



**DVR** Division of Vocational  
Rehabilitation

**2010-2012**

# Community Rehabilitation Program (CRP) Contract Guidelines



Department of Social and Health Services  
Division of Vocational Rehabilitation

The 2010-2012 CRP Guidelines was created  
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on October 4, 2010

*This document will be revised on a quarterly basis as needed.*

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# General Changes for 2010-2012

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## *Partial Payments*

If any service is not completed for reasons outside of the Contractor's control, a partial payment can be authorized by the DVR Supervisor.

Maximum authorized partial payment is 50% of the Maximum Total Fee. Any fees already paid will be subtracted from 50% of the Maximum Total Fee and the remaining balance will be paid to the Contractor.

If an amount lower than 50% of the Maximum Total Fee is determined appropriate, any fees already paid will be subtracted from the amount approved by the DVR Supervisor.

Under the previous contract partial payments amounts were negotiated on an individual basis.

## *Periodic Updates*

Vocational Rehabilitation Counselors (VRCs) may require periodic progress updates from the Contractor on the DVR Client's progress. The VRC will determine the format and method of the updates. Periodic Updates will be included on the Service Delivery Outcome Plan (SDOP).

## *Qualification Changes*

Mental Health Clubhouse Certification – The DSHS Division of Behavioral Health and Recovery (DBHR) certifies Mental Health Clubhouses within the State of Washington per Washington Administrative Code (WAC) 388-865-0700 through 388-865-0725.

DVR accepts DBHR Clubhouse Certification and the International Center for Clubhouse Development certification for:

- Trial Work Experience;
- Community Based Assessment;
- Job Placement;
- Intensive Training Services; and
- Job Retention.

## *Reports*

All invoices submitted must include a report documenting services provided on the Service Delivery Outcome Report (SDOR). The SDOR can be located at <http://www.dshs.wa.gov/dvr/Contractors/CRP/CRP.aspx>

A Contractor may invoice for multiple payment points at one time, such as Job Placement Activity Fee and the Outcome Fee using a line item invoice method. However, separate reports must be submitted for each payment point of the service.

## *Services*

Transitional Employment Services was removed from the 2010-2012 CRP Contract.

## *Sign Language Interpreters*

Contractors who provide services to DVR Clients who are Deaf or Hard of Hearing and need American Sign Language (ASL) interpreter services are allowed to use the DSHS ASL contract. This allows Contractors to pay the same rates negotiated for DSHS.

Contractors must notify the Independent Freelance Interpreter(s) or Referral Agency that the Contractor is providing services to DSHS Clients and is using the DSHS contract.

DSHS contracted Interpreters and Referral Agencies can be located at <http://www.dshs.wa.gov/hrsa/odhh/interpcon.shtml>

## *Travel*

Travel Time - can be reimbursed at a rate of \$35 per hour billed in 15 minute increments only if service delivery occurs at a location more than 50 miles from the Contractor's nearest staffed office location.

Mileage - will be paid at the current state rate per the Office of Financial Management (OFM) State Administrative and Accounting Manual (SAAM), Section 10.90.20. Rates can be found at <http://www.ofm.wa.gov/policy/SAAMvol1.pdf>

Other Transportation Expenses – DVR Counselors may authorize other transportation expenses, such as Ferry Fees or Toll Fares.

## *Frequently Asked Questions*

1. If a level of service changes to a higher level does a new Service Delivery Outcome Plan (SDOP) need to be developed?

*Yes, a new SDOP must be developed to reflect the change in levels and address any newly identified areas of concern that led to the change to a higher level.*

2. A DVR Counselor already paid an Intake Fee for an authorized service. Is it necessary to pay another Intake Fee when a different service is authorized?

*Yes, the Intake Fee is paid for each type of service authorized. The expectation is there may be different issues addressed depending on the type of service, which would make it relevant to the current service being provided by the Contractor.*

*Changes in levels of the same service require adjustments to ensure the Maximum Total Fee of the new level is paid in full.*

3. A contractor reports to the VRC that a service was not successfully completed and asks if the service can be changed to a lower level rather than request a partial payment. Can DVR

lower the level of service and pay the full amount of the lower level if the service is not successfully completed?

*No, DVR cannot lower the level and pay the full amount of the lower level service. This gives the appearance the service was successfully completed. Also, the maximum amount of any partial payment is 50% of the Maximum Total Fee. The lower level may not equal 50% of the Maximum Total Fee.*

4. Can a Contractor use an individual outside of the Contractor's organization to provide services to DVR Clients?

*No, using someone outside of the Contractor's organization to provide services is considered subcontracting and is clearly prohibited in the contract per Section 3.d., Statement of Work.*

# Vocational Evaluations

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## *Changes*

Intake Fee is removed. One invoice and one report on the Service Delivery Outcome Report form (SDOR) will be submitted by the Contractor upon completion of services.

## *Definition*

The provision of Brief or Comprehensive Vocational Evaluations consist of one or more standardized vocational tests, (i.e. psychometric; personality; vocational preference; and interest inventories, etc.).

## *Frequently Asked Questions*

1. What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

*A fully completed SDOP containing signatures of the authorizing DVR Vocational Rehabilitation Counselor (VRC), Client, and the Contractor.*

# Trial Work Experience

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## *Changes*

Trial Work Experience (TWE) services are only used to prior to eligibility to determine if an individual can benefit from services or if there is clear and convincing evidence that the individual's disabilities are too significant for the individual to benefit from VR services.

## *Definition*

An exploration of the individual's abilities, capabilities, and capacity to perform in work situations, including experiences in which the individual is provided appropriate supports and training prior to eligibility in order to assist in determining if the individual could benefit from DVR services or if there is clear and convincing evidence they cannot benefit in terms of an employment outcome.

## *Frequently Asked Questions*

1. What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

*A fully completed SDOP containing the signatures of the authorizing DVR Vocational Rehabilitation Counselor (VRC), Client, and the Contractor.*

2. Who determines what level of service will be authorized?

*The DVR VRC determines what level of service will be authorized, with input and agreement by the Client and the Contractor providing the service.*

*The determination will be based on the:*

- *Complexity of the service delivery questions to be answered;*
- *Nature and extent of support(s) the Client will need to complete the service;*
- *Expected duration of the service;*
- *Type and number of work-sites the service includes;*
- *Availability of the type of service delivery setting or work-site(s); and*
- *Expected time to complete the service.*

3. Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher service level after being previously issued at a lower level?

*Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. Any payment points invoiced and paid under the old AFP such as Intake or Job Placement*

*Activity Fee will be deducted and adjustments will be made on the new AFP so the Maximum Total Fee at the higher level is paid.*

4. Can a Trial Work Experience be conducted in or as a part of a Contractor's business operations?

*Yes*

5. Is there a uniform required amount of time or number of work sites that must be included in a TWE?

*No, the duration of time and number of work sites is uniquely established for each individual Client as mutually agreed to by the DVR Vocational Rehabilitation Counselor (VRC), Client, and Contractor on a DVR Service Delivery Outcome Plan (SDOP).*

6. Must a Client be paid for participating in a Trial Work Experience?

*No, the service may also occur in other realistic work settings that are unpaid.*

7. Who determines if a Trial Work Experience will be paid or unpaid?

*This is mutually determined and agreed to by the DVR Counselor, the Client, and the Contractor.*

8. DVR authorizes a Contractor to provide Trial Work Experience. The Client completes the service and is hired by the host business. Is the Contractor entitled to payment for CRP Job Placement Services in addition to their payment for Trial Work Experience?

*No, the Contractor is not entitled to payment for Job Placement Services.*

*However, if the Client has an employment goal that requires supported employment and needs assistance in order to stabilize their job performance DVR may authorize and purchase CRP Intensive Training Services.*

*If the Client's employment goal does not require supported employment services, but the Client needs to learn essential functions of the job, to retain and maintain their job, DVR may authorize and purchase CRP Job Retention Services.*

# Community Based Assessment

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## *Changes*

Community Based Assessment (CBA) services are separate from Trial Work Experience (TWE) services and can be provided at any point in the vocational rehabilitation process.

## *Definition*

Locating, securing, and placing a DVR Client into a paid employment setting(s), or other realistic work setting(s), in which the Client performs work for a specified period of time with the direct provision of needed job supports and training to: 1) verify a Client's unique work interests, abilities and any competitive employment barriers related to communication, mobility, work skills, work tolerance, self-direction (cognition and learning), and interpersonal attitudes, skills or behavior, self-care, etc; and 2) Identify the nature and extent of support(s) and accommodations needed for the Client to obtain and maintain competitive employment.

## *Frequently Asked Questions*

1. What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

*A fully completed SDOP containing the signatures of the authorizing DVR Vocational Rehabilitation Counselor (VRC), Client, and the Contractor.*

2. Who determines what level of service will be authorized?

*The DVR VRC determines what level of service will be authorized, with input and agreement by the Client and the Contractor providing the service.*

*The determination will be based on the:*

- *Complexity of the service delivery questions to be answered;*
- *Nature and extent of support(s) the Client will need to complete the service;*
- *Expected duration of the service;*
- *Type and number of work-sites the service includes;*
- *Availability of the type of service delivery setting or work-site(s); and*
- *Expected time to complete the service.*

3. Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher service level after being previously issued at a lower level?

*Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. Any payment points invoiced and paid under the old AFP such as Intake or Job Placement Activity Fee will be deducted and adjustments will be made on the new AFP so the Maximum Total Fee at the higher level is paid.*

4. Can a Community Based Assessment (CBA) be conducted in or as a part of a Contractor's business operations?

*Yes*

5. Is there a uniform required amount of time or number of work sites that must be included in a CBA?

*No, the duration of time and number of work sites is uniquely established for each individual Client as mutually agreed to by the DVR Vocational Rehabilitation Counselor (VRC), Client, and Contractor on a DVR Service Delivery Outcome Plan (SDOP).*

6. Must a Client be paid for participating in a Community Based Assessment?

*No, the service may also occur in other realistic work settings that are unpaid.*

7. Who determines if a Community Based Assessment will be paid or unpaid?

*This is mutually determined and agreed to by the DVR Counselor, the Client, and the Contractor.*

8. DVR authorizes a Contractor to provide Community Based Assessment(s). The Client completes the service and is hired by the host business. Is the Contractor entitled to payment for CRP Job Placement Services in addition to their payment for Community Based Assessment?

*No, the Contractor is not entitled to payment for Job Placement Services.*

*However, if the Client has an employment goal that requires supported employment and needs assistance in order to stabilize their job performance DVR may authorize and purchase CRP Intensive Training Services.*

*If the Client's employment goal does not require supported employment services, but the Client needs to learn essential functions of the job, to retain and maintain their job, DVR may authorize and purchase CRP Job Retention Services.*

*If the DVR Client attains a permanent competitive employment placement as a result of the Client's Community Based Assessment, the Contractor will receive an additional \$600 Permanent Placement Fee.*

# Job Placement

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## *Changes*

Maximum Total Fee is divided into three payment points instead of two:

- Intake Fee – 5%
- Activity Fee – 25%
- Outcome Fee – 70%

## Bonus

If the Client is placed into full-time employment of at least 35 hours per week that includes healthcare coverage, the Contractor will receive a Job Placement Bonus of \$600.

Job Placement Activity can be accomplished by one of the following:

- Five employment site visits with the Client for job openings that match the Client's job goal:
  - An application or resume submitted to each job site;
  - If a site visit is not allowed by the employer, the Client can complete an application using the method required by the employer;
  - Employment sites shall not be at the Contractor's place of business or any business entity owned or operated by the Contractor; OR
- A combined total of 3 job interviews or unique customized employment proposals submitted to a potential employer matching the Client's job goal; OR
- One job offer.

## *Definition*

Locating, securing, and placing a DVR Client into a paid integrated job that is mutually agreed upon by the DVR Counselor, Client, and the Contractor. Job Placement is accomplished when the DVR Client completes their first day of paid employment as defined by the Client's Employer.

If On-the Job Training (OJT) services are provided by DVR, Job Placement is achieved and paid when the OJT is completed and a permanent job placement is made.

## Frequently Asked Questions

1. What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

*A fully completed SDOP containing the signatures of the authorizing DVR Counselor, Client, or legal representative, and the Contractor.*

2. Who determines what service level will be authorized?

*The DVR Counselor determines what service level will be authorized, with input and agreement by the DVR Client or legal representative, and the Contractor providing the service. The determination will be based on the nature and extent of Job Placement services and supports the Contractor is expected to provide in order to deliver the expected outcome.*

3. Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher service level after being previously issued at a lower level?

*Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. Any payment points invoiced and paid under the old AFP such as Intake or Job Placement Activity Fee will be deducted and adjustments will be made on the new AFP so the Maximum Total Fee at the higher level is paid.*

4. Can a Contractor employ a Client?

*Yes, providing the job is paid and meets the DVR definition of an integrated work setting or competitive employment.*

5. Does DVR pay for a Job Placement if the Contractor places or employs the Client within the Contractor's own organization or an entity owned or operated by the Contractor?

*No, DVR does not pay for Job Placement at any entity owned or operated by the Contractor.*

*However, if the Client has an employment goal that requires supported employment and needs assistance in order to stabilize their job performance DVR may authorize and purchase CRP Intensive Training Services.*

*If the Client's employment goal does not require supported employment services, but the Client needs to learn essential functions of the job, to retain and maintain their job, DVR may authorize and purchase CRP Job Retention Services.*

6. DVR authorized Job Placement services from a Contractor for a Client. DVR paid the Intake Fee and the Job Placement Activity Fee. The Contractor eventually hired the Client at the Contractor's organization. What must DVR do about the fees already paid?

*If the Contractor completed their internal intake process for the DVR Client, DVR is legally obligated to pay the Intake Fee.*

If the Contractor provided one of the three options for Job Placement Activities cited in the contract and none of those options involved employment at the Contractor's organization or any entity owned or operated by the Contractor, the Contractor is entitled to the Job Placement Activity Fee. If there is any reason to believe the Activity Fee is being invoiced when the Contractor knowingly plans to hire the Client or there is a history of this practice, further investigation may be done and a decision made on a case-by-case basis.

DVR would not pay the Outcome Fee for Job Placement under these circumstances.

7. If DVR has Service Delivery Outcome Plans (SDOPs) and Authorizations for Purchase (AFPs) from the previous contract that need to be converted to the 2010-2012 CRP contract, how are fees already paid under the previous contract's AFP handled?

Any fees paid under the previous contract would not be paid again after converting the SDOP and AFP.

A new intake fee would not be paid. You will need to figure the difference of the new intake fee (5%) from the old intake fee (15%) and then deduct that amount from the Job Placement Activity Fee.

For example, Job Placement Level 1 in the old contract the Intake Fee was \$180; the Intake Fee in the new contract is \$60. The difference in the fees is \$120. The Job Placement Activity Fee for Level 1 is \$300. Deduct \$120 (difference in Intake fees) from \$300 (Job Placement Activity Fee in new contract) and the adjusted Activity Fee you would actually pay is \$180.

Keep in mind when figuring any change is DVR is legally obligated to pay the Maximum Total Fee for whatever level of service has been agreed upon. To ensure this is done you can total the original Intake Fee paid, the Adjusted Activity Fee, and the Outcome Fee. If figured correctly, this should total the Maximum Total Fee for whatever level of service was decided upon.

\$180	Old Intake Fee (15%)
- \$60	New Intake Fee (5%)
<u>\$120</u>	<u>Difference in Intake Overpaid</u>

\$300	Job Placement Activity Fee
- \$120	Difference in Intake Fee
<u>\$180</u>	<u>Adjusted Activity Fee</u>

\$180	Old Intake Fee paid
+ \$180	Adjusted Activity Fee paid
+ \$840	Outcome Fee paid
<u>\$1,200</u>	<u>Maximum Total Fee paid</u>

8. If DVR has a Service Delivery Outcome Plan (SDOP) and Authorizations for Purchase (AFP) from the previous contract for a CRP Job Placement Level 3 service that needs to be converted to the 2010-2012 CRP contract and lowered to a CRP Job Placement Level 2, how are fees already paid under the previous contract's AFP handled and how do you determine how to pay the change in Levels from Level 3 to Level 2?

*Payments would be adjusted to reflect any monies already paid under the previous contract.*

*A new intake fee would not be paid, but since the Intake Fees are different amounts, as well as different percentages, adjustments need to be made. Figure the difference of the new intake fee (5%) from the old intake fee (15%) and then deduct that amount from the Job Placement Activity Fee.*

*For example, the Intake Fee already paid for Job Placement Level 3 in the old contract is \$540; the Intake Fee in the new contract for Level 2 is \$120. The difference in the fees is \$420. The Job Placement Activity Fee for Level 2 is \$600. Deduct \$420 (difference in Intake fees) from \$600 (Job Placement Activity Fee Level 2 in new contract) and the adjusted Activity Fee you would actually pay is \$180.*

*DVR is legally obligated to pay the Maximum Total Fee for whatever level of service has been agreed upon. To ensure this is done you can total the original Intake Fee paid, the Adjusted Activity Fee, and the Outcome Fee. If figured correctly, this should total the Maximum Total Fee for whatever level of service was decided upon.*

	\$540	Old Intake Fee <b>Level 3</b> (15%)
-	\$120	New Intake Fee <b>Level 2</b> (5%)
	<u>\$420</u>	<u>Difference in Intake Overpaid</u>

	\$600	Job Placement Activity Fee <b>Level 2</b>
-	\$420	Difference in Intake Fee
	<u>\$180</u>	<u>Adjusted Activity Fee</u>

	\$540	Old Intake Fee paid
+	\$180	Adjusted Activity Fee paid
+	\$1,680	Outcome Fee paid
	<u>\$2,400</u>	<u>Maximum Total Fee paid <b>Level 2</b></u>

8. Job Placement Activities state, "Five (5) employment site visits with the Client." As a Contractor, if I cannot drive up to meet with the employer and the Client, but I make the call to the employer and schedule an interview for the Client, will that count as a site visit for the Client?

*The purpose of site visits with the Client is to engage the Client in the Job Placement process. If the Contractor is actively pursuing employment on behalf of the Client and the*

*Client is fully participating in the process by going to interviews on their own, the Client is successfully engaged.*

*The DVR Vocational Rehabilitation Counselor should thoroughly document the CRPs activity.*

9. Under the previous contract, the Contractor placed a DVR Client in a job that included healthcare coverage. Can the Contractor invoice for the \$600 Healthcare bonus?

*No, the previous contract did not include the bonus for Healthcare Coverage.*

*Any Job Placements with Healthcare Coverage under the 2010-2012 contracts may invoice for the \$600 bonus.*

10. Does Healthcare Coverage have to begin with the Client's first day of paid employment?

*No, Healthcare Coverage must be a condition of employment offered by the employer to any other employee. The Contractor may invoice for the Healthcare Coverage bonus when submitting an invoice for Job Placement, even if the healthcare coverage may not begin for a period of time as designated by the employer for all employees.*

11. A Contractor reported that a DVR Client received a job offer, but then the employer rescinded the offer. The Contractor had no explanation as to why the job offer was rescinded. Can the Job Placement Activity Fee be paid?

*Since the job offer was rescinded before the Client had the option of accepting or declining the job offer, it is not considered a valid job offer. No Job Placement Activity Fee would be paid under these circumstances.*

# Intensive Training Services

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## *Changes*

There were no changes in Intensive Training Services.

## *Definition*

One-on-one job skills training and support provided at the supported employment job site that enables the Client to: 1) attain job stabilization in on-the-job performance, with job supports; 2) meet their Employer's expected levels of work productivity; and 3) transition to long-term Extended Services as provided by an entity other than DVR.

Intensive Training Services are only for DVR Clients who: 1) have an employment goal that requires supported employment; 2) are working in a paid integrated employment setting or competitive employment job; and 3) need to achieve job stabilization in their on-the-job performance in order to transition to long-term Extended Services as provided by an entity other than DVR.

## *Frequently Asked Questions*

1. What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

*A fully completed SDOP containing the signatures of the authorizing DVR Counselor, Client or legal representative, and the Contractor.*

2. Who determines what Service Level will be authorized?

*The DVR Counselor determines what level of Intensive Training Services will be authorized, with input and agreement by the DVR Client or legal representative, and the Contractor providing the service.*

*The determination will be based on the:*

- *Nature and extent of support(s) needed by the Client to achieve job stabilization; and*
- *Estimated duration of Intensive Training Services.*

3. Upon Job Placement, can Intensive Training and Job Retention Services both be provided for the same Client?

*No, Intensive Training and Job Retention Services cannot both be provided for the same Client.*

*Intensive Training Services can only be provided for DVR Clients who have an employment goal that requires supported employment (See definition).*

*Job Retention Services are provided for DVR Clients who do not have an employment goal that requires supported employment.*

4. Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher service level after being previously issued at a lower level?

*Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. Any payment points invoiced and paid under the old AFP such as Intake or Job Placement Activity Fee will be deducted and adjustments will be made on the new AFP so the Maximum Total Fee at the higher level is paid.*

5. Who determines what a Client's job stabilization in their on-the-job performance will look like when/if it is achieved?

*The Client's employer, Contractor, Client or legal representative, and the DVR Counselor will mutually determine what the Client's job stabilization will look like when/if it is achieved.*

*This decision should be included in the Client's DVR Service Delivery Outcome Plan (SDOP) for this service.*

6. Who determines if job stabilization has been achieved?

*The DVR Counselor is responsible for assuring the Client's employer, Contractor, and Client or legal representative all agree the Client has achieved job stabilization.*

# Job Retention Services

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## *Changes*

There were no changes in Job Retention Services.

## *Definition*

Direct on-the-job individualized training services that enables a Client to learn essential functions of the job and meet their employer's expected level of job performance without the Contractor's support and achieve successful closure.

## *Frequently Asked Questions*

1. What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for this service?

*A fully completed SDOP containing the signatures of the authorizing DVR Counselor, Client or legal representative, and the Contractor.*

2. Who determines what service level will be authorized?

*The DVR Counselor determines what service level will be authorized, with input and agreement by the DVR Client or legal representative and the Contractor providing the service.*

*The determination will be based on the nature and extent of Job Retention services and support the Contractor is expected to provide in order to deliver the expected outcome.*

3. Upon Job Placement can Job Retention and Intensive Training Services both be provided for the same Client?

*No, Job Retention Services and Intensive Training Services cannot both be provided for the same Client.*

*Job Retention Services can only be provided for DVR Clients who do not have an employment goal that requires supported employment.*

*Intensive Training Services can only be provided for DVR Clients who have an employment goal that requires supported employment.*

4. Can a DVR Authorization for Purchase (AFP) for this service be changed to a higher service level after being previously issued at a lower level?

*Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. Any payment points invoiced and paid under the old AFP such as Intake or Job Placement*

*Activity Fee will be deducted and adjustments will be made on the new AFP so the Maximum Total Fee at the higher level is paid.*

5. What criteria determine if a Client needs Job Retention services?

*DVR determines that additional support services are needed by the Client in order to learn the essential functions of their job and retain their job.*

*Examples of additional support services may include:*

- *Training on work skills, knowledge or abilities to perform essential job functions;*
- *Consultation with the employer to help the Client's co-workers understand disability issues that arise; and*
- *Intervention to resolve issues that arise after the Client begins their job, etc.*

6. Must the ninety (90) calendar days of Job Retention be continuous?

*No, according to the Code of Federal Regulations, the Client must maintain competitive employment for ninety (90) calendar days past the point of Job Placement to achieve Job Retention.*

7. A Client is succeeding in their job, but gets another job with a different employer without any break in maintaining competitive employment. Has Job Retention failed?

*No, if the Client maintains ninety (90) calendar days of competitive employment, even if in a different job with the same or different employers, Job Retention is considered to have been successfully achieved.*

8. Can Job Retention Services be provided away from the job site?

*Occasional off-site Job Retention Services may be provided to the Client, but off-site services are not meant to replace "direct on-the-job individualized training services". Job Retention Services provided away from the job site may supplement, but not replace on-the-job services.*

9. Under the previous contract if a client works 92 days and then is fired is DVR required to pay for Job Retention service that was authorized?

*Under the previous and current contract if the DVR Client maintained employment for ninety (90) calendar days past the first day of employment, the Contractor successfully provided the service and is entitled to payment for Job Retention Services.*

10. A part-time job was located by the Contractor for a DVR Client and Job Retention services were provided for that position. Later, the Client was offered and accepted a full-time position with the same employer and will need Job Retention services. Can DVR provide Job Retention services a second time for the Client with the same employer?

*Yes, since the full-time position is a new job for the Client, Job Retention services may be authorized if DVR and the Client determine that additional training and supports are needed after Job Placement to ensure the Client learns essential functions of the job and retains their employment for ninety (90) calendar days past the point of the first day of paid employment in the new position.*