# 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, 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 student’s 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
* Student’s 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 one time 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