

PROVISION OF SUPPORTED EMPLOYMENT SERVICES
AND JOB COACH TRAINING SERVICES

This Appendix defines general expectations applicable to the provision of Situational Assessment For Supported Employment, Supported Employment Services and Job Coach Training Services to eligible appropriate individuals funded by the Department of Rehabilitative Services. It also defines general expectations of Transitional Employment Services for persons with Serious Mental Illness.

I. SCOPE OF SERVICES

- A. The Vendor shall provide the following services to eligible individuals in accordance with CARF standards. Vendors in contiguous states serving Virginia consumers must meet the requirements of the VR agency in their state.
- B. The Vendor shall in **Supported Employment Services (SE)** provide competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities for whom competitive employment has not traditionally occurred or has been interrupted or intermittent as a result of severe disabilities.. Provision of these services should comply with definitions of “competitive work,” “individuals with the most significant disabilities,” “integrated work setting,” “ongoing support services,” and “extended services” as described in the ***Virginia Guide to Supported Employment and Job Coach Training Services*** (hereafter referred to as ***The Guide***) and in the Federal Register, {January 17, 2001 [Vol. 66, no. 11]}.

DARS consumers who receive Supported Employment services require long-term job site assistance to maintain employment. The Vendor shall work with the DARS counselor to arrange and/or provide ongoing and extended support services following the portion of supported employment time limited services sponsored by the Department for Aging and Rehabilitative Services.

- C. Effective planning and collaboration is imperative in the provision of quality SE services. The DARS counselor has the lead responsibility in the choice of appropriate Supported Employment services. Additionally, the DARS counselor is charged with monitoring the quality of services and coordinating the various resources, providers and other parties involved in the supported employment process. This includes communication, quality assurance and coordination throughout the SE process. It is expected that the consumer and vendor will actively participate in each phase of the planning process.

Planning at a minimum shall include the utilization and participation of the Vendor, the Department for Aging and Rehabilitative Services and other involved agencies in a Supported Employment Selection and Planning Committee, if applicable. The goals of this interagency committee include identification and screening of referrals, assessment and development of a plan of services, and development of auxiliary services. Planning shall also include the identification of a realistic vocational goal, and the identification of

DARS Vendor Agreement APPENDIX D

the number of hours per week the individual should work (based on the Individualized Plan for Employment or IPE). Coordination of SE services shall include an agreement between all parties as to the criteria at which job stabilization will be defined. This will ensure the smooth transition of funding from DARS to the long-term funding source.

D. **Supported Employment Services** include the following:

1. **Situational Assessment:**

The Vendor shall, in **Situational Assessment**, (a) provide competitive or real work sites in the community for the systematic assessment and observation of a consumer; (b) identify work site characteristics and consumer adaptations, training procedures, support needs related to the individual's success in supported employment; and (c) recommend specific plans for further services, including the appropriateness of continuing SE services. Additional information regarding Situational Assessment is found in ***The Guide*** in Part III and in DARS Services Descriptions. Specific reporting requirements are noted in the Reporting and Billing section of this Appendix.

The Department for Aging and Rehabilitative Services shall provide to the Vendor: (a) appropriate referral information which includes pertinent medical, psychological, educational, and vocational documentation; (b) authorization for services in a timely manner; and (c) clear expectations to the vendor and consumer regarding the purpose of the assessment and time frames for planning further services.

2. **Job Development**

The Vendor shall, in **Job Development**, (a) meet with the consumer and other pertinent parties prior to the beginning of Job Development services; and (b) provide direct, individualized assistance in the area of job seeking skills, job matching and specific employer contacts consistent with the vocational goal identified in the IPE. Specific reporting requirements are noted in the Reporting and Billing section of this Appendix.

The Department for Aging and Rehabilitative Services shall provide: (a) appropriate referral information (as noted above in item 1 if not already provided); (b) a copy of the consumer's specific vocational goal and IPE; (c) authorization for services in a timely manner; (d) assistance to the employment specialist with placement leads as appropriate; (e) guidance on appropriateness of potential placement leads if developed by consumer, employment specialist, or other involved parties; (f) assistance in planning workable strategies and problem-solving with the employment specialist to occur at a minimum, at the identified IPE review dates.

3. **Placement & Training**

The Vendor shall, in **Placement and Training Services**, provide direct, individualized assistance at a competitive work site leading to job

DARS Vendor Agreement APPENDIX D

stabilization. The Vendor shall assist the consumer in job interviewing and job site orientation, as needed assuring that the following criteria are addressed: (a) appropriateness of placement; (b) community integration; (c) number/range of hours worked as developed in the IPE and based upon consumer ability; (d) job site accommodations; and (e) off-site support services as approved by the rehabilitation counselor (e.g., transportation training, family support, etc.).

The Vendor shall, in Placement and Training Services: (a) communicate with the DARS rehabilitation counselor as needed to alert him/her to problems or concerns that may involve changing the vocational goal, altering significantly the expected hours of service(s) required, or may otherwise have a significant impact on the service delivery process; (b) attend/participate in any staffing meetings called by the DARS counselor or other appropriate party to address the above noted issues; and (c) communicate with the DARS counselor promptly as to any need for additional authorizations and/or changes in the current authorizations. Specific requirements are noted in the Reporting and Billing section of this Appendix.

The Depart for Aging and Rehabilitative Services shall: (a) provide authorizations for services in a timely manner; (b) arrange for staffing meetings to problem-solve as necessary; (c) arrange to visit the consumer on the job site with the employment specialist; (d) monitor and provide information/ assistance regarding wage and hour requirements, appropriateness of placement, integration and number of hours worked, need for adaptations and other off-site supports; (e) review monthly written reports; (f) maintain contact with both the consumer and vendor; and (g) amend the IPE as necessary.

4. Ongoing Support Services

The Vendor shall, in providing Ongoing Support Services, adhere to Federal Supported Employment regulations as noted in the {Federal Register, January 17, 2001 [Vol. 66, no. 11; p.4387]}.

The Depart for Aging and Rehabilitative Services shall: (a) insure that the consumer is stable in employment prior to conclusion of funding; (b) arrange for a joint transition meeting with the vendor and long-term funding source to insure a consensus that stabilization has occurred and to establish a specific date certain at which all parties agree that funding from DARS will end; and (c) participate in any planning regarding the delivery of extended support services. The consumer should be given the opportunity to demonstrate a clear pattern of not requiring job coach intervention at more than 20 percent of the weekly hours in employment prior to the closure of DARS services unless other stabilization criteria are set at the initiation of the SE process.

5. Extended Services

DARS Vendor Agreement APPENDIX D

The definition of “extended services” according to CFR 361.5 (b)(20) “means [long-term follow-along] services and other appropriate services that are needed to support and maintain an individual with a most significant disability in supported employment and that are provided by a State agency, a private nonprofit organization, employer or any other appropriate resource, from funds other than funds received under this part and 34 CFR part 363 after an individual with a most significant disability has made the transition from support provided by the designated State unit.”

DARS defines extended services as long-term follow-along services provided by an approved vendor or SEPD counselor that are sufficient to maintain a person with a most significant disability in employment after DARS case closure. These services may consist of but are not limited to:

- ◆ direct face to face contact and intervention with the consumer and/or employer on a regular basis
- ◆ phone or other communication with the consumer or employer on a regular basis
- ◆ development and maintenance of natural workplace supports.

A minimum of one contact per month is required with either the consumer, employer or consumer advocate. The type of contact may be either face to face or by other means. Otherwise, the frequency and type of contact must be provided on a sufficient basis, based on consumer need, in order to ensure that the consumer is maintained in employment.

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- E. The Vendor shall, in **Job Coach Training Services (JCTS)**, provide intensive training and support services of a short, time-limited nature in competitive industry following job development and job placement assistance. When Job Coach Training Services (JCTS) are selected and implemented, the consumer receives initial intensive training provided one-to-one by a job coach as described in SE, but does not necessarily need long-term follow-along as provided in Supported Employment Services. Additionally, JCTS should be used when persons enter settings such as some NISH sites, if they do not conform to federal supported employment criteria. Additional information regarding JCTS programs is outlined in *The Guide*.

II. EVALUATION CRITERIA

Services delivered under this Appendix D shall be evaluated in accordance with the Scope of Service articulated in this document and with the Best Practices references in *The Guide*. Periodic program reviews shall at a minimum focus upon but not be limited to:

DARS Vendor Agreement APPENDIX D

- A. Consumer and Purchaser Satisfaction Surveys—the results of which will be disseminated back to the vendor and Depart for Aging and Rehabilitative Services staff directly purchasing SE services.
- B. The development, placement and training of consumers in competitive employment that maximized the integration of persons with most significant or significant disabilities into the work and community environment. All SE employment settings must meet federal SE criteria {Federal Register, January 17, 2001 [Vol. 66, no. 11]}.
- C. The provision of summation reports are required following the purchase and provision of situational assessment, job development, placement and training, ongoing support services and TEP for persons with serious mental illness.
 1. The Situational Assessment report will be submitted on a monthly basis (unless other arrangements have been mutually agreed upon between the rehabilitation counselor and provider) to DARS on SE Form 1 located at: <http://vadars.org/formscabinet/Formscabinet.asp?pass=et1&t1=ESSP&pg=>
 2. Job Development reports must be submitted on a monthly basis to DARS on SE Form 2 Located at: <http://vadars.org/formscabinet/Formscabinet.asp?pass=et1&t1=ESSP&pg=>
 3. Placement and Training report must be submitted on a monthly basis to DARS on SE Form 3 Located at: <http://vadars.org/formscabinet/Formscabinet.asp?pass=et1&t1=ESSP&pg=> A job description shall be included by the vendor with the initial Placement and Training report.
 4. Ongoing Support Services reports SE Form 4—Report for Ongoing Support Services located at: <http://vadars.org/formscabinet/Formscabinet.asp?pass=et1&t1=ESSP&pg=> must be submitted on a monthly basis to the DARS counselor that funded time limited SE services. The form should be used when the case begins to receive long term follow along services and will end upon DARS case closure. After DARS case closure, the ESO has the option of continuing to use the form to document monthly services. Documentation of ongoing supports must be maintained in the ESO case record and does not have to be forwarded with the invoice for LTESS payment. The exception to this is when intervention exceeds 20% or upon request by ESSP staff.
 5. Additional documentation to be made available to the Depart for Aging and Rehabilitative Services will include but not be limited to Employer Rating Form SE Form 5

DARS Vendor Agreement APPENDIX D

<http://vadars.org/formscabinet/Formscabinet.asp?pass=et1&t1=ESSP&pg=> to be submitted at least once during training and then quarterly after stabilization has been reached.

- D. The availability and use of qualified, competent staff for the provision of services sponsored by DARS and the timelines of those services.
- E. For consumers provided Supported Employment services with DARS sponsorship, the Vendor will provide statistical information on persons in follow-along status.

III. **REPORTING AND BILLING REQUIREMENTS**

- A. Timely provision and payment of SE services requires collaboration between the Department for Aging and Rehabilitative Services and the Vendor. Written authorization for Services is required prior to service delivery.
- B. The Department for Aging and Rehabilitative Services shall provide timely authorization for services, as well as expedient processing of bills and reports received.
- C. The Vendor shall provide DARS with monthly report/bills appropriate to the sponsored services as outlined in the Evaluation Criteria of this Appendix by the tenth day of the month. Reports/bills submitted and signed by the vendor certify that the consumer received the services being billed. The Department shall not be obligated to pay for services when the Vendor fails to submit an accurate invoice within thirty days after the close of the calendar month in which services are delivered. The Department reserves the right to withhold payment to an organization when the service provided falls outside the scope of the work program.
- D. Mid-month service requests, extensions, overages, etc. shall be submitted either electronically or in writing to DARS by the Vendor using SE Form 6 <http://vadars.org/formscabinet/Formscabinet.asp?pass=et1&t1=ESSP&pg=> or other DARS approved method. Submission of a written request does not constitute approval by DARS. Approval of mid-month requests require DARS completion of and return of SE Form 6 along with the authorization for services within five (5) working days of receipt of the request.
- E. Charging the Department and/or accepting any more payment from the Department than the agreed upon, contracted service rates as specified in Appendix A, attached;
- F. Charging the Department no more than any other purchasers of the same service, except for individual (family/legal representative) private pay, as specified in Appendix A, attached;