

2020-2022 CRP-IL Guidelines and FAQs



The 2020-2022 CRP Guidelines and FAQs were created
By The CRP/DVR Communication and Collaboration Taskforce

This document will be revised on a quarterly basis by the Community Programs Manager.

Information in the CRP-IL Guidelines and FAQs are subject to change with contract amendments and policy updates.

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General Terms

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.

In the event of exceptional circumstances, such as a regional, state, or national emergencies, the DVR Director or the DVR Chief of Field Services may establish temporary reimbursement rates for partial payments. The temporary reimbursement rates established may exceed the partial payment limit indicated above. In the event that this occurs, the rates and timeline for which they apply will be shared with all vendors.

Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment.

Progress Updates

DVR requires monthly progress updates from the contractor on the DVR customer's progress, submitted to the Vocational Rehabilitation Counselor (VRC). Monthly updates will be completed on the SDOR form, utilizing the "update" checkbox. These monthly updates do not require a signature and can be emailed to the VRC.

Monthly updates will increase reporting consistency, supporting comprehension of the customer's case for both CRPs and VRCs in the event of staff turnover or case transfers, mitigating service interruption. These updates are meant to offer detailed information for the purpose of recognizing and addressing customer patterns, additional barriers, or other factors that could support service level determination and requests to change the service level, as well as any changes to overall service delivery.

The VRC may ask for specific reporting requirements on the SDOP.

Interpreters

CRP-IL providers are responsible for arranging and paying costs associated with communication interpreter services, as needed for the customer, unless the cost involved would cause an undue hardship (significant difficulty or expense) for the contractor. Determination will be made on a case-

by-case basis, relative to the contractor's overall resource. If an undue burden does exist, DVR may pay for interpreter services apart from the contracted fee for service.

DSHS only contracts with qualified American Sign Language (ASL) companies statewide for customers who need ASL interpreter services.

- Contractors who provide services to DVR customers can use the DSHS ASL contracted interpreters at the DSHS contracted rates: <https://www.dshs.wa.gov/altsa/odhh/sign-language-interpreter-contractors>
 - **You must declare you are using the DSHS contract when you make your request.**

Service Level Determination

1. 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 customer and the CRP providing the service.

There are four levels of service available; Level 4 is reserved for Deaf/Blind services. There are a number of considerations for service levels that differ depending on the service being provided. To improve accuracy of the determination of service levels, the VRCs and CRPs are encouraged to collaborate and share supporting documentation for service level determination.

The Vocational Assessment (VA) is a page that DVR uses in STARS (our case management system), to store information on customers that helps inform us on their VR needs and goals. Some of the information includes assessments and findings, challenges to employment, strengths, supports, the customer's disability related barriers to employment, other barriers that are not disability related, and goals.

The VRC will share a copy of the VA with the CRP, when available. DVR and the CRP can only share this information after a release has been signed by the customer, and these documents will be shared before the VRC, CRP, and customer meet.

There is an expectation the VA will contain detailed customer information that will support the justification of the service level decision. The CRP will have the ability to review the VA and meet with the VRC to discuss service level determination prior to the first meeting with the customer.

Note: Customers participating in a CBA or TWE may not have a detailed VA available. DVR staff may share the Eligibility Documentation in these cases. DVR and the CRP can only share this information after a release has been signed by the customer.

After the VA has been shared with the CRP, the VRC and CRP will discuss service level determination without the customer present. This meeting can occur via phone or in-person, it should not occur over email. Service level negotiations should not occur in front of the customer. Discussing service level needs in front of the customer can be an uncomfortable experience for the customer. During the meeting, the VRC and CRP may discuss barriers, the VA form, and the customer's needs in detail.

In the event that the CRP would like to renegotiate the service level after meeting with the customer, there needs to be a discussion with the VRC. If the CRP would like to renegotiate the service level after services have begun, the detailed information in the monthly progress updates should be used as evidence that a service level needs to be changed.

2. Can a DVR Authorization for Purchase (AFP) for a CRP 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 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.

General FAQs

1. 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 barriers 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.

2. What does our internal intake process have to include?

DVR does not define the contractor's internal intake process. Upon completion of your intake process with the customer, you must submit a written report on the SDOR to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer.

3. Can a contractor use an individual outside of the contractor's organization to provide services to DVR customers?

No, using someone outside of the contractor's organization to provide services is considered subcontracting and is prohibited in the contract per the General Requirements.

4. What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan (SDOP) for any CRP-IL service?

A fully completed SDOP containing signatures of the authorizing VRC, customer, and the contractor.

5. The SDOP has additional requirements that are not in the contract; am I obligated to follow the SDOP?

SDOPs may contain additional details that are not in the contract. If you agree to the SDOP and sign it, you are then obligated to complete the service and reporting as agreed to on the SDOP. SDOPs may add additional requirements, however, they may not contradict the terms of the CRP-IL contract.

Vocational Evaluations

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.).

FAQs

1. What is the difference between a Brief Vocational Evaluation and a Comprehensive Vocational Evaluation?

Comprehensive Vocational Evaluations:

- *Consist of tests and / or assessment methods designed to measure and document an individual's interests, values, work related behaviors, aptitudes, skills, physical capacities, learning styles, and training needs.*
- *Are performed using a variety of techniques, i.e., assessment of functional / occupational performance in real or simulated environments, work samples, psychometric testing, preference and interest inventories, personality testing, personal interviews and analysis of prior work experience and transferable skills.*
- *If the evaluation process identifies work the customer could do, the evaluation report will identify at least three employment options the customer could successfully perform either with or without training and long-term employment supports.*
- *May be completed in three (3) days or less depending on needs and abilities of individuals.*

Brief Vocational Evaluations:

- *Involve paper and pencil tests, such as psychometric testing, personality testing, performance and interest inventories that identify an individual's work interests and abilities.*
- *May be completed in one (1) day or less.*

Trial Work Experience (TWE)

Definition

An exploration of an individual's abilities, capabilities, and capacity to perform in work situations to determine if the individual can achieve employment through the provision of Vocational Rehabilitation (VR) services and is eligible for services, or if there is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of their disability and is ineligible for VR services.

The intent of the TWE is to determine if the individual can achieve employment through the provision of VR services and is eligible for VR services.

A TWE can be provided at any point in the VR process.

FAQs

- 1. Can Trial Work Experience be conducted in, or as a part of, a contractor's business operations?**
TWEs are conducted in a realistic Integrated Work Setting based on the individual's needs and informed choice. If a contractor's business operation meets the individual's needs and informed choice, this may be an option to discuss with the VRC.
- 2. Is there a uniform, required amount of time to conduct, 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 customer as mutually agreed to by the VRC, customer, and contractor on a DVR Service Delivery Outcome Plan (SDOP).
- 3. Must a customer be paid for participating in a Trial Work Experience?**
No, the service may occur in unpaid realistic work settings.
- 4. Who determines if a Trial Work Experience will be paid or unpaid?**
This is mutually determined and agreed to by the DVR Counselor, the customer, and the contractor.
- 5. DVR authorizes a contractor to provide Trial Work Experience. The customer completes the service and is hired by the host business. Is the contractor entitled to Permanent Employment Bonus payment?**
No, the contractor is not entitled to the Permanent Employment Bonus payment.
- 6. DVR authorizes a contractor to provide Trial Work Experience. The customer 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 customer 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 customer's employment goal does not require supported employment services, but the customer needs to learn essential functions of the job, to retain and maintain their job, DVR may authorize and purchase CRP Job Retention Services.

7. Who is liable for a Trial Work Experience?

The CRP is liable for a TWE conducted in the community. This includes injuries to the DVR customer sustained on an employer's site and includes damages to the employment site or equipment.

8. When can a TWE be provided?

A TWE can be provided at any point during the VR process.

9. A customer has already received a CBA but now I am being asked to conduct a TWE; is this allowable?

Yes, A TWE can be provided at any point during the VR process.

10. What is the difference between a TWE and a CBA?

A TWE is conducted to determine if an individual can achieve employment through the provision of VR services. A TWE is done prior to an eligibility determination or at any later point in the VR process to determine if the individual is not eligible, or no longer eligible, for VR services due to the significance of their disability.

A CBA is typically conducted after the customer has been determined eligible and is conducted to identify barriers to employment, to obtain information needed for the customer to select a suitable vocational goal, and/or to determine the nature and scope of the VR services the customer will need to achieve an employment outcome.

Community Based Assessment (CBA)

Definition

Locating, securing, and placing a customer into a paid employment setting(s), or other realistic work setting(s), in which the customer performs work for a specified period of time with the direct provision of needed job supports and training.

The intent of the CBA is to accomplish one or more of the following:

- A. Identify barriers to employment.
- B. Obtain information needed for the customer to select a suitable vocational goal.
- C. Determine the nature and scope of Vocational Rehabilitation (VR) services an individual needs to achieve an employment outcome.

FAQs

1. **Can a Community Based Assessment (CBA) be conducted in, or as a part of, a CRP's business operations?**
CBA's are conducted in a paid employment setting, or other realistic setting based on the individual's needs and informed choice. If a CRP's business operation meet the individual's needs and informed choice, this may be an option to discuss with the VRC.

Please see information below on CBA's conducted in a for-profit business.

2. **Can a CBA take place at a private business?**
Yes, a CBA can be conducted in a private business. If a CBA occurs in a private business, the activities of customer who is participating in the CBA should not result in an economic advantage for the business. If it is deemed that the customer's participation will result in an economic advantage for the business, then the CBA must either be:
 - A. *Paid; or*
 - B. *The customer understands that they are voluntarily participating in the CBA with no expectation of payment and all work tasks are simulated.*

3. **Is there a uniform required amount of time or number of work sites that must be included in a CBA?**
No, these are uniquely established for each individual customer as mutually agreed to by the VRC, customer, and CRP on a DVR Service Delivery Outcome Plan (SDOP).

4. **When is a CBA Permanent Employment Bonus paid? When is a CBA Healthcare coverage bonus paid?**
If a customer achieves employment in a permanent, integrated, and competitive job as a secondary outcome of their CBA, the CRP will be paid the Permanent Employment Bonus.

If the CRP hires a DVR customer into a permanent competitive employment placement in an integrated and competitive job as a result of the customer's Community Based Assessment conducted at the CRP's business, the CRP will be paid the Permanent Employment Bonus.

If a customer achieves employment at 30 hours or more per week and Employer provided Healthcare Coverage Benefits, the CRP will be paid the Healthcare coverage bonus.

If a CBA is conducted at a CRP worksite, the CRP hires a DVR customer into a permanent, integrated job of 30 hours or more per week and the customer is offered Employer provided Healthcare Benefits as a result of the CBA, then the CRP will be paid a Healthcare coverage bonus.

5. Am I entitled to the Job Placement fees if the customer achieves employment as a secondary outcome of the CBA?

No, Job Placement is not paid.

6. Who is liable for a Community Based Assessment (CBA)?

The CRP is liable for a CBA conducted in the community. This includes injuries to the DVR customer sustained on an employer's site and includes damages to the employment site or equipment.

7. What is the difference between a TWE and a CBA?

A TWE is conducted to determine if an individual can achieve employment through the provision of VR services. A TWE is done prior to an eligibility determination or at any later point in the VR process to determine if the individual is not eligible, or no longer eligible, for VR services due to the significance of their disability.

A CBA is typically conducted after the customer has been determined eligible and is conducted to identify barriers to employment, to obtain information needed for the customer to select a suitable vocational goal, and/or to determine the nature and scope of the VR services the customer will need to achieve an employment outcome.

Job Placement Services

Definition

Locating, securing, and placing a DVR customer into a paid integrated job that is mutually agreed upon by the DVR Counselor, customer, and the CRP.

Job Placement is accomplished when the DVR customer completes their first day of paid employment as defined by the customer's Employer.

FAQs

1. Can a CRP employ a customer?

DVR can pay for Job Placement at the CRP's place of business or any business entity owned or operated by the CRP under the following conditions:

- *The employment position matches the job goal listed on the Service Delivery Outcome Plan (SDOP).*
- *The customer is hired through the CRP's competitive interviewing and hiring process.*
- *The CRP, customer, and VRC all agree that it is an appropriate placement.*

2. I see there are three job placement activities listed in the contract. I have completed 3 employment site visits with the customer and they have had 2 job interviews. Can I submit an activity report with this information for the activity payment?

No, you must complete a minimum of one activity in its entirety, as listed in the contract, to receive the activity payment. You are not able to "mix-and-match" Job Placement activities.

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

The contract language is clear that this activity is conducted with the customer. There may be instances when a virtual meeting is allowable due to the COVID-19 response, however, please discuss this with the VRC prior to conducting virtual job placement activities.

4. How can I get paid for the Job Placement Activity if the customer achieves Job Placement before I can submit my activity report?

If Job Placement occurs after the Intake Fee is invoiced and before the Activity Fee Requirements are invoiced, the contractor shall submit one (1) itemized invoice and two (2) separate reports for:

- A. The Activity Fee.*
- B. The Outcome Fee.*

The activity free report you would submit for in this circumstance would be "(C) One (1) job offer."

5. In what circumstances will I be paid the Healthcare Coverage Bonus?

The bonus will be paid if the DVR customer obtains a permanent, competitive, and integrated job of 30 hours or more per week and the position includes Employer-provided Healthcare Benefits.

- 6. Does Healthcare Coverage have to begin with the customer's first day of paid employment before the bonus is paid?**
Payment of the Healthcare Coverage Bonus does not have to wait until healthcare benefits go into effect. It is common for employers to offer healthcare with the benefit taking effect 90 days or later after the first day of employment.
- 7. Does the customer have to accept the healthcare benefits in order for the Healthcare Coverage bonus to be paid?**
No, the customer does not have to accept the benefits in order for the CRP to receive the bonus payment.
- 8. A CRP reported that a DVR customer received a job offer, but then the employer rescinded the offer. The CRP 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 customer 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 in these circumstances.
- 9. A customer turned down a job offer. Can the Job Placement Activity Fee be paid?**
Yes. If there was a job offer, the CRP can still be paid the Activity Fee. The CRP is only paid one Activity Fee per Job Placement Service, so they would not be entitled to multiple Activity Fees for numerous job offers.
- 10. What are On-the-Job Training Services?**
On-the-Job Training (OJT) Services are a type of training provided to the customer in the work setting by the Employer and paid for by DVR.

These services are not paid to the CRP.
- 11. Can I be paid the outcome fee for Job Placement even though the customer is still receiving On-the-Job Training (OJT)?**
If OJT services are being provided by the employer and paid for by DVR, Job Placement is considered achieved when the OJT is completed. DVR will pay the CRP for Job Placement when the OJT is completed and the placement has been achieved.
- 12. How do we verify employment for a customer when submitting the Job Placement SDOR?**
When Job Placement is successfully completed, in addition to the SDOR and Invoice, the CRP must provide one of the following methods of verification of employment:

 - *A letter signed by the employer verifying DVR customer's first day of paid employment in a permanent, integrated, and competitive job has been completed;*
 - *A copy of the DVR customer's pay statement; or*
 - *Any other form of verification approved on the SDOP*
- 13. The letter signed by the employer verifying the customer's employment is not on company letter head; is**

this acceptable?

The CRP-IL contract does not require the employment verification be on official company letterhead, however, if the VRC indicated the employment verification must be on company letterhead in the SDOP, then this would be a requirement.

14. The customer was offered a temporary position that could result in a permanent position; is this considered a successful placement?

Not all temporary to permanent positions are acceptable. For the placement to be considered successful and warrant a payment, the temporary to permanent job placement must meet the following criteria:

- *Employer's written verification that the Employer's customary hiring practice is to start the majority of their permanent employees as temporary staff.*
- *Placement is in accordance with the SDOP and IPE.*
- *Customer agrees to placement.*

Intensive Training Services (ITS)

Definition

One-on-one job skills training and support provided at the supported employment job site.

Intensive Training Services enable the customer to:

- A. Attain Job Stabilization as determined by the Employer, the customer, the contractor, and the VRC in on-the-job performance, with job supports;
- B. Meet their Employer's expected levels of work productivity; and
- C. Transition to long-term Extended Services provided by an entity other than DVR.

Intensive Training Services are only for DVR customers who:

- A. Have an employment goal that requires Supported Employment;
- B. Are working in a paid Integrated Work Setting or Customized Employment job; and
- C. 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.

FAQs

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

No, Intensive Training and Job Retention Services cannot both be provided for the same customer. Intensive Training Services can only be provided for DVR customers who have an employment goal that requires supported employment. Job Retention Services are provided for DVR customers who have an employment goal that does not require supported employment.

2. I provided Job Placement Services to a customer and I feel they need Intensive Training Services; how do I tell the VRC these services are necessary?

The counselor and customer determine that additional training supports are needed after Job Placement.

3. Can a customer receive Intensive Training Services from a different CRP, even though I provided the Job Placement Services?

Yes, customers may choose a different vendor to provide ITS.

4. Can the service level for Intensive Training Services differ from the service level for Job Placement?

Yes, a customer may have a different level of support needed for ITS. Service levels may change with each service.

5. Can I only provide Intensive Training Services for ninety 90 days?

Intensive Training Services are not limited to 90 days. ITS is considered complete when the customer attains job stabilization and can maintain satisfactory on-the-job performance and has transition to long-term employment supports (Extended Services) provided by an entity other than DVR.

6. Who determines when job stabilization is achieved?

Job stabilization is determined by the employer, the customer, the CRP, and the DVR Counselor through collaboration and communication. All parties agree that the needed supports are in place that will allow the customer to maintain satisfactory on-the-job performance.

7. How is job stabilization determined?

Job stabilization is determined for each person in supported employment based on their unique circumstances. The VR counselor determines that the customer's work performance is stabilized with input from the customer, employer, and extended service provider, when:

- *The customer has reached the agreed-upon goal for the number of weekly hours worked, unless the customer and the VR counselor agree that the job represents substantial and suitable employment; and*
- *The customer has reached a maximum level of on-the-job employment and meets employer expectations; and*
- *The supports available are adequate for the customer to maintain stable employment and meet the employer's expected level of work productivity; and*
- *The Customer has long-term employment supports available and is able to transition to these services to maintain job stability.*

Job Retention Services

Definitions

Individualized job site training and support services that enable a customer to learn essential functions of the job and meet the employer's expected level of job performance for at least 90 calendar days after services are authorized.

Job Retention Services are authorized if DVR and the customer determine that additional training and supports are needed after Job Placement to ensure the customer learns essential job functions and retains continuous employment for 90 calendar days after Job Retention Services are authorized and started.

Job Retention Services are not authorized:

- A. For customers with an employment goal that requires supported employment.
- B. For customers who received Job Placement Services and OJT Services that are paid by DVR to the Employer. A VR Supervisor may approve exceptions for authorizations for Job Retention Services for customers who received Job Placement Services and OJT Services

FAQs

1. **Upon Job Placement can Job Retention and Intensive Training Services both be provided for the same customer?**
No, Job Retention Services and Intensive Training Services cannot both be provided for the same customer. Job Retention Services can only be provided for DVR customers who have an employment goal that does not require supported employment. Intensive Training Services can only be provided for DVR customers who have an employment goal that requires supported employment.
2. **I provided Job Placement Services to a customer and I feel they need Intensive Training Services; how do I tell the VRC these services are necessary?**
The counselor and customer determine that additional training supports are needed after Job Placement in order to learn the essential functions of their job and retain their job.
3. **Can a customer receive Job Retention Services from a different CRP, even though I provided the Job Placement Services?**
Yes, customers may choose a different vendor to provide Job Retention Services.
4. **Can the service level for Job Retention Services differ from the service level for Job Placement?**
Yes, a customer may have a different level of support needed for Job Retention Services. Service levels may change with each service.
5. **Must the ninety (90) calendar days of Job Retention be continuous?**
The contract states the CRP is required to provide intervention to ensure the customer continues to meet the

employer's expected level of job performance and retains continuous employment for ninety (90) calendar days after Job Retention Services are authorized and started.

In the event that Job Retention Services are interrupted due to furloughs, or other interruptions caused by COVID-19, the VRC/VRS will evaluate the circumstance on a case-by-case basis and may choose to make a partial payment for the service. The service can then be initiated when the customer is allowed to return to work and be provided for 90 continuous calendar days.

6. **A part-time job was located by the CRP for a DVR customer and Job Retention Services were provided for that position. Later, the customer 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 customer with the same employer?**

Since the full-time position is a new job for the customer, Job Retention Services may be authorized. DVR and the customer may determine that additional training and supports are needed to ensure the customer learns essential functions of the job and retains their employment for 90 calendar days past the point of the first day of paid employment in the new position.

7. **Can Job Retention Services be performed off-site?**

Job Retention Services are provided on-site, however, there may also be instances when services or check-ins are provided off-site. When reporting service delivery for Job Retention Services, you will only report on-site services and the majority of Job Retention Services should be delivered on-site.

Off-Site Psycho-Social Job Support Services

Definition

“Off-Site Psycho-Social Job Support Services” means regular therapeutic interaction with a customer who has not disclosed their disability to their employer or the employer prohibits access to the worksite. Off-Site Psycho-Social Job Support Services shall enable the individual to maintain satisfactory job performance and successful interactions with others at the workplace. This interaction occurs away from the customer’s workplace to assist the individual in areas such as, but not limited to, the following:

- Adjusting and adapting to the work environment and/or the stresses of working.
- Maintaining a punctual work schedule and/or adjusting to any changes in their schedule.
- Positively accepting supervision and direction.
- Maintaining positive interpersonal relationships and/or communicating effectively with their supervisor, co-workers, and others whom they shall interact with at the workplace.
- Recognizing and changing psycho-social behaviors they exhibit at their workplace that impede or compromise their job performance and/or ability to interact with others.
- Recognizing and addressing the escalation of any anxiety or stress symptoms that impede or compromise their job performance and/or ability to interact with others.
- Adjusting to other significant changes in lifestyle or personal circumstances that occur because of their employment.
- There are two Off-Site Psycho-Social Job Support Services; Supported Employment and Non-Supported Employment.

Off-Site Psycho-Social Job Support Services- Non-Supported Employment shall be authorized when:

- The DVR customer has received CRP Job Placement and employment is accomplished.
- A VRC and DVR customer determine the customer is in need of Off-Site Psycho-Social Support Services and does not require supported employment services;
- The DVR customer chooses not to disclose his/her disability to their Employer or the Employer prohibits the contractor from having access to the worksite;
- The VR Counselor and DVR customer determine additional psycho-social job support is needed away from the individual’s workplace to ensure:
 - The DVR customer successfully adjusts to the work environment; and
 - The DVR customer retains continuous employment for ninety (90) calendar days after Off-Site Psycho-Social Job Support Services Non-Supported Employment services are authorized and started.

Off-Site Psycho-Social Job Support Services- Supported Employment shall be authorized when:

- The DVR customer has received a CRP Job Placement and employment is accomplished;
- A DVR customer is in need of Off-Site Psycho-Social Job Support Services and requires Supported Employment Services;
- The DVR customer chooses not to disclose his/her disability to their Employer or the Employer prohibits the contractor from having access to the worksite;
- The VR Counselor and the DVR customer determine additional psycho-social support is needed away from the individual’s workplace to ensure:

- The DVR customer successfully adjusts to the work environment; and
- The DVR customer achieves stabilization in the job in the job and has transitioned to extended services.

FAQs

1. **Can any CRP provide Off-Site Psycho-Social Job Support Services (Non-Supported or Supported Employment)?**

No. Qualifications of CRP Staff Providing Off-Site Psycho-Social Job Support Services (Supported Employment or Non-Supported Employment) are as follows:

Each staff person in your organization that will provide Off-Site Psycho-Social Job Support Services must meet one of the following qualifications, or be directly supervised by an employee with one of the following qualifications listed below:

- (a) Certified Rehabilitation Counselor (CRC) by the Commission of Rehabilitation Counselor Certification (CRCC); OR*
- (b) Mental Health Credentialing, by Washington State Department of Health. One of the following credentials is acceptable:*
 - i. Mental Health Counselor Associates License;*
 - ii. Mental Health Counselor Associate Temporary Practice Permit;*
 - iii. Mental Health Counselor Certificate;*
 - iv. Mental Health Counselor License; or*
 - v. Mental Health Counselor Temporary Practice Permit*

Pre-Employment Transition Services (Pre-ETS)

Definitions

“Work-Based Learning Experience (WBLE)” means activities where a Student is placed into a competitive, integrated work setting where they get paid the Washington State or local minimum wage, whichever is higher, to perform a non-permanent job at an employer’s work site in accordance with Washington State Teen Worker rules established by the Department of Labor and Industries. WBLE is not intended to be a permanent placement.

- A. WBLE-A is a work-based learning experience at 11+ hours per week over a period of 4-6 weeks that is an opportunity for a Student to gain real-world experiences and wages.
- B. WBLE-B is a work-based learning experience at 11+ hours per week over a period of 7-9 weeks that is an opportunity for a Student to gain real-world experiences and wages.
- C. WBLE-C” is a work-based learning experience at 11+ hours per week over a period of 10-12 weeks that is an opportunity for a Student to gain real-world experiences and wages.

Work-Based Learning Experience (WBLE) Requirements:

- A. Students participating in Work-Based Learning Experiences shall be paid an hourly wage by the contractor at the rate of the prevailing Washington State or local minimum wage, whichever is greater.
- B. The Student shall be placed in a competitive, integrated workplace setting based on the Student’s areas of vocational interest, which shall be outside of the traditional school setting and not at a CRP site.
- C. Contractor activities shall include developing the site; helping the Student plan and access transportation to the site; providing workplace readiness instruction (e.g., grooming, social skills, appropriate workplace behavior, and other goals commensurate with individual student needs); collecting employer feedback; post-WBL debriefing with Student.
- D. The contractor shall maintain accurate time sheets that document the dates and hours that a Student participates in a Work-Based Learning Experience.
- E. Work-Based Learning Experiences are not considered assessments.
- F. Work-Based Learning Experiences do not include Job Placement or Job Retention.

“Workplace Readiness Training (WRT)” means training to acquire or enhance commonly expected skills that employers seek from most employees. Workplace readiness skills are a set of skills and behaviors that are necessary for any job, sometimes called soft skills, employability skills, or job readiness skills.

- A. WRT– A provides on-site Workplace Readiness Training (WRT) for 4-6 weeks, for a Student participating in a work-based learning experience when that Student requires WRT, to learn appropriate worksite behaviors.
- B. WRT– B provides on-site workplace readiness training for 7-9 weeks for a Student participating work-based learning experience when that Student requires WRT, to learn appropriate worksite behaviors.
- C. WRT– C provides on-site workplace readiness training for 10-12 weeks for a Student participating work-

based learning experience when that Student requires WRT, to learn appropriate worksite behaviors.
Workplace Readiness Training (WRT) Requirements:
The contractor shall provide on-site Workplace Readiness Training for Students participating in a Work-Based Learning Experience, when the Student requires additional support to learn appropriate worksite behaviors.

- Workplace readiness training shall include but is not limited to:
 - Instruction in communication and interpersonal skills,
 - Orientation and mobility training,
 - Understanding employer expectations for punctuality and performance,
 - ‘Soft’ skills necessary for employment.
- Specific workplace readiness goals for this experience developed in collaboration with the DVR VRC, and the Student’s school transition Individual Education Plan (IEP) or other school –based transition IEP or other school-based transition overall goals.
- The service is not intended as traditional job coaching to teach job-specific tasks.

Supported Employment (SE)

Definitions

Supported Employment services support individuals with the most significant disabilities including youth with most significant disabilities who need intensive services and supports to achieve an employment outcome. Customers are determined eligible for Supported Employment services pursuant to WAC 388-891A-1010.

“Extended Services” means ongoing support services and other appropriate services needed to support an individual with a most significant disability in supported employment; such services are provided by a State agency, a private nonprofit organization, Employer, or any other appropriate resource, from funds other than DVR funds, after an individual with a most significant disability has made the transition from support provided by DVR.

Providing Extended Services Paid for by DVR to Youth with Most Significant Disabilities

Definition

In the VR process for customers receiving supported employment services, the final phase of VR service provision after job placement and stabilization is the transition from time-limited support services to extended services. Extended services are ongoing support services, typically paid for by either the DSHS Developmental Disabilities Administration, through county DD programs, or the Foundational Community Supports program administered by the Washington State Health Care Authority.

Following an update to chapter [388-891A WAC Vocational Rehabilitation Services for Individuals with Disabilities](#), which aligns state and federal rules after WIOA, DVR may pay for the provision of extended services under certain conditions. Specifically, DVR may pay to provide extended services when all of the following apply for a customer:

- 1) the customer is a "youth with a most significant disability" as defined in [WAC 388-891A-0010 \(19\)](#), meaning that they are not younger than 14 years of age and not older than 24 years of age, and receiving supported employment services;
- 2) the counselor and customer have discussed whether continued time-limited supported employment services would be appropriate, and both have determined that no further time-limited supported employment services are needed to support and maintain their supported employment before they transition to extended services;
- 3) no other source of extended services is available for the customer.

Related Washington Administrative Code (WAC):

[WAC 388-891A-1050 What are extended services?](#)

[WAC 388-891A-1060 Who provides the extended services I need?](#)

[WAC 388-891A-1075 What is required for me to change from time-limited support services to extended services?](#)

FAQ:

1. Is this service in the contract?

No. This service is not in the current contract and will be added in the next contract starting July 1, 2023.

2. What is the fee structure for Extended Services?

This service has an associated Extended Services Service Delivery Outcome Plan (SDOP) that authorizes up to 26 hours per month of extended services at the rate of \$72.00 hour. The VRC will enter the maximum amount of hours per month allowed and the dates of service.

3. Who decides the amount of hours and length of time for the SDOP?

The VRC will determine, in consultation with the Customer, the maximum amount of hours authorized per month, and the length of time the service will be provided. This may be adjusted with ongoing input

from the Customer and CRP.

4. What should be included in the Service Delivery Outcome Report (SDOR)?

Please document what on-site support/training you performed, including dates and hours of all activities provided. The hours authorized are the maximum per month – CRP will bill for the actual number of hours utilized each month in support of the Customer.

The Service Delivery Outcome Plan (SDOP) also requires the contractor to report that the customer is able to maintain satisfactory on-the-job performance with the quantity and type of long-term employment supports that are available to the Customer from an Extended Services provider, and to document if a source of Extended Services other than DVR has been identified.

5. Is Extended Services provided in place of Intensive Training Services?

No. Extended Services are provided after the Customer has reached stability and no longer needs time limited Intensive Training Services (ITS), and if they meet the criteria in number 6, below.

6. Can any DVR Customer who does not have Extended Supports available from outside agencies utilize Extended Services?

No. Extended Services are provided only in the following circumstance:

- 1) the customer is a "youth with a most significant disability," meaning that they are 24 years of age or younger, and receiving supported employment services;*
- 2) the counselor and customer have discussed whether continued time-limited supported employment services would be appropriate, and both have determined that no further time-limited supported employment services are needed to support and maintain their supported employment before they transition to extended services;*
- 3) no other source of extended services is available for the customer.*

7. When do DVR Extended Services end?

- 1) When the youth has transitioned to Extended Services provided by funding other than DVR (such as Developmental Disabilities Administration (DDA) waiver, Foundational Community Supports (FCS), natural supports, or other) or*
- 2) The youth no longer meets the established age limit (turns 25) or*
- 3) Has received the services for a period of four years.*

Mandatory Training for CRP Staff

13 courses developed for CRPs by WISE, can be on the DVR Website

<https://www.dshs.wa.gov/dvr/dvr-supported-employment-training>

Certificates of completion for each training module shall be retained in the employee's personnel file and be made available to DVR upon request. A template certificate is available on the training site as a courtesy, although you may create your own certificate.

1. **My staff recently completed these trainings in 2019. Do they have to take the courses again?**

Yes. The contractor's current direct client service providers and program staff shall complete all 13 courses within 12 months of the contract start date.

Newly hired employees are required to complete all 13 courses within 90 days of the employee's hire date.

Independent Living Services (IL)

Definitions

“IL Skills Training Services” means services to develop a customer’s skills and abilities to mitigate or eliminate their IL barriers to employment.

“IL Work-Related Systems Access Services” means services to the customer to assist in accessing and utilizing public support systems.

“IL Evaluation” means an evaluation process to identify a customer’s IL strengths, limitations, and needs for IL Skills Training or IL Work-Related Systems Access Services.

FAQs

1. Do individual staff have to be qualified to provide IL Services?

Yes, there are individual personnel qualifications that your employee must meet prior to providing IL Services. DVR will evaluate each submission of qualifications and approve/deny based on the information provided.

2. I have staff that have been approved to provide IL Services, can they supervise someone who has not been approved?

No, only individuals who have been approved by DVR may provide IL Services.

3. Can I use IL Service hours for report writing?

No, IL Services are paid only for time that directly pertains to the delivery of services. DVR will not pay for time involved in developing the SDOP or report writing.

4. Does DVR pay for travel expenses for IL Services?

It is possible that DVR can pay for travel expenses for IL Service. This would need to be discussed and authorized by the VRC you are working with.

5. Can I be paid a partial payment for IL Services?

Because IL Services are paid hourly, there is not an option for partial payment for Skill Training or Work-Related Systems Access. It may be possible to receive partial payment for an IL Evaluation that was incomplete for reasons outside of the IL Vendor’s control. Please work with your VRC/VRS to determine if partial payment is an option.