

## **SERVICE DESCRIPTION**

### **APPENDIX E: EMPLOYMENT RELATED – JOB PREPARATION**

#### **KANSAS DEPARTMENT OF SOCIAL & REHABILITATION SERVICES INTEGRATED SERVICE DELIVERY DIVISION**

##### **Rehabilitation Services**

##### **PAYMENT-FOR-PERFORMANCE - JOB PREPARATION**

Rehabilitation Services (RS) is a state agency which provides vocational rehabilitation (VR) services to help people with disabilities achieve permanent, integrated, competitive employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. VR services are customized according to each consumer's needs and goals. Job preparation is often an essential VR service to help consumers achieve skills to enhance their placement potential and thereby better achieve their employment goals.

The specific service(s) requested for any individual will be based upon the RS counselor analysis of all available information and data to determine the level and intensity of service needs.

Job Preparation is purposeful, direct, individualized training and intensive consumer support to obtain skills and abilities which will assist the consumer in moving on to self-directed, guided, contracted customized placement or supported employment activities. The intent is that this service will address, reduce, successfully manage, or eliminate any/all pre-employment barriers or limitations that would negatively impact the consumer's ability to find employment in an integrated, permanent, unsubsidized setting consistent with the consumer's identified vocational objective. Community service providers who agree to provide this service will do so by meeting and/or exceeding the expectations delineated in this payment-for-performance service description before remuneration. Job Preparation for VR consumers is a stand-alone service.

The RS counselor will notify the contractor of a potential referral for services. It is expected that the contractor will accept or reject the referral for services within one week. Once the contractor accepts the referral, the counselor will authorize Job Preparation services for up to 3 months.

RS reimbursement will be based upon the level of services required for the individual. The contractor will be paid monthly. The monthly rate will be determined as either Level 1 or Level 2. Level 1 is identified as working with consumers with 3 or less identified barriers to employment. The minimum expectation is that substantial consumer contact\* for Level 1 consumers will be up to 2 hours per week with an average of approximately 8 hours per month. Consumers who have 4 or more identified barriers to employment will be paid at the Level 2 rate. The minimum expectation is that

substantial consumer contact\* for Level 2 consumers will regularly be up to 4 hours per week with an average of approximately 16 hours per month.

The determination of level of intensity of services will be made by the RS counselor based upon all available information.

The contractor will, with input from the consumer and counselor, develop a written individual action plan with specific action steps to address, reduce, successfully manage, or eliminate any/all pre-employment barriers or limitations that would negatively impact the consumer's ability to find employment. The written individual action plan will also determine the frequency and type of reports required per individual. Action Plan payment will be authorized once the plan is approved by the RS counselor and consumer. The consumer must sign this plan to demonstrate agreement. The consumer signature must represent informed consent. The consumer is to be asked to sign only fully completed forms.

The individual action plan can be modified, as necessary with consultation and agreement from the consumer and RS counselor. One outcome of this service will be that the consumer and counselor have evidence to determine the level and intensity of placement services and can decide between self-directed, guided, contracted customized placement or supported employment.

RS must pre-authorize any and all services before the contractor can expect payment for any services. RS counselors will authorize services for consumers not to exceed 3 months per authorization until services are completed. However, payment for services will be made in one month increments based on acceptable progress or completion of services and documentation that the contractor has provided services as described in the consumer's individual action plan.

- Individual variations may be approved through the regionally established exception process.

Referral for Job Preparation services does not guarantee any other services will be authorized to the contractor.

The contractor will abide by the standards outlined in the Provider Agreement, including maintaining the capacity to perform the expected duties and maintaining qualified staff (i.e.: see [http://www.crprcep7.org/reference/13\\_competencies.pdf](http://www.crprcep7.org/reference/13_competencies.pdf)) to achieve the stated goals and outcomes. Failure to achieve successful outcomes in a timely fashion, or failure to achieve successful outcomes for at least 80% of referrals within a one-year period will result in a suspension of new referrals and possible termination of the agreement.

## **JOB PREPARATION**

### **Level 1 and Level 2**

The primary function of this service is preparation for job placement. This service must include:

- ❖ Meeting with the consumer face-to-face and developing a written individual action plan with specific action steps which supports the IPE goals.
- ❖ Activity, direction, planning, and contact with the consumer that demonstrates active assistance in training, education, and skill development that focuses on job preparation. (Level 1 – up to 2 hours per week; Level 2 – up to 4 hours per week.)
- ❖ Implementing strategies to assist the consumer to successfully reduce, manage, or eliminate the identified barriers to employment and related issues related to readiness for job placement as described in the consumer's individual action plan.
- ❖ Successfully achieving the goals described in the written consumer's individual action plan.

Based on individual consumer needs, this service may include the following:

- ❖ Training and orientation for the consumer on how to complete employment applications, and employment interview skills, attitudes, actions and personal appearance.
- ❖ Specific independent living services as described in 34 CFR, Part 364.4 and identified in the individual action plan which will contribute to successful placement.
- ❖ Guidance for the consumer on appropriate disclosure of disability information and reasonable accommodation requests to potential employers.
- ❖ Resume development.
- ❖ Analysis of transportation options and needs related to general employment opportunities commensurate with the consumer's stated vocational objective, interests and informed choice.
- ❖ Analysis of assistive technology or reasonable accommodation needs related to general employment opportunities commensurate with the consumer's stated vocational objective, interests and informed choice.

Payment will be made monthly, but only after the contractor has completed the service as described in the consumer's individual written action plan and has submitted a written report describing the services provided (including dates, times and by whom), success achieved, barriers encountered, and any other requested information to the RS counselor. The written report must demonstrate clear documentation that activity related to achieving the goals identified in the consumer's individual action plan have been provided before payment will be authorized. Once all services are completed, the expectation is that the consumer will be ready to pursue integrated, competitive employment which supports the IPE goals.

## **GENERAL TERMS**

Progress reports, at intervals no less than monthly and agreed to in the individualized written plan and/or as requested by the RS counselor, are required. Individual authorizations can be withdrawn by either party with a 15-day written notice. Once a 15-day notice is given, activity should cease and payments will not be authorized for outcomes reached via alternative methods. Monthly payments will be authorized by the RS counselor as specified in the service description.

In case of disagreement over payment between the RS counselor and contractor, the contractor may appeal to the RS Program Administrator for the Region. In case of continued dispute, the contractor may appeal to the RS Community Provider Manager.

- In the event that an outcome is not achieved, but enough information has been obtained for the RS counselor to pursue an alternate plan, the monthly fee may be authorized by the RS counselor with advance approval of the RS Program Administrator depending on the needs and informed choice of the consumer and performance history and capacity of the contractor.

This payment for-performance approach emphasizes payment for outcomes rather than process.

The contractor must consider all persons who are committed to competitive employment as an attainable goal. There is no guarantee of the number of authorizations to be provided by RS. Continued use of the services will be dependent upon the contractor's success in assisting the VR consumer to achieve successful outcomes.

## **PERFORMANCE EVALUATION**

The purpose of Accountability Benchmarks is to provide parameters for RS staff and contractors to review progress and outcomes on a regular schedule so that the team can address any potential issues before they become significant problems for the contractor and/or consumer. The guidelines are established to help improve the potential for reaching successful outcomes by developing strategies for improvement rather than imposing negative consequences at the end of a review period. The expectation is that contractors providing Job Preparation will have 80% of the persons served completing the action steps indicated on their individual action plans. The length of time to achieve the action steps will depend upon the number and type of services needed. A successful outcome of Job Preparation would be that the type of placement services is clearly identified. Program evaluation data will be reviewed on a quarterly basis so both the contractor and RS staff are aware of the outcomes and will determine what, if any, action will be taken to ensure success for the persons served.

## **RELATED TERMS**

\* Substantial consumer contact = 90% of the total time excluding any travel time. Substantial consumer contact may include face-to-face meetings, one-to-one contact via electronic medium, and advocacy work directly related to the consumer's individual action plan. May also include necessary documentation of services related to the consumer's individual action plan. This does NOT include general staff meetings, travel time, or staff trainings.