CA Department of Rehabilitation Logo
Employment, Independence & Equality

Community Rehabilitation Program (CRP)

Guide to Certification and Vendorization

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CA Department of Rehabilitation  
Community Resources Development Section

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# Part 1 – General Information

## Section 1. Introduction

The Community Rehabilitation Program Guide to Certification & Vendorization describes the Department of Rehabilitation’s (DOR) Certification and Vendorization policy, procedures, and standards. The DOR has authority to purchase vocational rehabilitation (VR) services from public or private Community Rehabilitation Program (CRP) provider agencies.

In this Guide, the acronym "CRP" refers to any agency or unit of an agency, organization, or institution that facilitates the provision of VR services as one of its major functions under the following core service categories: Assessments/Evaluations, DOR Student Services (Pre-ETS), Training Services, Business Based Services, Job Related Services and Specialized Services. A CRP may be a private non-profit agency, for-profit agency, hospital, medical rehabilitation center, or a public entity that provides services as defined in Part 4 of this Guide.

The Community Resources Development Section (CRDS) of the DOR’s Vocational Rehabilitation Policy & Resources (VRPRD) Division is responsible for the Certification and Vendorization functions. The CRD Specialist is the DOR staff responsible for final approvals and for facilitating all activities related to Certification and Vendorization.

Prior to the delivery of services to DOR consumers, CRPs are required to obtain certain approvals by the DOR as follows:

Vendorization is the approval to purchase services for DOR consumers by establishing a vendor relationship with a CRP.

Certification is the quality assurance and approval method for services purchased from CRPs utilizing the standards set forth in this Guide.

Accreditation is approval by the Commission on Accreditation of Rehabilitation Facilities (CARF), an external peer survey review process.

DOR has established a “fee-for-service” structure which is paid to a certified, approved vendor per the DOR’s Uniform Fee Structure for CRP Providers based on the provision of services in accordance with the Service Specifications in Part 5 of this Guide. An authorization for consumer services from the Qualified Rehabilitation Professional (QRP)/Senior Vocational Rehabilitation Counselor (QRP/SVRC) is required prior to the delivery of those services. The Uniform Fee Structure applies only to those CRPs in a fee-for-service relationship with the DOR.

DOR’s Uniform Fee Structure for CRP Providers does not apply to services provided under a cooperative program or case service contract. Cooperative programs are DOR partnership programs funded through match provided by another public entity such as a High School, County, or public college or university. Services provided through a Cooperative program do not require an authorization, and the services are paid through the contract on a time basis rather than a fee. Case service contract services require an authorization but are not based on the Uniform Fee Structure. Authorizations for a case service contract are based on the estimated time required to provide the service considering the service itself and the individualized need of the consumer. Since they are not based on a fee, these authorizations are for a zero-dollar amount, and the contract is the payment mechanism for these services. Contact the DOR Cooperative Programs Section for more information on cooperative programs and case service contracts. Cooperative Programs and case service contract providers are subject to the terms of this Guide.

All Vendorization, Certification, and Accreditation questions are to be addressed to the CRD Specialist serving the DOR District in which services are proposed or provided.

Other appropriate DOR units relating to CRPs providing cooperative program or case service contract services, specialized support services or services to specific disability groups may work with the CRD Specialists to ensure services provided meet DOR standards.

**AUTHORITY: Title 9, California Code of Regulations (CCR), Division 3, Chapter 11, Section 7331, Accreditation and Certification; Amended 9-3-2009**

**AUTHORITY: Title 9, CCR, Division 3, Chapter 11, Section 7332, Purchase of Services**

## Section 2. Vendorization

### Policy

The DOR will utilize approved CRP services in the identified core categories in accordance with the specific service specifications in Part 5 of this Guide. All services must be provided in a manner clearly supporting the philosophy of the Rehabilitation Act of 1973, as amended, emphasizing informed choice and person-centered planning.

The DOR may limit the approval of new or expanded services at any time dependent upon the availability of resources.

### Community Rehabilitation Program (CRP) Code of Conduct

The Department of Rehabilitation (DOR) has the responsibility to ensure its programs’ compliance with all applicable state and federal regulations and all applicable state policies, especially those put in place to protect the rights and security of consumers. Furthermore, DOR has an obligation to ensure services provided to, or procured on behalf of, consumers are effective, provided timely, and support the consumer in their successful completion of their individualized plan for employment. Therefore, DOR may select which Community Rehabilitation Providers (CRP) it uses and which CRP it discontinues using.

The criteria by which we make these decisions, in addition to performance, include, but are not limited to the following:

* The CRP complies with all applicable state and federal requirements, including maintaining good standing with all applicable licensing, registering, or accrediting entities.
* The CRP provides necessary and required services consistent with a consumer’s individualized plan for employment or student services plan.
* The CRP meets all obligations and requirements for services they have been authorized to provide.
* The CRP agrees to the State’s and DOR’s terms and conditions as noted in the authorizing documents, or as noted in any contract or agreement authorizing the provider to do business with the State.
* The CRP does not seek additional payment from a consumer or another program, or adds non-monetary conditions or obligations for a consumer for the services authorized by DOR, unless the conditions are fair and reasonable and pre-approved by DOR.
* The CRP consistently treats the public, consumers, and DOR staff in a professional, courteous and respectful manner.
* The CRP does not owe any funds to DOR, or to any other state entity, unless they have made arrangements to reimburse the State and or make good faith efforts to work with the applicable state agency.
* The CRP has a demonstrated track record of success, or at a minimum, does not have a demonstrated lack of success (i.e., high failure or drop-out rates).
* When a significant complaint against the CRP is raised by a consumer or stakeholder, we may suspend engagement with the service provider until such time as a determination of the validity of the complaint is made. If the complaint is determined to be valid, we may require the service provider to demonstrate to DOR’s satisfaction the cause of the complaint is fully remediated before restarting engagement with the provider.
* The CRP accepts a consumer has the ability to select their provider of choice and will be informed of provider options and DOR’s experiences with those providers.
* The CRP does not act as a representative for the individual being served mainly or predominantly in furtherance of the provider’s own business interest.
* The CRP has reviewed the DOR invoicing guidelines using this link - [https://www.dor.ca.gov/Home/InvoicingGuidelines](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.dor.ca.gov%2FHome%2FInvoicingGuidelines&data=05%7C02%7CAmy.Stahl%40dor.ca.gov%7Cf32c055e7db94d55706a08dcf2c18ea1%7C19ed70549d9743c792b16781b6b95b68%7C0%7C0%7C638652160338244034%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=G%2FWAQMVOZ9b8C9lFiBG5yFy6FeN1VmI6%2FR4C5rUNvA4%3D&reserved=0).
* The CRP has received and read the Community Rehabilitation Provider Guide to Certification and Vendorization included in the application packet.
* The CRP understands the Community Resources Development (CRD) Specialist is the lead certifying Official and failure to provide all necessary documentation or attempts to circumvent the process and procedures may delay their application.
* The CRP agrees to interact with DOR staff and DOR consumers with integrity and in an ethical manner. Furthermore, the CRP will act in a truthful and accountable fashion during the application, vendorization, certification, and/or accreditation processes and when providing services to DOR consumers. Failure to comply may result in the CRP’s application being rejected and/or delayed or the CRP’s certification being terminated.
* Under California law, anyone who attempts to cause action or inaction on the part of public officer or employee by way of making threats is punishable under Penal Code Section 71 (PEN § 71).

Failure to comply with these expectations may result in the CRP application being delayed or denied or current agency certification being suspended or terminated.

### Vendorization Determination

A need for new services or expansion of services by a CRP may be identified by the DOR District, through a needs assessment process, requests by consumers, or recommended by a CRP.

1. Upon identification of a needed service, the DOR shall first seek services from current DOR Certified CRPs.
2. In establishing a new vendor, new or added service, DOR staff shall consider District priorities using the following criteria:

* There is an identified need for the service and enough applicants/consumers exist to sustain the service.
* There are no other providers.
* Current providers or cooperative partners cannot fill the need.
* The CRP will fill a service gap for unserved or underserved population.

1. The District Administrator or representative will notify his/her/their CRD Specialist and provide the potential vendors’ name, address, phone number, and contact person to start the approval process.

### New Vendor Process

The addition of a new CRP is subject to the approval procedures in place at the time of the submission of the request. Approval may be required at the DOR Executive management level.

The CRD Specialist will contact the CRP, and the following procedures shall be followed:

1. Determine the business structure of the vendor.

* For a 501(c3) Non-Profit: proceed to step 2.
* For a CRP that is a For-Profit entity, the District Administrator must request approval for utilization of the for-profit service provider from the Vocational Rehabilitation Employment Division Deputy Director or Specialized Services Division Deputy Director, as applicable.
* The written request must include the following rationale for using the for-profit CRP:
* Demonstrate that applicants/consumers can be better served by the for-profit.
* Necessary services are not available from a non-profit service provider.
* Purchasing services from a non-profit CRP would cause a significant delay in the consumer's preparation for suitable employment.
* Upon receipt of approval by the District Administrator from the Deputy Director, the CRD Specialist may proceed with the Vendorization process. A copy of the written approval shall be included in the CRP electronic file.

1. The CRD Specialist and appropriate District staff shall conduct an initial site review to determine if the CRP is accessible, the proposed service is reasonable, and there is potential for meeting the DOR's standards as identified in the CRP Guide to Certification & Vendorization.
2. The CRD Specialist will provide the CRP with the Vendorization package, which includes:

* Certification/Vendorization Application forms - DR 401 and DR 401a (one 401a for each service to be provided).
* STD 204 – Payee Data Record and STD 205 – Payee Data Record Supplement, as applicable.
* DOR service specifications
* DOR Uniform Fee Structure Schedule
* Current CRP Guide to Certification & Vendorization
* CRP Code of Conduct and Acknowledgement form
* Failure to comply with the CRP Code of Conduct will result in the prospective vendor’s application being delayed or denied.

1. The CRP vendor applicant will submit the completed application and any necessary Certification documents to the CRD Specialist for review. The CRD Specialist will establish a date for Certification within 30 business days of receipt of application and the procedure for the Certification survey process will be followed per guidelines as established in this Guide.
2. Upon receiving a satisfactory Certification outcome, the CRD Specialist will prepare the DOR Approval Certificate, indicating the approved service(s) and the effective date.
3. Completed approval documents will be forwarded to the CRP, with copies to the appropriate District(s), Central Office, and the CRP’s electronic file. Services may then be authorized in accordance with the Service Specifications.

### Current Vendor Process

The addition of new, or the expansion of currently approved services to other geographic areas or disability groups, as offered by a current vendor, are subject to the approval procedures in place at the time of the submission of the request Approval may be required at the DOR Executive Management level. Upon approval, the CRD Specialist will contact the CRP and apply the following procedures:

1. The CRD Specialist and appropriate District staff shall conduct an initial site review to determine if the CRP is accessible, the proposed service is reasonable, and there is potential for meeting the DOR's standards as identified in the CRP Guide to Certification & Vendorization.
2. The CRD Specialist will provide the CRP with the Vendorization package, which includes:

* Certification/Vendorization Application forms - DR 402 and DR 402a (one 402a for each service to be provided).
* DOR service specifications
* DOR Uniform Fee Structure Schedule
* Current CRP Guide to Certification & Vendorization
* CRP Code of Conduct and Acknowledgement form
* Failure to comply with the CRP Code of Conduct will result in the agency’s certification being suspended or terminated.

1. The CRP vendor applicant will submit the completed application to the CRD Specialist.
2. Upon receiving a satisfactory service Certification outcome, the CRD Specialist will prepare a new DOR Approval Certificate, indicating the approved service(s) and the effective date.
3. Completed approval documents will be forwarded to the CRP, with copies to the appropriate District(s), Central Office, and the CRP’s electronic file.

Services may then be authorized in accordance with the Service Specifications.

### Multiple District Vendorization

An approved service may be used by DOR Districts other than the awarding District, if approved by the District Administrator and CRD Specialist for the District where the expansion will occur.

The criteria for determining service need, as identified in Vendorization Determination, Section 2, must be met. Approval documents for the district will be issued upon final approval.

### Terms of Service

Services provided by a CRP are paid on a fee-for-service basis as per DOR's Uniform Fee Structure for Community Rehabilitation Programs in effect at the time of approval. Payments are in arrears and must have a written authorization for service from a DOR QRP/QRP/SVRC prior to the initiation of service.

Services may be billed as indicated in the authorization either at the completion of service, completion of a benchmark, or at the end of the month of an on-going service. A report must be attached to the invoice in order to process payment.

All authorizations are written in accordance with the service specification, and are based on the approved hourly, daily, or benchmarked program model(s) as indicated in the approval certificate as issued by DOR’s CRD section.

#### Hourly Rate Services

##### Individual:

Individual services with an hourly rate structure are paid only for direct, face-to-face time spent with the consumer. Remote and/or virtual service provision will be evaluated based on the provider’s service design.

Indirect time spent on behalf of a consumer, such as report writing, appointment scheduling, phone calls, research, and related meetings with DOR staff is not billable.

##### Group/1 hour:

Group/1-hour services are authorized per DOR consumer for participation in regularly scheduled classes of one hour only and are paid at the Group hourly rate. This most typically may be the only service that a DOR consumer receives from that CRP; for example, a one-hour Independent Living Skills Training class for three times a week.

Total Hours billed, monthly or per completion of service, may be rounded to the nearest hour.

#### Daily Rate Services

Authorized per DOR consumer for services that are designed to provide a minimum five (5) hour per day, exclusive of a lunch break. For full day authorized services, CRPs may bill at half day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete his/her/their day and attendance by a DOR consumer is less than five (5) hours, but greater than, but at least two (2) hours, for that day.

Additionally, there may be an approved half day program of two-four (2-4) hours that may be authorized based on a program model and reflected in the approval certificate as issued by DOR’s CRD unit.

For attendance at less than two (2) hours, an hourly rate as indicated in the service specification may be billed for face-to-face time for full day or approved half day authorized services.

### Benchmark Services

Services with a benchmark rate structure are paid in accordance with each benchmark as identified in the Service Specification.

## Section 3. Certification and Accreditation

### Certification Policy

CRPs directly providing VR services as defined in the Service Specifications in Part 5 of this Guide must be CRD certified. This includes fee-for-service programs, recipients of grants, cooperative agreements, or contract providers. A CRD Certification survey will determine a CRP’s level of compliance with the established Critical, Organizational and General Service standards in Part 3 Certification Standards of this Guide.

Surveys by other DOR units, recognized licensing, or accrediting bodies will also be reviewed and utilized in the CRD Certification process. Educational entities that are accredited by the Western Association of Schools and Colleges, or approved by the United States Department of Education, or Vocational Schools -that provide services approved by the California Department of Consumer Affairs, Employment Development Department, or other state or federal approval authority for post-secondary training are not required to be certified additionally.

As a condition for maintaining CRD certification, any changes in a CRP’s organizational structure, status of certification or other accreditation, service delivery mechanism, addition of satellite locations, or other changes that may affect its compliance with the standards shall immediately be reported, in writing, to the CRD Specialist. The DOR may apply and review standards at any time to ensure ongoing compliance.

There is no fee for CRD Certification.

### Accreditation Policy

CRPs providing services in the core categories of Assessment/Evaluation, Training, and Job-Related Services, shall be required to be accredited additionally by the Commission on Accreditation of Rehabilitation Facilities (CARF) in the related service category as defined by CRD at the time of the accreditation survey.

Specific services requiring CARF accreditation are defined in Part 2 – Core Services Category Definitions. CARF accreditation is not required for those CRPs that meet exemptions as identified in this Guide. Information on obtaining CARF accreditation may be found on their website [www.CARF.org](http://www.CARF.org). Fees for Accreditation are the responsibility of the CRP.

The CARF accreditation status of a CRP and its ongoing compliance with standards is subject to review by the DOR at any time. CRD certification and DOR funding shall be withdrawn when a CRP, subject to the CARF accreditation requirement, fails to obtain or retain CARF accreditation.

The following requirements apply to CRPs providing services that need CARF accreditation:

1. A CRP seeking vendorization and certification for the first time, additionally shall develop a plan for CARF accreditation that indicates Board or Leadership commitment to obtaining accreditation within the required timeframe.
2. At the time of the initial CRD certification survey, evidence is presented to the CRD Specialist that indicates this commitment either through Board minutes or through a written CRP policy.
3. CRPs shall apply for CARF accreditation no later than the end of the third year after the initial CRD certification.
4. CRPs must be accredited by CARF no later than the end of the fourth year following CRD certification.
5. A CRP must show a minimum of six months activity in the services to be accredited prior to submission of the accreditation application to CARF.
6. If by the end of the fourth year of operation, the CRP has not obtained the required accreditation, the DOR shall withdraw its CRD certification approval, and services provided to DOR consumers will cease.
7. A CRP that has not yet met the initial CARF accreditation time requirements and has ceased providing services to DOR consumers for an extended period due to suspension or termination, may request DOR consider reinstatement of those services.
8. If the provision of services ceased during the fourth year, the CRP will be required to submit an “intent to survey” application to CARF when six months of services have again been provided.

### Exemptions

CRPs providing VR services as defined in the Service Specifications in Part 5 of this Guide are exempt from the requirement to be accredited by CARF, these include:

1. Agencies providing services primarily to:

* DOR consumers who are blind or visually impaired
* DOR consumers who are deaf or hard of hearing

1. The agency is any of the following type of service provider:

* Independent Living Center
* Private educational institution accredited by the Western Association of Schools and Colleges
* An Educational institution approved by the United States Department of Education
* A Vocational School or services approved by the California Department of Consumer Affairs, Employment Development Department, or other state or federal approval authority for post-secondary training.

1. The agency is not required to be accredited based upon a DOR waiver. A CRP requesting a waiver from the CARF accreditation requirement, per the regulatory threshold, shall describe its qualification for an exemption in writing, and submit a request to the CRD Specialist prior to required accreditation or current CARF expiration date. The CRP shall identify the service categories and service locations for consideration. CRD will review the request and verify that the CRP qualifies for the waiver.
2. The request will be processed, and a written response will be provided to the CRP within 30 business days of receipt of the request. Waiver approvals will remain in effect until the threshold is exceeded.

### Addition of a New CRP Location

A CARF accredited or certified CRP adding an approved service(s) in a new facility location, must have CRD certify the new site.

Additionally, the CRP must obtain accreditation for services offered from that location no later than the next CARF accreditation survey, provided the service provision timeline has been at least six months.

If an eligible service and location is not included in the CARF survey, the DOR will require a CARF supplemental survey. The CRP will submit an application to CARF within ten (10) days of written notification by the CRD Specialist. If accreditation of the new service or location is not obtained, the DOR shall terminate services at that location.

### Accreditation Reports

The CARF Survey Report, Quality Improvement Plan, and the Annual Conformance to Quality Report shall be submitted to DOR’s CRD Specialist, as evidence of the CRP’s continuing compliance with the standards.

### Certification Process

#### Application

The CRD Specialist is responsible for facilitating and conducting Certification surveys and determining the Certification outcome based on the DOR standards in Part 3 of this Guide.

CRPs shall direct CRD Certification requests to the CRD Specialist.

1. The CRD Specialist will provide the CRP with the application package, which includes:

* Certification/Vendorization Application forms (DR 401/401a for new vendors and DR402/402a for existing approved vendors)
* DOR service specifications
* DOR Uniform Fee Structure Schedule
* Current CRP Guide to Certification & Vendorization
* CRP Code of Conduct and Acknowledgement form

1. Within 30 business days of the receipt of the completed application, the CRD Specialist will schedule the Certification site survey. Depending upon the type of services being reviewed, the District Administrator, DOR District staff, or Specialized Services Program staff, may also participate in the survey. All surveys will focus on relevant information and documentation in support of DOR services.

#### Types of Surveys

The type of survey required is dependent upon the CRP’s current CRD Certification and/or accreditation status.

1. Activities in a CRD Certification survey consist of a review of the following:

* physical sites
* policy and procedural manuals,
* management reports
* financial statements
* personnel files of staff providing DOR-funded services
* sample DOR consumer files
* DOR authorizations and invoices
* documents reflecting compliance with the standards
* interviews with board members, staff, and stakeholders.

1. The CRD Specialist will notify the CRP prior to the survey date of the type of survey required and documents needed for review.
2. It is the responsibility of the CRP to provide evidence to the survey team that demonstrates compliance with standards.

##### Full Certification

Full Certification is required for new CRP provider agencies. It is additionally required every three years for CRPs that are exempt from the CARF requirement.

1. All Part 3 - Certification Standards will be applied:

* Section 1. Critical Standards
* Section 2. Organizational Standards
* Section 3. General Service Standards

##### Service-Only Certification

Service-Only Certification is required of a currently approved CRP that is adding a new service, expanding services into another district, or for services not part of a CARF accreditation review. For CARF accredited services, the most recent *CARF Survey Report* and subsequent CARF *Quality Improvement Plan* and *Annual Conformance to Quality Reports* will be reviewed as part of the approval process. For CRPs reviewed by other DOR units or recognized accrediting bodies, those reports will additionally be utilized in the certification process.

Example: An Independent Living Center certified by DOR’s Independent Living Section (ILS) that is adding a Job-Related Service outside of the scope of ILS certification.

1. The following Part 3 - Certification Standards will be applied:

* Section 1. Critical Standards
* Section 3. General Service Standards

##### New Site Survey

A New Site Survey is required when a CRP that is currently CARF accredited or CRD Certified is adding an additional physical office site. Standards on “Physical Access and Accessibility” and “Health and Safety” will be reviewed. A CRP intending to add a location shall contact the CRD Specialist for a site review prior to the signing of a lease to ensure compliance with applicable standards.

1. The following Part 3 - Certification Standards will be applied:

* Section 1. Critical Standards
* Section 3. General Service Standards

##### Specialized Services Survey

A Specialized Services Survey is limited in scope to specific regulations guiding the provision of these services. Programs offering Driver Mobility Evaluation and Training Services, or Interpreter Services will follow guidelines and standards as outlined in the related regulations or in the DOR Rehabilitation Administrative Manual (RAM), as applicable.

1. DOR specialized services staff knowledgeable in those categories are utilized in the CRD Certification review and approval process.
2. The following Part 3 - Certification Standards will be applied:

* Section 1. Critical Standards

#### Certification Document List

Evidence of conformance to standards shall be available for review at the time of a CRD Certification survey. This will include policy and procedural manuals, management reports, financial statements, accessibility surveys and plans, personnel files of staff providing DOR funded services, DOR consumer case record files, DOR authorizations and invoices, outcome reports, and other documents reflecting compliance with the standards.

1. The CRD Specialist will provide guidelines regarding documents needed depending upon the type of survey.
2. It is not expected that new CRP’s will have historical documentation of consumer files and services available.
3. A CRP seeking CRD Certification approval for the first time shall have policies in place, sample documents, report formats, and a plan for the delivery of services.
4. Federal regulations promulgated pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) define the term “healthcare operations” to include accreditation activities. DOR protects all information in its possession consistently with HIPAA and DOR security and privacy training controls. Therefore, the survey team does not need consent nor authorization to view records of consumers, which are subject to review.
5. If a CRP is unwilling to provide access to needed documents, a certification decision will be held in abeyance until the compliance issue is resolved.

#### Certification Reports

The CRD Specialist will send a letter of Certification approval and report to the CRP within 30 business days of completion of the survey. The report transmits the Certification outcome, Certification duration, findings, and recommendations.

The CRP will submit an action plan as required by specific recommendations identified during the Certification survey.

The plan must be submitted no more than 60 business days after the receipt of the report, or within the timelines established by the CRD Specialist. The CRD Specialist will provide written approval upon satisfactory completion of the plan.

#### Certification Outcomes

Compliance with the CRD Certification standards is evaluated based on documentation and other tangible evidence reviewed at the time of the survey.

The level of compliance with the standards will determine the Certification outcome. A CRP must follow Critical Standards to receive a Certification outcome.

##### New CRPs

###### Provisional Certification

Provisional Certification is awarded for up to one year. This Certification outcome will be awarded to a CRP that is able to provide written policies, procedures, and plans for the implementation of the standards, yet lacks experience and does not have the documentation and history necessary to demonstrate compliance. No DOR consumers have been served by the CRP, so there is no historical information available for review and compliance assurance. It is evident that the CRP has addressed the Critical Standards.

##### Existing CRPs

###### Three Year Certification

Existing CRPs are awarded Three Year Certification when they are able to demonstrate compliance with all Critical Standards, are in substantial compliance with all Organizational and General Service Standards, and there is no outstanding fiscal, legal, or audit issue pending resolution.

###### Six Month Certification

Six Month Certification is awarded to an existing CRP under the following conditions:

1. The CRP fails to be in substantial compliance with Standards identified by the CRD Specialist and survey team.
2. The CRP will be able to correct the deficiencies within six months and demonstrate to the DOR, within timeframes set by their CRD Specialist, that the deficiencies have been corrected.

NOTE: More than two consecutive Six-Month Certification determinations will require the identification of special circumstances warranting continuing the services and will require the approval of the DOR CRD Chief.

###### Non-Certification

For new or existing CRPs, a non-certification decision occurs when the CRD Specialist and survey team determines that a CRP is not in substantial compliance with Critical, Organizational and/or General Service Standards.

The CRP would be unable to meet standards without extensive assistance and significant resources allocated towards the correction of the deficiencies cited.

#### Moratorium/Suspension/Termination of Certification

The DOR may place a moratorium, suspend, or terminate certification approval for noncompliance with CARF accreditation or Certification standards. The service provider’s Certification and Vendorization also may be terminated or suspended due to an investigation of discrimination or harassment conducted by DOR’s Office of Civil Rights.

##### Moratorium

A moratorium will allow the CRP’s services to continue for consumers that are currently being served.

No new consumers may be enrolled in the service(s) while the moratorium is in place.

A Moratorium may be imposed, as determined by the DOR, when there is non-compliance with the policies and standards as contained in this Guide and are not related to safety violations which pose a threat to consumers.

The moratorium shall be lifted only when the conditions cited are corrected.

##### Suspension

A suspension of services will require immediate removal of consumers from an area where dangerous or abusive conditions exist. In instances of removal of consumers from a program, no services to DOR consumers may be provided until the dangerous or abusive condition has been corrected.

Consumers may return, at their option, only when the conditions cited are corrected.

A suspension of services may also occur without an immediate threat to DOR consumers due to noncompliance with Certification Standards.

The CRD Specialist, in consultation with the CRD Manager and/or Section Chief, will notify the CRP of its suspension orally and in writing citing the deficient standard(s), corrective action required, and terms of the suspension.

Certification will be reinstated by the CRD Specialist pending evidence of compliance with standards cited.

##### Termination

The DOR will terminate the Certification of a CRP for ongoing noncompliance with the CRD Certification Standards, the voluntary end of services, or involuntary end of services, such as non-accreditation by CARF or based on discrimination or harassment investigation findings.

At least thirty days prior to the effective date of the Certification termination, the DOR shall give notice to the CRP, appropriate DOR staff, and DOR consumers receiving services.

When a CRP voluntarily ends services, the CRP shall provide written notice to the CRD Specialist at least thirty days prior to the effective ending date of services.

#### Certification Extensions

A request by a CRP for an extension of a Certification may be approved. The CRP must provide a request in writing, with justification, to the CRD Specialist prior to the end of their Certification date.

The CRD Specialist, in consultation with CRD Management, may extend the Certification dates in special circumstances due to change in CRP leadership, staffing, facility move, or another warranted event.

The CRP will be notified of the extension dates. An extension may be granted for no more than six months at a time. Extensions by the CRD Specialist may also occur due to insufficient DOR resources impacting scheduling of Certification survey dates.

#### Maintaining Certification Status

A CRP shall contact their CRD Specialist to request recertification prior to the end of their Certification period. If the Certification lapses, DOR may withdraw its approval or, depending upon circumstances, may extend or suspend the Certification.

## Section 4. Appeal and Procedures

1. A CRP may request a review of a CRD Specialist decision relative to a Vendorization or to a Certification outcome. Appealing a Certification outcome must occur within 30 business days of the receipt of the Certification report. The appeal shall be submitted in writing to:

**Chief, Community Resources Development**

**Department of Rehabilitation**

**721 Capitol Mall**

**Sacramento, CA 95814-4702**

1. The appeal shall clearly identify all issues in dispute; contain a full statement of the CRP’s position with respect to each issue, pertinent facts, and reasons to support the CRP’s position, and specify the actions requested. The Manager shall decide on the appeal and notify the CRP in writing within 30 business days of the date the appeal is received.
2. If the appeal is denied, the CRP may appeal to the Deputy Director of the Vocational Rehabilitation Policy and Resources Division (VRPRD). The CRP shall submit this request for appeal no later than 30 business days from the date the appeal was denied. The request for appeal shall be submitted in writing to:

**Deputy Director**

**Vocational Rehabilitation Policy and Resources Division**

**Department of Rehabilitation**

**721 Capitol Mall**

**Sacramento, CA 95814-4702**

1. The request should clearly identify and restate all issues in dispute. The VRPRD Deputy Director will notify the CRP of DOR's decision within 30 business days of the receipt of the request for appeal and will include any subsequent appeal rights.

## Section 5. Consumer Safety

In providing services to individuals with disabilities, service providershall not deny services to or otherwise discriminate against an individual on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status. Service provider shall comply with the provision*s* of the Unruh Civil Rights Act (Cal. Civil Code section 51), Article 9.5, Chapter 1, Part 1, Division 3, Title 2 of the Government Code (Gov. Code sections 11135 through 11139.5), the Disabled Persons Act (Cal. Civil Code sections 54 et seq.), Section 504 of the Rehabilitation Act (29 U.S.C. 794 et seq.), Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), the Age Discrimination Act (42 U.S.C. 6101 et seq.), and Title II of the Americans with Disabilities Act (42 U.S.C. section 12131 through 12134).

Service provider and its subcontractors must also comply with Title IX of the Education Amendments Act of 1972 (20 U.S.C. section 1681) (Title IX), which prohibits discrimination on the basis of sex, including sexual orientation, gender identity, sexual harassment, and sexual violence, such as rape, sexual assault, sexual battery, and sexual coercion, in education programs and activities receiving or benefitting from federal financial assistance. (34 C.F.R. 106 et seq.).

As identified in DOR’s Rights and Remedies form, DR 1000, individuals receiving services from service provider may file Title IX specific complaints by:

1. Contacting the Chief of DOR’s Office of Civil Rights and Title IX Coordinator by mail at 721 Capitol Mall, Sacramento, California 95814, by email at OCR@dor.ca.gov, or by telephone at 916-558-5850.
2. Reporting information about potential harassment by leaving a voicemail for the Chief of DOR’s Office of Civil Rights and the Title IX Coordinator at 916-857-9175.
3. Filing a complaint with the U.S. Department of Education’s Office for Civil Rights directly by telephone at 800-421-3481 or by email at [OCR@ed.gov](mailto:OCR@ed.gov).

# Part 2 – Core Services Category Definitions

The following services are provided by a CRP that support a consumer’s determination of eligibility or rehabilitation plan. Services provided will enhance a DOR consumer’s employability.

## Section 1. Assessments/Evaluation Services

### Assessment and Evaluation Services

Assessment and Evaluation Services provide information to a DOR consumer/applicant and referring DOR counselor to assist in eligibility determination, identification of barriers to employment, strengths, resources, abilities, interests, and/or to determine the nature and scope of DOR services to be provided.

**CARF accreditation in the related CARF service standard is a condition of the provision of the services listed below with the exception of Adult Work Experience, Comprehensive Vocational Evaluation, and Vocational Assessment.**

#### Outcome

A written report identifies answers to questions provided by the referring QRP/QRP/SVRC and assists with information leading to the development or modification of rehabilitation services being provided. Identification of specific barriers to employment and recommendations to eliminate those barriers are included in the report.

1. Service Specifications are available for the following four (4) services:

* Adult Work Experience (AWE)
* Comprehensive Vocational Evaluation (CVE)
* Paid Situational Assessment (SA)
* Vocational Assessment (VA)

## Section 2. DOR Student Services Definitions

### DOR Student Services

DOR Student Services, also known as Pre-Employment Transition Services, provide Students with Disabilities services needed to prepare for and achieve quality competitive integrated employment outcomes. DOR Student Services are available for authorization to students who are in the Potentially Eligible (PE) or Vocational Rehabilitation (VR) case type. DOR Student Services provided by CRPs are intended to be an additional resource to support services provided by DOR Student Services Teams.

**CARF accreditation is not a condition of the provision of any DOR Student Service.**

#### Student with a Disability (SWD)

1. A student with a disability is defined as an individual who meets the following criteria:

* Is not younger than 16 or older than 21 years (has not reached 22nd birthday).
* Is in secondary, postsecondary, or other recognized education program, including home school and alternative school programs.
* Is one or more of the following:
* Is eligible for, and receiving, special education or related services under the Individuals with Disabilities Education Act (IDEA).
* Is an individual with a disability for purposes of Section 504 of the Rehabilitation Act.
* Note: An individual who is deemed to meet the definition of a student with a disability because he or she is eligible for purposes of section 504 of the Act is not required to receive services under that section.

#### Potentially Eligible (PE)

1. A potentially eligible student refers to a student with a disability who has one of the following:

* Not applied for VR services.
* Applied for VR services, but an eligibility determination has not yet been made.

1. A student with a disability who needs individualized VR services, in addition to DOR Student Services, must apply and be determined eligible for the VR program and have an approved IPE. Students in need of more extensive services, including the full range of accommodations and supports are encouraged to apply for VR services.

#### Outcome

A written report summarizes how goals and objectives were met through the provision of services. Recommendations for services necessary to ensure success with pre-vocational services are included.

1. Services Specifications are available for the following five (5) services:

* Job Exploration Counseling (JEC)
* Paid Student Work Experience (SWE)
* Postsecondary Counseling (PC)
* Workplace Readiness Training (WRT)
* Self-Advocacy Training (SAT)

## Section 3. Training Services Definitions

### Training Services

Training services enhance DOR consumers’ employability by providing necessary interactions that remove employment barriers, provide for specific occupational training, or develop appropriate personal and work behaviors, as outlined in a rehabilitation plan.

**CARF accreditation in the related CARF service standard is a condition of the provision of the services listed below with the exception of Independent Living Skills Training.**

### Outcome

A written report summarizes how goals and objectives were met through the provision of specific training services. Recommendations for services necessary to ensure an employment outcome are included.

1. Training Service Specifications are available for the following four (4) services:

* Independent Living Skills Training (ILST)
* Occupational Skills Training (OST)
* Personal, Vocational and Social Adjustment (PVSA)
* Work Adjustment (WA)

## Section 4. Business Based Services Definitions

### Business Based Services

Business Based Services create opportunities for the DOR to support consumer participation in new and innovative programs that meet both individual preferences as well as fulfill industry demand. These services focus on the DOR’s business engagement efforts to partner with local Community Rehabilitation Programs (CRPs) or other providers with connections to businesses seeking to hire individuals with a disability. The training may occur at the employer’s site or be provided by a training vendor able to meet the employer’s requirements. The Business Based Services program also creates opportunities to bring on new and innovative programs whose outcomes will be tested and analyzed to better inform DOR on the best ways to serve consumers.

**CARF accreditation in the related CARF service standard is a condition of the provision of all Business Based Services. Contact the CRD Specialist for more information about Business Based Services projects.**

## Section 5. Job-Related Services Definitions

### Job-Related Services

Job Related Services (JRS) assists a consumer, in an organized planned manner, to prepare for, obtain, and retain employment. A continuum of services provides guidance and direction to a consumer in the development of job search techniques and appropriate work-related “soft skill” behaviors that will enhance the consumer’s employability. JRS aids in the development of job search skills, coordination of job search activities, and identification of appropriate job openings. Retention and follow up services that include minimal or intensive job coaching are designed to support consumers and employers for assurances of a successful placement.

**CARF accreditation in the related CARF service standard is a condition of the provision of all services listed below.**

### Outcome

Successful employment of a consumer resulting in a positive competitive outcome per DOR closure criteria.

1. Job Related Service specifications are available for the following services:

* Customized Employment
* Discovery Process
* Planning for Customized Employment
* Business Negotiation and Job Site Analysis
* On-site Training and Supports
* Employment Services
* Intake
* Employment Preparation
* Job Development and Placement
* Retention
* Short-Term Supports
* Services for Supported Employment Consumers
* Employment Services - Intake
* Employment Services - Employment Preparation
* Employment Services - Job Development and Placement
* Supported Employment Retention
* Supported Employment Job Coaching

## Section 6. Specialized Services Definitions

### Specialized Services

The following services are provided by a CRP that support a DOR consumer’s rehabilitation plan. Services may not be directly related to a specific employment outcome but provide direct services that will enhance independence and employability for DOR consumers.

**CARF accreditation is not a condition of the provision of any Specialized Service listed below.**

Mobility and Driver Evaluation and Training services are reviewed and approved on a case-by-case basis in conjunction with the DOR’s Mobility Evaluation Program. Certification approval is in accordance with compliance with the regulatory guidelines as found in the Title 9, CCR, Chapter 7, Article 4, Section 7302, Standards for Mobility Evaluation Programs.

1. Specialized Service Specifications are available for the following services:

* Communication Skills Assessment (CSA – Braille or LEAD)
* Communication and Language Skills Training: (CSLT – Braille)
* Language Employment, Assessment and Development Training (CSLT – LEAD)
* Immersion Services
* Interpreter/Communication Services
* Orientation and Mobility Services (O&M): Levels 1 and 2
* Rehabilitation Technology Services Series: Levels 1 – 3

# Part 3 - Certification Standards

## Section 1. Critical Standards

Critical Standards must be met in order to meet Certification requirements. A Certification outcome will be held in abeyance until all Critical Standards are in compliance.

### Service and Physical Accessibility Standards

Intent Statement: To meet and maintain DOR certification, a CRP must demonstrate compliance with the applicable state and federal regulations in physical accessibility and program accessibility areas. When viewed in its entirety, the CRP must be accessible to and useable by a consumer.

Accessibility standards are:

1. The CRP shall be in compliance with the applicable state and federal regulations governing service and physical accessibility.
2. Documentation and other evidence of compliance includes:

* Evidence of a physical accessibility survey completed by an outside entity or self-survey of all owned or leased locations where direct services are provided.
* Evidence of a service accessibility survey completed by an outside entity or a self-survey that includes policies regarding:
* Entrance criteria
* Reasonable accommodations
* Rehabilitation technology
* Communication barriers (information provided in an understandable manner)
* Cultural differences
* Transportation

1. The CRP shall have an accessibility plan, reviewed annually, that documents continuous improvement and establishes timelines for completion of identified accessibility issues.

### Health and Safety Standards

Intent Statement: To meet and maintain DOR Certification, a CRP must demonstrate that services are provided in a safe and healthy environment that minimizes the risk of harm to consumer, CRP staff, and other stakeholders. It is incumbent upon the CRP to show that they are actively and continually assessing their environment. A Safety Officer will be assigned and is responsible, with assistance by a safety committee, for all aspects of a written injury and illness prevention program.

Health and Safety standards are:

1. The CRP maintains an active health and safety program that is capable of assuring that consumers are safe while receiving services. This information is communicated to staff, consumers, and others as appropriate.
2. The safety program shall include:

* A designated staff member who has overall responsibility for the program.
* Regular safety orientation and training are provided for consumer, staff members, volunteers, and trainees/interns.
* Evidence of workers’ compensation insurance.
* A written plan of action that is sufficient to assure the safety of consumers and CRP staff in any emergency situation that might arise (for example, fire, earthquake, flood, violence in the workplace, etc.)
* Immediate access to first aid expertise, supplies, and relevant emergency information. Evidence of Direct Service staff trained to respond at each service location is documented through certification in cardio-pulmonary resuscitation (CPR) and other first aid techniques.
* Evidence of an external health and safety inspection of all premises and operations by a competent authority annually and documentation of the correction of all deficiencies identified.
* Self-inspections of all locations to identify potential health and safety hazards shall be performed no less than semi-annually. Correction of deficiencies, identified during inspection, shall be documented, and maintained.
* Evidence of quarterly testing of emergency plans and procedures. Each specific emergency plan and procedure should be tested at least once annually.
* Written policies and procedures are in place for reporting of critical incidents, injuries, and alleged cases of abuse or neglect. Documentation of action taken and reports to appropriate authorities, which include DOR staff, is in evidence.
* Infection control policies and procedures are documented, and universal precautions are practiced by both staff members and consumers.
* Evidence of the maintenance of fire suppression and detection equipment at all locations.
* Evidence of first aid supplies at all locations.
* When consumers are transported in staff-owned and/or company vehicles, the following is in evidence:
* Appropriate licensing of all drivers, with a review of driving records on an ongoing basis:
* Evidence of maintenance of vehicles owned or operated by the organization according to manufacturer’s recommendations.
* Insurance covering vehicles and passengers.
* Training of drivers in the organization’s emergency and transportation requirements.
* First aid supplies, road warning/hazard equipment, and safety equipment.
* The CRP has policies and procedures to comply with Section 5 of Part 1, entitled Consumer Safety.

### Provision of Service Standards

Intent Statement: To meet and maintain DOR certification, a CRP must demonstrate that the required staffing levels are maintained, and personnel turnover does not have a negative impact on the delivery of quality services.

It should be evident that personnel are involved and engaged in the success of the organization and the consumers they serve. It is evident that services reflect and value the rights of consumers, and that confidentiality requirements are an integral part of organizational practices.

Provision of Service standards are:

1. The CRP demonstrates that there are an adequate number of personnel to:

* Meet the established outcomes of the persons served.
* Ensure the safety of persons served.
* Compensate for unplanned absences of personnel.
* Meet the performance expectations of the DOR.

1. A comprehensive confidential record is maintained for each consumer with policies and procedures in place to protect consumer records from unauthorized release.
2. Procedures shall:

* Instruct staff on procedures in the event of unauthorized release of written or electronic confidential information including notification of appropriate authorities and entities, including DOR, within the specific timeframes as guided by regulation and subject to [Protecting Privacy in State Government Training](https://www.dor.ca.gov/Home/SecurityandPrivacy).
* Provide for authorized release of confidential information per regulatory guidelines.

## **Section 2. Organizational Standards**

The following standards apply to CRP administrative offices and all of the CRP’s owned or leased locations where services are provided to DOR funded consumers.

### Leadership

Intent Statement: Leadership refers to the ethical management, accountability, and responsibility to consumers served, centering on the level of involvement, oversight, and guidance from the CRP management and governing body. The Leadership may include a Board of Directors for a non-profit entity, or other governance structures that put in place a checks and balance system to the Executive Officer and management staff.

Leadership standards are:

1. The CRP operates in compliance with laws and regulations that govern its organizational structure. This includes:

* Articles of Incorporation/Business License
* By-laws
* Policies/Procedures

1. Leadership authority actions and meetings reflect involvement, review, and oversight of the CRP. This includes the ongoing review and approval of:

* Corporate compliance accountability policies
* Organizational budget
* Insurance and risk management requirements
* Programmatic, operational, and fiscal management
* Ethical codes of conduct guiding the CRP’s business practices and responsibilities to consumer and other stakeholders.
* Outcome reports
* CRP policies
* Strategic planning

### Financial Records and Insurance

Intent Statement: The financial health and fiscal solvency of a CRP is important in the assurances of the provision of services to DOR consumers. This section provides for the ongoing review of fiscal systems that indicate awareness of the CRP’s fiduciary responsibilities, control processes, and safeguards to protect the CRP’s assets.

Financial Records and Insurance standards are:

1. Policies and procedures are in place that sufficiently guide and protect the CRP’s fiscal practices. This includes:

* A Corporate compliance program that demonstrates how funds are used and reported.
* Policies and procedures to prevent fraud, waste, abuse, inefficiencies and other wrongdoing.
* Adherence to appropriate Office of Management and Budget Circular guidelines and 34 Code of Federal Regulations Administrative Requirements (34 CFR 74 or 34 CFR 80, as applicable).
* An annual budget approved by the CRP’s governance, prior to the beginning of the CRP’s fiscal year.
* Revenue and expense statements as compared to budget.
* A plan is in place to indicate how costs are allocated to various funding sources/programs.
* Accounting records are supported by appropriate and adequate source documentation. The CRP shall have an annual independent audit or financial review of the financial statements by an independent party, as required by state or federal guidelines.
* CRP documentation shall support follow-up action taken regarding internal control issues or other significant fiscal issues addressed in the report or by Management Letter.

1. The CRP shall have a risk management plan that provides for adequate insurances that protects against reasonable claims due to adverse events for which the CRP is liable. This includes:

* Workers’ Compensation
* Liability
* Property
* Vehicle
* Directors’ and Officers’ liability
* Errors and Omissions
* Casualty
* Other coverage, as appropriate

1. Procedures are in place that guide the CRP service delivery billing practices to ensure that services are being billed appropriately. Records of consumers will reflect that services were provided and document that units of services coincide with time billed.

### Human Resources

Intent Statement: Human Resources refers to the personnel management of the CRP and the provision of services by qualified and trained staff. Personnel practices, policies, and procedures will guide the CRP’s recruitment, hiring, and termination practices, as well as generally identify employee and employer expectations of performance.

Human Resources standards are:

1. Written policies and procedures shall be in place that guide the CRP’s personnel operations and are shared with staff. Policies will provide information on:

* Compensation and benefits
* Reasonable accommodations
* Termination
* Staff and consumer rights
* Grievance procedures/Conflict resolution
* Confidentiality, including electronic information safeguards.
* Guidelines for professional and ethical conduct.

1. Relevant job descriptions will be provided to staff that define the essential functions of the job and provide minimum education and minimum work experience qualifications.
2. Policy and practice will indicate that prior to employment, there is verification from a primary source of the applicant’s job qualifications, education, and experience, as required for the position.
3. A policy is in place for hiring approvals that deviate from identified qualifications and/or experience.
4. Documentation is in place reflecting regular staff performance reviews and is maintained in accordance with the CRP’s personnel policies and procedures.
5. The CRP shall provide initial orientation and training as necessary and appropriate for staff to acquire and enhance skills to carry out the functions of the job.

### Outcome System

Intent Statement: The measurement of outcomes provides objective data used in the assessment of service performance provided to DOR consumers. Input from consumers and stakeholders is obtained on a regular basis and the resulting data and interpretative reports provide a CRP and its stakeholders with information concerning the value of its services, information about the consumer, review of services provided, and identification of potential future services needed.

Outcome standards are:

1. The CRP shall have a process for an ongoing reporting system that gathers, analyzes, uses, and reports on the performance outcomes of services provided. Information collected will identify, at a minimum, for all services:

* Number of persons served.
* Characteristics of persons served.
* Number/percentage of persons completing service.
* Level of satisfaction by stakeholders that includes:
* Consumer
* Referral sources
* Employers

1. For CRPs providing Employment Services that result in competitive employment, the following information, at a minimum, shall be maintained:

* Number/percentage of consumers achieving competitive employment outcome.
* Number/percentage of consumers retaining jobs for 90 days.
* Number/percentage of consumers in jobs paying greater than or equal to the minimum wage.
* Average hourly earnings of those achieving employment outcomes.

## Section 3. General Service Standards

Intent Statement: The standards included in this section address the service delivery process and procedures within the CRP's service delivery system:

1. A comprehensive description of the services provided will guide the provision of services.
2. Individualized consumer services are designed around the identified strengths, abilities, needs, and preferences of the person served.
3. Consumers participate in the decision making, directing, and planning of services.
4. The CRP will show how staff effectively communicates to its stakeholders, how consumers enter into their system, become eligible, what activities will occur during the rehabilitation process, and what outcomes are expected. Protection of consumer information and records are guided by Leadership policies.
5. The CRP shall have an initial intake process that will gather sufficient, relevant information to assist in the determination of the appropriateness of services for individuals referred. The results will be discussed with the consumer and counselor. This information includes:

* Relevant medical information
* Prior evaluation/Vocational information
* Current vocational planning information
* Family/Support system information

1. CRPs must have a formal system in place that communicates to consumers, in a format that is understandable, information relevant to services provided and the CRP.
2. This information includes:

* Consumer Rights
* Mission Statement
* Scope of services
* Informed Choice options
* Opportunities for input
* Record access
* Grievance policy
* Wages
* Benefits: wage related and Social Security related
* Health and safety procedures

1. A confidential consumer record is maintained that communicates information that is complete, clear, and current. The CRP determines what information should be kept as necessary to the specific services provided. Electronic records are acceptable. The consumer record includes:

* Consumer identification data
* Emergency contact
* Release and consent forms
* Names of personal representatives, such as parents or guardians
* Diagnosed disabilities, medications, and physicians.
* Relevant medical documentation
* Relevant work history
* Relevant service history
* Individual Service Plans
* Case notes
* Progress, activity, and follow-up reports
* Service outcome summary

1. Policies and procedures are in place to protect consumer records and information from unauthorized release. Any release of confidential information conforms to the applicable laws and policy guidelines limiting access to information. When information is released, written procedures include:

* Identification of specific information to be released.
* Signed authorization by consumer and/or legal representative.
* A time limitation on the Release of Confidential information form

1. Where electronic files are maintained, safeguards must be in place to protect the privacy of the consumer’s information. All hard copy information resulting from electronic files shall also be secured. Procedures shall be in place that instruct staff in the event of unauthorized release of confidential information.
2. Guidelines for protection of confidential information will include, at a minimum:

* Identification of those that have file access.
* Safeguards for names, Social Security numbers, birthdates, medical information
* Process for reporting of any security breach
* Notification of appropriate authorities
* Notification of DOR
* Timelines for reporting security breaches

1. An Individual Service Plan (ISP) that guides the delivery of service(s) is developed by the consumer, CRP, and other relevant participants. Information reviewed at intake shall be considered when developing the ISP.
2. Characteristics of an ISP identify:

* Overall goals
* Specific measurable objectives
* Methods, time frames, and techniques to be used to achieve objectives.
* Those responsible for ISP implementation

1. The CRP will conduct an initial and ongoing review of the appropriateness of the relevant service activity and revise the ISP based on the changing needs of the consumer.
2. The CRP shall have written guidelines for the reporting of a consumer’s progress, which will identify the activities provided towards the achievement of the ISP objectives. A written report will be provided to the referring counselor, at the completion of the service, or at appropriate intervals specific to the services provided. The report will summarize the results of the services received and make recommendations for future services, as appropriate. Results are discussed with the consumer or the consumer’s authorized representative.
3. A records retention policy shall be in place, based on federal, state, and local guidelines that guide the CRPs maintenance and process for destruction of records related to the delivery of services.

This policy will include:

* Timelines regarding retention of supporting invoicing documentation.
* Timelines for retention of closed/inactive consumer records.

# Part 4- Uniform Fee Structure

## Section 1. Fee Structure by Core Category

Please see the Service Specifications for information on authorizations and requirements for approval of service delivery. Any applicable exceptions to the rates and billing procedures are indicated in the Service Specification. Uniform fees do not apply to services provided through a cooperative program agreement or a case services contract.

### Assessments/Evaluations

#### Adult Work Experience (individual)

##### Adult Work Experience (AWE) - administration

Procedure Code: 123CRPa

**Rate: $1450.00 per experience**

###### Intake Meeting

ISP Report, or Deferment Report

**Rate: $250.00 per consumer**

###### Worksite Materials Development

Part of Individual Service Plan (ISP)

**Rate: $300.00 per consumer**

###### Progress Reports

30 Hour, 1st Report.

**Rate: $300.00 per consumer**

30 Hour, 2nd Report.

**Rate: $300.00 per consumer**

40 Hour, 3rd Report.

**Rate: $300.00 per consumer**

##### Adult Work Experience (AWE) - wages

Procedure Code: 123CRPw

**Rate: $ Based upon cost worksheet per experience**

###### Work experiences wages paid to the employer of record.

Up to 100 hours of wages at local minimum wage.  
**Rate: Local minimum wage**

###### Workers’ compensation/Taxes/Other costs

**Rate: Variable**

###### Employer of Record Fee

**Rate: 15%**

#### Comprehensive Vocational Evaluation (individual)

##### Comprehensive Vocational Evaluation (CVE) – individual

Procedure Code: 49CRPid

**Rate: $198.00 per day – individual**

#### Situational Assessment (individual or group)

##### Situational Assessment (SA) – individual paid (administration)

Procedure Code: 47CRPih

**Rate: $44.00 per hour**

##### Situational Assessment (SA) – individual paid (wages)

Procedure Code: 47CRPihw

**$ Based upon cost worksheet.**

##### Situational Assessment (SA) –individual non-paid

Procedure Code: 47CRPihn

**Rate: $44.00 per hour**

##### Situational Assessment (SA) – group 2-4 hours

Procedure Code: 47CRPg2

**Rate: $64.50 per consumer per day**

##### Situational Assessment (SA) – group 5+ hours

Procedure Code: 47CRPg5

**Rate: $125.00 per consumer per day**

#### Vocational Assessment (individual)

##### Vocational Assessment (VA) – individual

Procedure Code: 46CRPih

**Rate: $44.00 per hour**

### DOR Student Services

#### Pre-ETS 1: Job Exploration Counseling (individual or group)

##### Job Exploration Counseling (JEC) – individual

Individual job exploration counseling provided by a community rehabilitation program.

Procedure Code: P1-CRP

**Rate: up to $2,000 per student**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization

**Rate: $62 per hour**

##### Job Exploration Counseling (JEC) – group

Group job exploration counseling provided by a community rehabilitation program, group size of 2-15.

Procedure Code: P1-CRPg

**Rate: Variable**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization\*

**Rate: $46 per hour for groups of 2-15 students**

*\*Up to 40 hours with DA Approval*

##### Job Exploration Counseling (JEC) – group, add student.

Additional student**,** Groupjob exploration counseling provided by a community rehabilitation program.

Procedure Code: P1CRPg-ASG

**Rate: Variable**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization\*

**Rate: $17 per hour for additional students added to a group of 15**

*\*Up to 40 hours with District Administrator (DA) Approval*

#### Pre-ETS 2: Paid Student Work Experience (individual)

##### Student Work Experience (SWE) - Administration

Procedure Code: P2-CRP

**Rate: $1,450.00 per experience**

###### Intake

ISP Report, or Deferment Report

**Rate: $250.00 per student**

###### Worksite Materials Development

Part of Individual Service Plan (ISP)

**Rate: $300.00 per student**

###### Progress Reports

30 Hour, 1st Report.

**Rate: $300.00 per student**

30 Hour, 2nd Report.

**Rate: $300.00 per student**

40 Hour, 3rd Report.

**Rate: $300.00 per student**

##### Student Work Experience (SWE) - Employer of record

Procedure Code: P2-CRPw

**Rate: $ Based upon cost worksheet per experience**

###### Up to 100 hours of wages at local minimum wage.

**Rate: Local minimum wage**

###### Workers’ compensation/Taxes/Other costs

**Rate: Variable**

###### Employer of Record Fee

**Rate: 15%**

#### Pre-ETS 3: Postsecondary Counseling (individual or group)

##### Postsecondary Counseling (PC) – individual

Individual postsecondary counseling provided by a community rehabilitation program.

Procedure Code: P3-CRP

**Rate: up to $2,000 per student**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service

**Rate: $62 per hour**

##### Postsecondary Counseling (PC) – group

Group postsecondary counseling provided by a community rehabilitation program, group size of 2-15.

Procedure Code: P3-CRPg

**Rate: Variable**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization\*

**Rate: $46 per hour for groups of 2-15 students**

*\*Up to 40 hours with DA Approval*

##### Postsecondary Counseling (PC) – group, add student.

Additional student**,** Grouppostsecondary counseling provided by a community rehabilitation program.

Procedure Code: P3CRPg-ASG

**Rate: Variable**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization\*

**Rate: $17 per hour for additional students added to a group of 15**

*\*Up to 40 hours with DA Approval*

#### Pre-ETS 4: Workplace Readiness Training (individual or group)

##### Workplace Readiness Training (WRT) – individual

Individual workplace readiness training provided by a community rehabilitation program.

Procedure Code: P4-CRP

**Rate: up to $2,000 per student**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service  
**Rate: $62 per hour**

##### Workplace Readiness Training (WRT) – group

Group workplace readiness training provided by a community rehabilitation program, group size of 2-15.

Procedure Code: P4-CRPg

**Rate: Variable**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization\*

**Rate: $46 per hour for groups of 2-15 students**

*\*Up to 40 hours with DA Approval*

##### Workplace Readiness Training (WRT) – group, add student.

Additional student**,** Groupworkplace readiness training provided by a community rehabilitation program.

Procedure Code: P4CRPg-ASG

**Rate: Variable**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization\*

**Rate: $17 per hour for additional students added to a group of 15**

*\*Up to 40 hours with DA Approval*

#### Pre-ETS 5: Self-Advocacy Training (individual or group)

##### Self-Advocacy Training (S-AT) – individual

Individual workplace self-advocacy training provided by a community rehabilitation program.

Procedure Code: P5-CRP

**Rate: up to $2,000 per student**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service  
**Rate: $62 per hour**

##### Self-Advocacy Training (S-AT) – group

Group self-advocacy training provided by a community rehabilitation program, group size of 2-15.

Procedure Code: P5-CRPg

**Rate: Variable**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization\*

**Rate: $46 per hour for groups of 2-15 students**

*\*Up to 40 hours with DA Approval*

##### Self-Advocacy Training (S-AT) – group, add student.

Additional student**,** Groupself-advocacy training provided by a community rehabilitation program.

Procedure Code: P5CRPg-ASG

**Rate: Variable**

###### Intake

ISP Report, or Deferment Report

**Rate: $450.00 per student**

###### Service

Up to 25 hours of service per authorization\*

**Rate: $17 per hour for additional students added to a group of 15**

*\*Up to 40 hours with DA Approval* Training Services

### Training Services

#### Independent Living Skills Training (individual or group)

##### Independent Living Skills Training (ILST) - individual

Procedure Code: 70CRPih

**Rate: $60.50 per hour**

##### Independent Living Skills Training (ILST) – group 1-hour class

Procedure Code: 70CRPg1

**Rate: $30.25 per consumer**

##### Independent Living Skills Training (ILST) – group 2 to 4-hour class

Procedure Code: 70CRPg2

**Rate: $82.50 per consumer per day**

##### Independent Living Skills Training (ILST) – group 5 plus hour class

Procedure Code: 70CRPg5

**Rate: $165.00 per consumer per day**

#### Occupational Skills Training (group)

##### Occupational Skills Training Level 1 (OST) group 5+ hours

Procedure Code: 40CRP1g5

**Level 1 Rate: $33.00 per consumer per day**

##### Occupational Skills Training Level 2 (OST) group 5+ hours

Procedure Code: 40CRP2g5

**Level 2 Rate: $49.50 per consumer per day**

#### Personal, Vocational, Social Adjustment (individual and group)

##### Personal Vocational Social Adjustment (PVSA) – individual

Procedure Code: 38CRPih

**Rate: $44.00 per hour**

##### Personal Vocational Social Adjustment (PVSA) – group 1-hour class

Procedure Code: 38CRPg

**Rate: $22.00 per consumer per hour**

#### Work Adjustment (individual or group)

##### Work Adjustment (WA) – individual, paid

Procedure Code: 35CRPih

**Rate: $48.00 per hour**

##### Work Adjustment (WA) – individual, non-paid

Procedure Code: 35CRPihn

**Rate: $44.00 per hour**

##### Work Adjustment (WA) – group, 2 to 4 hours

Procedure Code: 35CRPg2

**Rate: $64.50 per day**

##### Work Adjustment (WA) – group, 5+ hours

Procedure Code: 35CRPg5

**Rate: $125.00 per day**

### Business Based Services

#### Business Based Service (BBS) varies by specific service/program name.

Procedure Code: 50”X”

**Rate: Varies – Contact CRD Specialist for more information.**

### Job-Related Services (Plan only)

#### Customized Employment (CE) Services Benchmarks (individual)

**Packet Service Rate: Up to $12,900 per consumer**

##### CE Discovery – individual

Procedure Code: 276CRPa

**Rate: $3,300 or full Regional Center Funding per consumer**

##### CE Planning for Customized Employment – individual

Procedure Code: 276CRPb

**Rate: $1,000 or full Regional Center Funding per consumer**

##### CE Business Negotiation and Job Site Analysis – individual

Procedure Code: 276CRPc

**Rate: $2,400 – 4,600 per consumer**

###### Informational Interview

Informational Interview Report(s)

**Rate: $200 per report, max of 12 reports for a total of $2400.00 max**

###### Job Description Development and Task Analysis

Job Analysis Report and Customized Job Description

**Rate: $2,200.00**

##### CE On-site Training and Supports – individual.

Procedure Code: 276CRPd

**Rate: $4,000.00 per consumer**

###### Training and Fading

Training & Fading Plan

**Rate: $1,000.00**

###### Ongoing Support Reports

30 Day Report – **Rate: $750**

60 Day Report – **Rate: $750**

90 Day Report – **Rate: $1,500**

#### Employment Services (ES) Benchmarks (individual)

**Rate: Package Service: $2,450.00 per consumer**

##### ES Intake – individual

Procedure Code: 124CRP

**Rate: $360.00 per consumer**

##### ES Employment Preparation – individual

Procedure Code: 125CRP

**Rate: $770.00 per consumer**

##### ES Job Development & Placement – individual

Procedure Code: 126CRP

**Rate: $770.00 per consumer**

##### ES Employment Retention Services – individual

Procedure Code: 127CRP

**Rate: $550.00 per consumer**

#### Short-Term Supports (STS) (individual)

##### Short Term Support in the employment setting - individual

Procedure Code: 248CRPih

**Rate: $ Rate varies by geographical location of consumer’s job site**

#### Supported Employment (SE) Services (individual)

**Rate: Package Service: $2,620.00 per consumer**

##### Employment Services Intake – individual

Procedure Code: 124CRP

**Rate: $360.00 per consumer**

##### Employment Services Employment Preparation – individual

Procedure Code: 125CRP

**Rate: $770.00 per consumer**

##### Employment Services Job Development & Placement – individual

Procedure Code: 126CRP

**Rate: $770.00 per consumer**

##### Supported Employment Retention – individual

Procedure Code: 44CRPr

**Rate: $720.00 per consumer**

#### Supported Employment Job Coaching – individual.

Procedure Code: 71CRPih – Supported Employment

**$ Rate varies by location of consumer’s home Regional Center**

### Specialized Services Core Category

#### Communication Skills Assessment (CSA) – Braille (individual)

##### CSA – Braille – individual

Procedure Code: 137CRPih

**Rate: $60.50 per hour**

#### Communication and Language Skills Training (CLST) – Braille (individual)

##### CLST – Braille – individual

Procedure Code: 122CRPih

**Level 1 Rate: $60.50 per hour**

##### CLST – Braille – 1-hour group

Procedure Code: 122CRPg1

**Level 2 Rate: $30.25 per consumer per day**

##### CLST – Braille – 2 to 4-hour group

Procedure Code: 122CRPg2

**Level 2 Rate: $82.50 per consumer per day**

##### CLST – Braille – 5+ hour group

Procedure Code: 122CRPg3

**Level 3 Rate: $165.00 per consumer per day**

#### **Communication Skills Assessment (CSA)/Language, Employment, Assessment & Development (LEAD) – (individual or group)**

##### CSA – LEAD – individual

Procedure Code: 137CRPih

**Rate: $60.50 per hour**

#### Communication and Language Skills Training (CLST) – LEAD (individual)

##### CLST – LEAD – individual

Procedure Code: 122CRPih

**Level 1 Rate: $60.50 per hour**

##### CLST – LEAD – 1-hour group

Procedure Code: 122CRPg1

**Level 2 Rate: $30.25 per consumer per day**

##### CLST – LEAD – 2 to 4-hour group

Procedure Code: 122CRPg2

**Level 2 Rate: $82.50 per consumer per day**

##### CLST – LEAD – 5+ hour group

Procedure Code: 122CRPg3

**Level 3 Rate: $165.00 per consumer per day**

#### Immersion Services (IS) – (individual or group)

##### Residential Immersion Services (IS Level 1) – individual.

Procedure Code: 129CRPid

**Rate: $286.00 per day**

##### Non-residential Immersion Services (IS Level 2) – 2 to 4-hour group

Procedure Code: 129CRPg2

**Rate: $82.50 per consumer per day**

##### Non-residential Immersion Services (IS Level 2) – 5+ hour group

Procedure Code: 129CRPg2

**Rate: $165.00 per consumer per day**

#### Interpreter/Communication Services –Pre Plan Service – (individual)

##### American Sign Language (ASL) Interpreting – individual

Procedure Code: 62CRPih

**Rate: $ Variable, based on time, place, context and specialization required.**

##### Tactile Interpreting – individual

Procedure Code: 134CRPih

**Rate: $ Variable, based on time, place, context and specialization required**

##### Real Time Captioner – individual

Procedure Code: 83CRPsih

**Rate: $60.00 per hour**

#### Orientation & Mobility Services (O&M) Series (individual or group)

##### O&M Evaluation Certified O&M Specialist (O&M EC) – individual

Procedure Code: 18CRPih – Evaluation

**Rate: $120.00 per hour per consumer**

##### O&M Evaluation Certified O&M Specialist (O&M EC) – group 2 to 4-hours

Procedure Code: 18CRPg2

**Rate: $82.50 per consumer per day**

##### O&M Evaluation Certified O&M Specialist (O&M EC) – group 5+ hours

Procedure: 18CRPg5

**Rate: $165.00 per consumer per day**

##### Level 1 O&M Training Certified O&M Specialist (O&M TC) – individual

Procedure Code: 84CRPih – Training

**Rate: $120.00 per hour per consumer**

##### Level 1 O&M Training Certified O&M Specialist (O&M TC) – 2 to 4 hours group

Procedure Code: 84CRPg2

**Rate: $82.50 per consumer per day**

##### Level 1 O&M Training Certified O&M Specialist (O&M TC) – 5+ hours group

Procedure Code: 84CRPg5

**Rate: $165.00 per consumer per day**

##### Level 2 O&M Training Non-Certified O&M Specialist (O&M TNC) – individual

Procedure Code: 85CRPih – Training

**Rate: $80.00 per hour per consumer**

#### Rehabilitation Technology Services (RTS) Series (individual or group)

##### Level 1 RTS - Rehabilitation Engineering /Tech Assessment & Evaluation – individual

Procedure Code: 17CRPih

**Rate: $165.00 per hour**

##### Level 2 RTS - Assistive Technology Assessment – individual

Procedure Code: 87CRPih

**Rate: $88.00 per hour**

##### Level 3 RTS - Assistive Technology (AT) Training – individual or group

###### AT Training – Level 3 – individual

Procedure Code: 90CRPih

**Rate: $88.00 per hour**

###### AT Training – Level 3 – 2 to 4-hour group

Procedure Code: 90CRPg2

**Rate: $82.50 per day per consumer for groups of 2**

###### AT Training – Level 3 – 5+ hour group

Procedure Code: 90CRpg5

**Rate: $165.00 per day per consumer per day for groups of 5 or more hours**

## Section 2. Travel and Mileage Reimbursement

In an effort to serve DOR consumers for whom travel to a CRP location may be impractical or impossible, the QRP/QRP/SVRC may authorize travel and/or mileage reimbursements to a CRP who will travel to conduct off-site services to a DOR consumer.

CRPs must follow travel policies in place for the organization. However, rates reimbursed to the organization shall not exceed the maximum state rates as indicated by the California Department of Human Resources (CalHR) for travel and mileage reimbursements. Supporting documentation must be maintained to support the actual costs billed.

The following CalHR website link is available to verify current rates travel and mileage reimbursement: [CalHR Current Travel Reimbursements](https://www.calhr.ca.gov/employees/Pages/travel-reimbursements.aspx).

Off-site fees are reimbursed in three categories: Service Fee, Travel, and Mileage.

### Service Fee

This is the uniform fee as indicated in the Uniform Fee Structure for DOR CRP Providers. It compensates the CRP for the time spent in face-to-face service and consultation with the DOR consumer.

### Travel

When traveling to an off-site location of 50 miles one-way or more from the nearest CRP staffed location/headquarters, certain travel reimbursements may be authorized as follows:

1. CRP Staff Salary during Travel: This fee component reimburses the service provider for the direct staff salary costs while on travel status. It is computed by the CRP by multiplying the average hourly salary, including benefits, by the number of CRP staff traveling to and from the off-site location, by the number of hours they will be traveling, not to exceed an eight-hour day.
2. Transportation and Per Diem Expenses: This fee component reimburses the service provider for actual travel and per diem costs not to exceed the CalHR designated rates for private vehicle mileage or economical rental car costs, lodging, meal, parking, and other incidental costs depending on length of travel.

### Mileage

When using a privately-owned vehicle for travel to an off-site service location, mileage reimbursement may be authorized not to exceed the current CalHR mileage rate, as posted on: [CalHR Current Travel Reimbursements](https://www.calhr.ca.gov/employees/Pages/travel-reimbursements.aspx).

1. The distance traveled is calculated from the nearest CRP staff location/headquarters to the off-site service location and return. Gasoline, maintenance, and auto repair will not be allowed. Mileage may be authorized if service delivery occurs more than twenty-five (25) miles from the CRPs nearest staffed office location. Mileage may be reimbursed starting at mile 51.
2. Standard Authorization:Procedure Code Series: 165 and 167
3. Off-Site or CRP Site: At the time of referral for off-site services, the counselor needs to obtain from the CRP estimates of the amounts that are to be authorized for each of the three fee components. The decision to authorize services off-site or at the CRP’s site will depend on the ability of the DOR consumer to travel to the CRP, as well as the relative costs of services provided. The amounts that are to be authorized will depend on the DOR consumer's location, the number of staff, and the travel times and distances involved.
4. Service providers will calculate their estimates according to the following:

* Travel costs are reimbursed for actual costs not to exceed the CalHR rates in accordance with state Travel Expense Reimbursement guidelines.
* Salary and benefits for the personnel traveling are reimbursable in addition to the costs of travel. You must request an authorization for estimated travel expenses and bill for actual travel expenses when you bill for the services. You cannot bill for more travel costs than originally requested and authorized.

1. Below is an example of the information needed on your request for the amount of travel costs associated with the authorization for services:

* **Transportation and Per Diem**
* Lodging: 1 room at $90.00 plus tax = $90.00 plus tax
* Meals: 1 staff x 1-day x $41.00 = $41.00
* Incidentals: 1 staff x 1-day x $5.00 = $5.00
* Mileage: 425 miles x $0.655 = $278.38
* **Transportation and Per Diem Sub-total = $414.38**
* **CRP Staff Salary (**Direct Staff: 2 days = 16 hours)
* Day 1

4 hours’ drive: 4 X $25.00 (benefit % included) = $100.00

4-hour face-to-face service: Reimbursed at Uniform rate.

* Day 2

4 hours’ drive: 4 X $25.00 (benefit % included) = $100.00

4-hour face-to-face service: Reimbursed at Uniform rate.

* **Travel and Staff Salary Sub-total = $200.00**
* Total Estimated Cost $614.38

Submit the worksheets used to compute your travel estimates to the counselor with the authorization request. Salaries are payable for travel during employees’ normal work hours only. No overtime pay is allowed. Keep travel expense receipts for three years for audit purposes.

# Part 5 – Service Specifications

## Section 1. Assessment/Evaluation Services

### Adult Work Experience (AWE)

PROCEDURE CODES:

123CRPa AWE Paid Work Experience Services - Admin

123CRPw AWE Work Experience Wages Paid

#### Definition:

**DOR Adult Work Experience** is a work-based learning experience that offers participants the opportunity to explore competitive integrated work experiences in a variety of real time work settings. DOR Adult Work Experiences may be authorized to develop and enhance work skills and orientation to work environments. The work experience is not intended to result in permanent employment. Because the service intends to provide transferable skills learned from the experience of working, it is not necessary for the work experience to be in the area of the employment goal stated in the Individualized Plan for Employment (IPE).

The Community Rehabilitation Program (CRP) approved by the DOR to provide the DOR Adult Work Experience serves as the employer of record. The CRP will be responsible for locating work-based learning opportunities with local businesses in the community as part of this service.

1. The DOR consumer participating in the DOR Adult Work Experience will:

* Gain experience in various employment settings.
* Build foundational employment skills.
* Gain confidence, self-advocacy skills and motivation.
* Explore employment opportunities.
* Obtain employer references.
* Gain exposure to and understanding of the work environment, job responsibilities, and employer expectations to better prepare for future permanent employment.
* Acquire specific job-related skills.
* Experience receiving pay and managing personal finances.
* Experience getting to work through public or private transportation.

1. Services include, but are not limited to, the following:

* Recruiting potential work experience worksites and the identification of appropriate work experience opportunities.
* Assisting with completing an application and interview support specific to the work experience worksite, if applicable.
* Assisting with completing necessary employment documents.
* Reviewing the employee orientation material regarding CRP program policies and procedures related to the work experience:
* Description of the policies and procedures related to remaining in good standing with the CRP:
* Grounds for dismissal or suspension from the CRP and the worksite, if available
* Rate of pay.
* Benefits associated with employment.
* CRP program activities and events
* DOR consumer conduct and communication responsibilities that may include time off procedures.
* Ensuring reasonable accommodations specific to the worksite are identified and communicated with the DOR staff.
* Communicating with the DOR consumer, the designated business contact when appropriate, and supporting the individual during the work experience, as indicated in a Progress Report.
* Communicating with DOR at least monthly and more frequently as necessary.

1. The CRP is responsible for ensuring that the DOR consumer is paid no less than the local minimum wage (when available or where prevailing wage requirements exist, the consumer should be paid the prevailing wage); workers compensation and other required insurance/taxes; and other required fees associated with the consumer’s job classification while participating in a DOR Adult Work Experience.
2. Short-Term Supports may be authorized to support the individual in the DOR Adult Work Experience as appropriate. Natural supports in the workplace should be sought to encourage independence.

#### Referral:

DOR staff will send the CRP a referral packet that includes the information needed to address the DOR consumer’s individualized service needs. The packet will include at a minimum:

1. Authorization to provide services.
2. Adult Work Experience Referral and Cost Worksheet to calculate costs to provide consumer wages; workers compensation and other required insurance/taxes; other required fees associated with the DOR consumer’s job classification; and Worksite Materials Development. Any necessary work-related documents such as I-9 verification (see list of acceptable documentation to obtain an I-9).
3. Any known reasonable accommodation needs.
4. Any other applicable information (e.g., evaluation information, applicable medical information, IPE, and/or Individual Program Plan).

#### Intake Meeting:

During the Intake meeting, CRP staff will meet with the consumer and DOR staff, if available, to develop the Individual Service Plan (ISP) Report. The DOR consumer may choose to have additional participants at the Intake meeting including, but not limited to, the DOR consumer’s parents/guardians or school representatives.

1. In the event the DOR consumer does not attend a confirmed Intake meeting a Deferment Report may be submitted if the following criteria are met:

* The CRP must call, email, or text the DOR consumer to confirm the Intake meeting at least 48 hours prior.
* If the DOR consumer is not able to be reached, the CRP will contact the QRP/QRP/SVRC.
* The CRP will call, email, or text the DOR consumer again at least 24 hours prior to the scheduled meeting.
* If the DOR consumer is not confirmed at the 24-hour mark, the meeting will be cancelled. The CRP must inform the DOR of the cancelation. A report is not required, and payment is not made to the provider for this activity.
* If the DOR consumer confirms the meeting within the timeframe described above, and does not show up for the Intake meeting, the CRP submits a Deferment Report.

1. Upon receipt of the Deferment Report, the DOR will determine if an additional Intake meeting should be scheduled.

#### Standard Authorization

DOR staff will provide the CRP an authorization for DOR Adult Work Experience for each work experience that the DOR consumer will participate in. The DOR consumer can only participate in one work experience at a time.

An authorization should be issued for thirty (30) hours for each of the first two reporting periods and forty (40) hours for final report, with the beginning date being the anticipated date of the Intake meeting.

The initial authorization will include a line item for the DOR Adult Work Experience Service.

1. DOR Adult Work Experience Service includes conducting:

* Intake meeting and developing an ISP or Deferment Report
* Development and support/preparation for beginning the work experience (Worksite Materials Development)
* Providing support during the work experience
* Progress Reports

1. Once the CRP completes and returns the DOR Adult Work Experience Referral and Cost Worksheet and it is approved by the appropriate DOR staff, the initial authorization should be amended to add a line item (Wage – Work Experience Employer of Record Costs) with the employment costs reflected in this worksheet.
2. If additional services (e.g., a new work experience or Short-Term Supports) are required, an additional authorization must be provided prior to the beginning of any approved service.

#### Payment:

1. Payment of the DOR Adult Work Experience Service is based on the receipt of the ISP or Deferment Report, the Progress Reports, and the invoice.
2. Payment of Wage - Work Experience Employer of Record Costs is based on the receipt of an official work schedule and signed timesheet.
3. The CRP must provide these documents monthly and/or at the conclusion of services, if earlier.
4. The CRP should contact the DOR counselor at a minimum after three (3) DOR consumer unapproved absences have been documented within a 30-day service period.
5. Services are paid based on the current Uniform Fee Structure for DOR CRP providers or per a cooperative or case service contract. Payment requirements are for fees-for-service.

#### Reporting Requirements:

##### Individual Service Plan Report

The Individual Service Plan Report is written details of the supports, activities, and resources required for the DOR consumer to achieve personal goals. The ISP is developed to articulate decisions and agreements made during a person-centered process of planning and information gathering.

1. The ISP is:

* UNIQUE to the individual. The person and those important to him/her design it for the documentation of needs, concerns, and to emphasize the personal priorities of the individual.
* GOAL oriented. It encompasses a person’s major life components and goals, empowering and improving the individual’s decision-making abilities. Major areas of focus are cognitive, communicative, social/emotional, physical/medical, and adaptive development.
* STRUCTURED for success. It begins with discussions of any assessments completed to ensure that the roadmap to the individual's goals begins where the participant currently is. Assessments inform the team of possible roadblocks as well as how best to assist the participant in reaching their goals. The goals are broken down into short-term goals or objectives that, as accomplished, provide skills needed to achieve the goal.
* SUPPORTIVE - ISPs promote independence by supporting the DOR consumer, and in some cases, the family involved. Team members work together to assist the participant in achieving his/her/their desired goals.
* OUTCOME oriented. Accountability is built into the ISP, so each team member knows where, why, how, and what they are expected to do and by when to support the DOR consumer in meeting their goals. The team is also responsible for evaluating and revising the plan, as needed.
* LIVING DOCUMENT - The ISP is a living document that changes over time to reflect the DOR consumer’s progress toward accomplishing goals and objectives.

1. A well-devised Individual Service Plan leads to action and increases the likelihood of success. A clear plan is essential for any service designed to produce change. The ISP describes (1) the goals or purpose for providing a service, (2) the steps necessary to achieve the goals, and (3) ways of tracking progress towards achieving stated goals.
2. The ISP should be simple, clear and include a description of the following:

* The priorities of the DOR consumer (identification of service need)
* The goals of the service (what you are trying to accomplish)
* The objectives (short-term steps) necessary to achieve the goals.
* The strategies that will be used to achieve the objectives and goals.
* The roles and responsibilities of all team members
* A plan for monitoring the service and progress.
* A plan for integrating and coordinating services.
* When setting goals consider the following:
* Goals are driven by the DOR consumer.
* Goals address the DOR consumer’s most immediate service need.
* Goals support planning for upcoming employment outcomes to competitive employment
* Goals are achievable.
* Goals are meaningful and realistic.
* Goals are stated in measurable and observable terms.

1. The Individual Service Plan should also include a description of the following:

* Work Interests (does not need to align with IPE goal, if one is in place)
* Availability and desired working conditions
* Reasonable accommodation needs.

#### Deferment Report

1. An Intake meeting that requires a Deferment Report when the DOR consumer does not attend a confirmed appointment or as a result of the Intake meeting outcome, must include the following:

* Documentation including times, dates, methods of contact and staff responsible for attempting communication with the DOR consumer. This information includes the confirmation of the meeting and follow-up upon the missed meeting.
* Documentation of the Intake meeting and the reasons that the CRP or the DOR consumer is choosing not to move forward with participating in an Adult Work Experience.

#### Progress Reports

1. Each Progress Report requires the following information:

* CRP name
* Report period (Hours)
* DOR consumer name and phone number
* Name of the business where the work experience is occurring, the address, and job title of the DOR consumer.
* DOR counselor name and assigned DOR district.
* Name and contact information of the CRP staff member providing direct service to the DOR consumer.
* Detailed description of communications with the DOR consumer and/or worksite contact addressing accomplishments and concerns
* Description of work activities in the month
* Any identified needs, challenges or additional services if needed by the DOR consumer (e.g., basic workplace competencies or Short-Term Supports)
* Progress toward goals and strategies outlined in the ISP.

1. The first Progress Report must include a copy of the application and/or resume customized for each specific work experience opportunity, if needed.
2. Progress Reports are to be completed at the completion of 30 hours of the work experience for the first two reports, 40 hours for the third/final report.
3. The Progress Report must include a copy of the worksite provided schedule and timesheet for the reporting period.

#### Final Progress Report

1. The CRP must submit the Final Progress Report after concluding the work experience.
2. The Final Progress Report must include all requirements of the Progress Report outlined above and the following:

* Documented training and support for the DOR consumer in transitioning from the work experience.
* Detailed summary of how the DOR consumer progressed toward the stated ISP goals.
* DOR consumer feedback on the work experience.
* Feedback from the business where the work experience occurred.
* Recommendations for any additional services, if needed.
* If additional work experiences are recommended, the Final Progress Report must also include how the student will benefit and if there is a work experience placement identified.

#### Performance Indicators:

1. The following are indicators of quality services:

* The DOR consumer is satisfied with the service.
* The business with which the work experience occurred is satisfied.
* The DOR consumer has completed their paid work experience.
* The CRP’s submitted report(s) included required elements with sufficient detail to fully inform the DOR rehabilitation counselor.
* Reports and supporting documentation are submitted within required timeframes.

#### Staffing Qualifications:

The CRP staff providing services to DOR consumers must meet qualifications as defined in the job descriptions as determined by the CRP.

The CRP staff must have prior experience working with individuals with disabilities; be able to identify a wide variety of workplace supports; address employer concerns and negotiate resolutions; assess and monitor the DOR consumer’s progress; and write clear and concise reports.

#### Certification/Accreditation:

DOR Certification must be maintained in the appropriate category. Failure to maintain/retain appropriate certification will result in termination of approval to provide services.

### Comprehensive Vocational Evaluation (CVE)

PROCEDURE CODE:

49CRPid Comprehensive Vocational Evaluation - Individual

#### Definition:

Comprehensive Vocational Evaluation (CVE) services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), is an individualized, timely, and systematic process by which a DOR consumer, in partnership with a CRP evaluator uses published, standardized assessment methodologies to identify viable vocational options for the development of employment and rehabilitation goals and objectives.

1. The following activities are used in the provision of comprehensive vocational evaluation services:

* Review of assistive technology needs
* Analysis of prior work experience and transferable skills
* Assessment of functional/occupational performance and capacities in real or simulated environments
* Testing through work samples
* Psychometric/aptitude testing
* Preference and interest inventories
* Personality testing
* Extensive personal interviews
* Other appropriate evaluation tests

#### Staffing Qualifications:

The Administration/interpretation of psychological and subjective tests must be done or under the supervision/signature of a qualified, certified professional as established by the American Psychological Association (APA) in the Standards for Educational and Psychological Testing.

CRP staff providing services to DOR consumers must meet additional qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

1. When authorizing services, the DOR QRP/QRP/SVRC will complete CRP referral forms, provide pertinent information to the CRP from the DOR case file, and indicate eligibility and employability questions to be answered as a result of CVE services.
2. Upon completion of an intake CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed evaluation activities and strategies.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements:

Upon completion of services the CRP will provide the QRP/SVRC with a comprehensive written report that provides information regarding the assessment tools and strategies utilized in identifying vocational objectives and rehabilitation needs and supports.

The report will include the days and dates of services. Recommendations of services/supports necessary to ensure a successful employment outcome are included.

#### Performance Indicators:

1. The following are indicators of quality services:

* Evaluation report answers questions asked by QRP/SVRC.
* Employment barriers are identified and ways to overcome these are suggested.
* Evaluation reports lead to clear vocational objectives.
* Interests of the DOR consumer served have been thoroughly explored.
* DOR consumer understands the results of the evaluation.
* DOR consumer is able to participate in development of an Individualized Plan for Employment (IPE)
* Evaluation report suggests supports needed to ensure success in rehabilitation services.
* Timeliness of report
* Efficiency of services

#### Standard Authorization:

Authorizations by the QRP/SVRC are for full days typically up to ten (10) days in duration.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is daily for documented direct DOR consumer contact and billed, as authorized, at the conclusion of services. A day of service is a minimum of five (5) hours exclusive of a lunch break. For authorized services, CRPs may bill at half-day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete the day and attendance is at least two (2) hours for that day. If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

A written report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

### Situational Assessment (SA)

PROCEDURE CODES:

47CRPih SA Individual, Paid

47CRPihw SA Individual Wages

47CRPihn SA Individual, Non-Paid

47CRPg2 SA Group, 2-4 Hours

47CRPg5 SA Group, 5+ Hours

#### Definition:

Situational Assessment (SA) services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), utilizes actual work sites to identify a DOR consumer’s current level of employability or as part of an eligibility determination through a short-term trial work experience.

A Situational Assessment (SA) is a community-based service that allows a DOR consumer to observe or try out a variety of job opportunities, which may include payment of wages. Services may be provided individually, in groups, or in a classroom setting based on an approved program model. This service includes an on-site CRP Assessor for the entire duration of the Situational Assessment.

Situational Assessment services provide information to a DOR consumer and QRP/SVRC about a DOR consumer’s strengths and barriers to employment and provide information to choose an employment goal based on preferences, strengths, abilities, and needs.

1. Situational assessment activities for consumers include:

* Simulated work trials.
* Opportunity to experience actual job duties and activities with wages paid per Department of Labor guidelines.
* Job exploration/observation

* Job shadowing
* Volunteer opportunities

1. CRP Assessor activities for Situational Assessment include:

* Interview of consumer
* Support system interview
* Review of work history and transferable skills
* Review of transportation/mobility needs.
* Review of technological needs
* Actual/simulated Work Observation
* Behavioral observation

1. For Situational Assessments that include paying consumer wages, the CRP will serve as the Employer of Record. The CRP is responsible for ensuring that the consumer is paid no less than the local minimum wage (where prevailing wage requirements exist, the consumer should be paid the prevailing wage); inclusive of workers compensation, other required insurance/taxes, and other required fees associated with the job classification while participating on a worksite.

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information to the vendor from the DOR case file including questions to be addressed during the assessment.

1. The referral packet will include at a minimum:

* Authorization to provide services.
* For Paid Situational Assessment, a Referral and Cost Worksheet to calculate costs to provide no less than the local minimum wage (where prevailing wage requirements exist, the consumer should be paid the prevailing wage); workers compensation and other required insurance/taxes; and other required fees associated with the consumer’s job classification.
* Any known reasonable accommodation needs.
* Any other applicable information (e.g., evaluation information, applicable medical information, and/or Individual Program Plan).

1. Upon completion of an intake CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed assessment activities and strategies.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements

A final report summarizing how goals and objectives were met, identification of assessment strategies and job exploration activities, job tryouts, and results is to be completed and sent to the DOR QRP/QRP/SVRC at the conclusion of services. Written progress reports may be required monthly for extended services. Recommendations of services/supports necessary to ensure a successful employment outcome are included.

#### Performance Indicators

1. The following are indicators of quality services:

* Work interests are explored and identified.
* Recommendations for employment options are appropriate.
* DOR consumer is able to participate in an Individualized Plan for Employment (IPE) leading to employment.
* Report identifies effective strategies and supports needed to ensure success in rehabilitation services.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization

##### Individual:

Authorizations by the QRP/SVRC are typically up to 40 hours in duration and authorized as individual services for a 1:1 staffing ratio.

DOR staff will provide the CRP with an authorization for Situational Assessment.

An authorization should be issued for three (3) months, with the beginning date being the anticipated date of the Intake meeting. The authorization may be extended to a 4th month if more time is needed to complete the assessment.

1. The authorization will include a line item for up to 40 hours of Situational Assessment.

* For Paid Situational Assessments, the CRP must complete and return a Paid Situational Assessment Referral and Cost Worksheet. Once it is approved by the appropriate DOR staff, the authorization should be amended to add a line item (Paid Situational Assessment – Individual Wages) with the consumer wages and Employer of Record fees identified on the worksheet.

##### Group/Daily:

Authorized daily for CRP services designed as group activities based on an approved program model. A DOR consumer assessed by a work group supervisor or job coach assigned to that employer site is allowable. Group activities are typically authorized from three to ten (3-10) days in duration.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fee-for-service.

##### Individual:

Payment is hourly for documented direct consumer contact and billed, as authorized, either monthly and/or at the conclusion of services.

Payment of Consumer Wages and Employer of Record Costs is based on the receipt of an official Situational Assessment work schedule and signed timesheet.

##### Group:

Payment is daily for documented direct consumer contact and billed, as authorized, either monthly and/or at the conclusion of services. A day of service is a minimum of five (5) hours exclusive of a lunch break. For authorized services, CRPs may bill at half-day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete the day and attendance is at least two (2) hours for that day. If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

A written progress report or final report must accompany the invoice, documenting dates and hours or days of service, and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of service.

### Vocational Assessment Services (VA)

PROCEDURE CODE:

46CRPih Vocational Assessment Services - Individual

#### Definition:

Vocational Assessment Services, authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), are limited in scope and short in duration. Services assess basic information about a DOR consumer’s current educational and vocational levels, abilities, and interests.

Assessment materials or questionnaires are not reflective of standardized tests and are developed by the CRP. The CRP will seek information through a questionnaire, an interview, and review of collateral information. Extensive occupational options or labor market analyses are not included.

Vocational Assessment Services provides information to a DOR consumer/applicant and referring DOR QRP/SVRC, to assist in eligibility determination, ability to participate in rehabilitation planning, and/or to determine the nature and scope of DOR services to be provided.

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

DOR QRP/SVRC will complete CRP referral forms and provide pertinent information and employability questions from the DOR case file with written authorization for services.

1. Upon completion of an intake CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed assessment activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Staff responsible

#### Reporting Requirements:

Upon completion of the service the CRP will provide the DOR QRP/SVRC with a final report summarizing how goals and objectives were met through the provision of services. Recommendations of services or supports necessary to ensure a successful employment outcome are included. The written report will provide answers to employability questions provided by the referring counselor and assists with information leading to the development or modification of rehabilitation services.

#### Performance Indicators:

1. The following are indicators of quality services:

* CRP developed materials and questionnaires are effective in providing a basis for information leading to modification or development of rehabilitation services.
* Consumer has the ability to participate in an Individualized Plan for Employment (IPE) leading to employment.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization

Authorizations by the QRP/SVRC are typically up to fifteen (15) hours in duration for individual services at a 1:1 staffing ratio.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract.

1. The following payment requirements are for fees-for-service:

* Payment is hourly for documented direct DOR consumer contact and billed, as authorized, at the conclusion of services.
* The final written report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services. CARF accreditation is not required for this service, DOR certification only is required.

## Section 2. DOR Student Services

### DOR Student Services Job Exploration Counseling

PROCEDURE CODES:

P1-CRP Job Exploration Counseling, Individual

P1-CRPg Job Exploration Counseling, Group

P1CRPg-ASG Job Exploration Counseling, Group, Add Student

#### Definition:

Job Exploration Counseling provides students with a variety of opportunities to gain information about careers, the skills needed for different jobs, and to uncover personal career interests. The service is time limited, individualized to match the student’s specific training needs, and provided on an individual basis in an integrated community setting. Services are typically completed within 90 days, unless additional service time is required to ensure the student has demonstrated proficiency in all identified areas. Services may be provided in person, virtually, or remotely on an individual basis, in groups, or in a classroom setting based on an approved program model.

1. Job Exploration Counseling may include, but is not limited to, the following activities:

* Researching and reviewing information regarding in-demand or emerging industry sectors and occupations.
* Learning about jobs, job families, and availability in the labor market.
* Learning how to identify or research regional wages by employment sector or job classification.
* Learning about which jobs lead to other jobs or better jobs.
* Exploring non-traditional employment options such as self-employment.
* Learning about labor market information, where to source it and how to use it.
* Administrating vocational interest inventories to assist with identification of known or yet to be explored career pathways and applying the results to local labor market research.
* Identifying and researching career pathways and related careers of interest to the student.
* Setting up informational interviews or worksite tours of interest to the student.
* Understanding requirements and pathways to achieve a desired career.

#### Staffing Qualifications:

CRP staff providing services to DOR students must meet qualifications as defined in job descriptions by the CRP. CRP staff must have a desire to work with individuals with disabilities, including youth with disabilities and their families; have knowledge and understanding of the intent of Pre-Employment Transition Services; be able to engage, work with, and communicate with students; be able to assess and monitor service progress; have strong communication skills; and be able to document service outcomes and write clear, concise progress reports.

#### Referral:

Job Exploration Counseling is available for authorization to students in the Potentially Eligible or Vocational Rehabilitation case type.

1. DOR staff will send referral information that includes the background needed to address the students’ individualized service needs.
2. The referral will include, at a minimum:

* Authorization for provision of Intake and service hours.
* DR260 Consent to Release Information.
* Reasonable accommodation needs.
* Overall goals and specific areas of focus for Job Exploration Counseling.
* Other applicable information (e.g., evaluation information, applicable medical information, Individual Plan for Employment, Individualized Education Program, 504 Plan and/or Individual Program Plan).

#### Intake:

The Intake may be completed in one or more sessions with the student and DOR staff, if available. The student may elect to include others in the Intake meeting/s and ISP development, including but not limited to family members and guardians, other involved adults, and school representatives.

##### Individual Services

After referral, the CRP will conduct an Intake with the student using a person-centered approach, resulting in the development of an Individual Service Plan (ISP) per authorized student service, which provides the overall direction of the service(s). The ISP includes goals and objectives, timelines, expectations, and details planned for utilization of the service hours.

##### Group Services

After referral, the CRP will conduct an Intake with the student using a person-centered approach, resulting in the development of one Individual Service Plan (ISP), which provides the overall direction of all service(s) provided in a group setting. The ISP includes goals and objectives, timelines, expectations, and details planned for utilization of the service hours.

**Group Intake is completed per student, not per service offered in a group setting and therefore is only paid once per student to a provider.** A student participating in group services will have one Individual Service Plan that will incorporate all student services that are provided in the group setting.

The Group Intake rate is the same for additional students added to a group larger than fifteen (15) students.

1. The ISP will include:

* Training needs to be addressed.
* Planned training events/activities.
* Measurable outcomes
* Service schedule and timeline for completion
* Students’ responsibilities
* Staff responsible

1. In the event that the student does not attend a confirmed Intake meeting, a Deferment Report may be submitted, if the following criteria are met:

* The CRP must call, email, or text the student to confirm the intake meeting at least 48 hours prior.
* If the student is not able to be reached, the CRP will contact the counselor.
* The CRP will call, email, or text the student again at least 24 hours prior to the scheduled meeting.
* If the student is not confirmed at the 24-hour mark, the meeting will be cancelled. The CRP must inform the DOR of the cancellation. A report is not required, and payment is not made to the CRP for this activity.
* If the student confirms the meeting within the timeframe described above, but does not show up for the Intake meeting, the CRP will submit a Deferment Report.
* Upon receipt of the Deferment Report, the DOR will determine if an additional Intake meeting should be scheduled.

#### Service Hours:

Based upon the ISP goals and objectives, an individualized service schedule will be developed, in consultation with the student, and family where appropriate.

Job Exploration Counseling services take place in hourly increments and may occur after school, in the evening, or on the weekend in community integrated settings.

##### Individual:

Individual services are authorized at up to 25 hours per authorization. Services can be reauthorized as many times as the student needs to meet the goals and objectives of the service as long as the student still meets the definition of a student with a disability.

##### Group:

Group services are authorized at up to 25 hours per authorization, per student, per service. Group services are capped at 25 hours per service per authorization. With adequate justification and District Administrator approval, a maximum of 40 hours per service per authorization per student can be authorized.

#### Reporting Requirements:

Upon completion of the Intake activities, the CRP will provide the ISP to the student and the referring DOR Counselor.

Monthly or at the completion of Job Exploration Counseling, the CRP will complete a written report summarizing the service activities, progress, outcomes, adjustment of goals, and recommendations of next steps. The report will be reviewed with the student, others identified by the student, and will be submitted to the referring DOR counselor.

If providing services in a group, all reports must contain the name of the group in which students are participating to link the students receiving services together to the appropriate group.

#### Performance Indicators:

1. The following are indicators of quality services:

* The SWD is satisfied with the service.
* Individual Service Plans are relevant and updated as needed.
* The CRP’s submitted report(s) included required elements with sufficient detail to fully inform the DOR rehabilitation counselor.
* Reports and supporting documentation are submitted within required timeframes.

#### Standard Authorization:

Authorizations for Job Exploration Counseling are typically for a 90-day duration for up to 25 service hours per authorization. Authorizations include an Intake fee (or Deferment fee) and the hours for service delivery.

##### Individual

Authorized hourly for individualized training services based upon a projected hours required to complete the activity. Hourly services are based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group

Authorized up to 25 hours per student per service in a group setting at the group hourly rate. Intake fee to be authorized once per student per group and is not authorized per service. Group services may only be authorized based on an approved program model and reflected in the approval certificate as issued by DOR's Community Resources Development (CRD) unit.

Group services are capped at 25 hours per service per authorization. With adequate justification and District Administrator approval, a maximum of 40 hours per service per authorization may be authorized.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is provided monthly or at the conclusion of services, whichever occurs first. The final written report must accompany the invoice and is sent to the authorizing authority for payment approval.

##### Individual

Payment is hourly for documented direct student contact and billed, as authorized, either monthly and/or at the conclusion of services.

##### Group

Payment is hourly for documented direct student participation and billed, as authorized, either monthly and/or at the conclusion of services. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval. All reports must contain the name of the group in which students are participating to link the students receiving services together to the appropriate group.

Group training may be appropriate if students have similar needs and can benefit from training in a group setting.

#### Certification/Accreditation:

DOR Certification and/or accreditation by CARF must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services. CARF accreditation is not required for this service. Only DOR certification is required.

### DOR Student Services Paid Work Experience

PROCEDURE CODES:

P2-CRP Pre-ETS Paid Work Experience Service

P2-CRPw Work Experience Wages Paid

#### Definition:

DOR Student Services Paid Work Experience is a work- based learning experience that offers students with disabilities (SWD) the opportunity to explore competitive integrated work experiences in a variety of real time work settings. Multiple, consecutive, paid work experiences may be authorized to develop and enhance work skills and orientation to work environments.

The work experience placement is not intended to result in permanent employment. Because the service intends to provide transferrable skills learned from the experience of working, it is not necessary for the work experience placement to be related to the employment goal stated in the Individualized Plan for Employment (IPE), if one is in place for the SWD.

The Community Rehabilitation Program (CRP) approved by the DOR to provide DOR Student Services Paid Work Experience serves as the employer of record. The CRP will be responsible for locating work-based learning opportunities with businesses as part of this service.

1. The SWD participating in DOR Student Services Paid Work Experience will:

* Gain experience in various employment settings.
* Build foundational employment skills.
* Gain confidence, self -advocacy skills and motivation.
* Explore employment opportunities.
* Obtain employer references.
* Gain exposure to and understanding of the work environment, job responsibilities, and employer expectations to better prepare for future permanent employment.
* Acquire specific job-related skills.
* Experience receiving pay and managing personal finances.
* Experience getting to work through public or private transportation.

1. Services include, but are not limited to, the following:

* Recruiting potential work experience placements and the identification of appropriate work experience opportunities for the SWD.
* Assisting the SWD with completing an application and interview support specific to the work experience placement, if applicable.
* Assisting the SWD with completing employment documents.
* Reviewing the employee orientation material with the SWD regarding CRP program policies and procedures related to the work experience:
* Description of the policies and procedures related to remaining in good standing with the CRP.
* Grounds for dismissal or suspension from the CRP and the worksite, if available
* Rate of pay.
* Benefits associated with employment.
* CRP program activities and events
* SWD conduct and communication responsibilities that may include time off procedures.
* Ensuring reasonable accommodations specific to the worksite are identified and communicated with the DOR staff.
* Communicating with the SWD, communicating with the designated business contact when appropriate, and supporting the SWD during the work experience, as indicated in a Progress Report.
* Communicating with DOR at least monthly and more frequently as necessary.

1. The CRP is responsible for ensuring that the SWD is provided with local minimum wage; workers compensation and other required insurance/taxes; and other required fees associated with the SWD’s job classification while participating in a DOR Student Services Paid Work Experience.
2. Short-Term Supports may be authorized to support the SWD in the DOR Student Services Paid Work Experience as appropriate. Natural supports in the workplace should be sought to encourage independence.

#### Staffing Qualifications:

The CRP staff providing services to SWDs must meet qualifications as defined in the job descriptions as determined by the CRP. The CRP staff must have prior experience working with individuals with disabilities; be able to identify a wide variety of workplace supports; address employer concerns and negotiate resolutions; assess and monitor the SWD’s progress; and write clear and concise reports.

#### Referral:

DOR staff will send the CRP a referral packet that includes the information needed to address the SWD’s individualized service needs.

1. The packet will include at a minimum:

* Authorization to provide services.
* Paid Work Experience Referral and Cost Worksheet to calculate costs to provide local minimum wage; workers compensation and other required insurance/taxes; and other required fees associated with the SWD’s job classification.
* Any necessary work-related documents such as a work permit.
* Any known reasonable accommodation needs.
* Any other applicable information (e.g., evaluation information, applicable medical information, IPE, Individualized Education Program, and/or Individual Program Plan.)

#### Initial Meeting:

During the Initial meeting, CRP staff will meet with the SWD and DOR staff, if available, to develop the Individual Service Plan (ISP). The SWD may choose to have additional participants at the Intake meeting including, but not limited to, the SWD’s parents/guardians or school representatives.

1. If the SWD does not attend a confirmed Initial meeting a Deferment Report may be submitted if the following criteria are met:

* The CRP must call, email, or text the SWD to confirm the Initial meeting at least 48 hours prior.
* If the SWD is not able to be reached, the CRP will contact the counselor.
* The CRP will call, email, or text the SWD again at least 24 hours prior to the scheduled meeting.
* If the SWD is not confirmed at the 24-hour mark, the meeting will be cancelled. The CRP must inform the DOR of the cancelation. A report is not required, and payment is not made to the provider for this activity.
* If the SWD confirms the meeting within the timeframe described above, and does not show up for the Initial meeting, the CRP submits a Deferment Report.

1. Upon receipt of the Deferment Report, the DOR will determine if an additional Intake meeting should be scheduled.

#### Reporting Requirements:

##### Individualized Service Plan (ISP)

The ISP is written details of the supports, activities, and resources required for the SWD to achieve personal goals. The ISP is developed to articulate decisions and agreements made during a person-centered process of planning and information gathering.

1. The Individualized Service Plan (ISP) is:

* UNIQUE to the individual. The person and those important to him/her design it for the documentation of needs, concerns, and to emphasize the personal priorities of the individual.
* GOAL oriented. It encompasses a person’s major life components and goals, empowering and improving the individual’s decision-making abilities. Major areas of focus are cognitive, communicative, social/emotional, physical/medical, and adaptive development.
* STRUCTURED for success. It begins with discussions of any assessments completed to ensure that the roadmap to the individual's goals begins where the participant currently is. Assessments inform the team of possible roadblocks as well as how best to assist the participant in reaching their goals. The goals are broken down into short-term goals or objectives that, as accomplished, provide skills needed to achieve the goal.
* SUPPORTIVE - ISPs promote independence by supporting the SWD, and in some cases, the family involved. Team members work together to assist the participant in achieving his/her/their desired goals.
* OUTCOME oriented. Accountability is built into the ISP, so each team member knows where, why, how, and what they are expected to do and by when to support the SWD in meeting their goals. The team is also responsible for evaluating and revising the plan, as needed.
* LIVING DOCUMENT - The ISP is a living document that changes over time to reflect the SWD’s progress toward accomplishing goals and objectives.

1. A well devised ISP leads to action and increases the likelihood of success. A clear plan is essential for any service designed to produce change.

The ISP describes the following:

* Goals or purpose for providing a service.
* Steps necessary to achieve the goals, and
* Ways of tracking progress towards achieving stated goals.

1. The ISP should be simple, clear and include a description of the following:

* The priorities of the SWD (identification of service need)
* The goals of the service (what you are trying to accomplish)
* The objectives (short-term steps) necessary to achieve the goals.
* The strategies that will be used to achieve the objectives and goals.
* The roles and responsibilities of all team members
* A plan for monitoring the service and progress.
* A plan for integrating and coordinating services.

1. When setting goals consider the following:

* Goals are driven by the SWD.
* Goals address the SWD's most immediate service need.
* Goals support planning for upcoming employment outcomes to competitive employment
* Goals are achievable.
* Goals are meaningful and realistic.
* Goals are stated in measurable and observable terms.

1. The ISP should also include a description of the following:

* Work Interests (does not need to align with Individualized Plan of Employment (IPE) goal, if one is in place)
* Availability and desired working conditions
* Reasonable accommodation needs.

##### Deferment Report

1. An Initial meeting that requires a Deferment Report when the SWD does not attend a confirmed appointment or because of the Initial meeting outcome, must include the following:

* Documentation including times, dates, methods of contact and staff responsible for attempting communication with the SWD. This information includes the confirmation of the meeting and follow-up upon the missed meeting.
* Documentation of the Initial meeting and the reasons that the CRP or the SWD is choosing not to move forward with participating in a Paid Work Experience.

##### Progress Reports

1. Each Progress Report requires the following information:

* CRP name
* Report period dates (30 calendar days)
* SWD name and phone number
* Name of the business where the work experience is occurring, the address, and job title of the SWD.
* DOR counselor name and assigned DOR district.
* Name and contact information of the CRP staff member providing direct service to the SWD.
* Detailed description of communications with the SWD and/or worksite contact addressing accomplishments and concerns
* Description of work activities in the month
* Any identified needs, challenges or additional services if needed by the SWD (e.g., basic workplace competencies or Short-Term Supports)
* Progress toward goals and strategies outlined in the ISP.
* The first Progress Report must include a copy of the application and/or resume customized for each specific work experience opportunity, if needed.
* The Progress Report must include a copy of the worksite provided schedule and timesheet for the reporting period.

##### Final Progress Report

The CRP must submit the Final Progress Report after concluding the work experience.

1. The Final Progress Report must include all requirements of the Progress Report outlined above and the following:

* Documented training and support for the SWD in transitioning from the Work Experience
* Detailed summary of how the SWD progressed toward the stated ISP goals.
* SWD feedback on the work experience
* Feedback from the business where the work experience occurred.
* Recommendations for any additional services, if needed.

1. If additional work experiences are recommended, the Final Progress Report must also include how the student will benefit and if there is a work experience placement identified.

#### Performance Indicators:

1. The following are indicators of quality services:

* The SWD is satisfied with the service.
* The business with which the work experience occurred is satisfied.
* The SWD has completed their paid work experience.
* The CRP’s submitted report(s) included required elements with sufficient detail to fully inform the DOR QRP/QRP/SVRC.
* Reports and supporting documentation are submitted within required timeframes.

#### Standard Authorization

DOR staff will provide the CRP with an authorization for DOR Student Services Paid Work Experience for each work experience that the SWD will participate in. The SWD can only participate in one work experience at a time.

An authorization should be issued for three (3) months, with the beginning date being the anticipated date of the Intake meeting. The initial authorization will include a line item for the DOR Student Services Paid Work Experience Service.

1. DOR Student Services Paid Work Experience Service includes conducting the following:

* Initial meeting and developing an ISP or Deferment Report
* Work experience development and support/preparation for beginning the work experience.
* Support during the work experience
* Progress Report

1. Once the CRP completes and returns the DOR Student Services Paid Work Experience Referral and Cost Worksheet and it is approved by the appropriate DOR staff, the initial authorization should be amended to add a line item (Wage – Work Experience Employer of Record Costs) with the employment costs reflected in this worksheet.
2. If additional services (e.g., a new work experience or Short-Term Supports) are required, an additional authorization must be provided prior to the beginning of any approved service.

#### Payment:

##### Payment of Service:

Payment of the DOR Student Services Paid Work Experience Service is based on the receipt of the ISP or Deferment Report, the Progress Reports, and the invoice.

##### Payment of Wage

Work Experience Employer of Record Costs is based on the receipt of an official work schedule and signed timesheet. The CRPs must provide these documents monthly and/or at the conclusion of services, if earlier.

The CRP should contact the DOR Counselor at a minimum after three (3) SWD unapproved absences have been documented within a 30-day service period.

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. Payment requirements are for fees-for-service.

#### Certification/Accreditation:

DOR Certification must be maintained in the appropriate category. Failure to maintain/retain appropriate certification will result in termination of approval to provide services.

### DOR Student Services Postsecondary Counseling Service

PROCEDURE CODES:

P3-CRP Postsecondary Counseling, Individual

P3-CRPg Postsecondary Counseling, Group

P3CRPg-ASG Postsecondary Counseling, Group, Add Student

#### Definition:

Post-secondary Counseling provides students assistance in identifying different available educational programs and resources to support their educational goals. Students and their family members are provided with information and guidance on a variety of postsecondary education and training opportunities that can be used to improve employment outcomes and increase opportunities for students to access jobs.

Postsecondary Counseling is time limited, individualized to match the student’s specific training needs, and provided in an integrated community setting. Services are typically completed within 90 days, unless additional service time is required to ensure the student has demonstrated proficiency in all identified areas. Services may be provided in person, virtually, or remotely on an individual basis, in groups, or in a classroom setting based on an approved program model.

1. **Postsecondary Counseling may include, but is not limited to, the following activities:**

* Understanding the differences between Community Colleges (associate degrees, certificate programs and classes), Universities (bachelor’s degrees, Public and Private entities), Trade/Technical Schools, career pathways related to workshops/training programs and the Military.
* Exploring the types of academic and occupational training needed to succeed in the workplace.
* Discovering what programs are connected to career pathways.
* Identifying which classes or credentials are needed for a chosen career.
* Learning which schools offer the programs and supports needed.
* Learning how to obtain accommodations for college entrance exams.
* Providing information on college applications and the admissions process.
* Discovering resources and disability support services to ensure success in education and training (i.e., disability support services).
* Identifying options on how to pay for postsecondary education.
* Getting support in completing the financial aid application (FAFSA or other student aid).
* Advising students and parents and/or representatives on academic curricula and course offerings.

#### Staffing Qualifications:

CRP staff providing services to DOR students must meet qualifications as defined in job descriptions by the CRP. CRP staff must have desire to work with individuals with disabilities, including youth with disabilities and their families; have knowledge and understanding of the intent of Pre-Employment Transition Services; have the ability to engage, work with, and communicate with students; be able to assess and monitor service progress; have strong communication skills; and be able to document service outcomes and write clear concise progress reports.

#### Referral:

Postsecondary Counseling is available for authorization to students in the Potentially Eligible or Vocational Rehabilitation case type.

DOR staff will send referral information that includes the background needed to address the students’ individualized service needs.

1. The referral will include, at a minimum:

* Authorization to for provision of Intake and service hours.
* DR260 Consent to Release Information.
* Reasonable accommodation needs.
* Overall goals and specific areas of focus for Postsecondary Counseling.
* Other applicable information (e.g., evaluation information, applicable medical information, Individual Plan for Employment, Individualized Education Program, 504 Plan, and/or Individual Program Plan).

#### Intake:

The Intake may be completed in one or more sessions with the student and DOR staff, if available. The student may elect to include others in the Intake meeting/s and ISP development, including but not limited to family members and guardians, other involved adults, and school representatives.

##### Individual Services

After referral, the CRP will conduct an Intake with the student using a person-centered approach, resulting in the development of an Individual Service Plan (ISP) per authorized student service, which provides the overall direction of the service(s). The ISP includes goals and objectives, timelines, expectations, and details planned for utilization of the service hours.

##### Group Services

After referral, the CRP will conduct an Intake with the student using a person-centered approach, resulting in the development of one Individual Service Plan (ISP), which provides the overall direction of all service(s) provided in a group setting. The ISP includes goals and objectives, timelines, expectations, and details planned for utilization of the service hours.

**Group Intake is completed per student, not per service offered in a group setting and therefore is only paid once per student to a provider.**

A student participating in group services will have one Individual Service Plan that will incorporate all student services that are provided in the group setting.

The Group Intake rate is the same for additional students added to a group larger than fifteen (15) students.

1. The ISP will include:

* Training needs to be addressed.
* Planned training events/activities.
* Measurable outcomes
* Service schedule and timeline for completion
* Students’ responsibilities
* Staff responsible

1. In the event that the student does not attend a confirmed Intake meeting, a Deferment Report may be submitted, if the following criteria are met:

* The CRP must call, email, or text the student to confirm the intake meeting at least 48 hours prior.
* If the student is not able to be reached, the CRP will contact the counselor.
* The CRP will call, email, or text the student again at least 24 hours prior to the scheduled meeting.
* If the student is not confirmed at the 24-hour mark, the meeting will be cancelled. The CRP must inform the DOR of the cancellation. A report is not required, and payment is not made to the CRP for this activity.
* If the student confirms the meeting within the timeframe described above, but does not show up for the Intake meeting, the CRP will submit a Deferment Report.
* Upon receipt of the Deferment Report, the DOR will determine if an additional Intake meeting should be scheduled.

#### Service Hours:

Based upon the ISP goals and objectives, an individualized service schedule will be developed, in consultation with the student, and family where appropriate.

Postsecondary Counseling services take place in hourly increments and may occur after school, in the evening, or on the weekend in community integrated settings.

#### Reporting Requirements:

Upon completion of the Intake activities, the CRP will provide the ISP to the student and the referring DOR Counselor.

Monthly or at the completion of Postsecondary Counseling, the CRP will complete a written report summarizing the service activities, progress, outcomes, adjustment of goals, and recommendations of next steps.  The report will be reviewed with the student, others identified by the student, and will be submitted to the referring DOR counselor.

If providing services in a group, all reports must contain the name of the group in which students are participating to link the students receiving services together to the appropriate group.

#### Performance Indicators:

1. The following are indicators of quality services:

* The SWD is satisfied with the service.
* Individual Service Plans are relevant and updated as needed.
* The CRP’s submitted report(s) included required elements with sufficient detail to fully inform the DOR QRP/SVRC.
* Reports and supporting documentation are submitted within the required timeframes.

#### Standard Authorization:

Authorizations for Postsecondary Counseling are typically for a 90-day duration for up to 25 service hours per authorization. Authorizations include an Intake fee (or Deferment fee) and the hours for service delivery.

##### Individual

Authorized hourly for individualized training services based upon a projected hours required to complete the activity. Hourly services are based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group

Authorized up to 25 hours per student per service in a group setting at the group hourly rate. Intake fee to be authorized once per student per group and is not authorized per service. Group services may only be authorized on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

Group services are capped at 25 hours per service per authorization. With adequate justification and District Administrator approval, a maximum of 40 hours per service per authorization may be authorized.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is provided monthly or at the conclusion of services, whichever occurs first. The final written report must accompany the invoice and is sent to the authorizing authority for payment approval.

##### Individual

Payment is hourly for documented direct student contact and billed, as authorized, either monthly and/or at the conclusion of services.

##### Group:

Payment is hourly for documented direct student participation and billed, as authorized, either monthly and/or at the conclusion of services. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval. All reports must contain the name of the group in which students are participating to link the students receiving services together to the appropriate group.

Group training may be appropriate if students have similar needs and can benefit from training in a group setting.

#### Certification/Accreditation:

DOR Certification and/or accreditation by CARF must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services. CARF accreditation is not required for this service. Only DOR certification is required.

### DOR Student Services Workplace Readiness Training

PROCEDURE CODES:

P4-CRP Workplace Readiness Training, Individual

P4-CRPg Workplace Readiness Training, Group

P4CRPg-ASG Workplace Readiness Training, Group, Add Student

#### Definition:

Workplace Readiness Training teaches students a variety of skills and behaviors that employers expect to be successful on the job. Students will learn how to interact and communicate with supervisors and co-workers, conduct a self-performance evaluation, and the importance of timeliness. This service prepares the student with social and interpersonal skills that are needed in every employment setting and includes opportunities to practice those skills.

Workplace Readiness Training is time limited and individualized to match the student’s specific training needs. This service may precede or be provided in tandem with a Paid Student Work Experience. Services are typically completed within 90 days, unless additional service time is required to ensure the student has demonstrated proficiency in all identified areas. Services may be provided in person, virtually, or remotely on an individual basis, in groups, or in a classroom setting based on an approved program model.

1. **Workplace Readiness Training may include, but is not limited to, the following activities:**

* Training in technology literacy including computer literacy, electronic communication and etiquette, and use of assistive technology in the workplace.
* Developing individual transportation plans, including development of mobility skills, community orientation, and safe travel practices.
* Developing strategies to support independence at work, including time management, self-monitoring performance, workplace communication, working as a team member and workplace relationships, and accepting constructive feedback.
* Developing or expanding social and communication skills.
* Developing financial literacy, including budgeting and banking skills, paying bills, and relationship of employment and benefits.
* Developing job-seeking skills including use of online employment platforms, resume options, and use of community employment resources.
* Strengthening communication and interpersonal skills, including interviewing, punctuality expectations, and personal presentation.

#### Staffing Qualifications:

CRP staff providing services to DOR students must meet qualifications as defined in job descriptions by the CRP. CRP staff must have a desire to work with individuals with disabilities, including youth with disabilities and their families; have knowledge and understanding of the intent of Pre-Employment Transition Services; have the ability to engage, work with, and communicate with students; be able to assess and monitor service progress; have strong communication skills; and be able to document service outcomes and write clear, concise progress reports.

#### Referral:

Workplace Readiness Training is available for authorization to students in the Potentially Eligible or Vocational Rehabilitation case type.

DOR staff will send referral information that includes the background needed to address the students’ individualized service needs.

1. The referral will include, at a minimum:

* Authorization to for provision of Intake and service hours.
* DR260 Consent to Release Information.
* Reasonable accommodation needs.
* Overall goals and specific areas of focus for Workplace Readiness Training.
* Other applicable information (e.g., evaluation information, applicable medical information, Individual Plan for Employment, Individualized Education Program, 504 Plan and / or Individual Program Plan).

#### Intake:

The Intake may be completed in one or more sessions with the student and DOR staff, if available.

The student may elect to include others in the Intake meeting/s and ISP development, including but not limited to family members and guardians, other involved adults, and school representatives.

##### Individual Services

After referral, the CRP will conduct an Intake with the student using a person-centered approach, resulting in the development of an Individual Service Plan (ISP) per authorized student service, which provides the overall direction of the service(s). The ISP includes goals and objectives, timelines, expectations, and details planned for utilization of the service hours.

##### Group Services

After referral, the CRP will conduct an Intake with the student using a person-centered approach, resulting in the development of one Individual Service Plan (ISP), which provides the overall direction of all service(s) provided in a group setting. The ISP includes goals and objectives, timelines, expectations, and details planned for utilization of the service hours.

**Group Intake is completed per student, not per service offered in a group setting and therefore is only paid once per student to a provider.**  A student participating in group services will have one Individual Service Plan that will incorporate all student services that are provided in the group setting.

The Group Intake rate is the same for additional students added to a group larger than fifteen (15) students.

1. The ISP will include:

* Training needs to be addressed.
* Planned training events/activities.
* Measurable outcomes
* Service schedule and timeline for completion

* Students’ responsibilities
* Staff responsible

1. In the event that the student does not attend a confirmed Intake meeting, a Deferment Report may be submitted, if the following criteria are met:

* The CRP must call, email, or text the student to confirm the intake meeting at least 48 hours prior.
* If the student is not able to be reached, the CRP will contact the counselor.
* The CRP will call, email, or text the student again at least 24 hours prior to the scheduled meeting.
* If the student is not confirmed at the 24-hour mark, the meeting will be cancelled. The CRP must inform the DOR of the cancellation. A report is not required, and payment is not made to the CRP for this activity.
* If the student confirms the meeting within the timeframe described above, but does not show up for the Intake meeting, the CRP will submit a Deferment Report.
* Upon receipt of the Deferment Report, the DOR will determine if an additional Intake meeting should be scheduled.

#### Service Hours:

Based upon the ISP goals and objectives, an individualized service schedule will be developed, in consultation with the student, and family where appropriate.

Workplace Readiness Training services take place in hourly increments and may occur after school, in the evening, or on the weekend in community integrated settings.

##### Individual:

Individual Workplace Readiness Training services may be authorized for up to 25 hours per authorization. Services can be reauthorized as many times as the student needs to meet the goals and objectives of the service as long as the student still meets the definition of a student with a disability.

##### Group:

Group Workplace Readiness Training services may be authorized for up to 25 hours per authorization, per student, per service. Group services are capped at 25 hours per service per authorization. With adequate justification and District Administrator approval, a maximum of 40 hours per service per authorization per student can be authorized.

#### Reporting Requirements

Upon completion of the Intake activities, the CRP will provide the ISP to the student and the referring DOR Counselor.

Monthly or at the completion of Workplace Readiness Training, the CRP will complete a written report summarizing the service activities, progress, outcomes, adjustment of goals, and recommendations of next steps.  The report will be reviewed with the student, and others identified by the student, and will be submitted to the referring DOR counselor.

If providing services in a group, all reports must contain the name of the group in which students are participating to link the students receiving services together to the appropriate group.

#### Performance Indicators:

1. The following are indicators of quality services:

* The SWD is satisfied with the service.
* Individual Service Plans are relevant and updated as needed.
* The CRP’s submitted report(s) included required elements with sufficient detail to fully inform the DOR QRP/QRP/SVRC.
* Reports and supporting documentation are submitted within the required timeframes.

#### Standard Authorization:

Authorizations for Workplace Readiness Training are typically for a 90-day duration for up to 25 service hours per authorization. Authorizations include an Intake fee (or Deferment fee) and the hours for service delivery.

##### Individual:

Authorized hourly for individualized training services based upon a projected hours required to complete the activity. Hourly services are based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group

Authorized up to 25 hours per student per service in a group setting at the group hourly rate. Intake fee to be authorized once per student per group and is not authorized per service. Group services may only be authorized on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

Group services are capped at 25 hours per service per authorization. With adequate justification and District Administrator approval, a maximum of 40 hours per service per authorization may be authorized.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is provided monthly or at the conclusion of services, whichever occurs first. A written report must accompany the invoice and is sent to the authorizing authority for payment approval.

##### Individual:

Payment is hourly for documented direct student contact and billed, as authorized, either monthly and/or at the conclusion of services.

##### Group:

Payment is hourly for documented direct student participation and billed, as authorized, either monthly and/or at the conclusion of services. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval. All reports must contain the name of the group in which students are participating to link the students receiving services together to the appropriate group.

Group training may be appropriate if students have similar needs and can benefit from training in a group setting.

#### Certification/Accreditation:

DOR Certification and/or accreditation by CARF must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services. CARF accreditation is not required for this service. Only DOR certification is required.

### DOR Student Services Self-Advocacy Training Service

PROCEDURE CODES:

P5-CRP Self-Advocacy Training, Individual

P5-CRPg Self-Advocacy Training, Group

P5CRPg-ASG Self-Advocacy Training, Group, Add Student

#### Definition:

Self-Advocacy Training teaches students the skills neededin educational, workplace, and community settings to effectively communicate, convey, negotiate, or assert their own interests and/or desires. These skills will enable students to advocate for any support service, including auxiliary aids, services, and accommodations that may be necessary for training or employment. Self-Advocacy Training also helps the student to build leadership skills, gain confidence in professional environments, and understand what is needed to succeed in the workplace.

Self-Advocacy Training is time limited and individualized to match the student’s specific training needs.  Services are typically completed within 90 days, unless additional service time is required to ensure the student has demonstrated proficiency in all identified areas. Services may be provided in person, virtually, or remotely on an individual basis, in groups, or in a classroom setting based on an approved program model.

1. **Self-Advocacy Training may include, but is not limited to, the following activities:**

* Understanding the right to work.
* Learning about rights and responsibilities at work.
* Learning about accommodations, services or supports and how to request them.
* Understanding areas of strength and improvement.

* Understanding disability documentation such as an Individual Education Plan, 504 plan, and Individual Program Plan.
* Identifying accommodations and services in an educational program.
* Practicing how to communicate thoughts, needs, and concerns.
* Participating in mentoring opportunities with educational staff (e.g., principals, nurses, teachers, or office staff).
* Engaging in peer mentoring with individuals employed by or volunteering for employers, boards, associations, or organizations in integrated community settings.
* Participating in youth leadership activities offered in educational or community settings.

#### Staffing Qualifications:

CRP staff providing services to DOR students must meet qualifications as defined in job descriptions by the CRP. CRP staff must have the desire to work with individuals with disabilities, including youth with disabilities and their families; have knowledge and understanding of the intent of Pre-Employment Transition Services; be able to engage, work with, and communicate with students; be able to assess and monitor service progress; have strong communication skills; and be able to document service outcomes and write clear concise progress reports.

#### Referral:

Self-Advocacy Training is available for authorization to students in the Potentially Eligible or Vocational Rehabilitation case type.

DOR staff will send referral information that includes the background needed to address the students’ individualized service needs.

1. The referral will include, at a minimum:

* Authorization for provision of Intake and service hours.
* DR260 Consent to Release Information.
* Reasonable accommodation needs.
* Overall goals and specific areas of focus for Self-Advocacy Training.
* Other applicable information (e.g., evaluation information, applicable medical information, Individual Plan for Employment, Individual Education Program, 504 Plan and/or Individual Program Plan).

#### Intake:

The Intake may be completed in one or more sessions with the student and DOR staff, if available. The student may elect to include others in the Intake meeting/s and ISP development, including but not limited to family members and guardians, other involved adults, and school representatives.

##### Individual Services

After referral, the CRP will conduct an Intake with the student using a person-centered approach, resulting in the development of an Individual Service Plan (ISP) per authorized student service, which provides the overall direction of the service(s). The ISP includes goals and objectives, timelines, expectations, and details planned for utilization of the service hours.

##### Group Services

After referral, the CRP will conduct an Intake with the student using a person-centered approach, resulting in the development of one Individual Service Plan (ISP), which provides the overall direction of all service(s) provided in a group setting. The ISP includes goals and objectives, timelines, expectations, and details planned for utilization of the service hours.

**Group Intake is completed per student, not per service offered in a group setting and therefore is only paid once per student to a provider.**  A student participating in group services will have one Individual Service Plan that will incorporate all student services that are provided in the group setting.

The Group Intake rate is the same for additional students added to a group larger than fifteen (15) students.

1. The ISP will include:

* Training needs to be addressed.
* Planned training events/activities.
* Measurable outcomes
* Service schedule and timeline for completion
* Students’ responsibilities
* Staff responsible

1. In the event that the student does not attend a confirmed Intake meeting, a Deferment Report may be submitted, if the following criteria are met:

* The CRP must call, email, or text the student to confirm the intake meeting at least 48 hours prior.
* If the student is not able to be reached, the CRP will contact the counselor.
* The CRP will call, email, or text the student again at least 24 hours prior to the scheduled meeting.
* If the student is not confirmed at the 24-hour mark, the meeting will be cancelled. The CRP must inform the DOR of the cancellation. A report is not required, and payment is not made to the provider for this activity.
* If the student confirms the meeting within the timeframe described above, and does not show up for the Initial meeting, the CRP submits a Deferment Report.
* Upon receipt of the Deferment Report, the DOR will determine if an additional Intake meeting should be scheduled.

#### Service Hours:

Based upon the ISP goals and objectives, an individualized service schedule will be developed, in consultation with the student, and family where appropriate.

Self-Advocacy Training services take place in hourly increments and may occur after school, in the evening, or on the weekend in community integrated settings.

##### Individual:

Individual Self-Advocacy Training services may be authorized for up to 25 hours per authorization. Services can be reauthorized as many times as the student needs to meet the goals and objectives of the service as long as the student still meets the definition of a student with a disability.

##### Group:

Group Self-Advocacy Training services may be authorized for up to 25 hours per authorization, per student, per service. Group services are capped at 25 hours per service per authorization. With adequate justification and District Administrator approval, a maximum of 40 hours per service per authorization per student can be authorized.

#### Reporting Requirements:

Upon completion of the Intake activities, the CRP will provide the ISP to the student and the referring DOR Counselor.

Monthly or at the completion of Self-Advocacy Training activities, the CRP will complete a written report summarizing the service activities, progress, outcomes, adjustment of goals, and recommendations of next steps. The report will be reviewed with the student, others identified by the student, and will be submitted to the referring DOR counselor.

If providing services in a group, all reports must contain the name of the group in which students are participating to link the students receiving services together to the appropriate group.

#### Performance Indicators:

1. The following are indicators of quality services:

* The SWD is satisfied with the service.
* Individual Service Plans are relevant and updated as needed.
* The CRP’s submitted report(s) included required elements with sufficient detail to fully inform the DOR QRP/QRP/SVRC.
* Reports and supporting documentation are submitted within the required timeframes.

#### Standard Authorization:

Authorizations for Self-Advocacy Training are typically for a 90-day duration for up to 25 service hours per authorization. Authorizations include an Intake fee (or Deferment fee) and the hours for service delivery.

##### Individual

Individual Self-Advocacy Training services may be authorized hourly for individualized training services based upon a projected hours required to complete the activity. Hourly services are based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group

Group Self-Advocacy Training services may be authorized for up to 25 hours per student, per service in a group setting at the group hourly rate. Intake fee to be authorized once per student per group and is not authorized per service. Group services may only be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development (CRD) unit.

Group services are capped at 25 hours per service per authorization. With adequate justification and District Administrator approval, a maximum of 40 hours per service per authorization may be authorized.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract.

The following payment requirements are for fees-for-service.

Payment is provided monthly or at the conclusion of services, whichever occurs first. A written report must accompany the invoice and is sent to the authorizing authority for payment approval.

##### Individual:

For individual Self-Advocacy Training services, payment is hourly for documented direct student contact and billed, as authorized, either monthly and/or at the conclusion of services.

##### Group:

For group Self-Advocacy Training services, payment is hourly for documented direct student participation and billed as authorized, either monthly and or at the conclusion of services. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval. All reports must contain the name of the group in which students are participating to link the students receiving services together to the appropriate group.

Group training may be appropriate if students have similar needs and can benefit from training in a group setting.

#### Certification/Accreditation:

DOR Certification and/or accreditation by CARF must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services. CARF accreditation is not required for this service. Only DOR certification is required.

## Section 3. Training Services

### Independent Living Skills Training (ILST)

PROCEDURE CODES:

70CRPih Independent Living Skills Training - Individual

70CRPg1 ILST Group, 1 Hour

70CRPg2 ILST Group, 2-4 Hours

70CRPg5 ILST Group, 5+ Hours

#### Definition:

Independent Living Skills Training (ILST) services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), provide training to DOR consumers in the skills and supports necessary to function independently at work, home, or the community. Services are most often provided to DOR consumers with sensory impairments or traumatic brain injuries. A systematic plan of instruction for supports is developed, in consultation with the DOR consumer and QRP/SVRC, to acquire the necessary functional living skills in support of an employment outcome. Services may be provided individually, in groups, or in a classroom setting based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development (CRD) unit.

1. Training components in this category may include:

* Functional computer literacy training
* Functional daily living skills training
* Fiscal management and budgeting
* Adjustment to sensory loss
* Cooking and meal planning
* Household management
* Peer counseling
* Orientation and Mobility Evaluation
* Orientation and Mobility Training

1. ILST services in this category do not include services offered by Independent Living Centers as monitored by the DOR’s Independent Living Unit.

#### Staffing Qualifications:

Orientation and Mobility (O&M) trainers must meet O&M trainer qualifications. CRP staff providing services to DOR consumers must meet additional qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the identification of barriers to independence and employment to be addressed.

1. Upon completion of an intake and/or initial assessment, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements:

For ongoing ILST programs, written progress reports are required monthly that identify the ILS goals and objectives addressed, hours and dates of service provided, approach(es) utilized, and plan for continued activities.

A final report summarizing how goals and objectives were met through the provision of specific services is to be completed and sent to the DOR counselor at the conclusion of services. Recommendations of services/supports necessary to ensure a successful rehabilitation outcome are included.

#### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer is satisfied with services and has acquired skills necessary to function independently in his/her/their work, home, and/or community.
* DOR consumer is able to participate in an Individualized Plan for Employment (IPE)
* Reports provide effective strategies and identify supports needed to ensure success in rehabilitation services.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization:

##### Individual:

Authorized hourly for individualized training services based upon a projection of hours required to complete the activity. Hourly services are based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group/hour:

Authorized hourly for regularly scheduled classes of one hour only are paid at the Group hourly rate. This service may only be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group/day:

Authorized as group services for a full minimum five (5) hour day program that offers many activities focused on enhancing independent living skills. Classes may be offered up to five (5) days per week. Half-day programs of two to four (2-4) hours may be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

##### Individual:

Payment is hourly for documented direct consumer contact and billed, as authorized, either monthly and/or at the conclusion of services.

##### Group/day:

Payment is daily for authorized services as documented by direct consumer contact and billed monthly and/or at the conclusion of services.

For authorized services, CRPs may bill at half-day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete the day and attendance is at least two (2) hours for that day.

If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

For approved half day programs, billing may be invoiced for services provided from two to four (2-4) hours.

If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services. Independent Living Skills Training Services do not require CARF accreditation but must maintain DOR Certification.

### Occupational Skills Training (OST)

**Level 1 – Entry Level**

**Level 2 – Semi-Professional**

PROCEDURE CODES:

40CRP1g5 Occupational Skills Training - Level 1, Group, 5+ Hours

40CRP2g5 Occupational Skills Training - Level 2, Group, 5+ Hours

#### Definition:

Occupational Skills Training (OST) as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), is provided as an organized, curriculum-based full day program, of at least five (5) hours, in which DOR consumers acquire the relevant skills necessary for a specific job or a grouping of jobs. OST services are provided in a group setting and may have a classroom component and a hands-on work component in which wages are earned. The training curriculum is designed and continually enhanced with input from an employer or employer association or group. Services are modified based on employer input and local labor market trends. OST will develop marketable skills and enable a consumer to achieve employment in the specific occupational category in which training was provided. Training programs are generally eight (8) weeks or more.

##### Level 1 Entry level occupations

Training at this level reflects jobs that upon hire pay at or near minimum wages, and includes food service, landscape services, electronic assembly, and janitorial maintenance as examples.

##### Level 2 Semi-skilled/semi-professional occupations

Training at this level reflects jobs that require basic math or language skills competencies, and includes data entry, retail, clerical, and warehouse inventory jobs as examples.

1. Occupational Skills Training activities include:

* Pre/post skill testing
* Work experience
* Classroom training
* Certificate of completion

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the identification of barriers to employment to be addressed.

1. Upon completion of an intake and/or initial assessment, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed training activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements:

For ongoing OST services, written progress reports are required monthly that identify the training goals and objectives addressed, hours and dates of service provided, approach(es) utilized, and plan for continued activities.

A final report summarizing how goals and objectives were met through the provision of specific services is to be completed and sent to the DOR counselor at the conclusion of services. Recommendations of services/supports necessary to ensure a successful employment outcome are included.

#### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer is successful in acquiring occupational skills.
* DOR consumer is able to actively seek employment in the specific occupational area of training.
* Reports provide effective strategies and identification of supports needed to ensure success in employment.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization:

Authorizations by the QRP/SVRC are authorized for full program days, typically for training of eight (8) to twenty-six (26) weeks in duration.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract.

The following payment requirements are for fees-for-service:

1. Payment is daily for documented direct DOR consumer contact and billed, as authorized, either monthly and/or at the conclusion of services. A day of service is a minimum of five (5) hours exclusive of a lunch break.
2. For authorized services, CRPs may bill at half-day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete the day and attendance is at least two (2) hours for that day.
3. If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.
4. A written report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

### Personal, Vocational, Social Adjustment (PVSA)

PROCEDURE CODES:

38CRPih PVSA - Individual

38CRP PVSA - Group

#### Definition:

Personal, Vocational, Social Adjustment (PVSA) services as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), assist a DOR consumer develop or re-establish skills, attitudes, personal characteristics, interpersonal skills, work behaviors, and functional capacities to achieve and maintain positive employment outcomes.

This service is authorized by a QRP/SVRC to a CRP to address one or more barriers that are preventing a consumer from successfully completing his/her/their DOR Individualized Plan for Employment (IPE). Training is time-limited, individualized, and provided in the environment where the identified appropriate behavior is needed or occurs.

1. Services are generally provided on a 1:1 basis and are concluded within one to four (1-4) months.
2. Services addressing similar barriers to employment may be provided in a classroom setting to groups of more than one DOR consumer.
3. Classes are provided in one-hour increments. Services may be provided individually, in groups, or in a classroom setting based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development (CRD) unit.
4. PVSA services most often occur prior to job placement. However, services may be appropriate after placement when an individual demonstrates behaviors that are job threatening. PVSA services may be provided to ensure job retention.
5. PVSA training activities target the elimination/reduction of identified barriers to employment and may include, but are not limited to, issues such as:

* Appropriate interaction in the workplace
* Grooming and hygiene as related to work.
* Mobility training in use of public transportation
* Work habits and attitudes such as attendance, punctuality, phoning in if ill, returning promptly from breaks and lunch.
* Personal budgeting, banking, and bill payment

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

The DOR QRP/SVRC will provide pertinent information to the CRP from the DOR case file and identify the specific barriers to employment to be addressed.

1. Upon completion of an intake CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed training activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Staff responsible

#### Reporting Requirements:

Upon completion of the intake the CRP will provide the QRP/SVRC with a written ISP detailing goals and objectives, proposed training activities, and the projected hours/timelines of services.

Written reports are required monthly that identify progress made towards ISP objectives and the hours/dates of service provided.

A final report summarizing how the extent to which goals and objectives were met through the provision of specific training services is to be completed and sent to the DOR counselor at the conclusion of services.

Recommendations of services/supports necessary to ensure a successful employment outcome are included.

#### Performance Indicators:

1. The following are indicators of quality services:

* Consumer success in minimizing/eliminating issues addressed in ISP.
* Ability to develop and participate in an IPE leading to employment.
* Development of effective strategies and identification of supports needed to ensure success in rehabilitation services.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization:

##### Individual:

Authorizations by the QRP/SVRC are most often hourly for individualized services based upon a projection of hours required to complete the activity, typically up to 40 hours in duration.

##### Group/Hour:

Authorized for regularly scheduled classes of one hour only are authorized at the Group hourly rate. This service may be only authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract.

The following payment requirements are for fees-for-service.

1. Payment is hourly for documented direct consumer contact and billed, as authorized, either monthly and/or at the conclusion of services.
2. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

### Work Adjustment (WA)

PROCEDURE CODES:

35CRPih Work Adjustment Services - Individual

35CRPg2 WA - Group, 2-4 Hours

35CRPg5 WA - Group, 5+ Hours

#### Definition:

Work Adjustment (WA) services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), are transitional, time-limited, systematic services that use real work or approved volunteer sites to train DOR consumers in the meaning, value, and demands of a job, and to learn or reestablish skills, attitudes, personal characteristics, work tolerance, and behaviors appropriate and necessary for work. Job sites are temporary, and not intended to become a permanent placement. A WA program is also used for persons enrolled in the Business Enterprises Program - Youth Employment Program (BEP-YEP).

Work Adjustment services focus on the elimination of barriers to employment and are accomplished in one to four (1-4) months. WA services, however, are most often provided in a work site that generally constitutes an employer/employee relationship and requires payment of wages.

Work Adjustment is not used as training for a specific occupation. Services may be provided individually or in groups and may include classroom activities based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development (CRD) unit.

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the identification of barriers and behaviors to employment that are to be addressed.

1. Upon completion of an intake CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed work site.
* Training activities and strategies designed to reduce or eliminate identified barriers to employment.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements:

Upon completion of the intake the CRP will provide the DOR QRP/SVRC with a written ISP detailing goals and objectives, service work site, proposed training activities, and projected hours/timelines.

Written monthly reports are required to be sent to the DOR QRP/SVRC that identify progress on ISP objectives.

Included will be information regarding the hours/dates of services provided. A final report at the conclusion of services will summarize how goals and objectives were met and recommendations of services/supports necessary to ensure a successful employment outcome.

#### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer is successful in minimizing/eliminating issues addressed in ISP.
* DOR consumer has the ability to fully engage in activities directly leading to employment.
* Appropriate recommendations of effective strategies and identification of supports needed to ensure success in rehabilitation services have been identified.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization:

##### Individual:

Authorized hourly for individualized training services based upon a projection of hours required to complete the activity. Hourly services are based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group/day:

Authorized as group services for a full minimum five (5) hour day program that offers many activities focused on enhancing work tolerances and behaviors. Services may be offered up to five (5) days per week. Half-day programs of two to four (2-4) hours may be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract.

The following payment requirements are for fees-for-service:

##### Individual:

Payment is hourly for authorized services as documented by direct consumer contact and billed monthly and/or at the conclusion of services.

##### Group:

Payment is daily for authorized services as documented by direct consumer contact and billed monthly and/or at the conclusion of services.

For authorized services, CRPs may bill at half-day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete the day and attendance is at least two (2) hours for that day.

If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

A written progress report or final report must accompany the invoice, documenting dates and days of service, and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

## Section 4. Business Based Services Core Category

### Business Based Services (BBS)

PROCEDURE CODE: 50”X”

Authorized In: In-Plan Status

#### Definition:

Business based services create opportunities for the DOR to support consumer participation in new and innovative programs that meet both individual preferences as well as fulfill industry demand. These services focus on the DOR’s business engagement efforts to partner with local Community Rehabilitation Programs (CRPs) or other providers with connections to businesses seeking to hire individuals with a disability. The training may occur at the employer’s site or provided by a training vendor able to meet the employer’s requirements. The business-based services program also creates opportunities to bring on new and innovative programs whose outcomes will be tested and analyzed to better inform DOR on the best ways to serve consumers.

#### Staffing Qualifications:

Business based services are provided by CRP staff with specialized experience and an existing working relationship with the business participating in the program. CRP staff providing services to DOR consumers must meet additional qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file. Upon completion of an intake or referral screening, CRP staff will contact the DOR consumer to schedule a simulated interview.

#### Reporting Requirements

Upon completion of a simulated interview, the CRP will provide the QRP/SVRC with written interview results and summary of the individual’s compatibility with the program.

For individuals who continue beyond the simulated interview portion and into the employer screening stage, the CRP will provide the QRP/SVRC with copies of the employee’s completed job application, academic assessments, and a summary of the employer screening results.

For individuals hired by the employer, the CRP will provide evidence of the individual’s new hire status and summary of their finalized work schedule, responsibilities, and any accommodations provided by the employer.

#### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer acquires transferable workplace readiness skills.
* DOR consumer is satisfied with position attained.
* Timeliness of reports
* Evaluation of DOR consumer’s skills, interests, and abilities
* Efficiency of services

#### Standard Authorization:

Authorizations by the QRP/SVRC are based on an evaluation and approval of a completed program design summary submitted by the CRP.

This service may only be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development Section (CRD).

#### Payment:

Business based services are paid on a deliverable(s) received basis. Reports must be submitted to the QRP/SVRC in a timely matter for evaluation at each stage of the program.

The Prompt Payment Act (Government Code-Section 927 et seq.) requires State agencies to pay properly submitted, undisputed invoices within 45 calendar days of initial receipt. The State Controller mails all warrants directly to the payee. Authorizations with no activity are automatically disencumbered and cancelled 90 days after the authorization end date.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

This service may only be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development Section (CRD).

## Section 5. Job-Related Services

### Customized Employment (CE)

PROCEDURE CODES:

276CRPa CE Discovery

276CRPb CE Planning for Customized Employment

276CRPc CE Business Negotiation and Job Site Analysis

276CRPd CE Onsite Training and Supports

Authorized In: Pre-Plan Status

#### Definition:

Customized Employment (CE) as authorized by a Qualified Rehabilitation Professional (QRP) / Senior Vocational Rehabilitation Counselor (SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), refers to competitive integrated employment, for DOR consumer with a significant disability, that is based on an individualized determination of the strengths, needs, and interests of the DOR consumer with significant disability, is designed to meet the specific abilities of the DOR consumer and the needs of the business.

1. Customized Employment is carried out through flexible strategies, including:

* Customizing a job description based on current business needs or on previously unidentified and unmet business needs.
* Developing a set of job duties, a work schedule, specifics of supervision and determining a job location
* Representation by a professional chosen by the DOR consumer, or self-representation of the DOR consumer, in working with a business to facilitate placement.
* Providing services and supports at the job location.

1. The four components of Customized Employment include:

* Discovery
* Planning for Customized Employment
* Business Negotiation and Job Site Analysis
* Onsite Training and Supports

##### Discovery

During the Discovery Process the CE support team is gathering information to determine the DOR consumer’s interests, skills, and preferences related to potential employment that guide the development of a customized job.

1. Upon authorization of the Discovery Process, the CRP staff will meet with the DOR consumer and complete the following Discovery Process activities:

* Explain the CE process and the activities that may be involved to the DOR consumer and family.
* Complete any forms and paperwork necessary to initiate the process (for example, identification, address, photo release, access to information and records, and release to use information gathered in Discovery).
* Identify and involve a support team (delegating roles to team members as needed) that can help identify the DOR consumer’s strengths, interests, preferences, skills, and support needs.
* Provide expertise, valuable input and resources into the process of attaining and maintaining meaningful employment.
* Conduct the Discovery process which should define the DOR consumer’s ideal conditions of employment, learning characteristics, interests, preferences, contributions, task competence, performance, successful support strategies, and interactions with others.
* Interview people who know the DOR consumer well to gather and document information about DOR consumer’s interests, support needs, and performance of various activities.
* Review relevant records and information available from other sources to learn more about the DOR consumer.
* Document information about the DOR consumer’s interests, support needs, successful support strategies, and performance with notes and pictures.
* Identify a profile format or template for recording and capturing relevant information from the Discovery process.

1. After meeting with the DOR consumer and the CE team that the DOR consumer had identified, the CRP staff will complete the Discovery document to include:

* A description of the DOR consumer and information that will assist in the Planning Customized Employment.
* Demographic information to assist the CRP to understand details about the DOR consumer, family, living situation, and location in the community.
* A comprehensive description of the domains of life that will affect or be affected by employment (e.g., past employment, education, life activities, skills, and other relevant features).
* Information that is essential in the preparation of the employment plan to customize an employment option that identifies the strengths, needs, and interests of the DOR consumer so it can inform those designing the plan for customizing a job with the DOR consumer.
* A fully developed, comprehensive, descriptive, optimistic, non-evaluative, and non-comparative Discovery document.
* Dissemination and use of the Discovery document is subject to the approval of the DOR consumer.

##### Planning for Customized Employment

From the information learned about the DOR consumer in the Discovery Process, including 3 Vocational Themes and a list of 20 potential employers, develop a plan toward a meaningful employment, determine a list of potential businesses, and conduct an analysis of benefits.

1. Upon authorization of the Planning for Customized Employment, the CRP staff will meet with the DOR consumer and complete Planning for Customized Employment activities to include:

* Presenting the Discovery document to the DOR consumer to obtain his/her/their preliminary review.
* Conducting a Customized Employment plan development meeting, between two to four weeks following Discovery, with the DOR consumer and the CE support team to review and discuss the results of Discovery; to map out an initial plan for seeking and negotiating a CE situation for the DOR consumer; and to assign tasks to various team members based on members’ strengths, contributions, and knowledge of potential businesses.
* Developing a plan for employment development activities with the DOR consumer based on his/her/their identified vocational themes, skills, workplace contributions, support needs, and other conditions for success to include a list of potential businesses and task list.
* Identifying a leader/coordinator for employment development activities.
* Discussing with the DOR consumer his/her/their preferences and developing a plan for disclosure of the disability to include timing and manner in which to discuss the disability with the business.
* Developing a strength-based portfolio or resume with the DOR consumer that represents his/her/their skills and abilities (contributions) for potential businesses.
* Developing the plan for customizing employment following the planning meeting.

##### Business Negotiation and Job Site Analysis

Working collaboratively with the DOR consumer and the business to negotiate a customized job; the provision of supports; and the terms of employment that will match the DOR consumer’s interests, skills, conditions necessary for success, and specific contributions, and that will fill the unmet needs of a business.

1. Upon authorization of the Business Negotiation and Job Site Analysis, the CRP staff will meet with the DOR consumer and complete the following Business Negotiation and Job Site Analysis activities:

* Presenting the DOR consumer, and CE as needed, to the business in a manner establishing his/her/their value to the organization.
* Setting up informational interviews with potential businesses.
* Conducting informational interview and participating in tours with potential businesses to learn about their operations, the workplace culture, the work environments, and current or anticipated future opportunities and challenges facing each business.
* Determining potential needs of a business using information gathered in informational interviews and tours to determine need.
* Identifying social networks, strategically entering those networks, and acting as a bridge to develop social capital for the DOR consumer.
* Contacting the business to schedule a customized job development meeting.
* Negotiating a set of work tasks, as well as other work expectations and features that uniquely fit the DOR consumer, not relying on existing job descriptions.
* Analyzing how to maximize naturally occurring supports, building on the organization’s training and development programs to ensure that the DOR consumer will have adequate on-going support resulting in continuing meaningful employment.

* Developing a formal or informal CE proposal with the DOR consumer that fills the businesses’ need with the DOR consumer’s contributions.
* Conducting a customized job development meeting with the business and DOR consumer to negotiate a customized job description, job supports, and terms of employment (e.g. hours, pay).

##### Onsite Training and Supports

The CRP staff is responsible for ensuring the DOR consumer is adequately trained to successfully complete assigned tasks. Additionally, the CPR staff is responsible for working with the business to ensure appropriate ongoing supports are in place.

The CRP will monitor the employment relationship as necessary to ensure that both the DOR consumer and the business are satisfied.

1. Upon authorization of the Onsite Training and Supports, the CRP staff will meet with the DOR consumer and the business and complete the following activities:

* Conducting/completing job analysis and task analyses.
* Ensuring the CRP, based on the task analysis, is trained on how to complete job tasks by the business. The tasks must be completed the way the business does them.
* Providing the DOR consumer training in job tasks as the business does them using different techniques including but not limited to systematic instruction.
* Setting up ongoing supports, including working with the business to identify natural supports on the job.
* Monitoring the employment relationship to ensure that both the DOR consumer and the business are satisfied.
* Completing Monthly Reports identifying the total number of hours supporting consumer with activities, consumers’ progress, description of contacts with the consumer and business, any challenges, reasonable accommodation needs, and additional services that may be needed.

#### Referral:

DOR QRP/SVRC will complete CRP referral packet and provide pertinent information from the DOR case file with written authorization for services. Information will include the DOR IPE that outlines the employment goal, work restrictions, employment history, and other placement considerations.

#### Standard Authorization:

DOR staff will provide the CRP with an authorization for the CE Service. The CE Service will be authorized for the estimated number of hours required to provide the service.

#### Payment:

Payment is deliverable based on a Uniform Fee Uniform Fee Structure documenting the required CE Activities on the four Components of CE which must accompany the invoice(s) and be sent to DOR staff for payment approval.

CRPs must provide these documents monthly and/or at the conclusion of services, if earlier. Services are paid based on the current Uniform Fee Structure for DOR CRP Provider.

#### Reporting Requirements:

##### Discovery document

At the completion of the Discovery process activities, the CRP will provide a comprehensive, descriptive, optimistic, non-evaluative and non-comparative Discovery document.

##### Strength-based portfolio or resume

At the completion of the Planning for Customized Employment, the CRP will provide a strength-based portfolio or resume that represents the DOR consumer’s skills, abilities, employment interest areas, support needs, a list of tasks, and potential businesses.

##### Customized Employment proposal and job description

1. At the completion of the Business Negotiation and Job Site Analysis, the CRP will provide the following:

* Formal or informal CE proposal
* Customized job description.

##### Monthly Reports

Monthly or at the completion of the Onsite Training and Supports, the CRP will provide Monthly Reports identifying the total number of hours supporting consumer with activities, consumer progress, description of contacts with the consumer and business, any challenges, reasonable accommodation needs, and additional services that may be needed.

#### Performance Indicators:

1. The following are measures of quality services:

* During the home visit, the CRP staff was able to gather information through natural interactions with the DOR consumer and learned about the DOR consumer’s interests and preferred activities/hobbies, including how he/she spends time.
* The CRP staff became familiar with the DOR consumer’s neighborhood and surrounding areas.
* The CRP staff was able to get assistance from DOR consumer’s support team in completing several activities in unfamiliar places based on a determination of his/her/their vocational preferences and emerging Vocational Themes.
* The CRP staff along with other members of the DOR consumer’s support team was able to create an Employment Plan that includes businesses to contact for Job Development.
* The Vocational Profile identified DOR consumer’s interests, contributions, and conditions for employment.
* The CRP completed informational interviews that align with the DOR consumer’s Vocational Themes with several businesses.
* The Discovery Process led to high-quality outcomes that resulted in persons working to their fullest capacity in an integrated community job.
* Discovery services were provided by the same CRP who delivered all CE services, including long-term and follow-along support.
* The Planning meeting generated a list of job tasks that fit the DOR consumer to be offered to potential businesses.
* The Planning meeting included a listing of specific businesses, consistent with the DOR consumer’s strengths, needs, interests, and vocational themes identified through the Discovery process, that will provide a job development blueprint for making business contacts and included informational interviews with businesses and their openness to be approached regarding various customization options.

#### Staffing Qualifications:

CRP staff providing Customized Employment (CE) services to consumers must have successfully completed the 40-Hour CE Training and received the Customized Employment ACRE Certificate in addition to meeting the qualifications as defined in the job descriptions as determined by the CRP.

CRP staff must have prior experience working with DOR consumers with disabilities; be able to identify a wide variety of workplace supports; address business concerns and negotiate resolutions; assess and monitor the consumer’s progress; and write clear concise progress reports.

#### Certification/Accreditation:

DOR certification must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

### Employment Services (ES)

PROCEDURE CODES:

124CRP ES Intake

125CRP ES Employment Preparation

126CRP ES Job Development and Placement

127CRP ES Employment Retention

#### Definition:

Employment Services (ES) as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), assists a DOR consumer prepare for, obtain, and retain employment.

A continuum of services provides guidance and direction to a DOR consumer in the development of job search techniques and appropriate work-related behaviors that will enhance the consumer’s employability. ES components aid in the development of job search skills, coordination of job search activities, and identification of appropriate job openings.

Employment Retention services are designed to support DOR consumers and employers in achieving a successful employment outcome and in meeting DOR’s criteria for case closure.

1. The four specific components of Employment Services include:

* Intake,
* Employment Preparation,
* Job Development and Placement, and
* Employment Retention.

##### ES Intake:

1. Upon authorization of Intake services, the CRP will meet with the DOR consumer and complete the following intake activities:

* Assessment/review of appropriateness of referral and job choice
* Review of DOR Individualized Plan for Employment (IPE)
* Review of job choice in relation to the availability of employers and job postings in the local labor market
* Analysis of pertinent collateral information and reports of prior work experiences and performance
* Determination if consumer will benefit from services.
* Development of an Individual Service Plan (ISP) to affirm employment goal, identify services to be provided that are consistent with the IPE, and include the following:
* Employment goals and objectives
* Employment components to be addressed.
* Proposed activities.
* Proposed outcomes (measurable)
* Schedule/timeline for completion
* Persons responsible

##### ES Employment Preparation:

1. Upon determination of a DOR consumer’s readiness to engage in Employment Preparation Services, the CRP and DOR consumer will participate in the following activities as guided by the ISP:

* Interviewing techniques
* Resume development
* Application preparation
* Appropriate work behaviors and work ethics
* Relevant work practices
* Appropriate grooming and hygiene
* Assistance in becoming knowledgeable regarding the impact of employment on the consumer and his/her/their/their disability.
* Assistance with benefits planning related to employment.
* Identification of additional support services such as meeting transportation, childcare, or other needs

##### ES Job Development and Placement:

1. Upon determination of a DOR consumer’s preparedness to engage in job search activities, the CRP and the DOR consumer will collaborate in the following activities as guided by the ISP:

* Identification of specific job openings appropriate for the DOR consumer as indicated in his/her/their IPE and ISP
* Contact of employers to identify job openings.
* Obtaining information detailing qualifications and work site requirements for specific job opportunities to ensure applicant readiness and success on the job.
* Job Site consultation to identify or modify barriers.
* Negotiating job carving, work site analysis, or other job accommodations
* Assisting job applicant in the interviewing process
* Assisting the job applicant in coordinating transportation needs
* Provision of job club or tools to assist in job search.

1. Upon job placement:

* Job destination training
* Job Orientation assistance
* Information on conditions of employment, such as:
* Job duties and job description
* Performance expectations
* Name of immediate supervisor
* Responsibilities of the employee
* Wage payment practices
* Benefits
* Company policies and procedures including conflict resolution procedures and health and safety practices.
* Probation and performance evaluation procedures
* Union status, as appropriate

##### ES Employment Retention:

1. Upon DOR consumer acceptance of employment of a job that is consistent with the IPE goal and meets the needs for hours, wages, and benefits, the CRP will provide at least 90 days of the following Employment Retention activities:

* Phone or personal contact, on or off the job, with the DOR consumer to determine ongoing satisfaction with the terms of employment.
* Phone or personal contact with the employer to determine ongoing satisfaction with the terms of employment.
* No less than two (2) contacts a month are required for a minimum of 90 days.
* Communication with DOR QRP/SVRC at least monthly to discuss progress and coordinate for any additional services that may be required.
* Assistance with necessary minimal supports to sustain employment. Intensive support services, as determined by the CRP and DOR QRP/SVRC, may require additional hours to be authorized for Job Coaching services.

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral:

DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file with written authorization for services.

Information will include the DOR IPE that outlines the employment goal, work restrictions, employment history, and other job placement considerations.

#### Reporting Requirements:

##### Intake: Summary and Recommendations or Individualized Service Plan

At completion of the Intake activities, the CRP will provide a written summary to the referring QRP/SVRC of the DOR consumer’s potential for community employment consistent with the Individualized Plan Employment and recommendations for additional service needs.

For consumers who will continue with Employment Services, an Individualized Service Plan is developed which affirms vocational goals and objectives with details of services to be provided.

##### Employment Preparation: Summary and Recommendations Report

At the completion of Employment Preparation activities, or monthly until completion, a written report will be provided to the QRP/SVRC summarizing activities and competencies/skills acquired as per the Individualized Service Plan, with recommendations for additional service needs.

##### Job Development and Placement: Monthly Report

A written report will be provided to the QRP/SVRC summarizing activities provided as per the ISP at completion of job development and placement activities, or monthly until completion,

Reports will include employer contacts made on behalf of the consumer as well as consumer contact and identifies supports and/or resources necessary to ensure employment.

Upon placement, employment information identifying employer, hours, wages, and benefits and other conditions of employment will be provided.

##### Employment Retention: Final Report

A final report will be provided to the QRP/SVRC at completion of Employment Retention activities, and/or after 90 days of employment.

The report addresses the consumer’s ability to meet the employer’s standards and performance expectations. The report will identify any specific support and resource needs necessary to retain employment.

#### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer has successfully engaged in services enhancing employability as guided by the IPE and ISP
* DOR consumer has made timely progression to an employment outcome.
* CRP reports provide effective strategies and identification of supports needed to secure appropriate employment per the IPE.
* Timeliness of reports
* Efficiency of services
* Number of consumers who successfully complete at least 90 days on the job and are closed as successful by DOR.
* DOR consumer and employer are satisfied with job match.

#### Standard Authorization:

1. Authorizations by the QRP/SVRC are most often written for the complete package of services, most often for two (2) benchmarks at a time, for three (3) months duration per authorization. No daily or hourly rates are available for these services.
2. Individual/benchmarks are the following:

* Intake
* Employment Preparation
* Job Development and Placement
* Employment Retention

1. Employment Services Intake and Employment Preparation Services that have already been completed, may be authorized only once within a twelve (12) month period to the same CRP.
2. However, if there has been a significant change or event that impacts a DOR consumer’s ability to now participate in the IPE or ISP, then the QRP/SVRC may make the determination to reauthorize the services.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

##### Employment Services Intake

Payment at conclusion of intake activities. A written report and a copy of the ISP must accompany the invoice and is sent to the authorizing authority for payment and approval.

##### Employment Preparation

Payment is made at conclusion of employment preparation activities. A written report summarizing ISP activities provided in preparing consumer to fully participate in job search activities must accompany the invoice and is sent to the authorizing authority for payment and approval.

##### Job Development and Placement

1. Payment is made at conclusion of activities and upon job hire consistent with the IPE if the following are met:

* The consumer is accepted for employment by the employer, agrees to start on the job, and a start date is established.
* Consumer has reported and worked at least one day.
* Receipt of written report detailing activities and terms of employment, i.e., salary, hours, schedule, benefits, and identification of supports necessary to sustain employment.

##### Job Retention

1. Payment is made at conclusion of retention activities and the following are met:

* The DOR consumer has completed 90 days on the job and demonstrates an ability to meet the employer’s standards and job performance expectations.
* Payment upon receipt of written report indicating supports and resources necessary to sustain employment.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

### Short-Term Supports (STS)

PROCEDURE CODE:

248CRPih – Short Term Supports

#### Definition:

The **Short-Term Supports** (STS) service is provided to the DOR consumer upon placement into a Competitive Integrated Employment (CIE) setting.

1. Employment settings include but are not limited to:

* Work Experiences
* On-the-Job Trainings (OJTs)
* Placement into a job

1. The service is time-limited, proactive, and individualized to match the consumer’s employment related needs.
2. The STS service focuses on assisting the consumer to learn job duties, adjust to the work environment, and maintain Customized Integrated Employment (CIE) by developing natural supports within the employment setting.
3. STS is completed within 90 days unless additional support is needed to ensure stabilization in the employment setting.
4. Examples of supports include but are not limited to one or more of the following as outlined in the Individual Service Plan (ISP) Report:

* Proactive contact with the consumer and trainer, site supervisor, or employer, to identify and resolve issues to ensure continued success.
* Proactive and on-going assessment of the consumer’s need for auxiliary goods and services. Examples include one or more of the following:
* Reasonable Accommodations
* Work Clothing/Uniform
* Equipment
* Regular contact with DOR staff to provide feedback on identified issues/challenges, consumer’s progress towards a successful experience or CIE retention, and the need for additional services.
* Additional activities (on or off the job) as needed to stabilize the employment setting to include one or more of the following:
* Developing appropriate work behaviors
* Providing travel/job destination training
* Training on employment setting tasks
* Consulting with the employment setting supervisor to discuss strategies and accommodations.

#### Referral/Intake:

Once the employment setting has been identified, DOR staff will send the Community Rehabilitation Program (CRP) a referral packet that includes the information needed to address the consumer’s individualized service needs.

1. The packet will include at a minimum:

* Authorization to provide services.
* Any necessary employment setting related documents.
* Any known reasonable accommodation needs.
* Any other applicable information (e.g., evaluation information or applicable medical information)

1. Upon completion of an intake, CRP staff will meet with the consumer to develop an Individual Service Plan Report which will include:

* Areas to be addressed.
* Proposed activities.
* Proposed outcomes and methods to track progress towards them.
* Schedule/Timeline for completion
* Persons responsible

#### Standard Authorization:

Short Term Supports authorizations must be created at the rate based on the DOR consumer’s work location within a Regional Center catchment area and mirror that Regional Center’s rate for SE JC.

Use the DOR Short Term Supports Rate Reference Sheet to determine the rate at which to authorize services based on the geographical location of the DOR Consumer’s worksite.

#### Payment:

Payment is hourly and based on the documentation of direct consumer contact on the STS Monthly Report which must accompany the invoice(s) and be sent to DOR staff for payment approval.

CRPs must provide these documents monthly and/or at the conclusion of services, if earlier.

The CRP should contact the DOR Counselor after a minimum of three (3) unapproved consumer absences have been documented within a 30-calendar day service period.

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case services contract. Payment requirements are for fees-for-service.

#### Reporting Requirements:

##### STS Monthly Reports

1. Each STS Monthly Report requires the following information:

* CRP name
* CRP Federal Employer Identification Number (FEIN)
* Reporting period dates.
* Consumer name and phone number.
* DOR Rehabilitation Counselor name
* Consumer Individualized Plan for Employment (IPE) Vocational Goal, if applicable.
* Employment setting being supported (e.g., CIE Placement, Work Experience, or On-the-Job Training).
* CRP support staff name and contact information.
* Name and address of the employment setting.
* Consumer’s position title, wage, and start date (for CIE Placements: date when 90 days of employment will be reached.
* Total employment setting hours).
* Total number of hours supporting consumer with activities outlined in the ISP Report.
* Identify progress towards completion of ISP Report goals and objectives. If no progress has been made, identify the challenges encountered.
* Description of contacts with the consumer, employment setting supervisor, and/or DOR staff during the reporting period.
* Recommendations for changes to the STS service and/or employment setting.
* Identification of any reasonable accommodation needs.

1. The STS Monthly Report must include a copy of the official employment setting schedule for the reported month.

##### Final STS Monthly Report

The CRP must submit the Final STS Monthly Report after concluding the STS service.

1. The Final STS Monthly Report must include all requirements of the STS Monthly Report outlined above and the following:

* If the ISP Report goals and objectives were not met, the CRP must submit documentation of the consumer’s strengths, areas for improvement, and any consultative meetings (e.g., with the consumer; DOR staff; and the employment setting trainer, site supervisor, or employer, if applicable).

#### Performance Measures:

1. The following are measures of quality services:

* The consumer’s auxiliary service needs are appropriately identified, and DOR staff is promptly notified of the request in a timely manner.
* The consumer is successful in minimizing/eliminating challenges addressed in the ISP Report.
* The consumer has improved their skills in the employment setting.
* The consumer’s performance level achieved meets requirements of the employment setting.
* The consumer is satisfied.
* The employment setting trainer, site supervisor, or employer is satisfied.
* STS Monthly Reports are submitted timely.

#### Staffing Qualifications:

CRP staff providing services to consumers must meet qualifications as defined in job descriptions as determined by the CRP. CRP staff must have prior experience working with individuals with disabilities; be able to identify a wide variety of workplace supports; address employer concerns and negotiate resolutions; assess and monitor the consumer’s progress; and write clear concise progress reports.

#### Certification/Accreditation:

DOR certification and/or accreditation by CARF must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

### Supported Employment Services (SE)

PROCEDURE CODES:

124CRP Employment Services Intake

125CRP Employment Services Employment Preparation

126CRP Employment Services Job Development and Placement

44CRPr Supported Employment Retention

#### Definition:

Supported Employment (SE) services as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), assists a DOR consumer prepare for, obtain, retain, and advance in employment. Supported Employment includes a continuum of services that provide guidance and direction to a DOR consumer in the development of job search techniques and appropriate work-related behaviors that will enhance the consumer’s employability. The goal of Supported Employment services focuses on an individual placement in a competitive and integrated setting. Employment-related on and off-site support services are funded via the Supported Employment Job Coaching service category.

DOR consumers most appropriate for an SE Individualized Plan for Employment (IPE) are individuals with the most significant disabilities, including youth with the most significant disabilities, for whom competitive employment has not traditionally occurred or has been interrupted or intermittent, and who need intensive and extended services.

In a SE IPE, the use of the service category of Employment Services (ES) provides assistance in the development of job search skills, coordination of job search activities, and identification of appropriate job openings. Supported Employment Retention services are designed to support DOR consumers and employers in achieving a successful employment outcome, and in meeting DOR’s criteria for case closure.

1. Effective July 1, 2022, Supported Employment Intake and Supported Employment Preparation/Job Development/Placement have been replaced by the following Employment Services benchmarks\*:

* Employment Services - Intake
* Employment Services - Employment Preparation
* Employment Services - Job Development and Placement

1. Please see the Employment Services description for further information.

##### Supported Employment Retention:

1. Upon DOR consumer acceptance of employment of a job that is consistent with their IPE goal and meets the needs for hours, wages, and benefits, the CRP will provide at least 90 days of the following Supported Employment Retention activities:

* Phone or personal contact, on or off the job, with the DOR consumer to determine ongoing satisfaction with the terms of employment.
* Phone or personal contact with the employer to determine ongoing satisfaction with the terms of employment.
* No less than two (2) contacts a month are required for a minimum of 90 days.
* Communication with DOR QRP/SVRC at least monthly to discuss progress and coordinate for any additional services that may be required.
* Assistance with necessary minimal supports to sustain employment. Intensive support services, as determined by the CRP and DOR QRP/SVRC, may require additional hours to be authorized for Job Coaching services.

1. SE guidelines and procedures may be found in the DOR Rehabilitation Administrative Manual (RAM) Chapter 31.

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in the Job Description as determined by the CRP.

#### Referral:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the DOR IPE with identification of an employment goal.

1. Upon completion of an intake, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements:

At the completion of each Employment Services benchmark, a final report will be provided to the DOR QRP/SVRC. See the Employment Services description for detailed information.

At completion of Supported Employment Retention activities, after 90 days of employment, a final report will be provided to the DOR QRP/SVRC.

The report addresses the consumer’s ability to meet the employer’s standards and performance expectations. The report will identify any specific supports and resources needed to retain employment.

SE reporting guidelines and procedures may be found in the DOR RAM Chapter 31.

#### Performance Indicators:

1. The following are indicators of quality services:

* Report identifies effective strategies and supports needed to ensure success in sustaining long-term employment.
* DOR consumer achieves competitive integrated employment.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization:

Initial authorization to Employment Services often includes authorization of Employment Services Intake, Employment Preparation, and Job Development and Placement.

Authorizations for Supported Employment Retention are typically written near or at the time the consumer has obtained employment, for a duration of at least 90 days from the employment start date.

#### Payment:

1. Employment Services payment occurs at the completion of each benchmark, as outlined in the Employment Services description.
2. Supported Employment Retention payment occurs at conclusion of retention activities and the DOR consumer has:

* Completed 90 days on the job.
* Demonstrates an ability to meet the employer’s standards and job performance expectations.

1. Payment is made upon receipt of a written report indicating supports and resources necessary to sustain employment.
2. Fees for Supported Employment Retention are paid based on the current rates as established by the Legislature in the California Code of Regulations and are not set by the DOR.
3. Payment is based on the successful completion of Retention, as authorized, at the conclusion of the related benchmark activities.
4. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.
5. See DOR RAM Chapter 31 for additional guidelines.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

### Supported Employment Job Coaching

PROCEDURE CODE:

71CRPih Supported Employment Job Coaching

#### Definition:

Job Coaching services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided by a Community Rehabilitation Program (CRP) to a competitively employed DOR consumer, provides intensive assistance and support in employment-related activities to promote job adjustment and retention. Intensive individualized Job Coaching services may be provided as part of a Supported Employment (SE) Individualized Plan of Employment (IPE), or for specific short-term services in support of a DOR consumer in a non-SE job. Further information on Job Coaching as part of a Supported Employment plan is found in DOR’s Rehabilitation Administrative Manual (RAM) Chapter 31.

1. Activities of Job Coaching by CRP staff for competitive, individual placements, include on-site support services and off-site interventions for DOR consumers, such as:

* Job orientation
* Job destination training
* Teaching job tasks
* Supervision at the worksite
* Coworker/supervisor consultation
* Assistance in integrating the DOR consumer into the work environment through natural supports.
* Assistance in changes in the work environment impacting potential for job retention.
* Assistance with public support agencies
* Family and residential provider consultation
* Contact with the consumer and/or employer to ensure continued job satisfaction.
* Assistance with monitoring Social Security Administration (SSA) reporting requirements.
* Support and counseling needed to maintain employment.
* Consultation with the DOR consumer/employer and others following job loss.

1. Job Coaching guidelines, procedures, and specific reporting requirements can be found in DOR RAM Chapter 31.
2. SE Job Coaching and Short-Term Supports (Non-Supported Employment Job Coaching) follow the same DOR policies and procedures.

##### Transitional Employment (TE):

Transitional Employment (TE) is defined as one or a series of temporary, competitive job placements supported by Job Coaching services for DOR consumers with the most significant disabilities due to mental illness. In TE, the provision of ongoing support services must include continuing sequential job placements until job permanency is achieved.

Placement in a temporary position provides services that focus on overcoming the fear of work, developing work tolerance, determining supports needed for permanent placement, and a plan to seek an employment outcome.

Transitional Employment is considered a form of Supported Employment placement and Job Coaching is the work-related service supporting this component. A TE placement must meet all criteria for Supported Employment, except that the placement is temporary.

If an eligible individual gains a permanent job as a result of Transitional Employment (TE), a SE retention fee may be authorized, if appropriate.

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in the Job Description as determined by the CRP.

#### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the rehabilitation that needs to be addressed.

1. Upon completion of an intake, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements:

For ongoing Job Coaching services, written progress reports are required monthly that identify the hours and dates of services provided, approach(es) utilized, and identify barriers/behaviors to be addressed the following month.

A final report summarizing how goals and objectives were met through the provision of specific Job Coaching services is to be completed and sent to the QRP/SVRC at the conclusion of services. Recommendations of services/supports necessary to ensure maintenance of a successful employment outcome are included.

#### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer is successful in minimizing/eliminating issues addressed by Job Coaching services.
* Reports provide effective strategies and identify supports needed to ensure success in retaining employment.
* DOR consumer reaches successful employment outcome.
* DOR consumer is able to advance and/or sustain employment.
* In a TE setting, a consumer is able to participate in an IPE leading towards competitive placement.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization:

Authorizations by the QRP/SVRC are written hourly for SE Job Coaching services in accordance with RAM Chapter 31 guidelines. Hours authorized for off-site coaching and job coach travel shall be itemized in the case record and on the authorization.

#### Payment:

Job Coaching authorizations must be created at the rate designated for the Regional Center with which the DOR Consumer is connected. Use the DOR Supported Employment Job Coaching Rate Reference Sheet to determine the rate at which to authorize services and where to find information on the DOR Consumer's Regional Center in their record of service in AWARE.

Payment is hourly for documented direct consumer contact and billed, as authorized, either monthly and/or at the conclusion of services. The hours and dates of services provided are included.

A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain/retain certification or accreditation will result in termination of services.

## Section 6. Specialized Services

### Communication Skills Assessment (CSA – Braille)

PROCEDURE CODES:

137CRPih — Communication Skills Assessment, Individual

### Communication and Language Skills Training (CLST – Braille)

Level 1 — Individual

Level 2 — Group

PROCEDURE CODES:

122CRPih Level 1, Communication & Language Skills Training – Braille Non-Medical - Individual

122CRPg1 Level 2, Group, 1 Hour

122CRPg2 Level 2, Group, 2 - 4 Hours

122CRPg3 Level 2, Group, 5+ Hours

#### Definition:

Communication Skills Assessment (CSA) and Communication and Language Skills Training (CLST) services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), are provided individually or in group settings in which DOR consumers with sensory impairments are assessed and trained in the skills necessary to communicate effectively at work, home, and in the community.

Included in this category are CRP services that assess and teach Braille skills to DOR consumers who are blind. Services may be provided individually, in groups, or in a classroom setting based upon the DOR consumer’s need. Activities are focused in support of an employment outcome.

Services are not related to assessment of communication assistive technology devices.

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the identification of communication barriers to be addressed.

1. Upon completion of an intake or initial assessment, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed assessment/training activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements:

Upon completion of an authorized individual Communication Skills Assessment, the CRP will provide the QRP/SVRC with a written ISP detailing goals and objectives, proposed training activities, and projected hours/timelines.

For ongoing CLST programs, written progress reports are required monthly that identify the communication goals and objectives addressed, hours and dates of service provided, approach(es) utilized, and plan for continued activities.

A final report summarizing how goals and objectives were met through the provision of specific services is to be completed and sent to the DOR counselor at the conclusion of services. Recommendations of services/supports necessary to ensure a successful rehabilitation outcome are included.

#### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer is satisfied with services and is able to communicate in his/her/their environment.
* DOR consumer is able to participate in an Individualized Plan for Employment (IPE)
* Reports provide effective strategies and identify supports needed to ensure success in rehabilitation services.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization:

Authorizations by the QRP/SVRC are hourly for assessment and individualized training services based upon a projection of hours required to complete the activity.

##### Group/hour:

Authorized hourly for regularly scheduled classes of one hour only are paid at the Group hourly rate. This service may be only authorized based on an approved program model and reflected in the approval certificate as issued by DOR's Community Resources Development (CRD) unit.

##### Group/day:

Authorized as group services for a full minimum five (5) hour day program that is typically curriculum based and offers many components that predominantly focus on developing and enhancing communication and language skills. Classes may be offered up to five (5) days per week. Half day programs of two to four (2-4) hours may be authorized based on an approved program model and reflected in the approval certificate as issued by DOR's CRD unit. Authorized in three (3) month increments.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is hourly or daily for documented direct consumer participation and billed, as authorized, either monthly and/or at the conclusion of services. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

Communication and Language Skills Assessment and Training Services do not require CARF accreditation but must maintain DOR Certification.

### Language, Employment, Assessment & Development (CSA– LEAD) Assessment Services

PROCEDURE CODES:

137CRPih LEAD Assessment, Individual, per hour

### Language, Employment, Assessment & Development (CLST– LEAD) Training Services

LEVEL 1 — GROUP Training

LEVEL 2 — INDIVIDUAL Training

PROCEDURE CODES:

122CRPg1 LEAD Training Level 1, Group, 1 hour, per day

122CRPg2 LEAD Training Level 1, Group, 2-4 hours, per day

122CRPg3 LEAD Training Level 1, Group, 5+ hours, per day

122CRPih LEAD Training Level 2, Individual per hour

#### Definition:

**Language, Employment, Assessment & Development** (**LEAD**) is an assessment and training service for DOR consumers who are Deaf or hard of hearing and have limited comprehension of American Sign Language and English. The goal of the service is to develop basic communication while at the same time develop an understanding of work readiness concepts and the employment environment.

The Community Rehabilitation Program (CRP) approved by DOR to provide LEAD services will train DOR consumers to effectively communicate within the community, fully participate in the rehabilitation process and then transition to vocational training, post-secondary education or directly to competitive integrated employment.

LEAD training predominantly takes place in a Group classroom setting in order for consumers to benefit from an immersion experience. Training may take place individually based on consumer’s need.

Services are not related to assessment of communication assistive technology devices.

#### Referral:

When authorizing services, the DOR QRP/SVRC will complete CRP referral form and provide pertinent information from the DOR case file including the identification of communication barriers and employment history.

#### LEAD Assessment:

1. The LEAD Assessment will assess Language & Communication skills, Vocational skills and Daily Living skills including the following:

* American Sign Language proficiency
* Independent living skills
* Functional writing skills
* Reading skills
* Educational attainment
* Work history
* Transportation skills
* Computer skills
* Personal strengths

1. Upon completion of the assessment, the CRP will provide a detailed report with observations and recommendations.

Please note: The assessment can stand alone for purposes of IPE planning.

#### LEAD Training:

1. Upon receipt of the initial three-month training authorization, the CRP staff will meet with the DOR consumer to develop the Individual Service Plan (ISP) that will include:

* Areas to be addressed.
* Proposed assessment/training activities.
* Proposed outcomes (measurable)
* Schedule/timeline for completion
* Persons responsible

1. The CRP will place each DOR consumer at the appropriate training level per the ISP:

* Group A: Communication Literacy
* Group B: Employment Preparation
* Note: If consumer is attending both Individual and Group training, separate ISPs are required.

#### Reporting Requirements:

For ongoing LEAD training, written progress reports are required monthly that identify the communication goals addressed, related activities, hours and dates of service provided, approach(es) utilized, continued barriers & plans to remedy, and a plan for continued activities.

A final report summarizing how goals and objectives were met through the provision of specific services is to be completed and sent to the DOR counselor at the conclusion of services. Recommendations of services/supports necessary to ensure a successful rehabilitation outcome shall be included.

Note: If consumer is attending both Individual and Group training, separate monthly reports are required.

#### Performance Indicators:

1. The following are indicators of quality services:

* The DOR consumer is able to fully participate in the rehabilitation process and will transition to one or more of the following: post-secondary education; vocational training; competitive integrated employment.
* The DOR consumer is satisfied with services.
* Individual Service Plans are relevant and updated as needed.
* Reports provide effective strategies and identify supports needed to ensure success.
* Timeliness of reports
* Efficiency of services

#### Standard Authorizations:

The LEAD service is based on an approved program model that is curriculum based and offers many components that predominantly focus on developing and enhancing communication and language skills and an understanding of employment concepts and practices. Training is authorized in three (3) month increments.

##### LEAD Assessment:

Authorized hourly based on CRP Assessment.

##### LEAD Training

###### Individual:

Authorized upon a projection of hours required to complete the activity. Prior approval and authorization by DOR QRP/SVRC are required.

###### Group:

Authorized per day for programs of two to four (2-4) hours or 5 + hours, up to five (5) days per week based upon approval of curriculum.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is hourly or daily for documented direct consumer participation and billed, as authorized, either monthly and/or at the conclusion of services. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Staffing Qualifications:

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

#### Certification/Accreditation:

LEAD Assessment and Training Services do not require CARF accreditation but must maintain DOR Certification.

### Immersion Services

Level 1 — Residential

Level 2 — Non-residential

PROCEDURE CODES:

129CRPid Level 1 - Individual

129CRPg2 Level 2, Group, 2-4 Hours

129CRPg5 Level 2, Group, 5+ Hours

#### Definition:

Immersion Services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), focus on comprehensive training of independent living and pre-employment activities for DOR consumers with significant disabilities, most often persons with blind and visual impairments or traumatic brain injuries.

Immersion Services are regularly scheduled full program days, five (5) days a week, of at least five (5) program hours daily, that are provided in a residential or program environment. Group and individualized activities are integrated to acquire functional skills and behaviors in support of developing functional capacities for living independently in their home and community.

Multiple training activities, in at least four (4) areas from the vocational and specialized services categories, are integrated into a DOR consumer’s Individual Service Plan (ISP).

Services may be longer term, from two to six (2-6) months, and a residential stay of up to six (6) months may be required to participate in a Level 1 Immersion Services program.

1. Immersion Services programs may include the following components of services or activities:

* Personal, Vocational, and Social Adjustment
* Work Adjustment; including participation in a Business Enterprises Program - Youth Employment Program (BEP-YEP) summer youth program.
* Communication and Language Skills training
* Independent Living skills training activities: Orientation and Mobility, Adjustment to Sensory Loss, fiscal management and budgeting, functional computer literacy skills, cooking and meal planning, activities of daily living, household management (organizing, labeling, cleaning, laundry etc.), peer counseling.
* Immersion Services programs do not include any services in the core areas of Assessment or Job-Related Services.

#### Staffing Qualifications:

Orientation and Mobility (O&M) trainers must meet O&M trainer qualifications.

CRP staff providing services to DOR consumers must meet additional qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

An QRP/SVRC will authorize based on results of an assessment or information indicating the need for an Immersion Services program.

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the identification of training needs.

1. Upon completion of an intake and/or initial assessment, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed training activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

#### Reporting Requirements:

Upon completion of the intake, the CRP will provide the QRP/SVRC with a written Individualized Service Plan (ISP) detailing goals and objectives, proposed training activities, and projected hours/timelines.

Written progress reports are required monthly that identify the ISP objectives and training areas worked on during the month, hours/dates of service provided, which goals and objectives were met, approach(es) utilized, and continuing activities.

A final report summarizing how goals and objectives were met through the provision of specific training services is to be completed and sent to the DOR QRP/SVRC at the conclusion of services. Recommendations of services/supports necessary to ensure a successful employment outcome are included.

#### Performance Indicators:

1. The following are indicators of quality services:

* A DOR consumer’s success in minimizing/eliminating issues addressed in training.
* A DOR consumer’s ability to participate in community activities and to live independently.
* A DOR consumer’s ability to develop and participate in an Individualized Plan for Employment (IPE) leading to employment.
* A CRP’s ability to provide effective strategies and identify supports needed to ensure ongoing success in rehabilitation services.
* Timeliness of reports
* Efficiency of services

#### Standard Authorizations:

##### Level 1 Immersion Services – Residential:

Level 1 Immersion Services are inclusive of a residential stay and all costs associated with housing and services. The QRP/SVRC will authorize based on a 24-hour day up to three (3) month increments. Shorter authorizations may be appropriate based upon other program options that incorporate an overnight stay, e.g., weekend programs and services.

##### Level 2 Immersion Services - Non-Residential:

Level 2 Immersion Services are authorized for full day programs, of at least five (5) hours minimum; half day programs of two to four (2-4) hours may only be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development (CRD) unit.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

##### Level 1 - Immersion Services – Residential:

Payment is for a 24-hour day for documented attendance either monthly or at the conclusion of services.

##### Level 2 - Non-Residential:

Payment is daily for documented DOR consumer participation and billed, as authorized, either monthly and/or at the conclusion of services. A day of service is a minimum of five (5) hours exclusive of a lunch break. For authorized full day services, CRPs may bill at half day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete the day and attendance is at least two (2) hours for that day. If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

For approved half day programs, billing may be invoiced for services provided from two to four (2-4 hours). If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval. The report will include the hours and dates of service.

#### Certification/Accreditation:

Immersion Services do not require CARF accreditation but must maintain DOR Certification.

### Interpreter/Communication Services

PROCEDURE CODES:

62CRPih ASL Interpreting - Individual

134CRPih Tactile Interpreting – Individual

83CRPih Real Time Captioners – Individual

#### Definition:

Interpreter/Communication Services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) through a Community Rehabilitation Program (CRP) approved Interpreter Referral Agency, are provided to DOR consumers requiring communication facilitation in support of rehabilitation services.

##### American Sign Language/Oral Interpreters:

A **Sign Language Interpreter**, either face to face or through a remote location via Video Relay Services, facilitates communication between hearing and deaf or hard of hearing DOR consumers using American Sign Language (ASL).

ASL interpreting translates oral spoken language into a form which can be understood by deaf or hard of hearing individuals, or to reverse translate from sign language used by deaf or hard of hearing individuals into spoken language.

##### **Tactile Interpreters**

**A Tactile Interpreter** facilitates communication between hearing and deaf-blind DOR consumers by translating spoken language into a form which can be understood by the deaf-blind consumer or to reverse translate from the language used by the deaf-blind consumer into oral spoken language. When deaf-blind consumers have little to no vision, and need to receive linguistic information, they need to feel the interpreter's hands while the interpreter signs or fingerspells. The interpreter typically sits or stands next to the deaf-blind consumer while interpreting. Also, the interpreter adds visual descriptions along with the interpreted message.

##### Real Time Captioners

A **Real Time Captioner** provides communication assistance by simultaneously converting the spoken word into printed format using computer-aided translation, which appears on a screen for viewing. Real-time captioning may be used for lectures/presentations, college courses, training seminars, corporate meetings, or “live” events that do not allow time to prepare off-line captions.

#### Staffing Qualifications:

##### American Sign Language Interpreters:

ASL Interpreters must possess a current and valid certification with; the Registry of Interpreters for the Deaf (RID) at the level of Certificate of Interpretation (CI), Certificate of Transliteration (CT), or CI and CT (Certificate of Interpretation and Certificate of Transliteration) or the National Association of the Deaf (NAD) – with a current and valid membership with NAD at the Level of Generalist (III); Advanced (Level IV); or Master (Level V). Provisional certifications will not be accepted.

##### Tactile Interpreters:

It is required that the Tactile Interpreter possess and maintains current certification as a sign language interpreter (see Sign Language Interpreter’s certification requirements above).

##### Real Time Captioners:

Real Time Captioners must have successfully completed Real-time Captioning/Stenographer Certification or Certified Shorthand Report (CSR) plus have one and a half years’ experience or 750 hours as a captioner.

#### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete any agency referral/request forms and provide pertinent information to the agency regarding the requested assignment.

#### Reporting Requirements:

Upon completion of the assignment, documentation will be provided to the QRP/SVRC indicating hours, dates, and times of services.

#### Performance Indicators:

1. The following are indicators of quality services:

* Maintaining the required certifications
* The ability to interpret at a level that will meet the service needs of the DOR consumer.
* Sensitivity to the communication process and needs of DOR consumers or who are deaf and/or hard of hearing.
* The ability to maintain impartiality and confidentiality in all assignments.
* Adherence to the Interpreter Code of Conduct or similar
* Efficiency of services

#### Standard Authorization:

Authorizations by the QRP/SVRC are written for the estimated time needed for the interpreting assignment.

All interpreting assignments are two (2) hour minimum unless a lesser time frame is otherwise agreed upon by the QRP/SVRC and the CRP for specific assignments.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is hourly for documented direct consumer contact and billed as authorized. The CRP shall be notified at least 24 hours in advance of changes or cancellations. If the assignment is cancelled in less than 24 hours, the CRP shall be paid for a maximum of two (2) hours of work at the interpreter rate. Documentation will be provided to the QRP/SVRC indicating hours, dates, and times of services and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) is not required. The CRP or Referral agency will provide assurances of meeting the qualifications standards for assigned staff.

### Orientation and Mobility Services: Evaluation and Training

PROCEDURE CODES:

18CRPih – Orientation & Mobility Evaluation, Individual

18CRPg2 – Group, 2-4 Hours

18CRPg5 – Group, 5+ Hours

84CRPih – Orientation & Mobility Training, Individual, Certified O&M Specialist

84CRPg2 – Group, 2-4 Hours

84CRPg5 – Group, 5+ Hours

85CRPih – Orientation & Mobility Training, Individual, Non-Certified O&M Instructor

#### Definition:

Orientation and Mobility (O&M) services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), provide training to DOR consumers in the skills and supports necessary to function independently at work, home, or the community. A systematic plan of instruction for supports is developed, in consultation with the DOR consumer and QRP/SVRC, to acquire the necessary functional living skills in support of an employment outcome.

Services may be provided individually, in groups, or in a classroom setting based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development (CRD) unit.

Orientation and Mobility Services include:

* Orientation and Mobility Evaluation
* Orientation and Mobility Training
* Level 1: Certified Orientation and Mobility Specialist
* Level 2: Non-Certified O&M Instructor

##### Level 1 Certified O&M Specialist Training Activities

1. Services provided by a Certified O&M Specialist include but are not limited to the following activities:

* Assessment and training services as provided by an ACVREP or NOMC Certified Orientation and Mobility Specialist
* Comprehensive evaluation of the independence and mobility needs of a DOR consumer, including a functional evaluation in his/her customary environment and environments which may benefit the consumer to travel to.
* Provides comprehensive information for the selecting, designing, fitting, customizing, and adapting of appropriate O&M Tools and Devices.
* Residual vision stimulation and training.
* Upper and lower protective techniques.
* Squaring-off and alignment of travel techniques.
* Cane techniques.
* Following directions, cardinal directions, and utilizing landmarks.
* Analysis and identification of intersections and traffic patterns.
* The use of traffic control devices.
* Techniques for crossing streets.
* Techniques for travel in indoor environments, outdoor residential, small and large business districts, mall travel, and rural areas.
* Use of technology aids such as GPS, travel apps, or radar devices.
* Problem solving and troubleshooting travel barriers.
* The use of public transportation.
* Evaluation with sun filters for the reduction of glare.
* Instructional use of low vision devices such as monocular telescope.
* Coordinating use of other therapies or interventions, including Guide Dog readiness.

##### Level 1 Certified O&M Specialist Training Locations

1. Service locations for Certified O&M Specialist to train or assess include but are not limited to the following:

* the consumer's home (indoor and outdoor).
* public areas, such as a bank, church, or doctor's office.
* commercial areas, such as a grocery store or mall.
* transit systems, such as public transportation, paratransit, and taxis.
* rural areas.
* residential areas (with light traffic and stop signs).
* small business areas (with heavier traffic and simple traffic lights).
* downtown areas (with heavy traffic and complex traffic lights); and
* commercial modes of travel, such as trains and planes.

##### Level 2 Non-Certified O&M Instructor Training Activities

1. Services provided by a Non-Certified O&M Instructor include the following activities:

* Teaching human guide techniques.
* Soliciting/declining assistance.
* Route planning.
* Locating dropped objects.
* Trailing.
* Search patterns.
* Compass directions.
* Access of paratransit options.
* Identify and provide resources, services, and support related to low vision or blindness as it relates to independent travel.

##### Level 2 Non-Certified O&M Instructor Training Locations

Non-Certified O&M Instructors are **prohibited** from training indowntown areas or areas with heavy traffic and complex traffic lights, and providing training using commercial modes of travel, such as cars and planes.

#### Staffing Qualifications:

Level 1 services are provided by a Certified Orientation and Mobility Specialist (COMS) certified by the Academy for Certification of Vision Rehabilitation & Education Professionals (ACVREP) and/or a certified National Orientation and Mobility Certificant (NOMC) by the National Blindness Professional Certification Board (NBPCB). The COMS/NOMC must have at least a bachelor’s degree, re-certify every five (5) years by earning Continuing Education Units, and have broad-based knowledge, training, and experience in Orientation and Mobility.

Level 2 services are provided by an experienced, but non-certified, Orientation & Mobility Instructor, who has met ACVREP eligibility requirements but has not attained or maintained certification. Non-certified O&M Instructors may have an ACVREP professional certification to demonstrate professional competency that supports quality service delivery to persons with visual impairments.

1. ACVREP certifications that demonstrate professional competence in serving persons with visual impairments:

* Certified Assistive Technology Instructional Specialist (CATIS)
* Certified Deafblind Intervenor Specialist (CDBIS)
* Certified Low Vision Therapist (CLVT)

CRP staff providing services to DOR consumers must meet additional qualifications as defined in Job Descriptions as determined by the CRP.

#### Referral/Intake:

The DOR SVRC, in consultation with the DOR consumer, will determine which level of service the DOR consumer would most benefit from. When determined, the DOR SVRC will authorize the appropriate service level and complete CRP referral forms and provide pertinent information from the DOR case file including the identification of barriers to independence and employment to be addressed.

1. Upon completion of an initial assessment, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) Report which will include:

* Areas to be addressed.
* Proposed activities
* Proposed outcomes (measurable)
* Schedule / Timeline for completion
* Persons responsible

#### Reporting Requirements:

A final report summarizing how goals and objectives were met through the provision of specific services is to be completed and sent to the DOR QRP/SVRC at the conclusion of services. Recommendations of services/supports necessary to ensure a successful rehabilitation outcome are included.

#### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer is satisfied with services and has acquired skills necessary to function independently in his/her/their work, home, and/or community.
* DOR consumer is able to participate in an Individualized Plan for Employment (IPE)
* Reports provide effective strategies and identify supports needed to ensure success in rehabilitation services.
* Timeliness of reports
* Efficiency of services

#### Standard Authorization:

##### Individual:

Individual O&M services are authorized hourly based upon a projection of hours required to complete the activity. Hourly services are based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group/hour:

Group O&M services are authorized hourly for regularly scheduled one-hour classes paid at the Group hourly rate. This service may only be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Group/day:

Group O&M services are authorized for a full minimum five (5) hour day program that offers many activities focused on enhancing independent living skills. Classes may be offered up to five (5) days per week.

Half day programs of two to four (2-4) hours may be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

#### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

##### Individual:

Payment for individual O&M services is hourly for documented direct consumer contact and billed, as authorized, either monthly and/or at the conclusion of services.

##### Group:

Payment for group O&M services is daily for authorized services as documented by direct consumer contact and billed monthly and/or at the conclusion of services. For authorized services, CRPs may bill at half day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete the day and attendance is at least two (2) hours for that day. If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

For approved half day programs, billing may be invoiced for services provided from two to four (2-4) hours. If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

#### Certification/Accreditation:

Orientation & Mobility Training Services do not require CARF accreditation but must maintain DOR Certification

### Rehabilitation Technology Services (RTS) Series

Rehabilitation Engineering/Technology Assessment and Evaluation services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), means the systematic application of non-medical technologies, engineering methodologies, or scientific principles to meet the needs of, and address the barriers confronted by, DOR consumers in areas that include education, rehabilitation, employment, transportation, independent living, and recreation. These services include time spent by qualified professionals in evaluating, designing, fabricating, and modifying the environment and/or assistive devices on behalf of a DOR consumer. These services aim to enhance service provision to DOR consumers who are seeking technology applications to maximize their ability to function in their environment.

#### Level 1 RTS - Rehabilitation Engineering/Technology Assessment and Evaluation

PROCEDURE CODE:

17CRPih Rehabilitation Engineering/Technology Assessment & Evaluation

##### Definition:

Level 1 Rehabilitation Technology Services, as offered by certified professionals, applies engineering sciences to design, develop, test, evaluate and apply technological solutions to problems confronted by DOR consumers with disabilities in multiple functional areas such as mobility, communications, hearing, vision, and cognition, and provide activities associated with employment, independent living, education, and integration into the community.

Assistive technology (AT) device means any item, piece of equipment, or product system, whether acquired commercially off the shelf, modified or customized, that is used to increase, maintain, or improve the functional capabilities of a DOR consumer.

Level 1 Services offers state-of-the-art, multiple AT device options and equipment try-outs to assist in the determination of an appropriate match of equipment to the needs of a DOR consumer.

1. Activities associated with Level 1 Services include:

* Comprehensive evaluation of the needs of a DOR consumer, including a functional evaluation in his/her/their customary environment
* Hands-on evaluation of a variety of AT devices, including alternate computer access, augmentative and alternative communication devices, and environmental controls
* Application of Ergonomic principles
* Coordinating and using other therapies or interventions
* Provides comprehensive information for the selecting, designing, fitting, customizing, and adapting of appropriate AT devices.
* Time spent in designing, fabricating, and modifying the environment of specific AT devices.

##### Staffing Qualifications:

Level 1 Services are provided by a Rehabilitation Engineering Technologist (RET) and/or Assistive Technology Professional (ATP) as certified by the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) and have a broad-based knowledge, training, and experience in determining how AT resources and services are used. Rehabilitation engineers, occupational therapists, physical therapists, speech and hearing pathologists, and optometrists who provides AT services as a primary job responsibility for the CRP are also included in this category.

CRP staff providing services to DOR consumers must meet additional qualifications as defined in Job Descriptions as determined by the CRP.

##### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the identification of barriers to be addressed.

1. Upon completion of an intake, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed AT activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

##### Reporting Requirements:

A final report summarizing how evaluation goals and objectives were met is to be completed and sent to the QRP/SVRC at the conclusion of services. The report will include the hours and dates of service provided, and assessment approach(es) utilized. Recommendations of AT device options, modifications, or adaptations necessary, vendor information, and the services/supports necessary to ensure successful utilization of devices are included.

##### Performance Indicators:

1. The following are indicators of quality services:

* DOR consumer has been provided access to current and commonly available devices.
* DOR consumer has been able to try out a variety of devices.
* Devices recommended will enhance independence in home, worksite, and/or community.
* Effective strategies and identification of supports needed are provided to ensure success in rehabilitation services.
* Timeliness of reports
* Efficiency of services

##### Standard Authorization:

Initial authorizations by the QRP/SVRC are typically no more than ten (10) hours in duration. Authorizations for fabrication or other specialty services are based on an estimated number of hours required to complete the activity.

##### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is hourly for documented direct consumer contact and billed, as authorized, at the conclusion of services. Activities occurring on behalf of a DOR consumer such as research, discussions with an equipment vendor, and report writing is inclusive of the rate, and time spent in these activities may not be additionally billed. A written final report must accompany the invoice and is sent to the authorizing authority for payment approval.

##### Certification/Accreditation:

Services do not require CARF accreditation but must maintain DOR Certification.

#### RTS Level 2 Assistive Technology Assessments

PROCEDURE CODE:

87CRPih Assistive Technology Assessments

##### Definition:

Level 2 Rehabilitation Technology Services Assistive Technology (AT) Assessments, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), directly assists a DOR consumer in the selection, acquisition, or use of non-medical AT devices. Level 2 Services, as offered by experienced, but non-certified CRP staff, identify and evaluate the DOR consumer’s ability to utilize the device to compensate for the loss of capacity. Level 2 Services generally have limited availability of equipment and may focus on specialty AT devices only, such as telecommunications, computer hardware, peripherals, and software, or communication devices.

1. Activities include:

* Evaluating the DOR consumer’s AT needs and functional limitations and capacities
* Providing a variety of AT devices for trial
* Focus on integration of device in home, work, and community.

##### Staffing Qualifications:

Certification or eligibility for certification by the **Rehabilitation Engineering and Assistive Technology Society of North America (**RESNA) is not required though staff is experienced and knowledgeable and provides this service as a primary job responsibility. CRP staff providing services to DOR consumers must meet additional qualifications as defined in Job Descriptions as determined by the CRP.

##### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the identification of barriers to be addressed.

1. Upon completion of an intake and/or initial assessment, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed AT activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

##### Reporting Requirements:

A final report summarizing how goals and objectives were met is to be completed and sent to the QRP/SVRC at the conclusion of services. The report will include the hours and dates of service provided and assessment approach(es) utilized. Recommendations and identification of AT needs, services, and supports necessary to ensure a successful utilization of devices are included.

##### Performance Indicators:

1. The following are indicators of quality services:

* Collaboration with the DOR consumer is evident.
* DOR consumer has tried different technologies as appropriate.
* Report provides effective strategies and identification of supports needed and that are integrated in the DOR Individualized Plan for Employment (IPE)
* Timeliness of reports
* Efficiency of services

##### Standard Authorization:

Initial authorizations by the QRP/SVRC are typically no more than ten (10) hours in duration. Authorizations for fabrication or other specialty services are based on an estimated number of hours required to complete the activity.

##### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

Payment is hourly for documented direct DOR consumer contact and billed, as authorized, at the conclusion of services. A written final report must accompany the invoice and is sent to the authorizing authority for payment approval.

Activities occurring on behalf of a DOR consumer such as research, discussions with an equipment vendor, and report writing is inclusive of the rate, and time spent in these activities may not be additionally billed.

##### Certification/Accreditation:

Rehabilitation Technology Services do not require CARF accreditation but must maintain DOR Certification.

#### RTS Level 3 Assistive Technology Training

PROCEDURE CODES:

90CRPih Assistive Technology Training - Individual

90CRPg1 Assistive Technology Training Group, 1 Hour

90CRPg2 Assistive Technology Training Group, 2-4 Hours

90CRPg5 Assistive Technology Training Group, 5+ Hours

##### Definition:

Assistive Technology (AT) Training services, as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), includes training, system integration, installation, configuration, and coordinating the use of other AT related interventions or services associated with a rehabilitation plan as agreed upon by the DOR consumer and QRP/SVRC.

Level 3 Rehabilitation Technology Services: Assistive Technology Training require training outside of any prior services provided as part of a device purchase. Training on the use of the identified equipment/AT device may include family members, an employer, or relevant others, as well as the DOR consumer.

Group training may be appropriate if all DOR consumers are being trained on a singular technology, most often associated with adaptive software for use with a computer program.

##### Staffing Qualifications:

AT Training services are provided by CRP staff who have the specialized technology experience and expertise to train on the specific devices as provided to the DOR consumer.

CRP staff providing services to DOR consumers must meet additional

##### Referral/Intake:

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the identification of equipment/device training needs.

1. Upon completion of an intake and/or initial assessment, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed training activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

##### Reporting Requirements:

A final report summarizing how goals and objectives were met is to be completed and sent to the DOR QRP/SVRC at the conclusion of services. The report will include the hours and dates of service and approach(es) utilized. Recommendations of services/supports necessary to insure successful, ongoing utilization of equipment/device is provided.

##### Performance Indicators:

1. The following are indicators of quality services:

* Collaboration with the DOR consumer is evident.
* DOR consumer has the ability to utilize equipment/device(s) and indicates satisfaction.
* Report provides effective strategies and identification of supports needed to insure ongoing utilization of device(s)
* Timeliness of reports
* Efficiency of services

##### Standard Authorization:

###### Individual:

Level 3 Services are authorized hourly for individualized training services based upon a projection of hours required to complete the activity. Hourly services are based on an approved program model and reflected in the approval certificate as issued by DOR’s Community Resources Development (CRD) unit. Authorizations are typically up to twenty (20) hours in duration.

###### Group/hour:

Level 3 Services are authorized hourly for regularly scheduled classes of one hour only are paid at the Group hourly rate. This service may only be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

###### Group/day:

Level 3 Services are authorized daily for group services for regularly scheduled participation in more than one-hour classes or activities. Authorizations for a full day is a minimum five (5) hour day program that offers training in specialized technology. Classes may be offered up to five (5) days per week. Half day programs of two to four (2-4) hours may be authorized based on an approved program model and reflected in the approval certificate as issued by DOR’s CRD unit.

##### Payment:

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract.

The following payment requirements are for fees-for-service.

###### Individual:

Payment is hourly for documented direct consumer contact and billed, as authorized, either monthly and/or at the conclusion of services.

###### Group:

Payment is daily for authorized services as documented by direct consumer contact and billed monthly and/or at the conclusion of services. For authorized services, CRPs may bill at half day rates if, due to unforeseen circumstances such as illness, a consumer is unable to complete the day and attendance is at least two (2) hours for that day. If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

For approved half day programs, billing may be invoiced for services provided from two to four (2-4) hours. If less than two (2) hours of services are provided, an hourly rate may be billed based upon a prorated rate of the daily rate divided by five (5) hours.

A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.

##### Certification/Accreditation:

Rehabilitation Technology Services do not require CARF accreditation but must maintain DOR Certification.