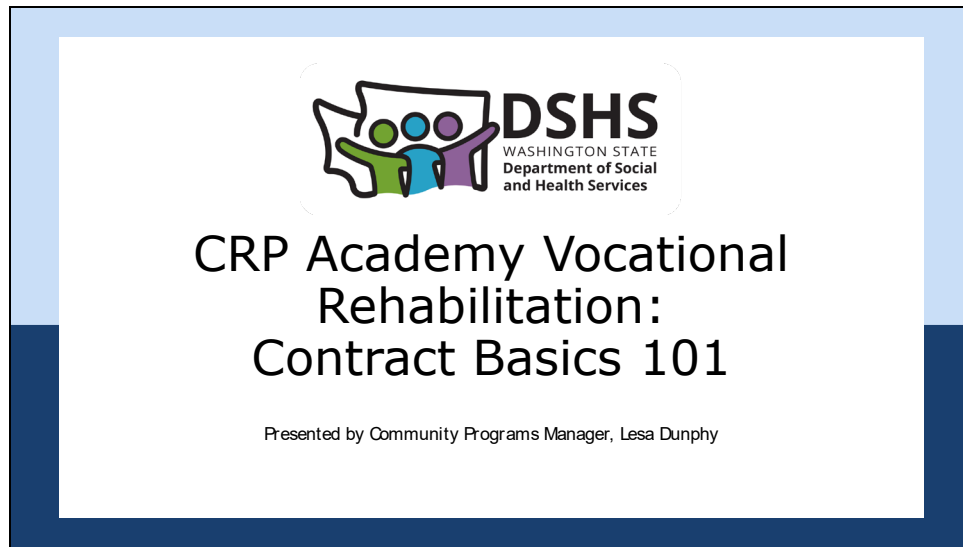


Slide 1




Good Day everyone, and welcome to CRP Academy, Contract 101! please make sure you are muted when not talking. Please say who you are in the chat and which agency you work with. Are you a coffee person, tea person, hot cider person? Or none of the above? We will give people a few minutes to get settled in for our time together.

Put in chat:


DVR Contractor Webpage

Slide 2



Today – Contract 101

- Develop an understanding of DVR-CRP contractual and working relationship.
- Increased awareness of services, expectations, and roles.
- What if this differs from your guidance at the local office?



Two women sitting on a couch having a conversation.

Today we will be going through a lot of information. The first session was about DVR, its history and the VR Process. The second session is focused on the contracted services that CRPs provide. This is not formal contract training, there are resources on the CRP Webpage. You may not find everything in the contract available for viewing and I do have a goal to provide short overviews for each service on the CRP-IL Webpage.

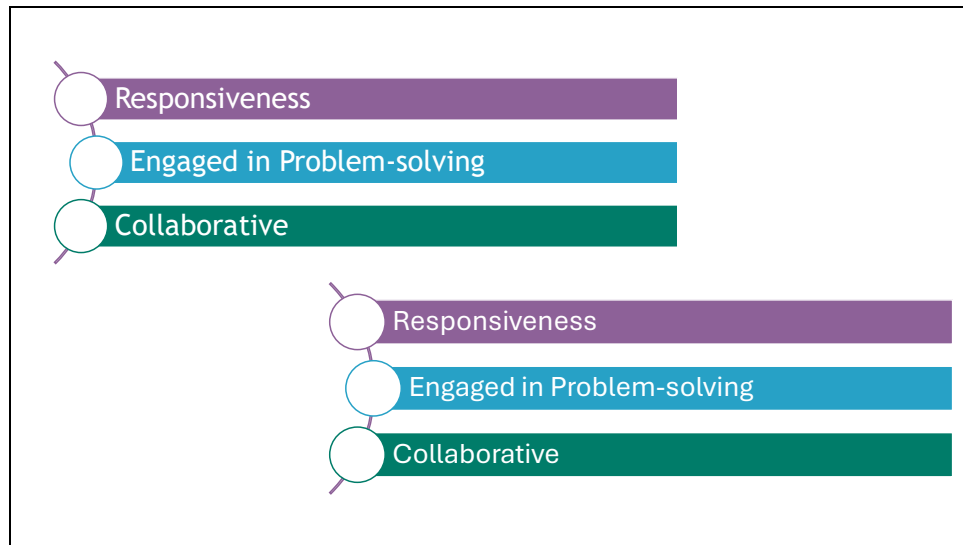
Training objectives include:

Develop an understanding of DVR-CRP contractual and working relationship.

Increased awareness of services, expectations, and roles, which will hopefully result in Improved outcomes for everyone.


What if what I say differs from guidance from your home office? That definitely could happen. Maybe I delivered the information in a way that was confusing or is just plain different. Talk to your agency manager – then reach out to the DVR supervisor in your area, or me if it's about clarifying the contract.

Slide 3




As we start to talk about working together on the services for DVR Customers, I want to take a moment to say that while we often talk about our expectations of you, you also should have expectations of the DVR staff you work with. Thinking back to our DVR values, we should be doing our work in accordance with those. Which means, we should be Responsive, Engaged in problem solving, and collaborative.

For example, If you need an AFP or a payment hasn't been received, you can go to the Rehab Technician or if the SDOP is going to end soon you can reach out to the VRC. Also, Don't hesitate to reach out to the supervisor if you need to. If for some reason the VRC is not getting back to you in a timely way, the supervisor needs to know that. The supervisor's goal is to support the staff person and make sure our customers are receiving good services. It doesn't mean they are in trouble.



CRP-IL Contract

- What is your organization contracted to provide?
- Where to find services
- You may be working on several contracts - DDA, DVR, Pre-ETS, others.
- Contract terms vs. Exception to Policy




The contract period, which is typically two years, allows us to make improvements and do a new contract with new services or improved services. This contract includes CRP Job Services and Independent Living Services combined. The agency can choose to provide all services or pick and choose.

We are not going to touch on IL services today – outside the scope of what we can cover today. It is important to know the services you are contracted to provide. It can be really confusing to go between DVR and DDA – DDA pays an hourly rate, and DVR does not and all of our services have different names even though they look the same to our customers. If there is any confusion, please reach out to your local DVR office.

WE are locked into the terms of the contract and there are no exceptions to the contract language. There are exceptions to policy, and you may hear VRCs and VR Supervisors talking about an “exception” and that is what they are referencing.

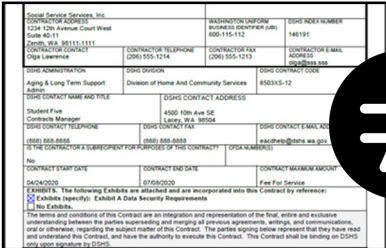
Please locate the sample contract on the DVR Contractor’s Webpage and bookmark it for yourself as a reference. If you would like a copy of your agency’s contract, please email me directly and I will send it along.

Slide 5

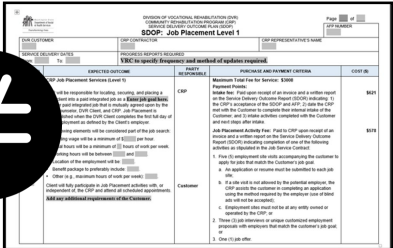



What is the CRP Contract?

CRP Contract



Service Delivery Outcome Plan





It is important for you to know that we are talking about an actual contract between DSHS DVR and the Community Rehabilitation Program, not a service delivery outcome plan. Every one of your agencies has a client services contract. You may not have seen it, but it might be good for you to see. Ask your manager for a copy and if you don't have access, I would be happy to provide a copy electronically.

We are referring to an actual State Contract – not an SDOP. Services are provided and approved by county or statewide.

SDOPs authorize and initiate services only.

There are more rigorous and specific qualifications for VE, IL Eval, and Off-Site Psycho-Social.

Every agency decides which services they will provide and they may provide some, or all of the services they can contract for. Let's take a look at all the potential services.

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CRP Contracted Services

- Trial Work Experience
- Community Based Assessment
- Job Shadow
- Informational Interviews
- Customized Employment
- Job Placement
- Intensive Training
- Job Retention
- Youth Extended Services
- Off-Site Psycho-Social Support
- Independent Living
 - Evaluation
 - Skills Training & Work-Related Systems Access
 - Pre-ETS Self-advocacy Training
- Pre-ETS
 - Work-Based Learning Experience
 - Workplace Readiness Training
 - Informational Interviews
 - Job Shadow

Washington State Department of Social and Health Services

This list includes the new services that were added for 2025 and the services that were already in the contract. The two new services are Informational Interviews and Job Shadows for general caseload customers.

We will talk about these services later in this training.



Not in the CRP Contract

- School to Work
- Intensive Job Placement
- Job Foundation
- Project Search

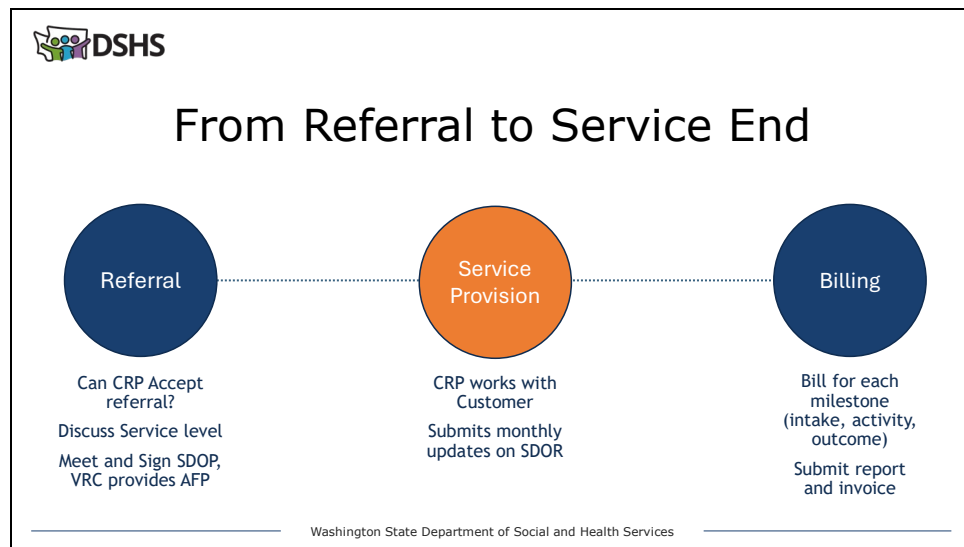


These are all projects that are not in the CRP-IL contract, and are provided in different areas. S2W has it's own program manager and contract and is in various counties and will continue to be expanded due to State Bill 5790.

The Intensive Job Placement plan is now implemented across the state and is NOT part of this contract. Katie Mirkovich is the Supported Employment Program Manager and can answer questions related to it.


Job Foundations is a DDA and OSPI program that is contracted through the county but it interfaces with DVR. The customer is expected to apply for DVR and the Job Foundations report must be shared with the VRC.

Other initiatives, like Project Search, may arise and they are not covered in this particular contract.




This is a super simplified process from start to finish. Basically, the VRC and Customer will decide they need a service, the Customer will select the CRP, and the VRC will contact the CRP to make a referral. They will discuss the service they would like you to provide and if there is a level the CRP and VRC should talk about the level without the customer present in what we often call a “pre-meeting” before the referral meeting with the customer. When the CRP agrees to move forward, they schedule a meeting to sign the service delivery outcome plan and initiate services. The CRP provides the services, giving updates at least monthly on an SDOR. Then they bill for pay points/milestones. They can bill for every milestone – Intake, Activity if there is one, and Outcome. The CRP submits an invoice and a separate report on an SDOR for each pay point to the VRC/RT team for review and process payment.

Slide 9



What does the VRC do before making a referral?



Vocational Assessment must be completed for most CRP services, some can be made prior to finalizing an IPE. Could someone tell me an example of that situation?

CBA, TWE, IL Services, IL Evaluations


Benefits Planning should be completed prior to making a referral. Any ideas why?

Impact of work on benefits, hours can work, how to report wages


All work barriers that will impact DVR services should be identified and addressed as much as possible prior to referral to a CRP. The customer and VRC work together to do this.

If it is a supported employment case, documentation of the steps taken to assure that there is a reasonable likelihood that supports will be available need to be completed.

These are the things that the VRC makes sure are completed prior to a referral to a CRP for Job Placement.

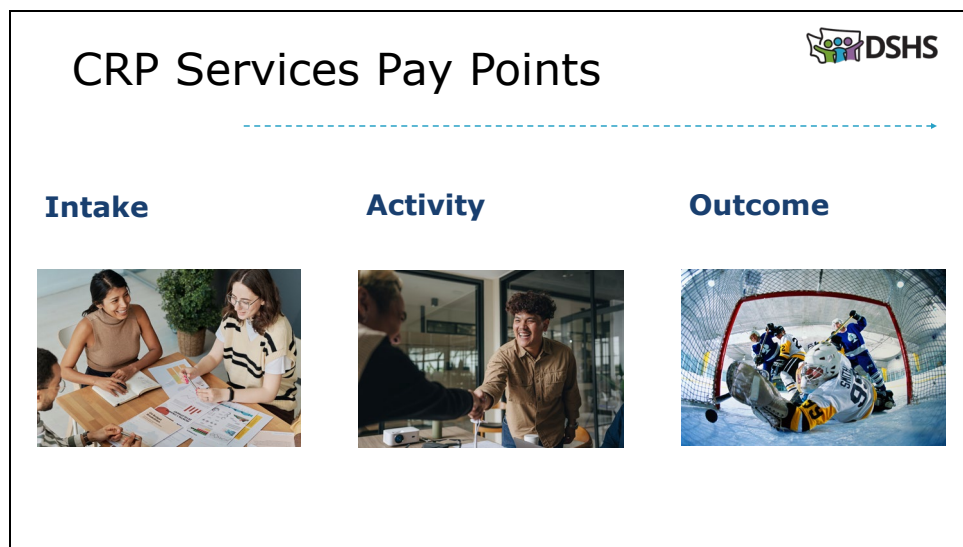
 DSHS

Contract Facts



- CRP contracted services are “outcome-based”
- Fee paid when outcome is achieved
- Only a partial payment can be provided if the outcome is not achieved
- What to do when the customer is disengaged?

Our services are outcome based so you are paid for the outcomes, not the time you spent. A partial payment, with Supervisor approval, may be made if you were unable to get an outcome. We'll touch on these later. But you may not get paid for all of your work. Or in the case of a customer who is not engaged and not participating, let the VRC know because that may not be a good use of your time and the counselor may need to take a step back and engage with the customer to see what they can really do right now. There are a few services that pay by the hour – Youth Extended Services and IL services are examples.



These are the typical milestones you will see for services. Only Job Placement and Customized Job Placement have an activity fee. The others have Intake and Outcome. You should refer to the SDOP or the sample contract to see what milestones each service has. There are a few that don't have an intake, either, and just an outcome.

The intake is the same for every service that has an intake and is outlined in section 5 of the contract. We had it in every service, but we are trying to simplify the contract! Every intake report should report that the contractor has completed their internal intake process and the date it was done, indicate the acceptance of the SDOP and AFP, and the next steps they will take with the Customer. Remember, this must be done after the SDOP is signed and you have an AFP in hand. Your agency intake meeting takes place after the referral meeting with DVR.

b. Intake Reports

- (1) For all services EXCEPT Vocational Evaluations, Pre-ETS Services, and all Independent Living Services, which do not require intake reports, the Intake Report shall contain the following:
 - (a) Upon completion of the Contractor's internal intake process with the Customer, the Contractor shall 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 and next steps to be taken with the Customer.
- (2) Activity and Outcome reports shall be submitted as described within each individual service within the Statement of Work.

Customized Employment Activity Report:

Upon completion of the Customized Job Placement activities detailed below the Contractor shall submit a written report on the SDOR documenting both of the following reporting requirements:

(A) Plan for Customizing Employment submitted on an SDOR or attached to SDOR if Contractor has their own form. A copy must be provided to the VRC and the Customer within one month of authorization of Customized Job Placement. An additional copy must be provided with the invoice and SDOR for Activity. Plan should include the following at a minimum:

How often the Contractor and Customer will meet;

How Contractor will engage with the Customer's support team (family, friends, etc.);

What tools may be used such as video resume, job shadows, informational interviews with employers (as a team or by Contractor); and

(B) One Customized Employment Proposal submitted to an employer. Attach the proposal and any supporting documentation demonstrating engagement with employer to discover their needs and their alignment with the interests and needs of the DVR Customer.

Job Placement – Not Customized Employment

The Contractor shall provide a minimum of one and up to a maximum of three Job Placement activity options below (i, ii, or iii), to meet the requirements for the Job Placement Activities payment point:

i. Five (5) employment site visits accompanying the Customer to apply for job openings that match the Customer's job goal:

An application or resume shall be submitted to each job site.

If a site visit is not allowed by the potential Employer, the Contractor shall assist the Customer in completing an application using the method required by the Employer:

(A) Use of blind ads shall not be accepted for the Job Placement Activity payment point.

(B) Applications submitted for employment at the Contractor's place of business, or any business entity owned or operated by the Contractor shall not be counted toward the Job Placement Activity payment point.

(C) Employment site visits shall not be at the Contractor's place of business, or any business entity owned or operated by the Contractor.

ii. A combined total of three (3) job interview(s) for jobs that match the Customer's job goal.

iii. One (1) job offer.

Intake Report is the same for all services that require the report.



Pre-Approval


All services must be 'pre-approved' by a VRC

Services must be on the IPE

SDOP's cannot be retroactive.
Services begin when it is signed AND you have an AFP



DVR process takes time, so plan ahead and understand that services will likely not start immediately. If everyone is unable to meet in person or via Zoom to sign an SDOP, and it has to be routed around by email or mail, it might be good to discuss dating the SDOP out several weeks knowing that the work can't start until that is all signed and an AFP is issued.

 DSHS

Service Levels

- Unique to the individual and their barriers.
- 4 levels of service available on most services (Level 4 is reserved for Deaf-Blind customers)
 - TWEs are one level
 - CBAs are two levels – one general, one for DB customers
- VRC determines level with input from the customer and contractor.
- Vocational Assessment as a referral document and Pre-meeting between VRC and CRP (without customer present) can assist with determining appropriate level.

Washington State Department of Social and Health Services

DVR staff are not guided to start at level 1 or start low and negotiate up. CRPs should not be guided to start high and negotiate low. We should always approach the service level based on the needs of the customer. The VRC will have an idea of the level they feel is appropriate.

However, it is recommended that a pre-meeting be had to discuss the level of the service and for the VRC to share information such as the vocational assessment and other relevant information. This should be between the VRC and CRP and not in front of the customer. It can be hurtful to the customer to discuss their disability and the level of service in a negative way in front of the them. This recommendation came out of a work group that was held with CRPs and DVR staff several years ago to clarify how levels are determined.

Slide 14


	INTAKE FEE	ACTIVITY FEE	OUTCOME FEE
Trial Work Experience			
	\$886	-	\$2,426
Community Based Assessment			
	\$746	-	\$2,059
	\$1,090	-	\$2,986
Permanent Employment Bonus (NOT for TWEs)			
Healthcare Coverage Bonus (NOT for TWEs)			
Community Based Assessment Bonuses			
Employment Bonus – a bonus of \$722 shall be paid if the DVR Customer obtains a permanent integrated job as a secondary outcome of their Community Based Assessment (CBA).			
Range Bonus – A bonus of \$722 shall be paid if the DVR Customer obtains a permanent integrated job of 30 hours or more per week and includes Employer-provided health secondary outcome of their CBA. Payment of bonus does not have to wait until health effect.			
Bonuses shall apply to CBAs. These bonuses do not apply to Trial Work Experience (TWE).			
Informational Interview – General Caseload			
Interview	\$401 per Interview up to 3 Interviews		
Job Shadow – General Caseload			
	\$134/hr with 1-5 hours per Job Shadow, up to 10 hours max		
Customized Employment Services			
Discovery Services			
	\$733	\$1,019	\$2,324
Customized Job Placement			
	\$834	\$1,534	\$2,478

Fee Schedule

Located on the DVR Contractors page of our website along with:

- CRP/IL FAQ
- SDOR (CRP & IL)
- And more!

[DVR CRP-IL Webpage](#)

 **DSHS**

Fee Schedule

Located on the DVR Contractors page of our website along with:

- CRP/IL FAQ
- SDOR (CRP & IL)
- And more!

[DVR CRP-IL Webpage](#)



The website has short training videos (the full contract one is long), the SDOPs, the fee schedule and the CRP FAQ document.

CRPs can also find the “current list of CRP contractors by county” and that shows what services the contract for.

<https://www.dshs.wa.gov/dvr/community-rehabilitation-programs-contracts>

As always, I recommend you bookmark it, favorite it, star it, whatever your system is to find it easier and quicker. You will be referencing this page a lot in your work.



Starting a CRP or IL Service



Development of a Service Delivery Outcome Plan




- Initiated by DVR Staff person
- Jointly Developed with Customer and CRP
- The level and details tailored to the customer
- All signatures required before services start
- A verbal authorization can be given in emergency situations, DVR must get the SDOP and AFP (both signed) to the CRP within 5 business days.
- One service does not need to be completed for another to start (example: job placement and job retention)

The VRC develops it with input from the Customer and the CRP. The best practice is to sit down and go over the services together and fill it out as a team. But sometimes the VRC may have already filled some or all of it out based on their conversations with the Customer ahead of time. For most services there is room for the VRC to add expectations to an SDOP for either the CRP or the Customer.

In situations with a need for quick turnaround, and you are planning to see the customer soon, we may ask you to get that signature. If you prefer not to do that, you can let the VRC know that DVR needs to collect those. The best example for that is if a person got a job, is starting right away, and needs retention or ITS services.

There has been confusion about overlapping services or SDOPs. It is possible for services to overlap. For example – if someone just got a job and we need to initiate retention immediately, their job placement service may still be open at the same time that we begin retention. The CRP can't bill for job placement until the customer has completed their first day of work. BUT retention can begin. The VRC can verify with the CRP and /or the customer that they have gotten the job and verify their start date.

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Service Delivery Outcome Plan

DVR CUSTOMER
[Redacted]

SERVICE DELIVERY DATES
From: [Redacted] To: [Redacted]

CRP CONTRACTOR
[Redacted]

PROGRESS REPORTS REQUIRED
The contractor shall provide monthly progress updates to be submitted to the VRC in an SDOR.

Page [Redacted] of [Redacted]
AFP NUMBER
[Redacted]

DIVISION OF VOCATIONAL REHABILITATION (DVR)
COMMUNITY REHABILITATION PROGRAM (CRP)
SERVICE DELIVERY OUTCOME PLAN (SDOP)


SDOP: Job Placement Level 1

NUMBER	EXPECTED OUTCOME	PARTY RESPONSIBLE	PURCHASE AND PAYMENT CRITERIA	COST (\$)
	<p>CRP Job Placement Services (Level 1)</p> <p>CRP will be responsible for locating, securing, and placing a DVR client into a paid integrated job as a <u>career job goal</u> or other paid integrated job that is mutually agreed upon by the DVR Counselor, DVR Client, and CRP. Job Placement is accomplished when the DVR Client completes the first full day of paid employment as defined by the Client's employer.</p> <p>The following elements will be considered part of the job search:</p> <ul style="list-style-type: none"> Starting wage will be a minimum of \$ [Redacted] per hour. Initial hours will be a minimum of [Redacted] hours of work per week. Working hours will be between [Redacted] and [Redacted]. Location of the employment will be [Redacted]. Benefit package to preferably include: [Redacted]. Other (e.g., maximum hours of work per week): [Redacted]. <p>Client will fully participate in Job Placement activities with, or independent of, the CRP and attend all scheduled appointments.</p> <p><u>Add any additional requirements of the Customer:</u></p>	CRP	<p>Maximum Total Fee for Service: \$3008</p> <p>Payment Points:</p> <p>Intake fee: Paid upon receipt of an invoice and a written report on the Service Delivery Outcome Report (SDOR) indicating: 1) the CRP's acceptance of the SDOP and AFP; 2) date the CRP met with the Customer to complete their internal intake of the Customer; and 3) intake activities completed with the Customer and next steps after intake.</p> <p>Job Placement Activity Fee: Paid to CRP upon receipt of an invoice and a written report on the Service Delivery Outcome Report (SDOR) indicating completion of one of the following activities as stipulated in the Job Service Contract:</p> <ol style="list-style-type: none"> Five (5) employment site visits accompanying the customer to apply for jobs that match the Customer's job goal. <ol style="list-style-type: none"> An application or resume must be submitted to each job site. If a site visit is not allowed by the potential employer, the CRP assists the customer in completing an application using the method required by the employer (use of blind aids will not be accepted). Employment sites must not be at any entity owned or operated by the CRP; or Three (3) job interviews or unique customized employment proposals with employers that match the customer's job goal; or One (1) job offer. 	<p>\$621</p> <p>\$578</p>

Washington State Department of Social and Health Services


Let's just take a closer look at an SDOP. The SDOP is not a form you can find on the DVR website or anything. It is initiated by DVR and we have all the templates. We update them when we change rates or contract requirements. Even if you don't have access to your contract with DVR, the SDOP should give you the reporting requirements, typically on the righthand side of the form.

This is an SDOP for job placement. You will see that we fill in the customer's name, which CRP they are working with, and the name of the person from the CRP they will be working with. We put the AFP number up in the right hand corner. We enter the job goal into the left hand side and then discuss and fill in the elements to be considered in the job search.



Modifying SDOPs

- Minor modifications may be made on an existing SDOP when a customer, VRC, and CRP agree to the modifications and have initialed and dated the changes on the SDOP. Minor changes include Extending the end date of a service.
- Increasing level of SDOP – do not pay payment points again
- New SDOP for same service – CRP entitled to all payment points
- The AFP end-date does not relate to the SDOP end-date




There may be times when we can extend the end date to allow you to achieve the outcome you are working toward.

Anytime a new SDOP is developed, it is considered a new service and the contractor is entitled to all payment points for the service, regardless of how many times the service was provided before

Don't be worried if the end date on the AFP is not the same as the SDOP. The AFP dates might look different because of our fiscal systems or you might get a new AFP, but it will be linked to the original SDOP. Just remember to update the AFP number in your system, too, so you can reference it when you invoice us.

Slide 19



WASHINGTON STATE DEPARTMENT OF SOCIAL & HEALTH SERVICES
DIVISION OF VOCATIONAL REHABILITATION

COUNSELOR NAME AND MAILING ADDRESS

1925 Morgan Road
Sunnyside, WA 98944
Office
Cell: (509) 225-4434

AUTHORIZATION FOR PURCHASE OF CLIENT SERVICES

Authorization Number	358939
----------------------	--------

Vendor Number: SWV0070682-00

VENDOR NAME AND MAILING ADDRESS

JM PERRY INST TRADES IND & AGRI
DBA PERRY TECHNICAL INSTITUTE
2011 W WASHINGTON AVE
YAKIMA, WA 98903

Date of Service: 6/25/2024 To 9/25/2024

This AFP expires 60 days from the Service End Date

PART 1: CUSTOMER INFORMATION			
CUSTOMER'S NAME	ISSUE DATE	SOCIAL SECURITY NUMBER	
	6/25/2024		
PART 2: SERVICE AUTHORIZATION			
ITEM NUMBER	AUTHORITY	SERVICE DESCRIPTION / INSTRUCTIONS	DOLLAR AMOUNT
1	CE-CLIENT	Train_Tech_Voc_Education: Training - Technical or Vocational Education Summer Quarter 24 Tuition and other training fees \$5450.00 on perry tech invoice VRC added books and supplies quotes on form 14-449 51346 if needed but perry tech invoice states require books, materials and CPR fees in 50. Financial Aid \$3,479.00	\$1,971.00
AUTHORIZED SIGNATURE		DATE	AMOUNT TOTAL
Gilbert Garcia		6/25/2024	\$1,971.00

The above services shall be provided within the following service dates and an itemized invoice received by DVR not later than 60 days from the date the service was completed. Upon being signed by all responsible parties or upon delivery of goods or services as specified in the description of this Authorization for Purchase, this order shall be considered a binding contract between Vendor and Purchaser. If this order is not signed, the Terms and Conditions shall be deemed accepted by performance of the services or delivery of goods by the Vendor.


Washington State Department of Social and Health Services

I thought it would be good to throw in a sample AFP. The AFP number is in the top right hand corner, and should be referenced on service delivery outcome reports and invoices. See the date of service under there? That probably doesn't relate to the actual service dates of the SDOP. Typically the Rehab Tech will put the dates of the SDOP down in the body of the AFP. Typically, The AFP is approved by the counselor authorizing the service. A supervisor or other designee may also sign depending on the situation. For CRPs, just remember the AFPs must be approved for you to start work.

Having this and the SDOP with everyone's signatures on it allows the CRP to begin services. They cannot provide services without it!




Getting Paid for a Service



CRP Service Delivery Outcome Reports

- Monthly progress updates required in an SDOR
- Signed SDOR must accompany all invoices
- VRC checks if includes all required reporting elements
- The customer may get a copy



Monthly SDOR - Please give a brief update on what has been happening in the last month. We really appreciate if you do not paste in a bunch of casenotes – I have seen monthly update SDORs that were 20 or more pages! We can't read all that and may miss an essential piece of information you are trying to share.

Please also don't paste into your reports, email exchanges between you and the counselor or information that is not related to the customer specifically (such as issues between you and the VRC). Your reports should be summaries of what has occurred and cover only what is required by the SDOP and contract.

Please be careful to read the SDOP and the contract to report what is required when you are submitting an SDOR for an intake, activity, or outcome. You do not report billable hours on your SDOR's as you do for DDA. There are a few services that DVR does pay by hour though, including independent living services, which we have not covered, and youth extended services.


Report on all the things required in SDOP

Submit reports and invoices together to VRC/RT team

Be as thorough as possible


For CBA/TWE – answer questions in observable and measurable terms

Only Pre-ETS reports are required to be written to the person. It's ok if you typically write reports like that though



Partial Payments


- If for reasons outside of the contractor's control any service is not completed, a partial payment can be approved for up to a maximum of fifty (50%) percent of the authorized Maximum Total Fee.
- Approved by the DVR unit supervisor after review of the contractor's justification with the VR Counselor
- Any payments made before the partial payment shall be deducted from the amount of the partial payment, which cannot exceed fifty (50%) percent of the Maximum Total Fee.
- 50% of total Outcome – (subtract) anything paid = max. partial pay.



Almost all CRP services have multiple payment points (i.e. intake, outcome, etc.).

The partial payment is not automatically approved for 50% - that is the maximum. We need to see a report that shows the work you have done and the justification for what you are asking for DVR to pay. The VRC must consult with their supervisor and get approval for a partial payment. It can vary a little bit by office how they do it, but it must be approved by the supervisor.

Customized job Placement – the partial payment can go up to 80%




When could CRP services be provided?

The Rehabilitation Process

Application

- DVR will provide you with information about vocational rehabilitation services.
- You must complete an application with DVR before services can begin.
- Your application will be reviewed by a DVR counselor to determine if you are eligible for DVR services.



Waiting List

If DVR cannot serve every eligible individual because of funding limitations, it must establish a waiting list for services. By law, DVR must prioritize services to individuals with the most significant disabilities.

Individuals will be selected from the waiting list based on the significance of their disability and the date they applied for services. A DVR counselor will determine the significance of disability and priority category and notify you of this determination as part of the eligibility process.


Vocational Assessment

You and your DVR counselor explore types of jobs that match your vocational assessment. You will review:

- Your strengths, abilities and interests;
- Your work history and skills; and
- Information about local job-market trends.

Or you may complete:

- Interests and/or aptitude tests; or
- Job tryouts.



Eligibility

You are eligible for DVR services if you:

- Have a physical, mental, or sensory disability that results in a barrier to employment;
- You require vocational rehabilitation services to get or keep a job; and
- You are capable of working as a result of receiving DVR services.

Your DVR counseling team collects records to document your identity, disability, and work status. If no records about your disability exist, you may need to complete medical examinations or tests to verify or support eligibility.

Plan for Employment

Your DVR counselor offers ongoing counseling and guidance to support you in the development of your Individualized Plan for Employment (IPE). This includes:

- Selecting a job goal;
- Outlining what steps and services you need to reach your job goal; and
- Working on the activities outlined in your plan. These may include:
 - Training and education
 - Conducting a job search
 - Researching job-related resources and referrals
 - Job-search training
 - Resume and interview techniques
 - Job-placement assistance
 - Support in keeping a job

Successfully Employed

- After you get a job, DVR will maintain contact with you for at least 90 days to ensure the job is a good match.
- After 90 days, if you are doing well on the job and no other services are needed, you and your DVR counselor will decide when to close your case.

Washington State Department of Social and Health Services


We are going to start talking about a bunch of the services in the contract. So let's take a look at where in the DVR process they might be used.

Trial Work Experience – if we aren't sure someone can benefit from DVR services. Can be provided anytime in the process though.

A CBA or vocational evaluation may be provided during the vocational assessment period.

Job placement is provided during the IPE or plan for employment phase, as well as Independent Living services.

Once someone is successfully employed, we may provide Job Retention, ITS, or Extended Services.



Trial Work Experience


Trial Work Experience (TWE) means an exploration of the 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 VR 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 Trial Work Experience and Community Based Assessment may appear similar, but the impact of a TWE is very different than a CBA.

It can be confusing to differentiate between a CBA and a TWE, even for DVR counselors.

A Trial Work Experience is done when the VRC cannot presume that the individual is capable of working as a result of receiving VR services because of the significance of the individual's disabilities. Before a VR counselor makes a determination that an individual with a disability is incapable of benefiting from VR services, the VR counselor must conduct a trial work experience to obtain clear and convincing evidence to support the determination. This requirement is part of the federal rules related to VR programs nationwide.



Community Based Assessment

Intent:

- Identify barriers to employment;
- Obtain information needed for the DVR Customer to select a suitable vocational goal; or
- Determine the nature and scope of VR services an individual needs to achieve an employment outcome.

A Community Based Assessment, on the other hand, is used to identify barriers to employment, obtain information needed for the DVR customer to determine a suitable vocational goal, or determine the nature and scope of vocational rehabilitation services an individual needs to achieve an employment outcome. So a CBA is done when a person is eligible for services, and more information is needed to help them through the DVR process.

If someone gets a job from a community based assessment, and we all agree it's a good fit, there is a permanent employment bonus available. There's a lot more to CBAs, such as what to do if the CBA is conducted at a private business, and it is all covered in my short CBA training on the contractor webpage.

A CBA can also be used to understand the Customer's accommodation needs when they work. Or help them determine work readiness. Maybe they want to stock shelves but they have never stocked a shelf, so we want to give them the option to try that and see how it goes. Or maybe they aren't sure if they have the stamina to stock shelves, so we could assess that as well.


We have 90 days to develop an IPE. When you are being contracted to provide a CBA, we need it done timely. So you need to be clear about potential delays you may experience in developing a CBA because of this time limit.

A CBA if it doesn't go well, means we might have to go back to the drawing board, but we usually believe the person can work if we are doing a CBA.

If a customer gets a job from the CBA, we cannot pay the CRP for job placement, but the contract does allow for a permanent employment bonus.

A CBA is not used for the CRP to get to know the customer.

A CBA is not a working interview.



Informational Interviews

Intent of Service:


To provide up to three (3) informational interviews to a Customer with a disability for the purposes of career exploration.

Each Informational Interview should last between 30-60 minutes.

The Informational Interview should be held at a business or organization not related or connected to the Contractor's own agency.

Specific areas of interest will be identified in coordination with the Customer and VRC. These areas will be listed on the SDOP.

Informational interview services for general caseload customers is a new service in this contract. The service intention is to allow customers to meet with employers and learn about the career, required experience or education, learn about the environment, pay, benefits, typical work day, etc. This is an option for any customer on a caseload and for the most part will happen before and IPE is written. Sometimes the counselor and customer may decide to reevaluate the current IPE and then need to complete some Informational interviews. CRPs will be tasked with locating the site, arranging for the interview, transporting and accompanying the person, along with helping the customer come up with questions to ask the employer. These should not be generic questions but questions that really help that customer make informed decisions about that career. You can see the requirements of the service in the CRP-IL Contract.



Job Shadow

Intent of Service:


To provide up to 10 hours (1-5 hours per Job Shadow) of Job Shadow experiences to a Customer for the purposes of career exploration.

Each Job Shadow consists of one to five-hour observations at a business in the community that are consistent with the Customer's interests.

The Job Shadow should be located at a business or organization not related/connected to the Contractor's own agency.

Specific areas of interest will be identified in coordination with the Customer and VRC and will be listed on the SDOP.

Job Shadows are meant to be provided to customers during the vocational assessment period of VR process. These are opportunities for the customer to be exposed to a specific work environment. They will be observing not doing the work. The experiences can last between 1 to 5 hours and a customer can receive up to 10 hours of this service. You can see the requirements of the service in the CRP-IL Contract.




Customized Employment

Consists of two Bundled Services:

- Discovery
- Customized Job Placement

These two services are new, and they go together. CRPs could have chosen to add these to their contract this last July if they had individuals who met specific credentials, like an ACRE approved training, or a CESP. These services are meant to be provided one after the other, with Discovery informing the Customized Job Placement service. DVR is defining a customized job as one that was created (brand new job description) to meet the needs of the business and the customer, and not a job that already exists that was modified or carved as we sometimes call it. We have just gotten off the ground with this service! If you are approved to provide this service for your agency and want to make sure you know how DVR is doing it, you can watch the video on Customized Employment on the contractor webpage.



Job Placement

Goals:

- to get a job in alignment with their job goal
- complete their first day of work

The CRP shall locate, secure, and place a DVR customer into a paid integrated job that is mutually agreed upon by the DVR counselor, the customer, and the contractor.


Job Placement Services may include but are not limited to identifying job leads, conducting job search, marketing Customer to prospective employers, developing effective resumes, completing and submitting employment applications, preparing Customer for job interviews and arranging for job-related disability accommodation needs. We expect that you are working with employers to build relationships and have connections beyond just looking for job online or dropping off resumes.

Job Placement is accomplished when the Customer completes their first full day of paid employment. You can report and invoice after this, with verification.

Just a job offer is not sufficient to complete this service. Per the CRP-IL Contract the first day of employment must be completed, then you can bill DVR.

It is sometimes uncomfortable when the customer tells their counselor that the CRP didn't do anything to help them get a job. That is why you should stay in contact with customers and VRCs and provide regular updates so everyone is aware that you are providing essential support.

Currently employment must be the type that someone completes a W-4 for, they cannot receive a 1099, which means they have to be an employee, not contracted for work.




Job Placement

Levels 1 & 2 - need a CRP to directly perform some aspects of the Customer's job placement activities

Level 3 - may require ongoing Supported Employment services or require Customized Employment, and/or directly perform all aspects of the Customer's job placement activities

You may not see many referrals for level 1. We may not refer to a CRP for level 1 because we have our business specialists, but not all offices have them, and they don't always have the capacity to work with all the customers we have.



Job Placement

Temp to Perm Employment means employment that begins as a temporary position and then becomes a permanent position.


Seasonal & Intermittent/On-Call

- Must fit with their disability needs, interests, etc.
- Must be approved by VRC and detailed on their vocational assessment

In the contract, You will see the definitions of Seasonal and On-Call Intermittent.

“Seasonal Employment” means annually recurring work periods of more than three (3) months and less than twelve (12) months each year.

“Intermittent or On-Call Employment” means employment that is not continuous but may consist of periodic intervals of weekly work shifts and intervals of no weekly work shifts.




Job Placement

Job Placement at a CRP's place of business or any business entity owned or operated by the CRP is allowed under the following conditions:

- The job matches the job goal on the SDOP.
- The Customer is hired through a competitive interviewing and hiring process.
- The CRP, Customer, and VRC all agree that it is an appropriate placement.
- Customized Employment is not allowed.

Yes, you can hire a customer at your agency or place of business. Why is Customized Employment not allowed at the CRP's place of business? That places us too close to situations that could be unethical, where a job is created as a way to achieve an employment outcome.




Job Placement Activity

3 ways to meet the activity payment point:

1. Five employment site visits accompanying the Customer, for jobs that match the Customer's job goal: An application or resume shall be submitted to each job site.
If a site visit is not allowed by the potential Employer, the CRP shall assist the Customer in completing an application using the method required by the Employer.
OR
2. A combined total of three job interviews
OR
3. One job offer (doesn't have to be accepted).

If a site visit isn't allowed and they tell you to apply online, that can be counted, but you do need to have made in person contact with the store accompanying the customer in some fashion. What is important is that the job search isn't all online. You could also count activity by the other two options if the first one isn't a good fit. Please detail what was allowed and why in your monthly updates. An example, of when a site visit may never be approved could be a visit to an Airforce base or border patrol building. You would note that in your monthly updates and when it was time to bill for activity, that could count.



Job Placement Outcome


- Placement into paid, integrated job as mutually agreed upon
- Completion date of first full day of paid employment
- Name, contact, and address of employer
- Type of job the Customer is performing
- Number of hours per week they are scheduled to work
- Hourly wage and any fringe benefits
- 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;
 - ✓ A copy of the DVR Customer's pay statement; or
 - ✓ Information from employer database systems indicating the individual's start date or wage

If employment is considered On-Call or Intermittent, describe how the job is structured, how often Customer is expected to get work and that it will be regular enough to fulfill the Customer's income and work hour needs, how customer will be called in to work or how they pick up shifts, and if this is the typical way that this employer hires new workers;

If employment is considered seasonal, describe how the job is structured to recur seasonally, the length of the season, any special considerations for the period of time when the employment is not in session, and the method for returning to work when the seasonal work resumes;

Please note that verification of employment should be included with your invoice and report for Job Placement outcome. Some CRPs have created a letter that the employer can fill in and sign to verify employment, and this is sufficient for reporting purposes.

H) If employment is considered On-Call or Intermittent, describe how the job is structured, how often Customer is expected to get work and that it will be regular enough to fulfill the Customer's income and work hour needs, how customer will be called in to work or how they pick up shifts, and if this is the typical way that this employer hires new workers; (I) If employment is considered seasonal, describe how the job is structured to recur seasonally, the length of the season, any special considerations for the period of time when the employment is not in session, and the method for returning to work when the seasonal work resumes;



Job Placement Bonuses


- Healthcare Coverage Bonus
- High Wage Bonus
 - ✓ Supported Employment
 - ✓ Non-Supported Employment
- Rapid Placement Bonus
- Rural Area Bonus
 - ✓ Customer lives in rural area
 - ✓ Job is located in rural area

Healthcare: A bonus of shall be paid if the DVR Customer obtains a permanent, competitive, and integrated job of 30 hours or more per week and includes Employer-provided Healthcare Benefits. (both, not either)

Payment of Healthcare Coverage bonus does not have to wait until healthcare benefits go into effect

They don't have to accept it, but it just needs to be offered. The bonus amounts are listed on the fee schedule.


All bonuses except for High Wage bonus can be reported and invoiced at the time of invoicing for job placement. The High Wage bonus can't be invoiced until 90 days after the person has obtained their job, because we want to make sure that they have maintained the high wage before paying the bonus.



Intensive Training Services

- For Customers who need Supported Employment.
- one-on-one job skills training and support
- Not for 90-days - until achieve stabilization or up to 24 months.
- Outcome of ITS:
 - ✓ Attain Job Stabilization as determined by the Employer, the Customer, the CRP, and the VRC in on-the-job performance, with job supports;
 - ✓ Meet their Employer's expected levels of work productivity; and
 - ✓ Transition to long-term Extended Services provided by an entity other than DVR


They have met the employer's expectations as much as they are able. The CRP verifies with the employer and recommends that the customer has achieved stabilization and then VRC is supposed to verify that with the Customer. There is not a requirement that this service last 90 days, but generally DVR staff expect that stabilization will take some time and may not agree someone is stable if they have only been working a short time. Communication is key. There is more information on stabilization in the CRP/IL FAQ document on the contractor webpage.



Job Retention

- Individualized training and support services, including routine engagement either on-site or through Remote Services Delivery that enable a Customer to learn the essential functions of a job and specific workplace expectations to meet the Employer's expected level of job performance for at least 90 calendar days after services are authorized.
- Not an automatic service. Job Retention Services are authorized if:
 - DVR and the Customer determine that additional training and supports are needed.
 - Some customers do not need, or want, the service.
- Remote services are allowed if it will meet Customer's needs and is discussed - definition in contract

The customer could decline it even if we all feel it is necessary.



Youth Extended Services

Supported Employment - after Intensive Training Services


Who is it for?

- Youth under 25
- Receiving supported employment services
- Has not yet qualified for their long term supports (DDA, etc.)
- We believe they will qualify and are working on getting long term supports in place

Paid by the hour, \$105/hr for up to 26 hours per month

Can go up to four years or until they reach age of 25

The customer could decline it even if we all feel it is necessary.



Off-Site Psycho- Social Job Supports

Regular therapeutic interaction with a Customer who needs services to address mental health or Psycho-Social related barriers to employment and does not require on-site or task related services.


Enables the individual to maintain satisfactory job performance and successful interactions with others at the workplace.

Two types:

- Non-Supported Employment
- Supported Employment

Only provided by CRP's with **qualified, licensed** staff who chose this as a contracted option

There aren't a lot of CRPs that provide this. It's usually CRPs that have a mental health component to their program. If the customer wishes to disclose their disability on the employment site, we may want to switch to retention or ITS if appropriate.



Pre-ETS

- Work-Based Learning Experience (WBLE)
 - Paid work experience
 - not intended to be a permanent job placement
- Workplace Readiness Training (WRT)
 - Not intended as traditional job coaching.
 - On-site WRT for Students participating in a WBLE
 - Now have a “stand alone” version, WRT-D
- Informational Interview
- Job Shadow

Three levels of WBLE, based on length of time. Starts on page 37 of sample contract. WRT is paired with this service to provide additional support in the area of soft skills. It is not meant to be traditional retention service. The levels are based on length of time the Work passed learning is performed.

Typically WRT goes along with WBLE, for example WRT A goes with WBLE A. But now we have a standalone option that does allow for WRT as a stand alone service when appropriate and required by the student.

Informational Interviews and Job Shadows have the same intent as these services for general caseload customers but they are intended only for PreETS students.



If you would...

- Communicate any important information to VRC
- Notify the VRC ASAP of job placement or interview

Refer customer to VRC when Customer wants to:

- Look for a different job than what is on the SDOP
- Take job with fewer or more hours than agreed to on the SDOP
- Explore self-employment
- Go back to school instead of looking for work



Before you go down another path, talk to the VRC.

Refer back to VRC if the person you are working with starts asking about self employment or going back to school. It may be time for them to meet with their VRC and take another look at their job goals.

If your agency switches who is working with the customer, please let the VRC know. On the flip side of that, we know we need to do a better job letting the CRP know if our staffing changes, too. With all of us having difficulty hiring and keeping staff, this can be really difficult.

If something important happens, such as if the customer has missed their last two appointments with you and is not responding to you, let the VRC know!

If someone gets a job, we want to celebrate that and make sure supports are in place. Let us know right away! But don't bill it until the person successfully completes their first day, and you have been able to obtain verification of employment.



Before we say good bye, let me show you where you can find some helpful information.

<https://www.dshs.wa.gov/dvr/community-rehabilitation-programs-contracts>

Here you will find the CRP Profiles for each county and what services each CRP provides. If you see something wrong here, please let me know! There is also a sample contract. You can also access the CRP/IL FAQ document here.

Explore DVR contractor webpage

If you have questions about specific cases, talk to the VRC or their supervisor

Discuss any discrepancies with your manager

Email me if you would like a certificate of completion

Thanks for your time and commitment to our customers! We literally cannot serve our customers without the work you do!

Thank you for all you do to help DVR Customers and our community at large. The work you do affects so many people's lives on a daily basis and we are so happy to partner with you!



Thank You

Lesa Dunphy

Community Programs Manager
Division of Vocational Rehabilitation
Department of Social and Health Services

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