

Iowa Vocational Rehabilitation (VR) Services

# CRP Menu of Services Manual

Community Rehabilitation Program (CRP)

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Iowa Workforce  
Development

**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) on behalf of the person receiving services, the VR job candidate (JC). The MOS Manual reflects the agreement between VR and a CRP 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 individuals with the most significant disabilities. 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 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, **VR forms are not required but documentation 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 process is initiated with the referral from anyone using the referral/ application form for VR. Depending on the needs of the JC, not all services may be used.

**Step 1:** Whomever is initiating the request for services by completing the VR referral/ application, should schedule a team meeting. At the end of the meeting, the team should determine the next steps. 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 \(CD\) Discovery 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 Services. This form is initiated by the VR counselor and completed by the CRP. This report is updated and submitted as each stage of the CD 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.

[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.

*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. An 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 different 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 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. An Exception to Policy (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 in regards to long term support services within IPS.

## **Interpreter Services**

VR job candidates may require an interpreter to participate in services. The CRP 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 what interpreter services are needed for the JC. VR will be responsible for arranging an interpreter for meetings initiated by VR. The CRP is responsible for arranging an interpreter for meetings initiated by the CRP. The CRP may then claim for reimbursement for the interpreter costs, following the VR goods and services reimbursement guidelines. VR staff can assist the CRP in connecting with interpreters and provide information on best practices when utilizing interpreters, if needed. Refer to the [Native Language Incentive](#) for CRPs 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 [Supported Employment Services \(SES\)](#). 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, Region, 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.**

## **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.

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 Development](#)

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 Developments](#) 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 Development](#), [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 Experience Developments](#) 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 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 [exception](#).**

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 25<sup>th</sup> 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.

VR staff will provide the necessary information and referral to the youth and his/ her representative so they apply for Waiver funding, if they decide they do not want the other options for extended services. 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, Regional funds, Social Security Work Incentives, and/ or [natural supports](#). Continued communication and collaboration with VR partners is still necessary for successful planning. A form 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. 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, and needs. 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](#) 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:

- Explores and discovers JC's talents and interests that connects with occupations;
- Explores career opportunities and vocational options to make an [informed choice](#);
- Identifies JC's needs and works with team members to address those needs;
- Participates and is actively engaged in services that were identified to meet JC's needs;
- Advocates for him/ herself/ themselves to develop an appropriate IPE and obtain CIE consistent with this IPE;
- Communicates regularly with the VR counselor and CRP provider regarding progress;
- Provides the employer, VR counselor, and CRP provider advice and guidance when it will enhance employability and job retention;
- Actively participates and is responsible for achieving a CIE outcome.

## VR Counselor Roles and Responsibilities

An 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 supports may be

utilized. Collaboratively, the counselor explores with the JC their interests, preferences, aptitudes, achievement, and transferable work skills to jointly develop an individualized plan 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, disability category, and placement on the waiting list;
- 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;
- Communicates regularly with the JC and CRP provider regarding the JC's progress;
- Reviews [documentation](#) submitted by the CRP 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 provider;
- Provides job development in concert with the CRP 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 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 Provider Roles and Responsibilities**

The local CRP 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 provider assumes many responsibilities. The CRP provider:

- Reviews information to determine if the CRP 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 for transportation;
- Initiates [training wage](#) payments to a JC when work is performed;
- 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 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 is 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.

## Business Partnership Incentive

To encourage the development of a relationship between a CRP and business partner, VR is making available a "Business Partnership Incentive" payment. This is the result of VR efforts to recognize the additional work required of a CRP 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 Business Partnership Incentive is available to a CRP that provides any employment service listed below to an VR JC resulting in their employment at the business where the service occurred. The purpose of authorizing the following services is not for the VR 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 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
- Occupational Skills Training (OST)
- Work Adjustment Training (WAT)
- Job Seeking Skills Training (JSST)

For a CRP providing any of these services that result in employment at the business where the service was delivered, VR will fund one hour of Business Partnership Incentive – Job Offer at the rate of \$74.32 once the VR JC accepts the job offer. In addition to this initial hour, the CRP may also receive a second payment for 3 hours of Business Partnership Incentive – Case Closure ( $\$74.32 \times 3 = \$222.96$ ) when the VR case closes successfully. The total amount of payment a CRP could expect from VR for a Business Partnership Incentive is \$297.28 per JC.

Should a different VR Job Candidate participate in one of the employment services at the same business and be offered and accept a job, a CRP could be authorized another Business Partnership Incentive. There is no limit to the number of incentive payments that VR could authorize to a CRP for a partnership they establish with a business that employs an VR JC once an above service is received.

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 Menu service 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 job candidate 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 translator services
- encourage CRPs to develop and hire employment support providers who are able to also communicate in the native language of the job candidate

The Native Language Incentive is only used whenever a CRP 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 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 translator, OR
- Native language speaker, AND
- Trained in the respective service rendered (e.g. job development, job coaching, customized discovery/ CD, 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 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 to bill for mileage.

The purpose of the Expanded Area Incentive is to support providers that agree to go into an area of the state where there are no employment support providers and the area is outside of the CRPs 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 to go into an area/ town where there is

no provider serving it and a JC needs the support. EAI should not be a blanket offer to all CRPs. Supervisors are able to offer to pay mileage, door to door, for the employment specialist 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 print out of the route taken with the mileage information from [MapQuest](#), and all of the reports associated with the service rendered.

## 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 listed in this internal control 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 resource manager in charge of [SES](#).

## Overview of Provider Service Agreements

### Partnering with Community Rehabilitation Programs

Iowa Vocational Rehabilitation (VR) Services supports Community Rehabilitation Programs (CRPs) as respected and valued partners in providing employment services to VR JCs (JC). “Menu of Services (MOS)” refers to various employment services that VR is able to purchase from a CRP on behalf of an VR JC. VR and CRP staff work together to jointly coordinate services that will assist a JC in reaching a successful employment outcome. VR remains interested in expanding local CRP partnerships and welcomes new and existing partners in the provision of quality employment services.

### Accreditation Requirements

VR purchases various services from a CRP that has been approved in advance to provide employment services. VR must verify that a CRP 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 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 Credentials

Employment services providers have 24 months from the date of hire to meet the professional certification required to provide job development and job coaching services. Providers doing Customized Employment (CE) and Individual Placement and Support (IPS) services must complete certification prior to providing the service. All providers must also complete the [VR MOS training module](#) within 6 months of the date of their hire and sign the [Acknowledgement of Understanding page](#) upon completion of reviewing this MOS Manual. CRPs must receive approval from the SES Resource Manager for an exception if the expectation to review the MOS Manual will cause undue hardship for the CRP. All direct employment support providers must complete a minimum of 4 CEUs per year to maintain the ability to serve VR job candidates.

**IVRS requires the following credentials for Employment Services from an individual who has a Certificate of Completion from an [Employment Specialist 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.

<p><b>Iowa APSE Job Coaching</b></p> <ol style="list-style-type: none"> <li>1. Foundations self-directed study with APSE Mentor (Prerequisite required for both Job Coach &amp; Job Development Trainings)</li> <li>2. Job Coach <u>or</u> Job Development Training (Each is two-day face-to-face training)</li> </ol>	<p><b>Direct Course: College of Employment Services (CES) Online Job Coaching</b></p> <ol style="list-style-type: none"> <li>1. Strategies for Job Development Part 2 (Lessons 1-4)</li> <li>2. Foundations of Employment Services (Lessons 1-4)</li> <li>3. Performance Coaching and Support Part 1 (Lessons 1-5)</li> <li>4. Performance Coaching and Support Part 2 (Lessons 1-5)</li> </ol>
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**Certified Job Coaches** are able to provide the following services on VR's MOS:

- [Supported Employment Job Coaching](#)
- [Non-Supported Employment Job Coaching](#)

- [Independent Job Coaching](#)
- [Supported Short-Term Paid Work Experience](#)
- [Job Follow-Up](#)
- [Transportation Training](#)

\* Please Note: If new CRP staff will be providing individual employment 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.

<p><b>Iowa APSE</b> <b>Job Development</b></p> <ol style="list-style-type: none"> <li>1. Foundations self-directed study with APSE Mentor (Prerequisite required for both Job Coach &amp; Job Development Trainings)</li> <li>2. Job Development Training (Is a two-day face-to-face training)</li> </ol>	<p><b>Direct Course: College of Employment Services (CES) Online Employer Development</b></p> <ol style="list-style-type: none"> <li>1. Strategies for Job Development Part 1 (Lessons 1-4)</li> <li>2. Strategies for Job Development Part 2 (Lessons 1-4)</li> <li>3. Principles of Career Development (Lessons 1-6)</li> <li>4. Foundations of Employment Services (Lessons 1-4)</li> <li>5. Business Perspectives (Lessons 1-4)</li> <li>6. Using Work Incentives to Increase Self-Sufficiency (Lessons 1-6)</li> <li>7. Funding Employment Services (Lessons 1 &amp; 2)</li> </ol>
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**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 **Employment Specialists** providing **CE** service to have a certificate of completion from one of the approved ACRE certified programs of ACRE Competencies with an Emphasis on Customized Employment (ACRE + CE) and one year of technical assistance from the VR SES Resource Manager.

Certified Customized Employment providers are able to provide all of the services on VR's MOS and CE, except Individual Placement and Support (IPS) services.

### **Individual Placement and Support (IPS)**

VR requires **Employment Specialists** providing **IPS** service to have a certificate of completion from the IPS Employment Center. IPS providers are able to provide all of the services on VR's MOS except CE services.

### **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 has a waiting list of more than 30 days, the option to explore an alternate CRP provider may be presented to the JC. Written [authorization](#) for services will be issued to the CRP with the expectation that the provider can serve the JC and comply with the timeframes indicated in the payment schedule. If a CRP 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 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 at the CRP.

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](#) are 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 CRP meeting between VR staff and CRP staff 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**

### [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 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, 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 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 unless Billings are completed and processed to the financial department within 10 working days of receipt from the vendor. 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 completed under 6.5 minutes of service time and are 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 (T1<sup>st</sup>) initiative, virtual services are the default for all services unless the Job Candidate 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 application; 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 the 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 unscheduled services toward the authorized service. The following is an example of how to count the various types of services 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 is 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 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 you set 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 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 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 employment specialist to call/ text to get a 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 determine if the occurrence was preventable or not and therefore billable or a natural expense incurred by the business.

### **Report Out**

Once each year, an **Annual Report** will be issued by VR to each CRP which reflects the number of referrals VR made to that CRP; the dollar amount of services purchased by VR from that CRP; 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 into reports to help VR assess program effectiveness, quality, timeliness and outcomes. The general practice of VR is to utilize community partners to deliver items from the **Menu of Services** based on the partners' ability to supply the quality of service desired, and to achieve expected outcomes resulting in job placements for JCs of VR. Ongoing communication between VR and a local CRP is encouraged, to share additional information that may be relevant and reflective of the services each CRP provides.

### **New Providers**

If you are a new agency or person interested in serving VR JCs as an approved provider, you will need to arrange a face-to-face 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 Resource Manager if the office will use the service or not and the Resource Manager will provide information on next steps. VR providers may offer different employment services under the Menu of Services. Each potential provider will be asked to submit a W-9 and the proper credentials required to become a state vendor. No contracts are needed and all [supported employment](#) services 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. Proof of staff credentials should be made available to VR upon request.

**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 VR Resource Manager:  
[vienna.hoang@iowa.gov](mailto:vienna.hoang@iowa.gov) or call/ text at (515) 802-1460

### **Located at:**

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



## 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 Menu of Services Manual. Upon completion, please return this page to Mary “Char” Ingersoll, at [Mary.Ingersoll@iowa.gov](mailto:Mary.Ingersoll@iowa.gov).

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:

An 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 once the employment service is agreed upon by all parties. An authorization is signed by the CRP 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
- Detail 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 recommendation(s)
- CRP 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:**

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 Employment (“Facility-Based”):**

Work in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act.

**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. 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.

**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.

**Long-Term Supports/ LTS:**

Means services that are needed to support and maintain an individual with the most significant disabilities in supported employment. These services must be specified in the IPE and arranged or furnished by VR from the time of job placement until movement to extended services. The ongoing support services must consist of: any assessment supplementary to the comprehensive assessment of rehabilitation needs; the provision of skilled job trainers who accompany the individual for intensive job skills training at the work site; job development and social skills training; regular observation or supervision of the individual; follow-up services including regular contact with the employers, individuals, parents, family members, guardians, advocates or authorized representatives of the individuals, and other suitable professional and informed advisors in order to reinforce and stabilize the job placement; facilitation of natural supports at the worksite; and any other service or similar service to the services described. These services are:

- a. Needed to support and maintain an individual with the most significant disabilities in employment;
- b. Based on an assessment by the state of the individual's needs as specified in an IPE; and
- c. Provided for a period not to exceed 24 months, unless a longer period to establish job [stabilization](#) has been established in an IPE, before transition is made to extended services provided under a cooperative agreement between VR and other appropriate state agencies and private non-profit organizations to ensure collaboration in a plan to provide SES to individuals with the most significant disabilities.

#### 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. 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 bring back the individual for continued employment (ex. construction work).

**Stabilization:**

The plateau when the JC, the employer, the VR counselor and job coach/ CRP determine that the JC's performance on the job is acceptable and has been maintained at this level and quality for at least 90 days.

**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.