRP if the school agrees to fund services similar to Job Coaching Services through that entity.

Pre-ETS Supported Short-Term Paid Work Experiences are funded by VR when the IEP team agrees that these services are necessary. VR may support the development

of the site in the community by partnering with a CRP. These services are not for students who have decided upon their career goal and are ready to begin SES.

SES Provisions for Students (14 – 21)

SES can begin when a student who requires intensive supports has identified their career goal and requires SES to achieve this goal. SES may last up to 24 months and be provided as early as is necessary for the student to achieve stability on the job by the time of graduation, as long as the long-term supports can be assured by the graduation date. For high school students, job coaching for SES is funded by VR once a student's career goal is specified on their IPE. A student may be stabilized on the job prior to graduation, at which time the long-term supports are then provided, thereby allowing the case to be considered stabilized and then closed upon 90 days of the high school graduation date.

SES for post-high school youth under 25 without long-term funder

SES for Youth with Disabilities: A youth who requires extended services after achievement of a supported employment goal may require VR to fund Supported Employment Job Coaching services while awaiting services from a Waiver. If the job is stable and consistent with the IPE and the student/youth is on the Waiver waiting list, VR can fund the extended services on a time-limited basis. Said services are provided at a rate of up to two hours (8 units) per month and are only provided when the natural supports plan has been implemented and supervisory approval is obtained. In no circumstance may extended services be funded when the JC is age 25 and older. **Additional hours beyond 8 units per month for Supported Employment Job Coaching services require an ETP.**

After six months, the case must be reviewed and evaluated to determine if continued funding is necessary and supervisory approval is obtained each time it is evaluated. This process continues every six months until one of the following conditions is met:

1. The service is no longer needed;
2. Another funding source is identified;
3. The service has been funded for four years; or
4. The youth's 25th birthday.

The VR case record may not be closed successfully, even if the employment stabilized, until the extended supports have transitioned to the Medicaid Waiver or other public/private funding for 90 days. A plan of natural supports should be implemented simultaneously with the extended services.

If they decide they do not want the other options for extended services, VR staff will provide the necessary information and referral to the youth and his/her representative, so they apply for Waiver funding. Assisting the youth to complete the application process is critical in these situations so that by the time the program of supported employment stabilizes, he/she will have the Waiver available. This discussion should occur as soon as it is clear that supported employment is a necessary service and written into the IPE.

The MOA between the Department of Education (DoE) and VR can be found at: https://public.powerdms.com/IVRS/tree/documents/1521471

Extended Supports

Long-term supports will be identified in SES cases for a JC age 24 and under to receive ongoing support through Waiver, DAP funds, Social Security Work Incentives, and/ or natural supports. Continued communication and collaboration with VR partners are still necessary for successful planning. A report identifying Natural Supports is required for any JC receiving SES.

Roles and Responsibilities

Roles and Responsibilities

The cornerstone of the ***Menu of Services*** (MOS) is a partnership formed by the JC, VR and a CRP/IP. The purpose of this partnership is to assist the JC to achieve competitive integrated employment (CIE) that is consistent with the JC's preferences, interests, strengths, abilities, needs, and other conditions pertinent to long term CIE. The goal of this partnership is to assist the JC in becoming competitively employed in the community and productive through mutual respect and clearly defined roles and responsibilities.

Seasonal work, homemaker and volunteering are not considered CIE and therefore placement in such positions would not be considered a successful closure. VR is not able to open a case with these employment goals.

JC's Roles and Responsibilities

The JC is a partner and the principal focus in the ***MOS*** process. The JC, in collaboration with the VR counselor, selects the services necessary to assist in achieving the JC's employment goal. The JC:

- Work towards CIE goal and stay employed
- Show up for meetings with good hygiene, clean clothes and in good health which includes managing their disability/disabilities
- Let staff know immediately when JC is unable to attend an appointment
- Participate in the meetings and help plan the steps to success
- Let the team know what JC's choices are by asking questions and sharing thoughts
- Complete all the homework, recommendations and suggestions that the team agreed on
- Make sure that JC talks with all those who are involved in the employment journey
- Provide any documents that are requested that will help JC reach his/her CIE goal

VR Counselor Roles and Responsibilities

A VR counselor is expected to determine if an individual is eligible to receive services through VR and at which level of disability category where CRP/IP supports may be utilized. Collaboratively, the counselor explores with the JC their interests, preferences, aptitudes, achievement, and transferable work skills to jointly develop an IPE reflecting informed choice. The expectation is that the counselor will work in partnership to assist

the JC in achieving the employment goal identified on the IPE. A counselor, working in partnership, assumes the following responsibilities in implementing the MOS:

- Establishes VR eligibility and disability category;
- Develops an IPE with the active and eligible JC to arrange services that included expected timeframes and outcomes;
- Advocates for and with the JC in obtaining services to meet the JC's needs;
- Counsels the JC to develop career awareness, self-sufficiency, self-advocacy, and other needed skills;
- Selects and arranges for services to assist the JC in skill development and employment;
- Ensures extended support services are identified and able to provide ongoing follow-up for the JC who receives SES;
- Approves service delivery from an approved CRP/IP;
- Communicates regularly with the JC and CRP/IP provider regarding the JC's progress;
- Reviews documentation submitted by the CRP/IP that reflects time billed and includes written reports required for each service;
- Arranges for payment in a timely manner;
- Provides technical assistance to the CRP/IP provider;
- Provides job development in concert with the CRP/IP provider;
- Coordinates and collaborates with all team members the purpose of the planned activities and shares in monitoring progress and determining recommendations for next steps;
- Assesses stabilization of the job and appropriateness prior to closure, and the need for post-employment services including long term employment supports;
- Provide work incentives counseling to JCs who receive SSI/SSDI. Facilitate the Ticket to work handoff to an approved Employment Network (EN) that the JC chooses if they are earning above Substantial Gainful Activity (SGA). If the JC is earning below SGA, the JC can access work incentive services through Benefits Planning Assistance | Disability Rights Iowa.

CRP/IP Provider Roles and Responsibilities

The local CRP/IP provider works in partnership with the VR counselor and the JC to meet the identified needs of the JC. Depending upon the needs identified and the services the VR counselor and JC determine necessary, the CRP/IP provider assumes many responsibilities. The CRP/IP provider:

- Reviews information to determine if the CRP/IP has the capacity to offer and provide the appropriate service(s) to meet the JC's needs within 30 days of authorization;
- Obtains advance approval and authorization forms from VR prior to providing an employment service;
- Provides opportunities for the JC to identify, demonstrate, and share their interests, contributions, talents as applied to potential employment tasks;
- Provides opportunities for the JC to discover occupations of interest and skill match;
- Convenes the rehabilitation team after each service/activity to discuss with the JC what was learned and the next steps (this does not have to be a formal meeting);
- Assesses the JC's interests, aptitudes, preferences, achievement, and transferable skills to provide an appropriate recommendation, utilizing local labor market information, for an employment goal;
- Coordinates and conducts comprehensive planning meetings as requested by the VR counselor to develop a plan that addresses the JC's needs in living, learning, and working environments;
- Develops sites and jobs within the local community; taking into account the JC's abilities and specific requirements including transportation and childcare if needed;
- Advocate for the hiring of the JC and for the support of the business hiring the JC;
- Initiates training wage payments to a JC when work is performed (only for CRPs);
- Initiates business contacts and relationships to obtain information to inform the placement process;
- Communicates regularly with the JC and VR regarding progress;
- Provides follow-up to determine the JC's stabilization on the job;
- Provides job coaching at the level identified by the partnership to assist the JC to learn the job, understand the work culture and achieve stabilization;
- Markets the JC to employers;
- Documents successful completion of the Performance Measures and produces billing statements and written reports required for each service;
- Encourages JC's success at work;
- Provides crisis intervention if necessary;

- Provides training as identified;
- Monitors JC performance, outcomes, and timely payments.

Team Collaboration Responsibilities

Collaboration between team members is a key component to the successful implementation of the ***MOS***. A JC's team works together to identify specific needs and skills, as well as services required to meet those needs. While VR counselors and CRP/IP providers are familiar with goods and services that may meet a need, the value in the JC participating in researching options is critical to success. Professional staff may need to assist the JC in setting up initial appointments, identifying transportation options, completing paperwork, obtaining documentation, problem resolution, service coordination, following through on responsibilities, etc., but the entire process should be a learning experience so JCs may better advocate for themselves. A person's team will look differently based on where a JC is in the process, or the employment service.

Effective collaboration and teamwork are the direct result of relationship building. Frequent communication and follow-up among partners allow everyone involved to focus on shared goals. **Consistent communication enhances trust and encourages involvement so that problem-solving proactively addresses situations before they evolve into insurmountable issues.** VR staff are considered part of a JC's team, regardless of the funding source or service provided, until the case is closed by VR. Ongoing communication is expected so team members are aware of anticipated dates for service provision, progress information, meetings, schedules, follow-up needs, and ultimately, case closure.

Incentives

Business Partnership Incentive

To encourage the development of a relationship between a CRP/IP and business partner, VR is making available a “Business Partnership Incentive” (BPI) payment. This is the result of VR efforts to recognize the additional work required of a CRP/IP that develops and maintains viable business partnerships, resulting in expedited employment services for JCs. This also serves as an excellent resource in meeting the needs of Iowa businesses.

The BPI is available to a CRP/IP that provides any employment service listed below to a JC resulting in their employment at the business where the service occurred. The purpose of authorizing the following services is not for the JC to obtain employment, but rather to gather specific information through the provision of that service. However, when an employment opportunity arises through one of the services listed below, the CRP/IP providing the service is eligible for the incentive payment. (The MOS Manual can be reviewed for specific definitions, scope and outcome expectations for each service).

- Workplace Readiness Assessment (WRA)
- Job Shadowing
- Career Exploration
- Work Adjustment Training (WAT)
- Job Seeking Skills Training (JSST)

For a CRP/IP providing any of these services that result in employment at the business where the service was delivered, VR will fund one hour of BPI – Job Offer at the professional rate for 1 hour of job development once the JC accepts the job offer. In addition to this initial hour, the CRP/IP may also receive a second payment at the professional rate for 3 hours of job development under BPI – Case when the VR case closes successfully. The total amount of payment a CRP/IP could expect from VR for a BPI is at the rate of 4 hours of job development per JC.

Authorization for Supported Employment Job Coaching or Non-Supported Employment Job Coaching can be authorized if the employer still needs the JC to complete an application and other documents (e.g. new employee forms) for employment. Job Development should not be authorized if the CRP/IP chooses to be compensated through the BPI. An agreement should be made between VR and the CRP/IP on

whether the provider wishes to receive the BPI or job development service authorization prior to authorizing for any of the above services.

Should a different JC participate in one of the employment services at the same business and be offered and accept a job, a CRP/IP could be authorized another BPI. There is no limit to the number of incentive payments that VR could authorize to a CRP/IP for a partnership they establish with a business that employs a JC once an above service is received. Businesses must meet the criteria of CIE.

A key component to the MOS is that it's designed to be driven by the needs of a JC. Service delivery is a team decision led by the VR Counselor and the JC. The intent of any MOS is to provide the necessary support(s) that facilitate or enhance an individual's employment goal. Potential service needs should be discussed with team members to determine the person, agency or business setting most suited to meet them.

Native Language Incentive

The purpose of the Native Language Incentive is to:

- support the communication needs of a JC who has an alternative communication preference
- satisfy employers that may be concerned with too many support people at the workplace
- improve and expedite the work that VR staff has to do to coordinate employment support and interpreter services
- encourage CRPs to develop and hire employment support providers who are able to also communicate in the native language of the JC

The Native Language Incentive is only used whenever a CRP/IP provides a service on the MOS in the job candidate's native language. VR will pay an additional $20/hour or $5/unit in addition to the fee for the service rendered. The Native Language Incentive is not applicable if the CRP/IP is not using the job candidate's native language in the presence of the job candidate. The number of units that can be authorized should never exceed the number of units authorized for the service rendered. As with all services, the Native Language Incentive must be preapproved by VR staff.

Native Language Provider Qualifications:

- 18 years old,
- Iowa certified interpreter, OR
- Native language speaker, AND

- Trained in the respective service rendered (e.g. job development, job coaching, customized employment/CE, and Individual Placement and Support/IPS services).

Expanded Area Incentive

VR fees for service rates take travel and administrative work into consideration and mirror the employment service rates paid by Iowa Medicaid. A CRP/IP area of coverage encompasses the geographic area agreed within the terms of the contract with VR. If there is no provider in an area, the local VR supervisor may be able to negotiate with the nearest CRP/IP to bill for mileage.

The purpose of the Expanded Area Incentive (EAI) is to support providers that agree to go into an area of the state where there are no/limited employment support providers and the area is outside of the CRP's/IP's area of coverage. The VR supervisor will negotiate the area of coverage with a provider. This incentive is an option/negotiating tool that Supervisors may use to offset extraordinary costs for a CRP/IP to go into an area/town where there is no/limited provider serving it and a JC needs the support. EAI should not be a blanket offer to all CRPs/IPs. EAI is temporary and should be reviewed at least monthly for its need and progress to secure a permanent employment specialist (ES) by a provider. Supervisors are able to offer to pay mileage, door to door, for the ES to provide the authorized service. For the claim, the mileage must be tracked and turned in with a MapQuest print out of the route traveled. Providers must turn in a mileage log, a printout of the route taken with the mileage information from MapQuest, and all of the reports associated with the service rendered monthly.

Externship

Externship is a unique menu of service designed to assist JCs in preparing themselves for employment in a competitive work environment. Externship is a training program in which the business partner provides direct hands-on training to a JC at the employer's site, doing a job that would not displace another worker. This includes work experience, one on one training, work tryouts, etc. The CRP is the employer on record, maintains the workers comprehensive liability for the candidate, and pays the JC for the stipend.

VR staff must assure JCs have informed choice as to which CRP they select to work with for an Externship. Some CRPs, however, may only accept JCs from a specific county they cover. In these circumstances, JCs will be provided with all available participating CRPs that accept JCs in their area. If a JC has no preference as to which CRP to work with, VR staff may select a CRP based on other relevant factors (e.g. proximity to the JC, quality of interactions with previous JCs). In some circumstances, a CRP may refuse to accept a JC based on a variety of factors (e.g. company policy based on a JC's disability and the dangerousness of the placement). If the CRP refuses

a JC but VR staff feel the Externship is a good fit, they may continue to contact the other available CRPs to determine if an employee relationship can be obtained.

The training wage for JCs participating in an Externship will be $7.80 per hour paid by the CRP. The CRP is not dependent upon the production of the Extern and therefore will be reimbursed by VR at the rate of $11.12 for each hour worked by an Extern. It is the responsibility of the CRP to provide a copy of the check issued to an Extern for the total number of hours in order for VR to reimburse at the $11.12 hourly rate.

When an Externship placement occurs with a State of Iowa agency, the training wage is commensurate with the same or a similar job classification. Hourly rates that exceed $7.80 per hour require Bureau Chief approval. These Externship opportunities must be coordinated through the Community and Business Engagement Manager. The CRP is not dependent upon the production of the Extern and therefore will be reimbursed by VR at the established hourly rate for each hour worked by an Extern. The CRP rate cannot exceed 143% of the training hourly wage. It is the responsibility of the CRP to provide a copy of the check issued to an Extern for the total number of hours in order to receive VR reimbursement.

CRPs interested in doing the Externship program should contact the VR workforce program coordinator (WPC) who is in charge of business engagement services.

Overview of Provider Service Agreements

Partnering with Community Rehabilitation Programs or Independent Providers

VR respects CRPs and IPs as valued partners in providing employment services to JCs. The “Menu of Services (MOS)” refers to various employment services that VR is able to purchase from a CRP/IP on behalf of a JC. VR, CRP staff and IPs work together to jointly coordinate services that will assist a JC in reaching a successful employment outcome. VR remains interested in expanding local CRP and IP partnerships and welcomes new and existing partners in the provision of quality employment services.

Accreditation Requirements

VR purchases various services from a CRP/IP that has been approved in advance to provide employment services. VR must verify that a CRP/IP partner has the necessary certification and/or accreditation requirements prior to purchasing services with state and federal funds. It is the policy of VR to use CRPs that are accredited by the appropriate accreditation organizations such as:

- the Commission on Accreditation of Rehabilitation Facilities (CARF);
- the Council on Quality and Leadership (CQL);
- the International Center for Clubhouse Development;
- Project SEARCH International;
- the Council on Accreditation (COA), and
- the Joint Commission on Accreditation of Health Organizations (JCAHO)

VR will apply its own standards to programs which are in the process of becoming accredited. A three-year period has been established to allow a CRP time to obtain the necessary certification required for certain employment services, unless the CRP has received approval to provide selected services through another state agency. VR also requires service providers to have at least 6 months of practical experience AND be trained in one of the following options:

- through Iowa APSE (Association of Persons Supporting Employment First); or
- DirectCourse; or
- through an Association of Community Rehabilitation Educators (ACRE) certified job development and/or job coaching program; or
- to have credentials as a licensed Special Educator in the State of Iowa; or
- to have worked as a Vocational Rehabilitation counselor; or
- is credentialed by the Commission on Rehabilitation Counselor Certification (CRCC).

CRP Staff and IP Credentials

Employment services providers have 24 months from the date of hire or from the date of providing services on the VR CRP Contract to meet the professional certification required to provide job development and job coaching services.

Providers delivering Customized Employment (CE) or Individual Placement and Support (IPS) services for Iowa Vocational Rehabilitation Services must complete the required service-specific certification and training before providing these services independently.

- For CE, providers must complete the required CE training and participate in CE fidelity reviews while delivering services.

- For IPS, providers must complete the Center of Excellence for Behavior Health (CEBH) IPS training and be willing to accept technical assistance (TA) from the state's IPS TA provider as needed, including participation in fidelity review activities.

All providers must also complete the VR MOS training module within 6 months of the date of their hire or from the date of providing services on the VR CRP Contract and sign the Acknowledgement of Understanding (AOU) page upon completion of reviewing this MOS Manual. CRPs must receive approval from the VR CRP WPC for an exception if the expectation for each employment staff to review the MOS Manual will cause undue hardship for the CRP. This involves the CRP's ability and commitment to ensure each staff complies with CRP Contract expectations. All direct employment support providers must complete a minimum of 4 CEUs per year to maintain the ability to serve JCs.

IVRS requires the following credentials for <u>Employment Services</u> from an individual who has a Certificate of Completion from an ES Training Program in:

- **Job Development Training**

- **Job Coach Training**

Job Coaching Qualifications:

VR requires **Job Coaches** to have a certificate of completion from either IA-APSE or College of Employment Services (CES) of required courses noted below; or staff have credentials as a licensed educator endorsement with the State of Iowa; or a degree in rehabilitation or closely related field with the approval of the VR Administrator.

Iowa APSE **Job Coaching** 1. Foundations self-directed study with APSE Mentor (Prerequisite required for both Job Coach & Job Development Trainings) 2. Job Coach **or** Job Development Training (Each is two-day face-to-face training)	**College of DirectCourse: College of Employment Services (CES) Online Job Coaching** 1. Strategies for Job Development Part 2 (Lessons 1-4) 2. Foundations of Employment Services (Lessons 1-4) 3. Performance Coaching and Support Part 1 (Lessons 1-5) 4. Performance Coaching and Support Part 2 (Lessons 1-5)

Certified Job Coaches are able to provide the following services on VR's MOS:

- Supported Employment Job Coaching
- Non-Supported Employment Job Coaching
- Supported Short-Term Paid Work Experience
- Job Follow-Up
- Transportation Training

***** Please Note: If new CRP staff or IP will be providing individual job development services and job coaching services, they would need to complete the job coach training requirements outlined above in addition to those courses listed under Job Development below.

Job Development

VR requires Job Developers to have at least a bachelor's degree or commensurate experience preferably in human services, sociology, psychology, education, human resources, marketing, sales, or business; and a certificate of completion from either Iowa APSE or College of Employment Services (CES) of required courses noted below; or staff have credentials as a licensed educator or paraeducator with the State of Iowa; or a degree in vocational rehabilitation or closely related field with the approval of the VR Administrator.

Iowa APSE **Job Development** 1. Foundations self-directed study with APSE Mentor (Prerequisite required for both Job Coach & Job Development Trainings) 2. Job Development Training (Is a two-day face-to-face training)	**College of DirectCourse: College of Employment Services (CES) Online Employer Development** 1. Strategies for Job Development Part 1 (Lessons 1-4) 2. Strategies for Job Development Part 2 (Lessons 1-4) 3. Principles of Career Development (Lessons 1-6) 4. Foundations of Employment Services (Lessons 1-4) 5. Business Perspectives (Lessons 1-4) 6. Using Work Incentives to Increase Self-Sufficiency (Lessons 1-6) 7. Funding Employment Services (Lessons 1 & 2)

Certified Job Developers are able to provide the following services on VR's MOS:

- Workplace Readiness Assessment (WRA)
- Job Shadow
- Career Exploration
- Work Adjustment Training (WAT)
- Job Seeking Skills Training (JSST)
- Job Development
- Natural Supports

Customized Employment (CE)

VR requires the ES providing Customized Employment (CE) services to hold a certificate of completion from one of the approved ACRE-certified programs that includes ACRE Competencies with an Emphasis on Customized Employment (ACRE + CE).Certified CE providers may deliver all services included in VR's Menu of Services (MOS), with the exception of Individual Placement and Support (IPS) services.

Individual Placement and Support (IPS)

IPS Fidelity and Implementation Levels

IPS programs are subject to fidelity oversight at two levels:

1. **Community-Level** – focuses on IPS team formation, training, implementation, and participation in learning collaboratives.

   Community-Level – IPS Requirements

   New IPS teams must complete the following phases:

   - **Formation of an IPS team steering group and an initial meeting with an IPS trainer.**
   - **Completion of the IPS Readiness Assessment.**
   - **One-day IPS kick-off team training with the IPS trainer.**
   - **Participation in team-level and leadership training, including:**
     - **In-person team training sessions.**
     - **Virtual team and leadership training.**
     - **Ongoing monthly technical assistance.**
   - **Completion of a baseline fidelity review conducted by trained IPS review** conducted by trained IPS reviewers.
     - Follow-up evaluation and planning with the IPS trainer to address next steps after the baseline fidelity review.

   Note: Teams may begin delivering IPS services **provisionally** following initial implementation, but full qualification requires achieving at least a "fair" score on the baseline fidelity review. Should a team not meet a "fair" rating, an improvement plan could be discussed and implemented to allow services to be paid by VR.

2. **Direct Service Provider-Level** – focuses on provider qualifications, training, and readiness to deliver IPS services.

Direct Service Provider Requirements

To deliver IPS services, providers must:

- **Meet accreditation and experience standards for supported employment.**
- **Complete CEBH-approved IPS training.**

- Participate in **community-level IPS implementation** activities.
- Accept technical assistance as needed to achieve and maintain fidelity.

Qualification: IPS teams are provisionally approved until achieving a minimum "fair" fidelity rating. Teams unable to meet fidelity standards within the required timeframe may lose the ability to bill and receive payments for IPS services until standards are met.

Payment Schedules & Timeframes

All VR purchased services require prior authorization from VR staff *before* services can be rendered and payment can be made. If the CRP/IP has a waiting list of more than 30 days, the option to explore an alternative CRP/IP provider may be presented to the JC. Written authorization for services will be issued to the CRP/IP with the expectation that the provider can serve the JC and comply with the timeframes indicated in the payment schedule. If a CRP/IP chooses not to accept a referral from VR for employment services, that information should be provided in writing to VR and include the following:

- A statement justifying the CRP's/IP's decision
- Information on appeal rights that may be available to a JC
- Documentation on what is needed for the JC to be reconsidered for acceptance by the CRP/IP.

VR is a process. We have forms that need to be completed in order to ensure data collection and proper documentation for the JC; however, these forms should be used as a PART of that process, not as THE process. So, in other words the process isn't to complete the reports. The process is developing a full understanding of the JC's goals, interests, strengths, and limitations to design a plan that best meets their service needs. The process allows the JC to identify what supports they need from different resources in order to be successful. As we meet with the JC, we learn more about those needs and can help them identify a clear picture of the steps they will take to reach their goals. The form such as the IPE and service authorizations is then completed to put that plan in writing for the JC & the team to follow as they move forward and the reports from our partners validate the decisions for various employment supports along the way. A monthly team meeting between VR staff and CRP staff/IP is recommended. At these informal joint meetings, authorizations, next steps, and some of the situations below are addressed.

All services must comply with the CRP Responsibilities outlined for each service or payment will not be made. No additional fees will be paid for administrative activities such as the following:

Voice messages – reminder/requests regarding meeting with VR or other providers (unless pre-approved as a part of an authorized service)

Meetings – requests for meeting with VR and team meetings

Communication – updates regarding progress to VR and/or others on the JC's team; and cancelling and rescheduling requests.

Reports – documentation; case noting

Travel – within normal area of service, unless negotiated and preapproved by VR local office supervisor.

Documentation

All claims need to be accompanied by a report justifying the service activity. All report forms can be accessed and downloaded online under each service tab at https://workforce.iowa.gov/vr/partners/community-rehabilitation-programs/menu-services. CRPs/IPs are encouraged to use VR forms downloaded from this site in order to ensure the most current form is used. In order to support local office autonomy and the relationship they have with their CRPs/IPs, VR has chosen not to mandate the requirement that VR's forms are used but that **the information on the reports MUST meet the minimum information that is required on the VR forms**. The use of alternative forms requires the approval of the local VR supervisor.

A CRP/IP Contractor will submit claims and all associated reports and supporting documentation for services rendered to the IVRS local contact within 30 days following the month of service. The claims for VR to pay a vendor includes the VR authorization, along with the appropriate documentation required for services rendered. The authorization must be signed by the CRP/IP unless billings are completed and processed to the financial department within 10 working days of receipt from the vendor. Payment on claims will not be processed until the local office receives all of the required forms. Time may vary depending on the complexity of the claims, the Iowa Department of Administrative Services (DAS) has 60 days to process and pay claims.

One unit of authorization is equivalent to 15 minutes of service. The date of service rendered, start and end times for services are rounded to the minute. The following table outlines the units claimed based on the number of minutes for services to be rendered:

Number of minutes service rendered	Number of units
1 min - 22 min	1 unit
23 min - 37 min	2 units
38 min - 52 min	3 units
53 min - 67 min	4 units

Virtual Services

Services that are completed under 6.5 minutes of service time and impromptu (e.g. text messages, chats, instant messaging, voice messages, and emails) are considered *unscheduled encounters*. Traditional services are *scheduled encounters* intended to last 15 minutes and/ or longer (e.g. in person, phone calls, and via any virtual platforms like Zoom, Google Meets, FaceTime, Teams, & etc.).

The decision to use virtual services is not only specific to the JC's preference and ability but also to the specific event. **In support of the Technology First (T1st), virtual services are supported unless the JC is best served in person and/or an alternative has been pre-approved by VR**. If the JC is able to benefit from virtual services, the team should discuss when and how to use virtual services. Ongoing assessment for effectiveness of virtual and in person services enhance the success of the JC and the business needs. Virtual services can be used if:

1. JC is able to benefit from virtual services
    a. JC has the technology device and applications; and
    b. JC has reliable connectivity (e.g. device is properly charged, battery life is still at good capacity, good internet connection, & etc.); and
    c. JC demonstrates responsible behaviors surrounding technology use (e.g. frequency of checking voice messages, emails, instant messages, texts, social media accounts, & etc.).
2. Because VR acknowledges the value in text messages, emails and quick phone calls or voice messages yet the time it often takes to complete those transactions may not warrant an entire unit of payment, VR lumps services and actions together to justify their unit of work. **In order for the service to be billable, the event must provide an approved direct service to the JC**. Confirming appointments and other courtesy transactions, unless specifically approved as a part of the direct service needed by JC, are not billable transactions. For example,
    a. A JC struggles with memory, so the team agrees that JC would benefit from text reminders. This would be a billable transaction. If JC has no issues with memory, requested verification of an appointment and the

employment specialist texted the appointment information. This would not be a billable transaction.

b. The team agrees that JC would benefit from words of encouragement or pep talks so texts like “Good luck,” “You did your best,” and “Hang in there” would be billable. If JC is confident yet employment specialist texts “Good luck” to JC, that would not be billable.

3. Documentation details the event and rationale for direct service on claim for each virtual activity.

VR recognizes that many little efforts occur to keep service provision moving forward, it would not be applicable to bill one unit for each transaction, but certainly reasonable to lump all of the preapproved unscheduled encounters toward the authorized service. The following is an example of how to count the various types of encounters over the course of a month:

- 5/1/21 8:59am-10:02am (63 minutes) Met with JC at the library to complete applications to ABC and ZXY companies.
- 5/16/21 3:01pm-3:31pm (30 minutes) Completed MNM company's online application via Zoom for JC.
- 5/24/21 8am-8:01am (1 minute) Left voice message to remind JC of job interview at 10:30am.
- 5/24/21 11am-11:03am (2 minutes) Text JC to follow up on interview after JC did not respond to ES’s phone call & left supportive voice message.
- 5/27/21 9:05am-9:07am (2 minutes) Text “Hang in there” to JC in response to JC’s text about feeling down. Reminded JC that we will meet tomorrow via Zoom as requested.
- 5/28/21 11am-11:08am (8 minutes) Chatted on Google. JC did not want to do Zoom. JC is embarrassed to have overslept and does not want to be seen. JC continues to feel depressed not having heard from employer. Reminded JC of JC’s knowledge and skills to build JC’s confidence. We’ll meet via Zoom tomorrow.

5/1/21, 5/16/21, and 5/28/21 are considered scheduled encounters. The process remains in place for these types of services. Therefore, each of these are counted as individual appointments:
5/1/21 is 63 minutes or 4 units
5/16/21 is 30 minutes or 2 units
5/28/21 is 8 minutes or 1 unit
Total scheduled encounters are 7 units.
5/24/21 and 5/27/21 are considered unscheduled encounters. Therefore, each of these are lumped together:
5/24/21 1 minutes
5/24/21 2 minutes
5/27/21 2 minutes
Total unscheduled encounters are 5 minutes or 1 unit.

Total claimable units are scheduled encounter units **+** *unscheduled encounter units* **=** *Total claimable units*
Therefore, in the example above, the total claimable units for the month of May 2021 are 7 units + 1 unit = 8 units.

No Shows

No show occurrences are typically a natural expense incurred by the business and would not be billable. However, if a CRP/IP called and got prior confirmation of the appointment (for virtual/on-site appointments), waited for at least 10 minutes (called/text/emailed during the 10 minutes) and the individual did not respond and was a no show, then that would be billable for 1 unit.

If the ES sets the appointment and got a confirmation prior to driving to the in-person appointment and the JC is a no show, then VR will honor the time it took to drive to the appointment, but CRP/IP providers are to contact VR whenever there is a no show so that the counselor can address it with the JC prior to the CRP/IP making another appointment. **If VR was not notified prior to a consecutive no show, then any following no show occurrence would not be billable.**

It is best practice for the ES to call/ text to get confirmation before heading out to meet with the JC to make sure that the JC is ready to meet and/or can still meet. This would be the key to determining if the occurrence was preventable or not and therefore billable or a natural expense incurred by the CRP.

Report Out

Quarterly, a **CRP/IP Quarterly Summary Report** will be issued by VR to each CRP/IP which reflects programmatic data such as the number of JCs receiving authorizations for services; the dollar amount of services purchased by VR from that CRP/IP; the employment outcomes (including individuals closed successfully as well as those closed unsuccessfully); the average hours worked, hourly rate of pay; and the average cost per successful employment outcome. Additional data points were added to reports to help teams assess program effectiveness, quality, timeliness and outcomes. The general practice of VR is to utilize community partners to deliver items from the **MOS** based on the partners' ability to meet the commitments of the CRP Contract with VR, to supply the quality of service desired, and to achieve expected outcomes resulting in CIE aligned with the JC's IPE. Ongoing communication between VR and a local CRP/IP is encouraged to share additional information that may be relevant and reflective of the services each CRP/IP provides.

VR and local CRPs/IPs will review the partnership using quantitative and qualitative information. Though communication and reviews are encouraged as needed in order to address issues in real time, formal contractual reviews are completed on a quarterly, annually and every 3 years for monitoring site visits. These meetings may occur in person or via virtual meetings as needed by IVRS.

New Providers
If you are a new agency or person interested in serving VR JCs as an approved provider, you will need to arrange an interview with the area office supervisor at your local VR office to discuss services needed by that office. The VR supervisor will inform the CRP WPC if the office uses the service or not and the CRP WPC will provide information on next steps. VR providers may offer employment services by another name, but the service must be served under the purpose of one of the services on the MOS. Each potential provider will be asked to submit a W-9 and the proper credentials required to become a state vendor. All potential providers must go through the MOS Contracting process and all SES are rendered at rates comparable to that of Iowa Medicaid's supported employment service rates. The process can vary depending on the type of employment service a potential vendor asks to provide.

Existing Providers
To continue services, you will need to arrange communication with the area office supervisor to discuss the past performance and future expectations. The area office supervisor will meet to go over any performance and outcome expectations and the progress to achieve for the upcoming year. The local office supervisor will let the CRP WPC know if the local VR team continues to want to work with the provider and the CRP WPC will complete a service gap analysis and present the request to the VR CORE Team for approval.

Ongoing contract is contingent upon local office needs and VR budget. Staff credentials will be automatically provided to VR within the required timeframes.

VR Office Locations
https://workforce.iowa.gov/vr/contact

Toll-Free: (800) 532-1486

General Voice: 515.281.4211 **TTY, call Iowa Relay at 711 or 1-800-735-2942**

List of Area Offices **(alphabetical order)**

- Ames Area Office
- Burlington Area Office
- Cedar Rapids Area Office
- Council Bluffs Area Office
- Davenport Area Office
- Des Moines Area Office
- Dubuque Area Office
- Fort Dodge Area Office
- Iowa City Area Office
- Mason City Area Office

- Ottumwa Area Office
- Sioux City Area Office
- Waterloo Area Office

Contact Information

Questions may be directed to the respective WPC:

Carlos Vela at carlos.Vela@iwd.iowa.gov or call/ text at 515-357-7026.

Located at:
Iowa Vocational Rehabilitation Services
1000 East Grand Avenue
Des Moines, IA 50319

For CE and IPS, contact Special Programs WPC:

Sandy Ostendorf at sandy.ostendorf@iwd.iowa.gov or call/text 515-371-3218

Acknowledgement of Understanding

For Community Rehabilitation Program Partners and Independent Providers, please complete this page to acknowledge that you have received, read and understood the CRP/IP Menu of Services Manual. Upon completion, please return this page to Carlos Vela at carlos.Vela@iwd.iowa.gov or call/ text at 515-357-7026.

I, _____ (CRP/ IP staff name), with _____ (agency name-if applicable), acknowledge receipt of the Iowa Vocational Rehabilitation Services' Menu of Services (MOS) Manual this _____ day of _____ month, of 20_____ year. I understand the contents of the MOS Manual and will contact VR if I have any questions in the future about its contents.

_____ ____ _____

Signature of CRP/IP Staff Date of signing

Definitions

Some terminology in the ***Menu of Services*** may require an explanation in order for the process and components to be understood.

Accreditation:

The basis of accreditation is to determine how the process and procedures the organization has developed are producing positive outcomes in the lives of the persons served, the organization and the community. It is the industry's recognition of a quality service or program. It is the policy of the VR to use CRPs that are accredited by appropriate accreditation organizations, such as Commission on Accreditation of Rehabilitation Facilities (CARF); the Council on Quality and Leadership (CQL); the International Center for Clubhouse Development; Project Search International; the Council on Accreditation (COA); and the Joint Commission on Accreditation of Health Organizations (JCAHO). VR will apply its own standards to those programs which are in the process of becoming accredited. VR requires service providers to be trained through one of the following options: IA-APSE (Association of Persons Supporting Employment First); or DirectCourse; or to have credentials as a licensed Educator or Paraeducator in the State of Iowa; or worked as a Vocational Rehabilitation counselor; or is credentialed by the Commission on Rehabilitation Counselor Certification (CRCC) and has at least 6 months of practical experience.

Authorization:

A VR-generated document that authorizes a *purchase* transaction much like a purchase order to control the purchasing of services from approved providers. An authorization sets forth the descriptions, quantities, prices, date of performance, other associated terms and conditions, and identifies a specific provider which has been approved to work with VR. Authorizations are mailed, faxed, or emailed by VR to a CRP/IP once the employment service is agreed upon by all parties. An authorization is signed by the CRP/IP and returned to VR once the employment service is completed. The authorization and accompanying form for the service must be received in order for VR to issue payment to a vendor (see "Documentation" definition).

Competitive Integrated Employment (CIE):

Work that is performed on a full-time or part-time basis including self-employment for which an individual:

a. Is compensated at a rate that shall not be less than the federal minimum wage; and
b. Is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities, and who are in similar occupations by the same employer and who have similar training, experience, and skills; or

c. In the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks, and who have similar training, experience, and skills; and
d. Is eligible for the level of benefits provided to other employees;
e. Is at a location where the employee interacts with other persons who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not individuals with disabilities and who are in comparable positions interact with other persons; and
f. Presents opportunities for advancement that are similar to those for other employees who are not individuals with disabilities, and who have similar positions.

Documentation:

A report that is due with the signed authorization to support services rendered. Documentation requirements should demonstrate billed units, in 15-minute increments and submitted to VR within 30 days after services have been provided. The report should have the following parts:

- The name of the JC
- The name of the service rendered
- Date(s) of service
- Start and end times to the minute of each date service was rendered
- Total number of service units rendered
- Total number of units claimed
- Details that includes:
  - Activities completed/observed and signs of fading if doing job coaching
  - Progress updates and/or new barriers to be addressed
  - Next Steps and/ or CRP/IP recommendation(s)
- CRP/IP Provider name and signature

Employment Specialist:

An individual trained by an IVRS approved training program as a job developer, job coach, or a certified employment specialist professional (CESP).

Exception to Policy:

An occurrence deemed needed that is beyond the scope of current policy and procedures. An example is a billable service that exceeds the maximum number of units and must be approved in advance by VR staff for funding to continue.

Extended Supports:

Means job coaching after stabilization and follow-along services that are required after 90 days of stabilized employment. VR staff must obtain a commitment from the funding source to provide, at a minimum, twice-monthly monitoring of these services at the work site to assess employment stability. These services are provided by a state agency, a private nonprofit organization, an employer, or any other appropriate resource, after an individual has made the transition from supported job coaching services from IVRS. The funding source for this service is any organization other than IVRS that makes the commitment. The financial support for the extended supports is paid from funds other than those received from the State and Federal VR program. If it is determined in the IPE that off-site monitoring is most appropriate, then it should, at a minimum, consist of two meetings with the individual and one contact with the employer each month. The VR counselor must assure that the plan of natural support is implemented.

Homemaker:
A person who spends their time looking after a home, household and doing housework rather than being employed outside the home.

Informed Choice (in relation to CIE):

Decisions empowered by the individual with disabilities to make choices and decisions for themselves. Informed choice involves presenting options and education on alternatives without opinion or prejudice. Informed choice respects the individual's right to make decisions and requires clear discussion; recognizing that every individual has the basic right to choose their own future. Individuals' and their families' initial response when offered integrated options may be reluctance or hesitancy. Public entities must take affirmative steps to remedy this history of segregation and prejudice in order to ensure that individuals have an opportunity to make an **informed choice**. Such steps include providing information about the benefits of integrated settings; facilitating visits or other experiences in such settings; and offering opportunities to meet with other individuals with disabilities who are living, working, and receiving services in integrated settings, with their families, and with community providers. Public entities also must make reasonable efforts to identify and address any concerns or objections raised by the individual or another relevant decision-maker.

Individual Plan for Employment (IPE):

The plan of services developed between VR and a JC to identify a vocational goal and the mutually agreed upon services to reach that goal is called the IPE.

Instructional Training:

Training on employability skills provided to a student with a disability. Employability skills may include programming to develop social skills and independent living, such as communication and interpersonal skills, financial literacy, orientation and mobility skills, job seeking skills, understanding employer expectations for punctuality and performance, as well as other "soft" skills

necessary for employment. This service is provided in the early stages of career exploration during the student's transition process and usually funded by the student's school.

Natural Supports:

Supports provided to an employee with a disability from supervisors and co-workers, such as mentoring, friendship, socializing at breaks or after work, providing feedback on job performance or learning a new skill together. A plan for natural supports requires a detailed description of how the natural support will be trained and the agreement on how to connect with the long-term provider when difficulties arise requiring more continued involvement by the CRP/IP. A natural support plan report is required for all cases with supported employment support.

Payment Schedule:

The set fee paid to a provider for each 15-minute unit of service rendered.

Performance Measures:

The specific activities and actions that must occur before the service has been completed. The completion of Performance Measures identifies when the final outcome has been accomplished.

Pre-Employment Transition Services (Pre-ETS):

Are services for all students with disabilities, age 21 and under, in need of such services who are served by their local education agency under an IEP or 504 accommodation(s) plan. Pre-ETS includes: *Job Exploration Counseling, Work-Based Learning Experiences, Counseling on Opportunities, Workplace Readiness Training, and Self-Advocacy.*

Pre-ETS Supported Short-Term Paid Work Experience Development:

The development of a paid work-based learning experience that is short-term and provided to a student with a disability in a competitive integrated setting. This service is provided by VR in collaboration with the local educational agency (LEA) in the early stages of career exploration during the student's transition process. For a student who requires this service, an instructional trainer needs to be coordinated with the LEA and the student must be Most Significantly Disabled.

Seasonal Work:

CIE that is time limited. VR cannot consider seasonal work successful unless the employer waives the employee from having to look for a job under Unemployment and commits to bringing back the individual for continued employment (ex. construction work).

Stabilization:

The point at which a JC has successfully adjusted to their position and requires only ongoing support services (extended services) to maintain employment.

Student with a Disability:

An individual with a disability in a secondary, post-secondary, or other recognized education program who

- Is 21 years of age and younger; and
- Is eligible for, and receiving, special education or related services under an IEP; or
- Is a student who is an individual with a disability, for purposes of Section 504.

Supported Employment:

CIE, including customized employment, that requires additional support, including supported employment services and extended services in order to perform the work involved.

Supported Employment Services (SES):

Ongoing support services, including customized employment, supported employment job coaching, plan for natural support, and job follow-up needed to support and maintain an individual with the most significant disability in CIE.

Training Wage:

CRP payment to VR JC at prevailing wage for any work performed. Reimbursement provided by VR to a CRP for the performance of work completed by the JC during a Workplace Readiness Assessment, Work Adjustment Training, Adult Work Based Learning experience, or any other on the job service. A CRP assumes responsibility for all liabilities occurring at the work site. The training wage equivalent to the prevailing wage can be submitted to VR for reimbursement. An approved percentage for additional costs to the CRP will be factored in as part of the payment claim submitted to VR for reimbursement (ex. Worker's Compensation, Insurance, payroll expenses, etc.). Training wage amounts vary from one CRP to another and payments that exceed minimum wage must be approved in advance by VR administration.

Unit:

A 15-minute increment of time (1 unit = 15 minutes).

Volunteering:

A job that is unpaid. VR is unable to write a plan for employment or close a JC's case as successful with a vocational goal of "volunteering." This type of opportunity may fall under employment services such as: Workplace Readiness

assessment, Job Shadow, Career Exploration, or possibly Work Adjustment training.

Youth with Disabilities:

An individual with a disability or disabilities who is not older than 24 years of age and not younger than 14 years of age.