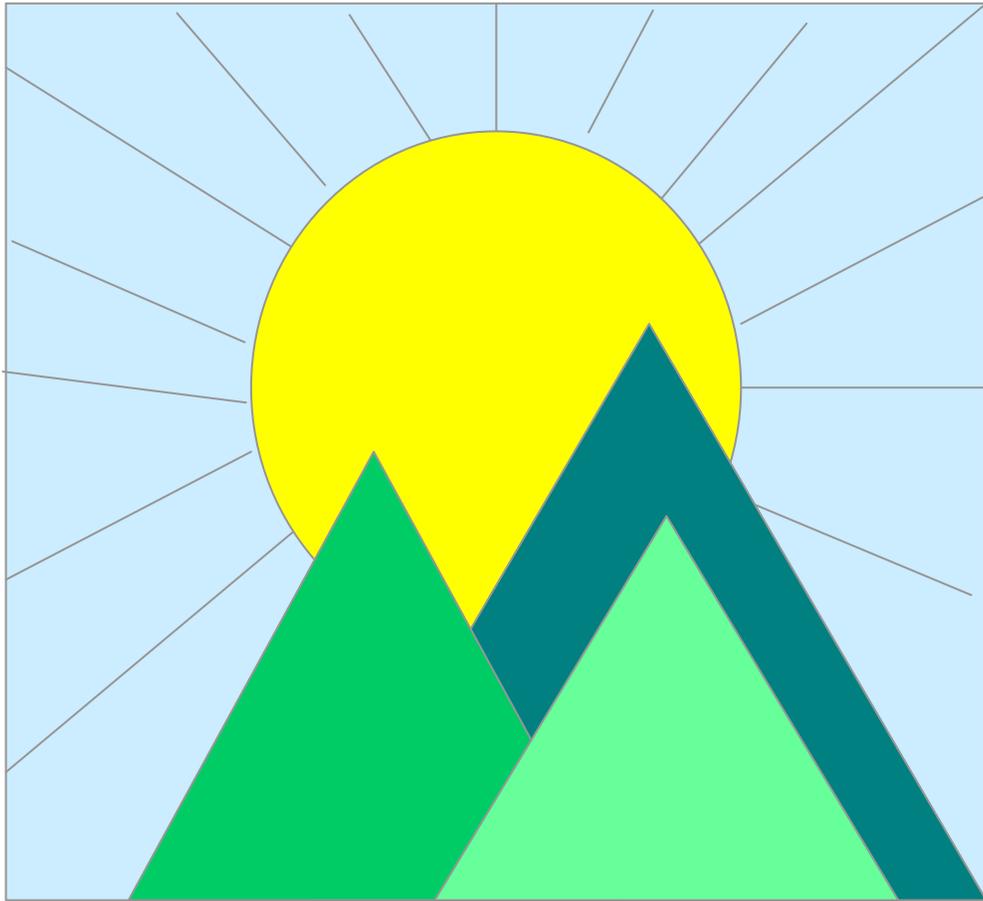


CRP HANDBOOK



**Department of Rehabilitation Services
(DORS)**

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Section I. About Vocational Rehabilitation

A. Mission Statement

To create opportunities that allow individuals with disabilities to live and work independently.

The Vocational Rehabilitation Program

The goal of the Vocational Rehabilitation (VR) Program is to assist individuals with significant physical and mental disabilities to prepare for, obtain and maintain employment. Through the provision of individualized services, persons with disabilities who are eligible for vocational rehabilitation are supported in planning for and achieving their job goals.

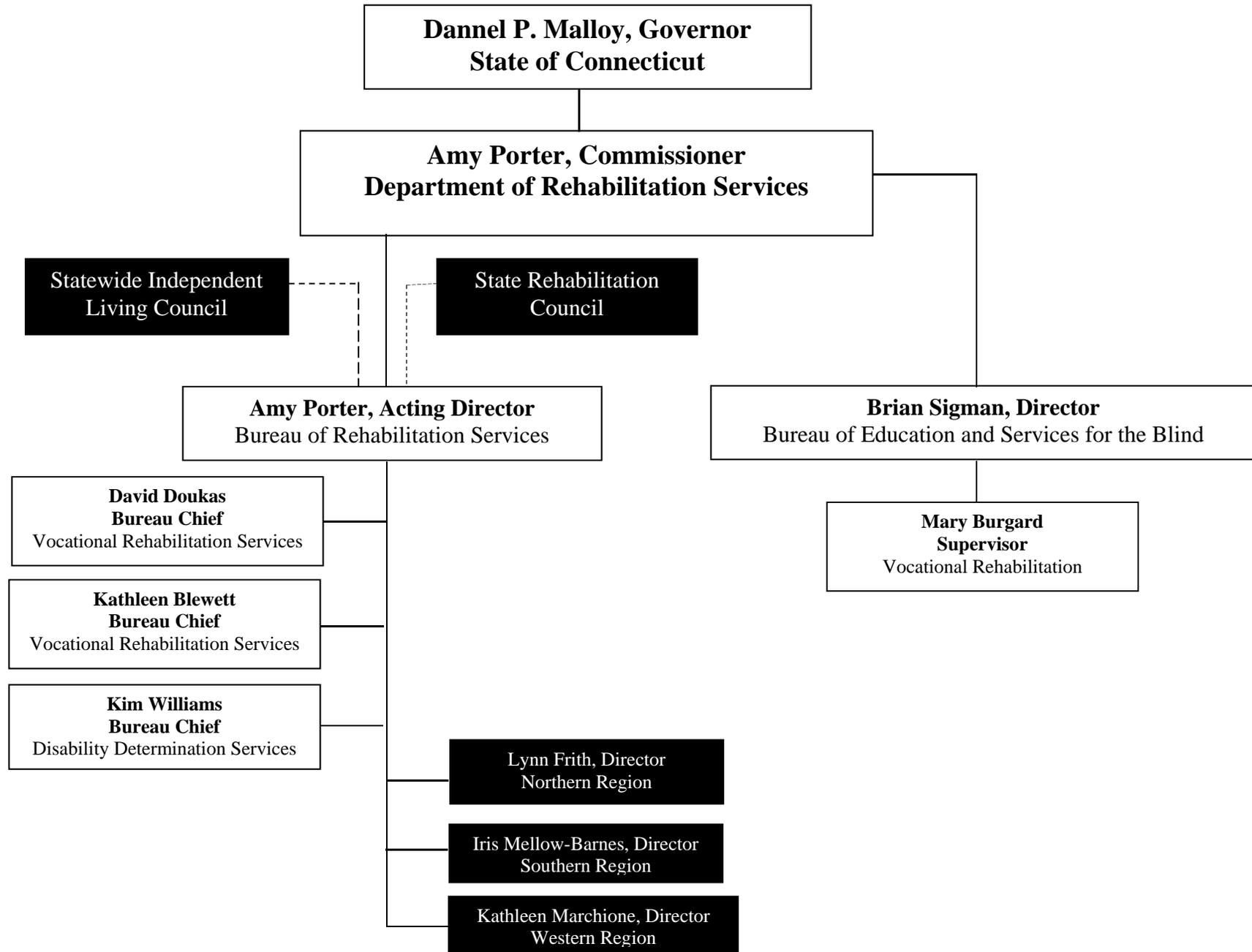
To be eligible for the VR program, an individual must have a physical or mental condition which poses a substantial barrier to employment, and must require VR services in order to prepare for, find and succeed in employment.

The **Bureau of Rehabilitation Services' (BRS)** vocational rehabilitation program serves persons with all disabilities except legal blindness. For more information on the Bureau of Rehabilitation Services' vocational rehabilitation program, we invite you to visit the BRS Website at www.ct.gov/brs . You will find a complete description of the range of program services provided by the Agency, as well as updates on all policies and procedures.

Individuals with legal blindness are served by the **Bureau of Education and Services for the Blind (BESB)** vocational rehabilitation program; their website is located at www.ct.gov/besb .

The vocational rehabilitation program is supported by a combination of state and federal funds. To learn more about the vocational rehabilitation program, go to <http://www2.ed.gov/about/offices/list/osers/rsa>.

I.B. Organizational Chart



C. Office Locations

Vocational Rehabilitation is a program of the Department of Rehabilitation Services, Bureau of Rehabilitation Services (BRS) and Bureau of Education and Services for the Blind (BESB).

For further information regarding Vocational Rehabilitation programs, please contact the office nearest you.

WESTERN REGION

Bridgeport BRS

1057 Broad Street
Bridgeport, CT 06604
(203) 551-5500

Stamford BRS

1642 Bedford Street
Stamford, CT 06095
(203) 251-9430

Waterbury BRS

249 Thomaston Avenue
Waterbury, CT 06702
(203) 578-4550

Danbury BRS

342 Main Street
Danbury, CT 06810
(203) 207-8990

Torrington BRS

62 Commercial Blvd, Suite 1
Torrington, CT 06790
(860) 496-6990

BRS CENTRAL OFFICE

25 Sigourney St, 11th Floor
Hartford, CT 06106
1-800-537-2549
(860) 424-4840

NORTHERN REGION

Hartford BRS

3580 Main Street
Hartford, CT 06120
(860) 723-1440

Enfield BRS

(temporarily in Hartford Office)
(860) 897-3140

Danielson BRS

CT Works Center
95 Westcott Road
Danielson, CT 06239
(860) 412-7070

Manchester BRS

699 East Middle Turnpike
Manchester, CT 06040
(860) 647-5960

New Britain BRS

30 Christian Lane
New Britain, CT 06051
(860) 612-3569

SOUTHERN REGION

New Haven BRS

414 Chapel Street, Suite 301
New Haven, CT 06511
(203) 974-3000

Middletown BRS

117 Main Street Extension
Middletown, CT 06457
(860) 538-5441

Norwich BRS

113 Salem Turnpike, Suite 200
Norwich, CT 06360
(860) 859-5720

New London BRS

Shaws Cove Six
New London, CT 06320
(860) 439-7686

Ansonia BRS

158 Main Street, Suite 101
Ansonia, CT 06401
(203) 732-1667

BESB

184 Windsor Avenue
Windsor, CT 06095
Mary Burgard, VR Supervisor
(860) 602-4032

II. Core Contracted CRP Services

What are Assessment Services?

An Assessment is an opportunity for a consumer to have their skills, strengths and weaknesses evaluated in a real work situation in the community. This type of evaluation is quite valuable in determining how VR Counselor and the consumer can best approach planning for and obtaining employment. The first step is to find an employer willing to “try out” a consumer at a desirable job in their place of business for an appropriate period of time. After this has been arranged, an Assessment can last as little as a day or two or go for as long as several weeks. During this time, the consumer will be paid for their work by the CRP, but will perform the same job tasks that they would if they worked for the employer.

There are two different kinds of Assessments with two different purposes: Work Evaluation and Working Interview.

Work Evaluation

A Work Evaluation is conducted with the goal of helping the VR Counselor and the consumer learn more about the consumer and the consumer’s ability to work in certain jobs. This form of Assessment provides an opportunity to determine what barriers a consumer’s disability can present to their being successful and allows a CRP to figure out strategies or to attempt interventions to work around those barriers.

Important – It is **NOT** the goal of a Work Evaluation to have the consumer receive a job offer at the conclusion of the assessment. The goal is to use the information learned during the assessment to help further planning toward successful employment.

Working Interview

A Working Interview is an opportunity for a consumer to compete for an open position while a CRP determines what, if any additional support might be needed for the consumer to be successful in that employment. Often times VR Counselors are reasonably certain a consumer can do well in a specific job, but are unsure what services might be necessary to best insure the consumer’s success over time. Since the same type of job can be expected to be done in different ways by different employers it is often necessary to evaluate the consumer’s abilities to meet those demands by observing them in the actual work environment. The Working Interview creates that opportunity.

At the same time, a Working Interview also provides an employer an opportunity to see a consumer “in action” and to base their decision to hire on how well a consumer performs in the job, rather than on how well they may interview. This has proven to be a highly effective method of helping consumers obtain a job offer in their chosen field.

Important – a consumer being offered a job at its conclusion **IS** a goal of a Working Interview. If a Working Interview does not result in a job offer, the goal will become to understand why it was unsuccessful and use this information for further planning toward successful employment.

Assessment Services Components

Both Working Interviews and Work Evaluations can include any one or all of the components listed below. The specific components that will be needed to make a consumer’s Assessment as useful as possible is agreed upon by the consumer, the VR Counselor and the CRP representative. This model was developed so that each Assessment can be tailored to the unique needs of each of our individual consumers. Decisions about this are clearly communicated on a standardized referral form (Appendix A) and signed by all parties concerned.

Site Development

Typically the VR counselor will request a CRP to find an employer and make arrangements with that employer for a consumer to participate in an Assessment in their place of business. When this occurs, a fairly specific type of job and/or workplace will be requested. The request is made with the understanding that the job site and duties must meet the expectations agreed upon with the CRP at referral. If the CRP returns with a job that they feel is appropriate, but is different from what was requested, the consumer and VR Counselor must agree that it is acceptable before an Assessment will begin.

On some occasions the VR Counselor or the consumer may find an employer willing to provide an opportunity for Assessment to occur. This is an equally desirable option and should in no way impact the other service components provided by the CRP.

On-Site Evaluation

While a consumer is on the job a professional evaluator will be present to observe how well the consumer is doing and to report their observations to the VR Counselor. The evaluator may be on-site for the entire Assessment or for a portion of the time. This depends entirely upon the individual needs and circumstances of the consumer. The amount of the time an evaluator will be present will be decided upon between the consumer, the VR Counselor and the CRP before the Assessment begins, but may be increased or decreased as the Assessment progresses. In addition to observing, the evaluator may also make suggestions on how to more effectively complete the tasks that are assigned. They will also seek feedback from the employer on their impression of the consumer's potential to be successful in the job.

Consumer Wages

Consumers receive a minimum wage salary for every hour they participate in an assessment. This is because it is real work that the consumer is performing. The CRP is responsible for paying the wages. The employer is not responsible for wages during an Assessment. The paycheck received will be subject to all applicable state and federal taxes. The CRP will receive funding from the VR Counselor to provide the consumer not only the minimum wage salary, but also to provide Worker's Compensation Insurance coverage in case an injury occurs. If the consumer is hired as a result of the assessment the employer will assume responsibility for paying wages.

Standard Assessment Reports

At the conclusion of the assessment the evaluator must submit a formal report to the VR Counselor. The VR Counselor has two required report formats, an Abbreviated Report (Appendix B) and a Comprehensive Report (Appendix C). At referral the VR Counselor will request either of these formats dependent upon the individual needs and circumstances of our consumer. An Abbreviated Report is frequently used when only a minimal amount of information is needed. At a minimum, an Abbreviated Report is required whenever an evaluator is contracted to observe a consumer during an assessment. A Comprehensive Report is very detailed and is often used when the VR Counselor has many questions about the consumer's ability to work on the kind of job they are being assessed at. All reports must be submitted within 2 weeks of the completion of the assessment. If a consumer is assessed in more than one assessment site, a separate report must be completed for each assessment site.

Other Services

In addition to Assessment Services, the VR Counselor contracts with CRPs to provide other types of services for our consumers. Although many CRPs provide a wide range of services, those most frequently arranged by the VR Program for our consumers are listed below. Similar to Assessment services, those listed below are only arranged when the consumer, VR Counselor and CRP feel they are appropriate.

Job Coaching

Job Coaching is defined as training and related supports provided on a one-on-one basis to an *employed* consumer who needs these supports in order to learn or maintain skills related to their job. The VR Counselor typically arranges Job Coaching for a consumer when they need assistance in learning the tasks associated with a new job, to advocate with the employer on behalf of the consumer or to help the consumer in gaining assistance in an effective and appropriate way from their co-workers and supervisors. Job Coaching may also be arranged to teach the employer or co-workers strategies of working with the consumer.

Job Placement

Job Placement is the process of locating and securing a permanent job in the competitive labor market for a consumer. The jobs arranged by CRPs must be in an “integrated setting” meaning that similar jobs in the place of business are filled by people without disabilities. It is the CRP’s responsibility to assist the consumer to secure the job. However, the consumer will need to be engaged throughout the job seeking process by providing the CRP with feedback on all job leads and after each interview.

When the VR Counselor makes a referral to a CRP for Job Placement for a consumer, a fairly specific type of job and/or workplace will be requested. The request is made with the understanding that the job site and duties must meet the expectations communicated to the CRP at referral. If the CRP presents a job that they feel is appropriate, but is different from what was requested, the consumer and VR Counselor must agree that it is acceptable, even if the employer makes a job offer.

On the Job Training Opportunity Development

In some cases, the VR Counselor will contract with an employer to train a consumer to learn specific job skill(s) in their place of business. In these cases, the employer will hire the consumer and provide On-the-Job Training (OJT) for a period of time that is negotiated with the VR Counselor. At the conclusion of the training period the consumer is often retained as a permanent employee.

The purpose of On the Job Training Opportunity Development is to request a Community Rehabilitation Provider to arrange an opportunity for a VR Counselor to negotiate an On-the-Job Training (OJT) contract with an Employer. The role of the CRP in providing this service is limited to their finding an employer willing to hire and provide training to a VR Program consumer under the general terms of a standard Vocational Program OJT Contract. It is understood that the VR Counselor is solely responsible for negotiating and approving the specific terms of the contract, including but not limited to the per hour training rate, duration of the training period and training progress reporting requirements. The CRP’s involvement in providing this specific service will cease upon the contract being signed by all required parties.

Interview Preparedness

The purpose of the “Interview Preparedness” service is to provide an interactive forum through which Vocational Rehabilitation consumers can ready themselves to take advantage of upcoming opportunities to interact with employers. It is the Vocational Rehabilitation Program’s intent that consumers be offered a structured and supportive environment where they will be given the opportunity to: receive instruction on what is essential to success on an interview, interact with peers and instructors, take responsibility for gathering information about themselves and to attempt to apply what they learn.

A. Work Evaluation Guidelines

A.i. For Work Evaluation the VR Counselor will:

Prior to Referral

- Discuss with consumer reason for referral and what to expect
- Inform consumer of available choices of CRP to meet his/her needs including information on agency performance and relative costs
- Assure that consumer is aware of expectations and ready to cooperate with CRP for a work evaluation and understands his/her responsibilities and what is expected of them
- Complete a referral form (Appendix A) with specific questions to address during work evaluation and schedule a referral meeting

At Referral

- Provide adequate referral information
- Describe functional limitations and discuss recommended strategies
- Define acceptable work evaluation sites
- Delineate the evaluation plan-length of service, # of assessor hours...
- Calculate cost of plan, have all parties in agreement and sign referral form (Appendix A)

After Referral

- Schedule ongoing progress meeting(s), if necessary
- Confirm acceptable evaluation site and process authorization upon receipt of start date and service dates
- Respond promptly to issues throughout process
- Streamline process for any adjustments/amendments to plan

End of Work Evaluation

- Meet with CRP and consumer to review evaluation results and recommendations
- Gather feedback from consumer regarding CRP services
- Provide feedback to CRP on quality of service/report
- Share report with consumer
- Submit copy of report to database administrator

Fiscal

- Complete Authorization prior to service start date
- Process billing upon receipt of written report and invoice

A.ii. For the Work Evaluation the CRP will:

At Referral

- Inform VR Counselor as to CRP capacity to provide timely services
- Be available for a referral meeting within two weeks of contact
- Share pertinent referral information within CRP agency with any/all levels of staff participating in case

After Referral

- Schedule follow-up meeting with consumer for any CRP required documentation and arrange for regular contact with consumer regarding progress of evaluation site development
- Develop the prescribed site for evaluation **within 30 days of referral** meeting, attend a progress meeting within 4-6 weeks, and at counselor's request thereafter if no site is developed
- Maintain an individual site development log to share with VR Counselor upon request
- Call VR Counselor when an evaluation site is developed for approval prior to discussing with consumer. In order to activate authorization inform VR Counselor of start date and anticipated service dates
- Call VR Counselor end of first day and first week with update
- Provide timely response to issues of an unexpected nature and communicate with VR Counselor immediately
- Assess skills, strengths, employment barriers, learning process, social skill match, environmental match, accommodations needed and other areas as described in the referral plan

End of Work Evaluation

- Have the requested written report (see Appendix B & Appendix C) available within two weeks of end of evaluation for review at follow up meeting with VR Counselor/consumer

Fiscal

- May bill for work evaluation Work Evaluation Site Development when site/start date approved
- Keep accurate records of service hours and consumer attendance and attach to invoice
- Bill for rest of evaluation at end of service month or end of billing cycle

A.iii. For a Work Evaluation the Consumer will:

Prior to Referral

- Participate in process of making choices, be informed about CRP
- Work with VR Counselor developing referral questions and making plans for work evaluation
- Provide accurate personal information needed in order to make a referral to CRP, sign release of information for CRP
- Be clear about what is expected of him/her

At Referral

- Participate in referral meeting and sign CRP referral form
- Express preparedness to participate in evaluation
- Be aware of cost of plan

During Working Interview

- Be reliable, prompt and engaged in process
- Give and receive feedback on ability to perform tasks per job description
- Use suggested strategies
- Contact VR Counselor with any concerns of an unexpected nature
- Provide own transportation

End of Work Evaluation

- Be involved in review of evaluation, comment on report and any further needs or issues

B. Working Interview Guidelines

B.i. For Working Interview the VR Counselor will:

Prior to Referral

- Discuss with consumer reason for referral and what to expect
- Inform consumer of available choices of CRP to meet his/her needs including information on agency performance and relative costs
- Assure that consumer is ready to cooperate with CRP for working interview and understands his/her responsibilities and what is expected of them
- Complete a referral form (Appendix A) with specific questions to be addressed during working interview and schedule a referral meeting

At Referral

- Provide adequate referral information including past criminal history, if known
- Describe functional limitations and discuss recommended strategies
- Define acceptable employment sites
- Delineate the for-hire assessment plan, including length of service, # of assessor hours and # of consumer working hours.
- Calculate cost of plan, have all parties in agreement and sign the referral form (Appendix A)

After Referral

- Schedule ongoing progress meeting(s), if necessary
- Confirm acceptable employment site and process authorization upon receipt of start date and service dates of working interview
- Respond promptly to issues throughout process
- Streamline any adjustments/amendments to plan

End of Working Interview

- Meet with CRP and consumer to review evaluation results and recommendations
- Gather feedback from consumer regarding CRP services
- Review report for sufficient
- Submit copy of report to database admin.
- Provide feedback to CRP on quality of service/report
- Share report with consumer
- Discuss and authorize recommendations for further support/services to maintain employment

Fiscal

- Complete Authorization prior to service start date
- May process Working Interview Site Development 1 when site is approved with start date, upon receipt of invoice
- Process rest of billing within two weeks upon receipt of written report/invoice

ii. For Working Interview the CRP will:

At Referral

- Inform VR Counselor as to CRP capacity to provide timely services
- Be available to meet for referral meeting within two weeks of contact
- Share pertinent referral information within CRP agency with any/all levels of staff participating in case

After Referral

- Schedule follow up meeting with consumer for any CRP required documentation and arrange for regular contact with consumer regarding progress of employment site development
- Develop the prescribed worksite within 30 days of referral meeting, attend a progress meeting within 4-6 weeks if no worksite is developed and thereafter at counselor's request
- Maintain an individual worksite development log to share with VR Counselor upon request
- Call VR Counselor when a worksite is developed prior to discussing with consumer for approval. Inform VR Counselor of start date and dates of service to activate authorization
- Call VR Counselor end of 1st week with update
- Provide timely response to issues of an unexpected nature and communicate with VR Counselor immediately
- Remediate for limitations of disability per recommended strategies, support development of skills as prescribed by VR Counselor, implement environment accommodations, assess progress, make recommendations for further support, develop natural supports

End of Working Interview

- Meet with VR Counselor and consumer to review evaluation results and recommendations
- Contact VR Counselor with employment information: hire date, position, wage, schedule
- Have requested written report (see Appendix B and Appendix C) available for review within 2 weeks of end of working interview to share with VR Counselor/consumer including recommendations for further support needs

Fiscal

- May bill for site development of working interview Working Interview Site Development 1 when site is approved with start date
- Keep accurate records of service hours and consumer attendance and attach to invoice
- Bill for rest of working interview by the end of the month or within the next billing cycle.
- Bill for worksite development Working Interview Site Development 2 at 90 days after hire date. Must have start date on invoice.

iii. For a Working Interview the Consumer will:

Prior to Referral

- Participate in process of making choices and be informed about CRP
- Work with VR Counselor setting goals, developing referral questions and making plans for working interview
- Provide accurate personal information needed in order to make a referral to CRP and sign release of information for CRP
- Be clear about what is expected of him/her

At Referral

- Participate in referral meeting and sign CRP referral form
- Express preparedness to meet expectations
- Be aware of cost of plan

During Working Interview

- Be reliable and prompt and engaged in process
- Give and receive feedback on ability to perform tasks per job description
- Use suggested strategies
- Contact VR Counselor with any concerns of an unexpected nature
- Provide own transportation

End of Working Interview

- If hired, contact VR Counselor to report employment information: hire date, position, schedule and salary
- Be involved in review of progress, comment on report and any further needs or issues

C. Job Coaching Guidelines

C.i. For Job Coaching the VR Counselor will:

Prior to Referral

- Discuss reason for referral and expectations of services with consumer
- Inform consumer of available choices of CRP to meet his/her needs including information on performance and relative costs.
- Assure that consumer is ready to engage with CRP for job coaching and understands his/her responsibilities (i.e. expectations of consumer)
- Complete referral form with specific areas to be remediated and recommended strategies for identified support needs
- Schedule a meeting for referral

At Referral

Describe functional limitations, needs to be addressed and discuss recommended strategies
Provide adequate referral information including consumer work schedule
Delineate job coaching plan-length of service and # of hours/week
Calculate cost of plan and have all parties in agreement
Authorize job coaching on a monthly basis

After Referral

- Respond promptly to any issues identified and/or inquiries throughout service period

Fiscal

- Complete Authorization prior to service start date
- Process billing monthly upon receipt of written report and invoice

C.ii. For Job Coaching the CRP will:

At Referral

- Be available to meet with VR Counselor/consumer to discuss referral information and service needs within two weeks of contact
- Notify counselor if there is capacity to meet expectations for service prior to accepting referral

After Referral

- Remediate for limitations of disability using recommended strategies, implement recommended accommodations and environmental needs, assess ongoing effectiveness of supports, skill develop, develop natural supports
- Communicate any new areas of concern immediately with VR Counselor
- Make specific recommendations in response to needs – (i.e. suggested hours, length of service, and effective strategies to correct areas of concern)
- Specify recommendations to reduce/diminish job coaching services
- Provide written monthly report when job coaching services are utilized including dates and # of hours, use VR Counselor recommended format
- Be available for team meetings to discuss progress, as needed

Fiscal

- Bill within 2 weeks of end of service month or billing cycle
- Keep accurate records of dates and # hours of service and attach to invoice

C.iii. For Job Coaching the Consumer will:

Prior to Referral

- Provide VR Counselor with accurate employment information (i.e. name of employer, job duties, work schedule)
- Work closely with VR Counselor to identify areas of concerns in the workplace in an effort to help with skill building and/or maintaining employment
- Sign release of information to provide CRP with related employment/background information
- Understand their role in the workplace and what is expected of him/her

At Referral

- Actively participate in the referral meeting
- Indicate preparedness to work with job coach
- Be aware of cost of plan

After Referral

- Be reliable and engaged in process
- Give and receive feedback on ability to perform tasks per job description
- Apply recommended strategies
- Contact VR Counselor with any concerns of an unexpected nature
- Secure transportation
- Be involved in review of progress, comment on CRP service/reports, provide feedback about ongoing needs

D. Job Placement Guidelines

D.i. For Job Placement the VR Counselor will:

Prior to Referral

- Discuss reasons for referral and expectation of service with consumer
- Provide consumer with available choices of CRP vendors to meet his/her expectations, including information on agency performance and relative costs
- Assure consumer's readiness to cooperate with the CRP services, his/her motivation to work, and expectations of engaging in services
- Assist consumer with developing an appropriate resume, list of references, complete job application and practice interview answers especially around issues of disclosure and accommodation request
- Complete a referral form with specific information for job placement—job goal, site requirements, transportation, support needs and schedule a referral meeting

At Referral

- Provide adequate referral information including past criminal history, if known
- Define acceptable employment sites
- Calculate cost and authorize job placement

After Referral

- Meet after 30 days if no placement secured
- Confirm acceptable employment
- Respond promptly to issues throughout process
- Gather feedback from consumer regarding CRP service

Fiscal

- Authorize 1st installment of placement after referral meeting
- Authorize 2nd installment when consumer is hired and on employer payroll and when given pertinent employment info-work schedule, wage, job description
- Authorize 3rd installment after confirming 90 days of employment

D.ii. For Job Placement the CRP will:

At Referral

- Meet with VR Counselor/consumer to discuss referral and placement desired within two weeks of contact
- Inform VR Counselor regarding capacity to provide timely job placement

After Referral

- Schedule follow up meeting with consumer to complete any additional required CRP documentation and maintain contact regular contact with consumer regarding progress of placement
- Develop placement within 30 days of referral meeting
- Attend progress meeting every 4-6 weeks if placement has not been found and thereafter at counselor's request
- Provide written (or verbal) monthly updates as requested at the time of referral,

At/After Placement

- Provide specific employment information: employer name and address, position, start date, pay, schedule, attach job description at time of hire
- Confirm that employment has continued for 90 days before billing for third placement installment
- Provide timely responses to issues of an unexpected nature and communicate with VR Counselor
- Communicate with VR Counselor any area of concern or need for on the job support

Fiscal

- Bill for Job Placement Installment 1 after accepting referral
- Bill Job Placement Installment 2 after consumer is hired and on employer payroll
- Bill Job Placement Installment 3 at completion of 90 days from date of hire; provide start date on invoice

D.iii. For Job Placement the Consumer will:

Prior to Referral

- Work with VR Counselor in developing an employment goal and identifying specific needs
- Participate in choosing a CRP based on information about agency performance and relative costs
- Provide VR Counselor with accurate personal information needed to secure employment including past criminal history
- Sign release of information for CRP referral

At Referral

- Actively participate in the referral meeting, by expressing their readiness to work (i.e. providing a resume, be prepared to complete applications and interview)
- Have a clear understanding of what is expected of him/her – e.g. being reliable and prompt with all appointments, including employers, VR Counselor, and CRP; OR notifying VR Counselor/CRP of unavailability
- Be aware of cost for planned services

After Referral

- Network with family & friends, as well as the community to help in securing employment
- Engage in the job seeking process by providing CRP with job leads in which to follow up on and feedback after each interview
- Provide regular feedback to VR Counselor regarding quality of CRP job placement service

At/After Placement

- When hired contact VR Counselor with employment information: date of hire, position, wage, schedule and job description
- Maintain monthly contact with VR Counselor on placement and job satisfaction
- Contact VR Counselor regarding any unexpected need or concern

Section E - On The Job Training Opportunity Development Guidance

Definition

As part of the VR Program, on-the-job training (OJT) is defined as a vocational rehabilitation service where the consumer learns job skills within the context of a competitive work situation. The employer may be reimbursed for a portion of the consumer's training time and/or may be reimbursed for part or all of a consumer's wages. When the employer is fully reimbursed for the consumer's wages but not paid for providing training, the service is considered to be a Paid Internship/OJT. In any OJT, consumers are placed on the employer's payroll and are paid in accordance with the Fair Labor Standards Act.

Purpose of OJT's

The purpose of an OJT is to provide the consumer with work experience and/or specific skills in order to "level the playing field" so that s/he may secure competitive employment. The goal is for the consumer to possess a skill level consistent with entry level employees in that occupation through hands-on experience by the end of the OJT. There are numerous benefits to OJT for all those involved:

Consumer & Counselor Perspective: It is a great way for an individual to gain hands-on experience, job-specific skills and resume-building material, all while earning wages and either qualifying for a permanent position within the organization where the OJT takes place, or becoming prepared to seek another employment opportunity in that field after gaining this experience and skills. OJT's may take less time and offer training that better matches the consumer's learning style, when compared with other methods of training. In some cases, there may be opportunities to "carve" out specific portions of a job that match the consumer's abilities. After a review of a consumer's circumstances a recommendation should be made by consumer and counselor for a specific OJT model to be developed by VR Counselor, Employer and/or CRP.

Employer/Trainer Perspective: It can be an excellent resource to support the training for a new employee and be able to see that individual's potential as an employee before finalizing an offer for a permanent position.

Community Rehabilitation Program (CRP) Perspective: There is the potential for less collateral time spent with consumer and more time spent in development of OJT opportunity. CRP's will be reimbursed a portion of their usual placement rate (per fee schedule) after the OJT contract is successfully negotiated.

Marketing an OJT

An OJT is a *mutually beneficial* employment scenario wherein a consumer can obtain a new skill set, and an employer may receive *subsidized training and/or wages* of a worker, as well as *potentially a long-term employee* solution. OJT participants have been determined to have strengths and abilities that make them suitable for an OJT opportunity in the desired field as a result of vocational guidance and counseling provided by their vocational rehabilitation counselor versus an employee that is coming in without the support of our agency. In other words, consumers are *prescreened by VR Counselor* and *matched with the needs of the employer*.

The task of locating an OJT site should be a collaborative effort between the consumer and counselor. The counselor should assist the consumer in understanding what to say to a potential Employer/Trainer in order to get a contact person within the organization to set up a meeting. In addition, a referral may be made to a CRP who has an OJT development rate to assist in locating a suitable training site.

Set a meeting whenever possible. It is harder to say “no” in a face-to-face meeting than marketing an OJT over the phone. Meetings can be the result of consumer, CRP and/or VR Counselor development efforts, by following up on job leads or simply calling local businesses. If the potential employer sounds interested, book a meeting—try not to settle for sending the brochure through the mail.

OJT Models

<i>Type of On-the-Job Training</i>	<i>Rate Configuration</i>	<i>When is it used?</i>	<i>Type of Employee</i>	<i>Service Name</i>
Training Rate OJT	Reimbursement for hourly wage of trainer at host company.	Consumer lacks training and experience and will require a significant amount of up front training to address needs.	W-2 on company payroll	“On the Job Training”
Partial Wages OJT	Reimbursement for a portion of consumer’s wages that tapers during the training.	Consumer lacks job experience and will learn the job mostly by performing the job duties.	W-2 on company payroll	“On the Job Training”
Paid Internship	Reimbursement of consumer’s wages at an hourly rate equal to 130% of consumer’s agreed upon wage.	Consumer lacks experience and an employer is identified that may not have a long term opportunity available.	W-2 on company payroll	“Paid Internship (On the Job Training)”

*Any OJT that is being considered for longer than 6 months must be reviewed and approved by the District Director

Responsibilities

For VR Counselor:

- Assist with OJT site development
- Oversee the OJT
- Complete necessary forms
- Provide technical assistance, support services and recommendations, as appropriate

For Employer:

- Provide training in accordance with the agreement with VR Counselor
- Pay consumer in accordance with Fair Labor Standards Act and other applicable labor and tax laws
- Complete monthly progress reports and billing forms
- Notify VR Counselor of any problems

For Consumer:

- Assist with OJT site development
- Follow the employer's personnel policies
- Learn and perform tasks of the job
- Notify VR Counselor of any problems on the job

For CRP (if applicable):

- Locate OJT site
- Provide employer with the OJT information from VR Counselor

Required Paperwork

- OJT service listed on current IPE or IPE Amendment
- OJT Agreement
- New Vendor Application
- OJT Progress Report (completed by employer)
- Invoice(s) together with time sheets or other documentation verifying hours worked (completed by employer)

Section F. - Interview Preparedness Program (IPP)

Group program – 12-hour program. Outcome requirements include: resume & cover letter; interview preparation; disclosure; interview follow-up & employment negotiation; informational interviewing; references; expected work behaviors.

Individual program – Designed to meet individual consumer needs. Up to 10 hours.

INTERVIEW PREPAREDNESS - REQUIRED OUTCOMES

By the conclusion of the program the following areas are expected to have been covered & outcomes achieved:

1. Resume and Cover Letter

- Consumer will, at a minimum, have the necessary and detailed content to draft both a formal resume and cover letter in a written structured document/worksheet.

2. Interview Preparation/Techniques

- Consumers will participate in interactive discussion; receive instruction and materials on how to prepare for a job interview. This should include instruction on basic preparation issues such as hygiene, attire, personal conduct, what to bring, having a pen, etc. Also, it is expected that there will be instruction and interactive discussion concerning items such as addressing gaps in employment, knowing personal strengths and weaknesses and the merits of research of potential employer with questions prepared. The use of materials to capture consumer's thoughts and self-perceptions for later review with VR Counselors is expected.

3. Mock Interviewing and Feedback

- Consumer will have at least one mock interview followed by an interactive feedback session. Whenever possible, VR Program staff should be welcomed to participate in the mock interview process.

4. Disclosure

- Consumers will participate in interactive discussion; receive instruction and materials around when and if it is appropriate to disclose sensitive disability related information. The discussion should also include how to appropriately disclose criminal record.

5. Interview Follow-up and Employment Negotiation

- Consumers will participate in interactive discussion; receive instruction and materials around interview follow-up such as sending "thank you" letters and when to make follow-up calls.
- Consumers will participate in interactive discussion; receive instruction and materials regarding employment negotiations in the areas of salary, work hours and potential accommodations.

6. Informational Interviewing

- Consumers will be provided necessary instruction to obtain a basic conceptual understanding of who to call and what to ask for the purpose of an informational interview.

7. Choosing and Preparing References

- Consumers will participate in interactive discussion; receive instruction and materials to prepare a formal reference list (minimum of three).

8. Expected Work Behavior

- Consumers will participate in interactive discussion; receive instruction and materials regarding workplace "do's and don'ts". Use of role-playing or case scenarios to review is encouraged.

Section F. - Interview Preparedness Program (IPP) (cont.)

ADDITIONAL TOPICS TO CONSIDER (not required)

1. Online Applications and Resume Posting

- A tutorial regarding how to submit applications and resumes online with written material for consumer to utilize going forward.

2. Job Search Strategies

- A list of strategies reviewed with consumer. Items could include the “Walk-in” or proactive direct contact of employers, Multimedia Job Leads, and Networking (Tapping in to Hidden Job Market)

III. Recently Asked Questions

Can a CRP be used as the Assessment Site or become the Employer of a consumer they are serving under the VR Program funding?

It may, at times, be appropriate to consider contracting services with a CRP when they will simultaneously act as the employer for the consumer. This practice will only be considered if the CRP can demonstrate through its organizational chart that the consumer is to be placed in a separate branch of their business from the one that will provide vocational assessment or support. To maintain consistency and to prevent any prohibited practices from occurring, anytime that a VR Counselor is considering using the CRP as an employer, whether for assessment or for placement/hire, this must be done in consultation with the Central Office consultant responsible for CRP relations.

What happens when a CRP develops a requested Assessment/Placement site and the consumer does not show up?

Example: A consumer has been referred to a CRP for a Working Interview and the CRP develops a site deemed acceptable by the counselor. The Consumer does not show up for the first day of the assessment claiming “the job does not have enough of a career ladder and will not pay enough money”. (A) What if anything, should we authorize/pay to the CRP for this Site Development? (B) Upon re-referral of the consumer for a different Working Interview site will VR Program pay the first installment of Site Development again?

Guidance: (A) Whenever a CRP develops a site consistent with what the VR Counselor and the consumer has asked them to find, the VR Counselor should reimburse them for it. The fact that the consumer didn't show up is irrelevant, and Working Interview Installment 1 should be processed for payment.

(B) In terms of the re-referral for another attempt at assessment, the VR Counselor should take caution that a certain amount of counseling obviously needs to take place regarding the consumer's expectations and anticipated cooperation PRIOR to the next referral being generated. That being said, the CRP will again be eligible for BOTH installments of Working Interview as a totally new site will need to be developed.

What happens when a Consumer develops an Assessment site themselves after receiving a lead from a CRP?

Example: A consumer is referred to a Provider for a Work Evaluation. The consumer is insistent he can perform a bagger job despite significant disability barriers. At a follow up meeting the CRP informs the consumer that a job of this nature may be available at a local supermarket. Without informing the VR Counselor and the CRP, the consumer goes to this employer, is interviewed on the spot and is hired. The CRP now wants first installment of Working Interview site development to be authorized by the VR Counselor. What should the counselor agree to authorize?

Guidance: The CRP did not specifically arrange the Work Evaluation site as requested. They did not develop the site as they did not have direct contact with the employer and were uninvolved in the securing of this consumer's work opportunity. Therefore, they are not entitled to any reimbursement for site development.

If the VR counselor and the consumer can agree that this would be an opportunity for assessment and the VR counselor wishes to use a CRP to conduct this, then the VR Counselor may authorize the CRP for On-Site Evaluation and a Comprehensive Report if necessary.

What happens when a consumer starts a Working Interview without the CRP first securing an authorization from the VR Counselor?

Example: A referral is made to a CRP for a Working Interview in the area of Food Service, with "delivery" jobs as an alternative. On-Site Evaluator time is expected to be authorized and is noted on the referral form. The CRP uses a previous relationship with an employer to secure an opportunity for the consumer as a Dental Lab Technician. The consumer starts this assessment without counselor's knowledge and without an Evaluator being on site. What should the VR Counselor reimburse the CRP?

Guidance: It is a well-known policy of the VR Program to not pay for any services provided without PRIOR AUTHORIZATION. All CRP contracted service providers are made aware of this upon development of their contract. All VR Program consumers are informed of this at the time of application. Thus, the CRP should not have made arrangements for this consumer to begin working without the authorization of the VR counselor. Therefore, VR Counselor is not responsible for any payment.

It is also important to note that the Dental Lab job is not consistent with what was requested to be developed. This underscores the need for prior authorization, effective channels of communication and VR Program's position as to why we should not and will not pay.

What happens when a site is developed, then the case is suddenly closed and reopened again?

Example: A consumer is set up to interview with a law office where she will participate in a Work Evaluation deemed necessary by her counselor and arranged by a CRP at the counselor's request. A few days before the interview, consumer receives a letter about the "Ticket to Work", gets extremely anxious and requests closure of her VR case. At consumer's request the Work Evaluation is cancelled. The next day the consumer speaks to a benefits counselor, gets some reassurance and then two days later goes to be interviewed at the law office as originally scheduled without informing the counselor. The consumer is then subsequently hired for a different, yet similar position at that office.

The consumer later contacts counselor requesting her case be re-opened and the provider contacts the VR Counselor looking to be reimbursed for *Placement* as they believe they created the opportunity for the consumer to get the job. Is this reimbursable?

Guidance: The CRP should be paid for the Site Development of a Work Eval and work with the consumer, VR Counselor and the Employer to conduct a Work Evaluation in this site. The fact that the client is actually employed is irrelevant at this point in the case. The consumer's disability issues continue to need to be evaluated and an Employment Plan has yet to be developed. With this in mind, neither Placement nor Working Interview is appropriate. However, since it is obvious that the CRP had completed the task requested of them by creating the opportunity to be interviewed by the Law Office, it is considered appropriate to reimburse them for their effort as originally agreed upon.

What happens when a counselor asks a CRP to develop three different sites for a WE?

Example: A VR Counselor would like to conduct a Work Eval using three (3) different sites to allow for a variety of experiences and career exploration. Will the counselor need to pay for Site Development three (3) separate times?

Guidance: Yes. For every site developed for a Work Evaluation the CRP is entitled to a Work Evaluation Site Development payment.

The Assessment model was designed to treat each new assessment situation as a new beginning. The practice that has been hoped for would be for the counselor to assist the consumer in prioritizing their areas of interest, making the referral to a CRP for that job title and conducting an Eval in that environment. Once the Eval is completed the consumer, counselor and CRP would then meet to evaluate the performance and decide what questions still need to be answered. At this point the need for the next eval would be determined. If additional Evaluations are necessary, a referral form should be completed for each evaluation. A separate report for each Assessment site should be completed & submitted to the referring counselor.

What happens when pay for placement opportunity shifts to a working interview?

Example: A referral has been made for Placement and the CRP has instead developed a Working Interview site. Although the counselor believes the consumer to be "placement ready", the consumer is willing to attempt this as a method of gaining employment as the site developed would be a desirable job if they are hired. How do we fund the Working Interview site development as the first installment of Placement has already been paid?

Guidance: The first placement installment is always \$25 less than the first installment of Working Interview. Therefore, an additional authorization of Working Interview Site Development 1 of \$25 would need to be made to the CRP. If the consumer is hired and stays on the job for 90 days the CRP should be authorized a payment for Working Interview Site Development 2.

What happens when a pay for placement is requested but consumer finds own job?

Example: A consumer is referred to a CRP for Placement. The CRP meets with the consumer a number of times to look at want ads, do mock interviews and basically engage in Job Seeking Skills activities. Then the consumer goes out on their own and finds a job opening, interviews

and is hired. The consumer contacts the CRP after the fact and subsequently the CRP requests a second placement installment from the VR Counselor. Does the VR Counselor authorize this?

Guidance: No. By definition “Placement is the process of locating and securing of a permanent job in the competitive labor market”. Although probably helpful, the VR Counselor did not refer the consumer to the CRP for Job Seeking Skills and thus are not obligated to reimburse for it. We referred for the “locating and securing” of a job. The CRP did not secure the job for the consumer, therefore should not be reimbursed as if they did.

What happens when a Working Interview is requested and placement is delivered?

Example: A consumer is referred for a Working Interview and the CRP contacts the counselor to notify that a straight placement situation has been arranged at an acceptable position. Should the VR Counselor change service models to accommodate this and reimburse the CRP accordingly?

Guidance: No model change should take place. The VR Counselor referred to the CRP for a Working Interview site to be developed, not Placement. Given that a viable employment site with potential for job retention exists, the situation should be treated as if it were a Working Interview that is to take place. As the consumer will receive wages from the employer no Consumer Wages should be authorized. However, other components of the assessment model should be authorized as agreed upon at referral, including reimbursement for Working Interview Site Development 1 and Working Interview Site Development 2 if the job is retained for 90 days.

Can a CRP bill for Job Coaching and include travel time to and from the Job Site as part of their service hours?

No. Job Coaching rates are developed with reasonable travel built in. With this, CRPs can only bill for hours they spent in direct contact with the consumer at the job site or in a previously arranged “off site” coaching situation.

IV. Fiscal – Billing Procedures

CRP Fiscal Responsibilities

CRPs doing business with the Vocational Rehabilitation Program are required to submit invoices within 90 days of the completion of services. In order for payment to be issued, CRPs must do the following:

1. All billing must be submitted on a state issued authorization form. If an agency produces its own invoice as part of its billing practices, it can be submitted along with the authorization. Billing cannot be submitted via fax or e-mail.
2. Each authorization must be signed and dated. Authorizations must be submitted with original signatures and dated with the date services were completed.
3. CRPs retain a copy of the authorization for their billing records.

It is important to remember that when billing for direct service hours, BRS will only pay for time actually spent with the consumer.

1. Service hours should be listed to the nearest fifteen-minute increment.
2. CRPs may bill monthly for services that extend longer than four weeks as long as bill is accompanied by a report that documents what services were provided.
3. When a balance exists on an authorization that will not be used, CRPs should write “Final bill” on the authorization when submitting it for payment.

<i>Description of Service</i>	<i>Required Information</i>
Working Interview - Site Development*	Name of work site developed Starting date for the service
Work Evaluation – Site Development*	Name of work site developed Starting date for the service
Individualized Evaluation*	Itemized listing of exact days and hours for each day
Consumer Wages*	Itemized listing of exact days and hours for each day
Comprehensive Report*	Report Date
Job Coaching*	Itemized listing of exact days and hours for each day
Working Interview – 90 Day Retention	Employer name and date of hire
Job Placement – 1 st Installment	Date of Intake Interview
Job Placement – 2 nd Installment	Name of work site and consumer starting date.
Job Placement – 3 rd Installment	Employer name & date of hire
Site Development for OJT Opportunity Development	Employer name & start date
Interview Preparedness	Itemized listing of exact days and hours for each day

***Note: The appropriate written report must be submitted with the final billing for these services.**

VR personnel may audit CRP services at any time. Inaccuracies and false billing will be investigated and could result in the termination of the CRP’s contract.

B. METHODS OF PAYMENT

Work Evaluations:

CRPs will be paid for each separate component of the Work Evaluation as agreed upon before the start of the Work Evaluation with the VR Counselor and consumer.

A work evaluation is for assessment purposes only, with a job offer NOT being a goal. The **Site Development Component** of Work Evaluation will be paid in 1 installment when a unique site is developed by the Provider. This rate is based upon a formula that utilizes each CRP's Placement rate. This excludes payment where:

- there is an on-going contract with the employer
- there is a standing relationship with the employer and minimal development is needed
- The CRP has assessed multiple consumers at the same site (CRP has placed another consumer with the same employer, in the same site, in the same department *and* with the same employer contact person within the previous six months)

Exception: VR Counselor requests the same site (must be noted on the Work Evaluation Referral form or otherwise in writing to the CRP).

The **On-Site Evaluator** time will be paid as an hourly rate for the time spent by the Evaluator on the job with the consumer. The number of hours will vary, based on the agreement between the VR Counselor, the Provider, and the consumer. The number of hours that the consumer is on the job, and the number of hours that the Evaluator is with the consumer on the job may also vary. Included is an abbreviated report using the Vocational Rehabilitation Program specified report format (Appendix B), if a Comprehensive Report (Appendix C) is not requested by the VR Counselor.

The **consumer wages** will be paid to the consumer by the Provider, The consumer wage rate includes the consumer's hourly wage (minimum wage), applicable taxes, worker's compensation, etc, and the Provider's administrative costs (not to exceed \$3.10 above minimum wage).

If requested by the VR Counselor the Provider will do a **Comprehensive Report**, using the Vocational Rehabilitation Program's Comprehensive Report format (Appendix C). This rate is equivalent to 2 hours at the Provider's Job Coaching rate. The report must be submitted within 2 weeks of the completion of the assessment. The VR Counselor will not pay for any service until documentation of services having been provided arrives.

Working Interviews:

Providers will be paid for each separate component of the Working Interview as agreed upon before the start of the Working Interview with the VR Counselor and consumer.

The **Site Development Component** of a Working Interview will be paid in 2 installments depending upon the goal of the Working Interview.

A Working Interview is conducted with the end goal being a job offer, but with evaluation of consumer's appropriateness for the position and disability issues taking place.

The rates the two installments are based upon a formula that utilizes each Provider's Placement rate. The first installment is payable when unique sites are developed by the Provider. This excludes payment where:

- there is an on-going contract with the employer
- there is a standing relationship with the employer and minimal development is needed
- The Provider has assessed multiple consumers at the same site (Provider has placed another consumer with the same employer, in the same site, in the same department *and* with the same employer contact person within the previous six months)

The second installment is payable when the consumer has been hired as a result of the services and has retained the job for 90 days.

Exception: The VR Counselor requests the same site (must be noted on the Working Interview Referral form or otherwise in writing to the provider).

The **On-Site Evaluator** time will be paid as an hourly rate for the time spent by the Evaluator on the job with the consumer. The number of hours will vary, based on the agreement between the VR Counselor, the Provider, and the consumer. The number of hours that the consumer is on the job, and the number of hours that the Evaluator is with the consumer on the job may also vary. Included is an abbreviated report using the VR Program specified report format, if a Comprehensive Report is not requested by the VR Counselor.

The **consumer wages** will be paid to the consumer by the Provider, The consumer wage rate includes the consumer's hourly wage (minimum wage), applicable taxes, worker's compensation, etc, and the Provider's administrative costs (not to exceed \$3.10 above minimum wage).

If requested by the VR Counselor, the Provider will do a **Comprehensive Report**, using the Vocational Rehabilitation Program's Comprehensive Report format (Appendix C). This rate is equivalent to 2 hours at the Provider's Job Coaching rate. The report must be submitted within 2 weeks of the completion of the assessment. The VR Counselor will not pay for any service until documentation of services having been provided arrives.

Job Coaching:

Providers are reimbursed on an hourly basis solely for the time spent by the job coach in providing one-to-one support to the consumer, as described above. Phone and off-site contact with the consumer may be billed only with prior approval of the VR Counselor. Job coach travel time, report writing and other administrative costs are included in the rate and are therefore not separately billable under the job coaching codes. Time worked by the consumer without the job coach present, job coach time spent performing the job for the consumer and “no shows” are also not billable. Providers should bill in increments of ¼ hour.

The Job Coach rate includes the following costs, which are not separately billable:

- The cost of job coach direct service time
- Job coach travel (mileage and time spent) between assignments
- Progress report writing
- Administrative costs

Job Placement:

Providers will be paid in three equal installments:

1. The first installment will be made after, a.) The referral has been made by the VR Counselor to the provider for placement services, b.) The individual has been seen for an initial interview by the provider, and c.) The Provider and consumer mutually agree to work together in securing employment.
2. The second installment will be made at the time a suitable placement is located and secured by the Provider. A placement is considered “suitable” if the consumer has had an opportunity to see the job site and it is approved by both the VR Counselor and the consumer.
3. The third installment will be made after the individual has successfully maintained employment for 90 calendar days. The Provider must verify that the employer remains satisfied with the consumer’s performance. In addition, the VR Counselor must verify with the consumer that s/he is satisfied with the placement and it is good practice for the VR Counselor to also make contact with the employer before the third installment is made.

In those cases where all three installments are not made due to the inability to secure employment or maintain employment for 90 days, the provider must submit a written report to the VR Counselor detailing the reason(s) why this has occurred and the consumer’s need, if any, for additional services.

The placement rates are based on an estimated statewide average time to secure placements for Vocational Rehabilitation consumers (33 hours). With using this average, it is anticipated that many placements will take less time to secure, while some may require significantly more.

The Job Placement rate includes:

- Placement specialist’s time to secure placement (rate is based on a statewide average time to place consumers)
- Placement specialist’s mileage
- Administrative costs

OJT - OPPORTUNITY DEVELOPMENT

Specific to each Provider and based upon 66.7% of their total “Pay for Placement” Rate (i.e. all 3 Job Placement installments) and thus equal to two (2) “Fee for Placement” installments. This service is to be authorized and payable as a single installment. Rates for this service have been established for all Providers who have a Fee for Placement Rate.

Payment is to occur upon the following condition being met:

- An OJT Contract is successfully negotiated and is signed by the Employer, the Consumer, the VR Counselor and by a Supervisor (if required).

Interview Preparedness (IPP)

Payment is made according to either an Individual Program or a Group Rate.

Group program – 12-hour program. Outcome requirements include: resume & cover letter; interview preparation; disclosure; interview follow-up & employment negotiation; informational interviewing; references; expected work behaviors.

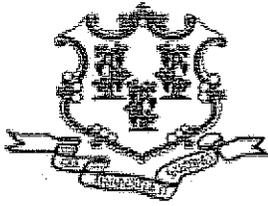
Individual program – Up to 10 hour program. Designed to meet individual consumer needs.

CRP Site Development/Placement Reference Guide

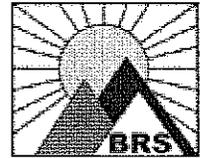
Service	Payment Rate	Terms and Conditions
WORK EVALUATION		
	Equivalent to first Installment of Fee-for-Placement Rate plus \$75. Payable when acceptable site is developed.	Provider must develop an individualized site acceptable to VR Counselor. Cannot replicate a site developed within the previous six months unless specifically requested by VR Counselor at time of referral. If replication is requested, Site Development should be paid. If the Consumer is hired as a result of this service, NO ADDITIONAL PAYMENTS will be made.
WORKING INTERVIEW		
<u>Installment 1 – Site Development</u>	Equivalent to first Installment of Fee-for-Placement Rate plus \$25. Payable when acceptable site is developed.	Provider must develop an individualized site acceptable to VR Counselor. Cannot replicate a site developed within the previous six months unless specifically requested by VR Counselor at time of referral. If replication is requested, Site Development should be paid.
<u>Installment 2 – Job Retention</u>	50% of Third Fee-for-Placement Installment plus \$50. Payable at 90 calendar days from date of hire.	Provider must have done the original site development and have been reimbursed for Working Interview Site Development 1 under terms above OR In cases where replication occurred and was facilitated by the CRP, but this was not requested at referral and thus not reimbursed for Working Interview Site Development 1, Provider WILL still remain eligible for payment of Working Interview Site Development 2 at 90 days from hire.
PLACEMENT	Approved Fee for Placement payable in three equal installments: (1) at referral, (2) at placement, (3) upon successful job retention for 90 days	Placement must be in integrated, competitive employment with no consumer wages provided by the CRP under an assessment model. Must be approved by the consumer and the VR Counselor.
ON THE JOB TRAINING OPPORTUNITY DEVELOPMENT	Equivalent to two installments of Placement Rate. Payable when an OJT contract is successfully negotiated and is signed by the Employer, the Consumer, the VR Counselor and Supervisor (if required)	Provider’s responsibility is to market the general terms of an OJT contract to prospective employers and arrange an opportunity for BRS to negotiate with the employer. CRP’s have no authority to negotiate specific terms of OJT contracts with employers. CRP involvement in this service ends with a contract being drafted.
<u>Single Installment</u>		

Hourly Core CRP Services Desktop Reference

Service	Payment Rate	Terms and Conditions
Job Coaching	Hourly Job Coaching Rate is configured based on CRP's reported cost of delivering the service.	Number of hours of on-site coaching to be mutually agreed upon by consumer, VR Counselor, and CRP. Job Coaching reports, travel time and administrative overhead are included in hourly rate.
Assessment Components		
On-Site Evaluator	Hourly rate equal to that of the Provider's Job Coach rate.	VR Counselor and Consumer must agree that site is appropriate. Number of hours of on-site evaluation to be mutually agreed upon by consumer, VR Counselor, and CRP. Rate includes Standardized Abbreviated report, if comprehensive report not requested.
Comprehensive Assessment Report	Two Hours at Job Coach Rate	Report must be submitted utilizing Standardized Comprehensive Report format. Report must be submitted to VR Counselor within two weeks of conclusion of Assessment/On-Site Evaluation. Approval by VR Counselor for payment.
Consumer Wages	Rate encompasses: - Actual wages paid to Consumer (usually minimum wage) - Administrative overhead costs to CRP - Worker's Compensation Coverage - FICA Not to exceed \$3.10/hr above minimum wage	Number of hours of Consumer Wages to be mutually agreed upon by consumer, VR Counselor, CRP and employer. Number of Consumer Wage hours can exceed number of On-Site Evaluator Hours.



STATE OF CONNECTICUT
 DEPARTMENT OF REHABILITATION SERVICES
 BUREAU OF REHABILITATION SERVICES
 25 SIGOURNEY STREET 11TH FLOOR, HARTFORD, CT 06106



CRP Assessment Services - Referral Form
 (Attach to survey form, employment history, and health checklist)

Work Evaluation **Working Interview**

Date of Referral: _____

Consumer Name: _____

Provider: _____

Referring Counselor: _____

Specific Referral Questions - Must be Completed

Primary Impairment: _____

Cause of Primary Impairment: _____

Other Impairment: _____

Cause of Other Impairment: _____

General areas to be assessed - (check all that apply)

Behaviors

Learning ability/style

Determine if skills meet employers needs

Accommodations/Adaptive Equipment

Description of need for job coaching and appropriate strategies

Assessment of supported employment and long term support

Communication of needs and abilities on the job

Other

EXPLANATION

Site Requirements

Suggested jobs/types of site(s)

Hours: Full time Part time Other

Schedule consumer can work:

Days

Evenings

Nights

Weekends

___ Other _____

If limited hours, specify:

Pay expectation if other than minimum wage: _____

Distance willing to travel:

Transportation available (check one) Car Bus Family/Friend

Transportation Issues:

Medical Issues / Precautions

Accommodations / Supports needed - (include strategies known, physical access needs etc.)

Family Support/Issues/Concerns

Action Plan - Describe Responsibilities of:

Consumer:

Provider:

BRS:

Other:

**Date of next meeting to review progress if site has not been developed -
(Not to exceed 6 weeks): _____**

Provider: _____

Name:

Services Requested

- Site Development by Provider:
- Initial Installment - Work Evaluation
- Initial Installment - Working Interview
- 90 Day Retention - Working Interview
- Site Development by BRS, consumer or other entity
- On-site Evaluator: # hours _____
- Consumer wages*: # hours _____
- Comprehensive Assessment Report:

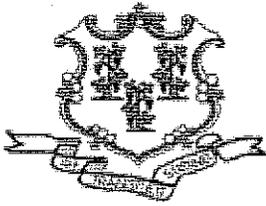
Comments:

THE UNDERSIGNED AGREE THAT THIS PLAN IS AN ACCURATE DESCRIPTION OF THE SERVICE NEEDS AND WE ARE ALL COMMITTED TO THE EFFORTS REQUIRED TO MAKE THIS PLAN SUCCESSFUL.

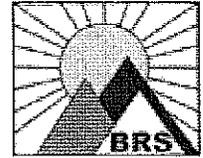
Consumer Date

Counselor Date

Provider Date



STATE OF CONNECTICUT
 DEPARTMENT OF REHABILITATION SERVICES
 BUREAU OF REHABILITATION SERVICES



BRS Individualized Community-Based Assessment Report (Abbreviated)

Consumer Name: _____
 CRP: _____

Evaluation Dates: _____

Referral Information

Referring BRS Staff Person: _____
 Date of **Referral from** BRS _____
 Referral for (check one): Work Evaluation: Working Interview:
 Staff hours spent developing this individualized site (to nearest 15 minute increment)*:
 ____ Hours ____ Minutes
 *(optional)

Site: (Required information all field must be completed)

Company Name: _____

Address: _____

Company Phone: _____

Department: _____

Employer Contact Person: _____

Transportation Arrangements: _____

Medical benefits available through employer; include waiting period, if any:

Describe the physical environment:

Describe the social environment:

OUTCOME INFORMATION:

Was consumer hired as a result of this assessment?
If yes, at what rate of hourly pay? _____ Occupational Category Code: _____
(for BRS use only)

Job description: (attach company's job description, if available)

Job Title: _____
Hours of work: _____
Entry level wages or salary for the position: _____

Physical, Cognitive and social demands:

Skills/Training Requirements:

Has another BRS Consumer been placed by your agency within the last six months in this company with the same site, department, job title and contact person?

Answer to referral questions:

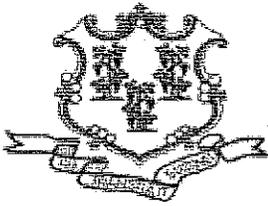
Describe consumer's need for any job-related accommodations, supports or specialized strategies:

Recommendations: [if any additional services are being recommended, include the issue(s) to be addressed, goal of the service, type of service, and projected time frames and outcomes]

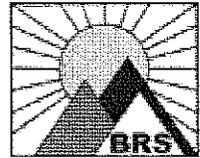
Evaluator: _____

Phone: _____

Person Completing report (if other than evaluator):



STATE OF CONNECTICUT
 DEPARTMENT OF REHABILITATION SERVICES
 BUREAU OF REHABILITATION SERVICES



**BRS Individualized Community-Based Assessment Report
 (Comprehensive)**

Consumer Name: _____
 CRP: _____

Evaluation Dates: _____

Referral Information

Referring BRS Staff Person: _____
 Date of **Referral from** BRS _____
 Referral for (check one): Work Evaluation: Working Interview:
 Staff hours spent developing this individualized site (to nearest 15 minute increment)*:
 _____ Hours _____ Minutes
 *(optional)

Site: (Required information all field must be completed)

Company Name: _____
 Address: _____
 Company Phone: _____
 Department: _____
 Employer Contact Person: _____

Transportation Arrangements: _____

Medical benefits available through employer; include waiting period, if any:

Describe the physical environment:

Describe the social environment:

OUTCOME INFORMATION:

Was consumer hired as a result of this assessment?
If yes, at what rate of hourly pay? _____ Occupational Category Code: _____
(for BRS use only)

Job description: (attach company's job description, if available)

Job Title: _____
Hours of work: _____
Entry level wages or salary for the position: _____
Physical, Cognitive and social demands:

Skills/Training Requirements:

Has another BRS Consumer been placed by your agency within the last six months in this company with the same site, department, job title and contact person?

Answer to referral questions:

Describe consumer's need for any job-related accommodations, supports or specialized strategies:

Recommendations: [if any additional services are being recommended, include the issue(s) to be addressed, goal of the service, type of service, and projected time frames and outcomes]

Job Tasks:

Describe Job Task	Employer's Standards		Explanation of performance on all tasks; describe any change in performance during the assessment
	Exceeded	Met	
	—	—	

Miscellaneous areas of performance:

Area	Employer's Standards Met	Comments and description of client's performance compared with employer's standards: describe any changes during course of the assessment (must be completed for each item; attach additional sheets, as necessary)
Attendance & Punctuality	—	
General Appearance	—	
Physical Stamina	—	
Ability to Deal with Changes	—	
Ability to Follow Instructions	—	
Interacts with Co-Workers Appropriately	—	
Gets Required Work Done/Work Pace	—	
Attentiveness/Concentration	—	
Accepts Constructive Criticism	—	
Ability to Handle a Variety of Tasks	—	
Overall Quality of Work	—	

Initiative, Motivation & Resourcefulness	—	
Knowledge & Adherence to Work Rules	—	
Ability to Work without Supervision	—	
Ability to Ask Appropriate Questions and Seek Assistance	—	

Describe any changes in performance at particular times of the shift:

Describe any environmental factors that influenced customer's performance, positively or negatively (if applicable):

Describe the level and type of support given and consumer's response to supports:

Describe any strategies developed/implemented, and what worked best:

Describe any accommodations provided and/or needed:

Performance at job interview or initial contact with employer:

Please give your best estimate of the consumer's ability to meet the competitive standards required of other employees at this job (consider factors such as quality, quantity and speed of performance); what is the employer's opinion?; what is the consumer's opinion of the job match?

If this would be a suitable placement for the consumer, describe opportunities for advancement, increased hours (if part-time) and increased responsibilities; what is the evaluation and wage increase schedule?

Based on consumer's performance, what other type of jobs would be suitable for this consumer?

Other Comments:

Evaluator: _____

Phone: _____

Person Completing report (if other than evaluator): _____

___ Weekends

___ Other

If limited hours, specify:

Pay expectation if other than minimum wage: _____

Distance willing to travel:

Transportation available (check one) Car Bus Family/Friend

Transportation Issues:

Medical Issues / Precautions

Accommodations / Supports needed - (include strategies known, physical access needs etc.)

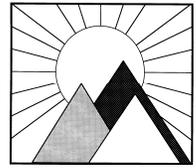
SIGNATURE

Date

SIGNATURE

Date

STATE OF CONNECTICUT
BUREAU OF REHABILITATIVE SERVICES



Interview Preparedness Referral Form

Provider: _____

Consumer Name: _____ Date of Birth: _____

Address: _____ Primary Phone: _____

Email: _____

Job Goal(s): _____

Disability(s): _____

Physical/Functional Limitations: _____

Referral For:

Group (all areas below will be covered)

Number of Hours _____

Individual

Number of Hours _____

For individual sessions, please indicate areas of focus:

Resume

Cover Letter

Interview Preparations/Techniques

Mock Interviewing

Choosing & Preparing References

Interview Follow up

Disclosure

Informational Interviewing

Disability

Expected Work Behavior &
Employment Negotiation

Criminal

Other/Comments: _____

Work History Attached: Yes No

Anticipated Start Date*: _____

End Date: _____

VR Counselor Name: _____ Referral Date: _____

Phone Number: _____ Email: _____

Office Address: _____

*Authorization will be initiated when vendor contacts counselor with start date that has been agreed upon by consumer and provider.