# 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 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 where 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 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 begin 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.