

# **2013 Core Rehabilitation Services Program Guide**

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# Description of Services

## Background

The New York State Education Department's (NYSED) Office of Adult Career and Continuing Education Services (ACCES-VR) provides a wide array of vocational rehabilitation services to over 100,000 New Yorkers with disabilities each year. An important part of those services are purchased from community rehabilitation providers and include entry services, assessment services, assistive technology/rehabilitation services, work readiness services, job placement services, supported employment services, youth employment services, driver rehabilitation services and related adjunct services. These services are outlined in this document. In this contract we have combined the services from the former Unified Services Contract and Supported Employment Contract for the sake of programmatic efficiency. We are seeking to purchase the services outlined within this document, contingent upon available resources, during the next five year contract cycle.

## Introduction

ACCES-VR has continued its effort to improve its Core Rehabilitation Services. This initiative has been undertaken to: better serve consumers with disabilities; assist them in becoming gainfully employed; achieve economies of scale by combining contract services; clearly define services; and more accurately compensate service providers for services they are providing to ACCES-VR.

The requirements for each service are defined in the Description of Services section below. Rates have been established for each service category by region. A list of CRS regions has been included as Appendix I.

1. **Service Categories:** References to ACCES-VR's Core Services include all items contained in this document with the exception of activities listed under Adjunct Services. Adjunct services are defined as those activities which supplement the delivery of vocational rehabilitation services by providing those additional services/supports which the consumer requires for successful Individualized Plan for Employment (IPE) goal achievement. They are purchased by ACCES-VR only in conjunction with other services on an IPE.
2. **Duration of Services:** The standard time frames for service delivery for each service category have been delineated within the definitions. As is consistent with current ACCES-VR practice, if the unique needs of a specific consumer require different service duration, these time frames will be discussed and modified for that consumer by ACCES-VR. However, providers developing service proposals must adhere to the standard time frames in outlining their service delivery plan.
3. **Staffing:**
  - a. All applicant agencies must have either appropriate staffing in place to meet the standards outlined in this document or agree to put such staffing in place by the time of actual service delivery.
  - b. It is recognized that staff turnover is an inevitable feature in provider operations. When ACCES-VR required staffing is no longer available for delivery of an ongoing service, the provider is required to notify the ACCES-VR District Office(s) involved, and provide a staffing plan proposal for continuance of services. Upon approval of the staffing plan by

ACCES-VR's Central Office, the provider may continue service delivery for a mutually agreed upon period of time, not to exceed one year.

- c. In addition to the staffing requirements specified for each ACCES-VR CRS Service component, it is required that each vendor, with the exception of those providing freestanding (non-agency related) placement services, have an individual overseeing the operation of ACCES-VR reimbursed vocational services, who holds at least a Master's Degree in Rehabilitation Counseling, or a Bachelor's Degree in Human Services or a related field and at least four years relevant experience delivering vocational services to individuals with disabling conditions.
- d. ACCES-VR reserves the right to review resumes' of all individuals who provide direct service to ACCES-VR consumers.

4. **Reporting:** ACCES-VR will be working with providers to standardize reporting formats whenever possible. Streamlined reporting forms will shorten vendor reporting time and expedite payment turnaround time. Timely submission of reports and/or verifying documentation will be required for payment. Reports are expected to be submitted upon completion.

Fiscal reporting will be done via a consolidated VR-370 form for all services except Entry Services 1 and Supported Employment Extended Services. The latter will be a combination of NYS Standard Voucher and rosters of individuals receiving the service. Specific roster forms will be issued by ACCES-VR for SE extended.

5. **Deaf Services:** Rates have been established for services for consumers who are deaf/hard of hearing. These deaf service rates will not be combined with any other fees for interpreters. For services where a deaf service rate has not been established, interpreter services may be purchased.
6. **No-Shows Billing Procedures:** Unless otherwise noted, no-shows may be billed for one half hour of direct service, or if there is no hourly rate, a flat rate of \$30.00 will be paid provided the contract service provider meets the following three criteria:
- a. vendor sends a written or email confirmation of the date and time of the initial visit for a service;
  - b. the provider must wait for the consumer for 30 minutes after the scheduled appointment time;
  - c. within 24 hours of the scheduled appointment time, the provider must notify, in writing, the consumer's counselor or senior counselor that the consumer failed to keep the scheduled appointment. The notification should include the following: provider's name and contract information, consumer's name, the service being provided, and verification notice sent confirming initial visit; and,
  - d. Upon billing for a no-show, the remaining amount of the authorization becomes null and void.
7. **Drop-Out Documentation Requirements:** Unless otherwise noted, to receive partial payment for consumers who drop-out prior to completion of the approved authorization, the vendor must provide the following:

- a. depending upon the type and level of service, completion and submission of service requirement such as a report, evaluation, proof of attempt to secure on-the-job training (OJT), work try-out (WTO), work study or internship/externship, mileage sheet, or benefits checklist for any portion of the service that was actually provided to the consumer;
  - b. a voucher showing the number of hours the vendor actually spent with the consumer providing the authorized service; and,
  - c. Upon billing for a drop-out, the remaining amount of the authorization becomes null and void.
8. **Use of District Office Space:** Contracts will not provide any vendors with exclusive use of district office space or any guaranteed use of district office space. However, where available, and at the convenience of a district office, shared space may be made available for vendors' use on a limited and non-exclusive basis. No technology (computers, phones, faxes, or copiers, etc.) will be made available for vendor use at any ACCES-VR District Office.
9. **Supported Employment Services:** Supported Employment had been under a different contract. In an attempt to gain efficiencies and better utilize remaining staffing, this service has been added to the traditional Unified Service Contract. The payment methodology has been modified. ACCES-VR will be purchasing this service with a milestone outcome method similar to the former UCS Job Placement Series; Level II (Direct Placement) Tier system.
10. **Technology Requirements:** Capacity to provide program reports electronically using encryption software compatible with ACCES-VR. Technology requirements are subject to change during the five-year contract term.
11. **Confidentiality:** All devices (e.g., laptops, flash drives or any other electronic storage device) that store SED information/data MUST be encrypted.

## FRAMEWORK FOR PERFORMANCE INDICATORS

ACCES-VR has made a comprehensive effort to develop an improved contracting process for the service providers. Included in these efforts is the implementation of a system to track key performance indicators for the contracted services along with minimum standards for those services. The revised CRS system will enable ACCES-VR to be more flexible in its contracting process and to be more responsive to consumer needs. The performance indicators are critical in assisting ACCES-VR in making informed decisions regarding all providers, both current and new, and the allocation of resources within the contracting system. The system will:

- Enhance consumers' informed choice of providers from which they wish to receive services;
- Provide ACCES-VR counseling staff with critical information on performance of providers from whom they seek to purchase services;
- Enable District Offices to oversee and allocate contract dollars to better serve consumers; and,
- Provide information to providers to improve services and set expected level of performance.

## Outcomes/Quality/Timeliness

**Outcomes** - ACCES-VR's goal is to enable consumers to attain employment. Accordingly, a provider's performance will be assessed where appropriate on key indicators such as, but not limited to: percentage of consumers successfully employed (status 26), the amount of time it takes a

consumer to become successfully employed, the amount of hours a consumer is working per week and hourly wages earned by the consumer.

**Quality** - ACCES-VR has developed a rubric by which some services will be rated. The rubric provides guidance to professional staff in rating a particular service as superior, satisfactory or needing improvement. Data on the rubric will be compiled on individual providers and individual services and be used to provide feedback to the individual providers at least twice a year at performance review meetings. Reports will be rated superior, satisfactory or needs improvement. They are defined as follows:

### **Superior**

Information/service provided was clear, concise and complete. It provided the counselor with a thorough understanding of the provider's service, conclusions and recommendations. The work addressed issues and concerns expressed by the counselor. Work provided was of excellent quality and is able to be used for case decisions. The report provided a number of options for future planning.

### **Satisfactory**

Information/service provided was clear and concise. It provided the counselor with a good understanding of the provider's conclusions and recommendations. The deliverable was sufficient for decision making.

### **Needs Improvement**

Information/service provided was minimal in addressing the needs of the consumer. It only addressed issues and concerns articulated by the counselor. The needs of the consumer were not clearly communicated and lacked details and next steps. The report provided no additional information or service.

### **N/A**

Vendor submitted something other than a final report, such as attendance or interim report.

Timeliness of service is a critical indicator in providing services to consumers. Standards are set for individual services and data will be compiled to assist to measure compliance with those standards. This data too will be shared with individual providers at their semi-annual performance reviews.

**Timeliness** is the third major area of performance by which a provider's service will be assessed. ACCES-VR has established minimum standard timelines in which consumers will access services and the District Offices will receive required reports resulting from those contracted services. These standards are established for all service categories in the CRS contracting system.

Over the course of the next year, ACCES-VR will work with its contract providers to formalize a set of Provider Guidelines for CRS service delivery. This material will assist agencies in the achievement of their performance indicators, and in bringing ACCES-VR consumers to their employment goals.

## **Entry Services**

**Definition:**

Individuals with disabilities are assisted by providers with initial activities for entry into ACCES-VR services, thereby expediting the application process, and expanding the potential number of individuals to be served by ACCES-VR. This assistance may include general orientation services and/or gathering and preparing information necessary for the ACCES-VR counselor to determine eligibility.

**Services:**

These services may be delivered in any of the two methods described below, based upon the extent of the assistance offered by the provider and requested by the District Office. Either Level I or Level II services may be offered in combination with Level I service, at the discretion of the requesting District Office.

**Level I:**

**ENTRY SERVICE 1 (Services to Groups – No Case Service Code – Standard Voucher)** - This is an orientation to ACCES-VR services to potential ACCES-VR consumers. It provides a general orientation to ACCES-VR and the vocational rehabilitation (VR) process and may include

- assistance in completing a ACCES-VR application and other required forms;
- providing applicants with the medical/psychological forms necessary to document their disabling condition; and,
- referral information for other needed services.

This service requires vendor staff participation in training provided by ACCES-VR, utilization of ACCES-VR information script and materials, and is scheduled only by prior arrangement with the ACCES-VR District Office purchasing the service. This service may be a stand alone service or the initial service in combination with other levels of entry services, as noted below. It may be provided at the provider’s location, the ACCES-VR District Office, school districts, One-Stop Centers, or other community locations.

**Deliverables and Payment Process:** This is a “Service to Groups” of individuals not yet active with ACCES-VR. Payment occurs upon submission of a roster of individuals participating in the session, and a standard voucher form. A unit of service is defined as one session (1.5 to 2 hours). Drop-out and no-show rates do not apply to this service.

**Staffing:** Entry Services 1 providers must have:

- a high school diploma or GED;
- a minimum of one year of experience in providing employment services to persons who have disabling conditions;
- knowledge of the local and community resources available to individuals with disabilities;
- supervision by an individual with at least a minimum of two years experience in providing services to persons who have disabling conditions; and,
- experience with presentations to large groups.

**Payment Rate and Authorization:** Payment for this service is per session at the rate of:

- Region 1 - \$258.00
- Region 2 - \$232.00
- Region 3 - \$245.00

**Established Performance Indicators:**

- effective presentation of ACCES-VR Program;

- orientation location is accessible to all individuals with disabilities; and,
- language barriers are eliminated.
- individual consumer confidentiality will be maintained

## **Level II:**

**ENTRY SERVICE II (Case Service Code 118X)** - In this service, the vendor will aid consumers who:

- are not able to complete the application process without assistance; and,
- do not have other available supports to help them to gather existing medical information.

The vendor will develop the application information specified by the local District Office, and gather the medical, diagnostic, and other information required by ACCES-VR in order to make a decision regarding the applicant's eligibility for ACCES-VR services. It is not expected that the provider of this service will purchase any assessment and/or medical evaluations necessary for eligibility determination. The vendor will work with the local District Office if additional ACCES-VR medical authorizations are needed to provide consumer information for required ACCES-VR eligibility and goal planning.

**NOTE:** This service is not intended for individuals currently active with the provider for whom sufficient referral information is currently retained by that provider. These cases may be referred to ACCES-VR through the standard referral process.

**Deliverables and Payment Process:** This is an outcome-based service that is paid when the vendor has gathered all the requested documentation and sufficient medical information has been submitted to the local ACCES-VR District Office in order to make an eligibility determination. The vendor may also prepare written documentation for ACCES-VR Draft Eligibility and Background case notes and perform documentation, i.e., data entry, etc., within the CaMS system as requested by the purchasing District Office. A unit of service is defined as completion and receipt of the application packet in the appropriate ACCES-VR District Office, which includes medical, diagnostic, and other information as predetermined by the ACCES-VR District Office. Drop-out and no-show rates do not apply to this service.

**Staffing:** Entry Services II providers must have a minimum of a:

- Bachelor's degree in a related field and one year of qualifying experience providing direct services beyond routine personal care or supervision to individuals with disabilities in a rehabilitation program or facility, or providing vocational and educational services to individuals with disabilities in the areas of assessment, counseling, job coaching, guidance, placement, or job development;

OR

- an Associates degree or 60 college credits; and, two year's experience in service delivery to individuals with disabling conditions;

OR

- a combination of education and four years of qualifying experience providing direct services beyond routine personal care or supervision to individuals with disabilities in a rehabilitation program or facility, or providing vocational and educational services to individuals with disabilities in the areas of assessment, counseling, job coaching, guidance, placement, or job development, which in the judgment of ACCES-VR reviewers is substantially equivalent to the standards above.

**Payment Rate and Authorization:** Payment for this service is a flat rate payable upon completion of the service:

- Region 1 - \$258.00
- Region 2 - \$232.00
- Region 3 - \$245.00

## **Assessment Services**

**NOTE:** The following definitions in this section do not apply to the types of assessment needed for technology, vehicle or home modifications, medical evaluations, or to those services covered under contractual arrangements with Psychologists.

### **Definition:**

Assessment services are designed to obtain information that will help clarify ACCES-VR eligibility questions, and/or assist both the consumer and ACCES-VR counselor in the development of an appropriate IPE goal. Assessment information evaluates consumer skills, aptitudes, interests, capacities, behaviors, work readiness and functional limitations and provides suggested vocational options in keeping with these findings. It may include an appraisal of the patterns of work behavior of the individual and services needed for the individual to acquire occupational skills and to develop work attitudes, work habits, work tolerance, and work related behaviors necessary for successful job performance. The product of assessment services is a personalized report highlighting the testing/community assessment results as they apply to the individual consumer's vocational capacities, functional limitations and potential employment options.

### **Services:**

#### **Level I:**

**ASSESSMENT SERVICES - Diagnostic Vocational Evaluation (DVE)/ Community Based Situational Assessment (CBA) - (Case Service Code 110X)** - Evaluation in an agency setting or in a community locale associated with the provider agency such as; enclave, mobile crew, or affirmative business. This service may include standardized work samples and/or actual hands on work with direct observation and may be done on a group basis. The standard authorization period is up to 15 days. Assessment services beyond 15 days will require supervisory approval.

**Deliverables and Payment Process:** Upon completion of the service, the provider will prepare and submit a Vocational Assessment Service report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The provider will receive final payment upon completion of a Vocational Assessment Service report approved by the Vocational Rehabilitation Counselor (VRC). The provider must offer the VRC the opportunity to attend a conference at conclusion of the service. Drop-outs will be prorated based on receipt of a partial report and number of days that the service was provided. For consumers who do not complete the service, the provider will report on what information they were able to obtain during the period of consumer participation. The unit of service is defined as a minimum of a five-hour day up to 15 days and can be billed in half days (2.5 hours) if necessary. In the case of drop-outs billing should be prorated at the daily rate for the number of days the consumer was served and submission of appropriate documentation to the VRC.

**Staffing:** Individuals providing Level I Assessment Services must meet the qualifications in the Commissioner's Regulations for the title Evaluator I, below. Additionally, individuals with this title shall be directly supervised by an Evaluator II who meets the qualifications described in the Level II services.

Evaluator I minimum qualifications:

- Master's degree in vocational rehabilitation counseling or related area such as personnel, counseling and guidance;

OR

- Bachelor's degree, enrollment in a specialized course, and enrollment in a Master's degree program in vocational rehabilitation or related areas;

OR

- combination of education and experience which, in the judgment of the Office of Adult Career and Continuing Education Services, is substantially equivalent to the standards of this subdivision.

**Payment Rate and Authorization:** Payment for this service is per day with a standard authorization of up to 15 days in an agency setting at the rate of:

- Region 1 - \$66.00
- Region 2 - \$60.00
- Region 3 - \$64.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report - standard 30 calendar days;
- 90% of reports will be rated superior/satisfactory.

## **Level II:**

**COMMUNITY-BASED WORKPLACE ASSESSMENTS (CBWA) – (Case Service Code 112X) –** Customized worksite and/or community-based situational assessments. The provider, in consultation with the ACCES-VR Counselor (VRC) and the individual participating in the assessment, develops an individualized strategy for assessment activities leading to a balanced vocational profile. This service includes the development of a work and/or community evaluation site according to the identified interests and known employment factors of the individual. If indicated, the provider may arrange for two or more different work or community sites if that is needed for assessment purposes. The sites for this process are actual employer sites or integrated community sites, not agency/facility based.

The CBWA may also include selected observations of the person in other integrated community situations (e.g. school, home), if directly applicable to yielding detailed information about the person's skills and capacities, as well as the conditions he/she needs to be successful in the workforce. These activities are focused on gaining a comprehensive, person-centered assessment of the individual's strengths, capabilities, needs, skills and experiences. The evaluator accompanies the individual to the work and community site in order to observe and determine tasks and skills that are relevant to job placement and the kind of work environment the person needs to succeed in a job. This assessment gives the individual hands-on experience in an actual worksite or a community site allowing direct observations by the evaluator.

The evaluator may also interview significant others (family, friends, teacher, professionals, spouse and others who know the person well) to gather additional information on the individual's capacities. A group planning session, which includes the individual, the evaluator, the ACCES-VR counselor and significant others, is conducted to summarize findings from the observations and to further develop and refine the vocational profile.

Community-based workplace assessments are done on an individual basis. The standard authorization period would be between 10 to 20 hours. Additional hours may be provided based on individual consumer need with pre-approval by the ACCES-VR Counselor. Fewer than 10 hours may

also be authorized when a focused or selected component of this service is implemented based on the needs of the individual and the specific assessment questions being addressed, at the VRC's request. The number of hours is determined by ACCES-VR, in consultation with the provider, to meet the individual's assessment needs.

**Deliverables and Payment Process:** Upon completion of the service, provider will prepare and submit a Vocational Assessment Profile Report to the ACCES-VR counselor within 15 business days of the last date of service with the individual. The Vocational Assessment Profile Report is a balanced profile of the person that describes: purpose and proposed employment goal; attributes and capacities; interests and preferences; priorities; values and ideals; travel and mobility skills, including access to transportation; supports needed; networks and resources, including natural supports; and community connections. The Vocational Assessment Profile Report may also identify alternative strategies, including job creation and job carving, to facilitate matches on important factors. This information can guide the individual and job developer to identify employers who may be willing to restructure or create a job uniquely suited for both the needs of the employer and the skills of the individual. The profile should recommend an action plan that clearly details how resources will be applied to specific activities and task responsibilities with timelines. The Vocational Assessment Profile Report should also enable the ACCES-VR counselor and the individual to develop or refine the Individualized Plan for Employment.

The provider will receive final payment upon approval of the profile report by the VRC. This service is reimbursed based on completion and submission of the Vocational Assessment Profile Report. The provider must offer the VRC the opportunity to attend a conference at the conclusion of the service. For individuals who do not complete the service, the provider will report on what information they were able to obtain during the period of participation. A unit of service is defined as one hour. The number of hours is determined by ACCES-VR, in consultation with the provider, to meet the individual's assessment needs. For individuals for whom a more limited assessment is needed, the number of hours of service will be determined by the referring ACCES-VR counselor, in consultation with the provider, and the profile report will reflect the focus area of the evaluation.

**Staffing:** Individuals providing this service must meet the qualifications in the Commissioner's regulations for the title Evaluator I (above, see DVE section). Additionally, individuals with this title shall be directly supervised by an Evaluator II who meets the qualifications described below.

Evaluator II Minimum qualifications:

- Master's degree in vocational rehabilitation or related area such as personnel, counseling, guidance and one year of experience in vocational rehabilitation or other suitable fields;
- OR
- Bachelor's degree and three years of appropriate experience in services to individuals with disabilities;
- OR
- combination of experience and training, such as experience as evaluator in a community rehabilitation program: or experience in industry and completion of specialized rehabilitation-related courses which, in the judgment of the Office of Adult, Career and Continuing Education Services, is substantially equivalent to the standards of this subdivision.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of 10 to 20 hours, not to exceed a maximum 40 hours, at the rate of:

- Region 1 - \$67.00
- Region 2 - \$57.00
- Region 3 - \$62.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report - standard 30 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

**Level III:**

**STANDARDIZED TESTING/SPECIALIZED EVALUATIONS –**

**Standardized Testing and Specialized Evaluation – (Case Service Code 100X)** – a bank of assessments that may be used to measure a consumer's academic achievement, aptitudes, cognitive abilities, personality, vocational interests, sensory/motor skills and compares to appropriate sample population. This service is provided on an individual basis. Standardized Tests and Specialized Evaluations include but are not limited to: standardized, computerized or other assessment systems such as Woodcock-Johnson Tests of Cognitive Ability, Career Scope, College Placement Sample Tests, Adaptability testing, College Survival and Success Scales., as well as Specialized Evaluation-Substance Abuse Evaluation which may be completed for an individual who is not involved in substance abuse treatment program and for whom existing records are dated and determined to not be a valid assessment of the individual's present conditions. Testing is typically conducted for vocational exploration. This service should not be used as an alternative to psychological evaluations.

**Deliverables and Payment Process:** Upon completion of the service, the provider will prepare and submit the report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The provider will be paid based on completion of a Vocational Assessment Service report approved by the VRC. The provider must offer the VRC the option of attending a conference at conclusion of the service. This service is reimbursed based on completion and submission of the assessment report. For consumers who do not complete the service, the provider will report on what information they were able to obtain during the period of consumer participation. A unit of service for Standardized Testing and Specialized Evaluation is one hour. The typical authorization is up to 10 hours. In the case of drop-outs, billing should be prorated at the hourly rate with submission of appropriate documentation and information regarding the last contact with the consumer to VRC.

For consumers for whom a more limited evaluation is needed, a proportional number of hours will be agreed upon with the referring ACCES-VR counselor, and provider will report on the focus area of the evaluation. For consumers who do not complete the service, the provider will report on what information they were able to obtain during period of consumer participation.

**Staffing:** Evaluator III minimum qualifications:

- Master's degree in vocational rehabilitation or related area such as personnel, counseling, guidance and one year of experience in vocational rehabilitation or other suitable fields;  
OR
- Bachelor's degree and three years of appropriate experience in services to individuals with disabilities;  
OR
- combination of experience and training; such as experience as evaluator in a community rehabilitation programs: or experience in industry and completion of specialized rehabilitation-related courses which, in the judgment of Adult Career and Continuing Education Services-Vocational Rehabilitation, is substantially equivalent to the standards of this subdivision; and,

- certification as an administrator of any instrument(s) utilized that requires such designation; or, certification in the field in which a Specialized Assessment is performed, such as an OTR, Certified Alcoholism Counselor, etc.

**Payment Rate and Authorization:** Payment for Standardized Testing and Specialized Evaluations is per hour with a standard authorization of up to 10 hours at the rate of:

- Region 1 - \$140.00
- Region 2 - \$125.00
- Region 3 - \$132.00

### **Established Performance Indicators**

- amount of time from referral to receipt of the report - standard 30 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

## **Work Readiness Services**

### **Definition:**

Consumers are assisted by providers in development of job-related skills. Work Readiness Services include components that enable the consumer to successfully develop the following individual capacities for achieving and maintaining employment: work behaviors, social skills in the work setting, effective communication, accepting supervision, problem solving, grooming and hygiene, goal setting and work tolerance.

Other areas of concern may also be addressed including work-related daily living skills, disability awareness, work traits and work ethics, which may be provided as part of IPE development (Work Readiness 1 – Soft Skills below) or as an IPE service. This always includes a focus on acquisition of the requisite “soft skills” applicable across a variety of employment settings. The higher levels of this service also include development of vocational skill sets focused on specific fields of employment. While typically provided in a group setting, these vocational adjustment services may be provided one-on-one. At the highest level of this service (Work Readiness 3 – Skill Development and Work Experience), the provider is required to place and support the consumer throughout the 90-day post employment period leading up to ACCES-VR case closure.

### **Services:**

These services may be delivered in a community-based facility or, where possible, in an integrated community setting. At the highest level of the service, there is a requirement for placement and short term intervention in an employment site. Delivery of these services is dependent upon the development of an activity plan that is then approved by the ACCES-VR District Office(s) utilizing the service.

Counselors should select the needed level of Work Readiness skills identified in the IPE with the understanding that the higher levels of skill development include all the elements of the preceding level(s). If, following services at a lower level, it is determined the consumer is able to progress to a higher level than previously anticipated, the authorization for that subsequent level should be of a shorter duration, as agreed upon with the provider. These skill development services can be authorized as follows in the three modules listed below:

**Work Readiness 1 - Soft Skills Training – (Case Service Code 620X)** - This service is a defined set of activities that lead to the acquisition of specific “soft” skills by the individual. They are primarily focused on tasks such as learning acceptable work and social conduct in the workplace, the culture of

the workplace, preparing a resume, motivation for work and maintaining a job, and other skills such as, but not limited to, work-related daily living skills, disability awareness, transportation and home health management that are applicable across a variety of employment settings.

### **Work Readiness 1 – Soft Skills Training – Deaf Service (Case Service Code 621X)**

**Deliverables and Payment Process:** Upon completion of approved soft skills training, the provider will prepare and submit a report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. Such reports shall indicate the type of services provided and the individual's progress acquiring soft skills, which will support the development of an employment goal. A unit of service is defined as a minimum of 2.5 hours per day up to 5 days per consumer. In the case of drop-outs, billing should be prorated at the daily rate with submission of appropriate documentation and information regarding last contact with consumer to the VRC.

**Staffing:** Staff providing this service must have:

- a high school diploma or GED;
- a varied and successful work history in competitive employment settings;
- knowledge of employer expectations of employee performance and workplace behaviors;
- knowledge of ACCES-VR reporting requirements; and,
- a minimum of two years experience in providing vocational services to persons who have disabling conditions or other significant barriers to employment.

Work Readiness Service providers must be supervised by an individual having at least a Bachelor's level degree in an appropriate human services/human resources field, OR at least four year's experience in the provision of work readiness services. Staff must also take part in ongoing training and staff development activities associated with the provision of services to individuals with disabilities.

**Payment Rate and Authorization:** Payment for this service is per consumer on a one half day basis with a standard authorization of up to 10 units at the rate of:

- Region 1 - \$50.00
- Region 2 - \$50.00
- Region 3 - \$50.00
- Deaf Service Rate - \$71.00 per half day for Regions 1, 2 & 3

**Established Performance Indicators:**

- amount of time from referral to receipt of report – standard 30 calendar days,
- 90% of reported services will be rated superior/satisfactory,
- 35% of consumers receiving this service will be closed successfully (Status 26).

**WORK READINESS SERVICES 2 – Skill Development - (Case Service Code 625X)** - In addition to the soft skills training listed above, this service is a defined set of activities that lead to development of skills for a specific career outcome (e.g. skill development in retail sales, utility worker, or other generic job areas) consistent with consumer IPE goals and locally available employment opportunities. The specified skill development is primarily at the provider's facility or may be at a community site and the activity is not applicable for licensure by NYSED's Bureau of Proprietary School Supervision. The skills acquired must be appropriate for entry level work in the field of preparation and/or transferable to other job areas. The expected vocational service outcome must be consistent with an individual's IPE.

**Deliverables and Payment Process:** Upon completion of approved Work Readiness Services 2 – Skill Development, the provider will prepare and submit a report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. Such reports shall indicate the type of services provided and the individual's progress toward the employment outcomes specified in the IPE, in a format approved by and submitted at intervals designated by ACCES-VR. The unit of service is defined as a minimum of a five-hour day up to 40 days and can be billed in half units (2.5 hours) if necessary. In the case of drop-outs, billing should be prorated at the daily rate and with submission of appropriate documentation and information regarding last contact with consumer to the VRC. Authorizations for consumers who have previously participated in Work Readiness 1 – Soft Skills services with the same provider should be reduced accordingly. Progress report will be provided at mid-point and at conclusion of service.

**Staffing:** Work Readiness Service providers must have:

- a high school diploma or GED;
- a varied and successful work history in competitive employment settings;
- knowledge of employer expectations of performance and employee behaviors;
- knowledge of ACCES-VR reporting requirements; and,
- a minimum of two years experience in providing vocational services to persons who have disabling conditions or other significant barriers to employment.

Work Readiness service providers must be supervised by an individual having at least a Bachelor's level degree in an appropriate human services/human resources field, OR at least four year's experience in the provision of Work Readiness services. Staff must also take part in ongoing training and staff development activities associated with the provision of services to individuals with disabilities.

**Payment Rate and Authorization:** Payment for this service is per day with a standard authorization of up to 40 days at the rate of:

- Region 1 - \$46.00
- Region 2 - \$42.00
- Region 3 - \$44.00

**Established Performance Indicators:**

- amount of time from referral to receipt of final report – standard 60 calendar days;
- 90% of reports of services will be rated superior/satisfactory; and,
- 50% of consumers receiving this service will be closed successfully (Status 26).

**WORK READINESS SERVICES 3 – Skill Development with Work Experience - (Case Service Code 630X)** - In addition to the soft skills training listed above, this service is a defined set of activities that lead to development of skills for a specific career outcome (e.g. skill development in retail sales, utility worker, or other generic job areas) consistent with consumer's IPE goals and locally available employment. The skills acquired must be appropriate for entry level work in the field of preparation and/or transferable to other job areas. It is expected that at least one third of Work Readiness 3 will include work readiness skill development in a community-based setting. The standard authorization period for this service is up to 60 days, which includes both the training process and simultaneous job development and placement activities. Authorizations for consumers who have previously participated in Work Readiness 1 – Soft Skills and/or Work Readiness 2 – Skill development services with the same provider should be reduced accordingly. The expected outcome is that consumers will have had a real work experience, and have acquired work readiness skills associated with specific career area identified in their IPE and job placement. (Refer to Job Retention Services 932X below for details on 90 day job retention.)

**Deliverables and Payment Process:** Upon completion of approved Work Readiness Services, the provider will prepare and submit a report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The report must include data relating to the employment of the individual sufficient for ACCES-VR case closure. Services rendered must have enabled the consumer to learn the essential functions of the job and to meet employer expectations sufficient for job retention. The unit of service is defined as a minimum of a five-hour day up to 60 days and can be billed in half units (2.5 hours) if necessary. In the case of drop-outs, billing should be prorated at the daily rate and with submission of appropriate documentation and information regarding last contact with consumer to the VRC. If a consumer is employed as a direct result of the Work Readiness 3 services, a job retention payment may be billed following 90 days of employment.

**Staffing:** Staff providing this service must have:

- a high school diploma or GED;
- a varied and successful work history in competitive employment settings;
- knowledge of employer expectations of employee performance and workplace behaviors;
- knowledge of ACCES-VR reporting requirements; and,
- a minimum of two years experience in providing employment-related services to persons who have disabling conditions and knowledge of the local job market.

**Payment Rate and Authorization:** Payment for this service is per day with a standard authorization of up to 60 days at the rate of:

- Region 1 - \$46.00
- Region 2 - \$42.00
- Region 3 - \$44.00

**Established Performance Indicators:**

- Amount of time from referral to work readiness report – standard 80 calendar days;
- Amount of time from referral to 932X report – standard 120 calendar days;
- 90% of reports of services will be rated superior/satisfactory; and,
- 60% of consumers receiving this service will be closed successfully (Status 26).

**Job Retention Payment – (Case Service Code 932X)** – \$824.00 for all regions following 90 days of employment – **this rate cannot be combined with any other placement or training rates.**

**Job Retention Payment – Deaf Service (Case Service Code 937X)** – \$1,741.00 for all regions following 90 days of employment – **this rate cannot be combined with any other placement or training rates.**

## **Youth Employment Services (YES)**

### **Definition:**

Youth Employment Service (YES) is a service group that combines existing CRS services included in other areas of this document. Transition-age youth are assisted by vendors through the provision of pre-employment, employment and related services with the objective of preparing youth for successful long term employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. Community providers are encouraged to develop and provide a full array of services to assist young adults with their transition to the world of work.

For the purposes of YES, 'Transition-age Youth' are defined as those individuals who apply for ACCES-VR services prior to the age of 25; (students with IEPs, students with 504 plans, other VR-eligible youth, drop-outs, and individuals participating in vocational training or college programs). YES is not intended to shift the responsibility of service delivery from school districts to vocational rehabilitation during the transition years. The school district will continue to be responsible for providing transition planning and services. YES service provision should accommodate an academic calendar as necessary. For transition-age youth enrolled in secondary school, YES services are recommended to be offered in the final year prior to exit from high school.

### **Services:**

For transition-age youth, YES should be delivered specifically with a focus on the unique concerns and issues of this population as related to preparing for employment, developing employment related soft skills and obtaining work experience. YES may combine individual services in a meaningful way to enhance job readiness. These services are not meant exclusively for Youth and may be provided, when appropriate, to any eligible consumer with an IPE.

YES ideally will include:

**Work Readiness 1 - Soft Skills Training - (Case Service Code 620X)** – To enhance career exploration and develop soft skills (for a complete description, please refer to Page 17);

**Work Experience Development – (Case Service Code 559X)** – To develop an internship, work try-out or work-based learning experience. Work Experience Development may be used as a stand alone service or in combination with a job placement service (for a complete description, please refer to Page 21);

**Coaching Supports (not job placement related) – (Case Service Code 790X)** – To provide coaching supports for a non-paid work-based learning experiences (for a complete description, please refer to Page 39);

**Community Work Experience – (Case Service Code 958X)** – to assist with paid work experience in instances where the employer is unable to place the youth on his/her payroll (for a complete description, please refer to Page 22); and

**Coaching Supports (for employment) – (Case Service Code 959X)** – To provide coaching for supports youth engaged in paid work experiences (for a complete description, please refer to Page 23).

## **Job Placement Services**

### **Definition:**

Consumers are served by providers with employment-related services necessary to obtain or retain acceptable employment. It is ACCES-VR's expectation that the employment be secured in an integrated setting and consistent with the individual's IPE vocational goal.

### **Services:**

These services may be delivered individually or sequentially/bundled predicated upon the individual needs of the consumer, as identified by the referring vocational rehabilitation counselor. **These**

services are not designed for individuals who meet the criteria for involvement in Supported Employment services.

**WORK EXPERIENCE DEVELOPMENT - (Case Service Code 559X)** – This service is designed to enlist the assistance of a community provider to aid in securing an employer-based (unpaid) work experience opportunity for our consumers. The vendor may provide job development as part of this service and would be responsible for setting up the work experience, monitoring consumer progress and making the arrangements for required paperwork with the employer. This service is designed to provide ACCES-VR consumers with real work experiences and opportunities to network in actual business environments consistent with their vocational goals. It can be provided as a stand alone service or may be packaged with other placement services; i.e., WTO, OJT, work study or internship/externship

**Deliverables and Payment Process:** The vendor must develop and place the consumer in an actual employment experience with a community-based employer. In conjunction with this service, ACCES-VR may also provide OJT, WTO, work study or internship/externship with the employer and using the existing service options. A unit of service is defined as a report that is provided to the ACCES-VR Counselor describing the work experience site that has been developed. In the case of drop-outs, billing should be prorated at 20 percent of the applicable rate listed below for your region and submission of appropriate documentation to the VRC regarding last contact with consumer.

**Staffing:** Work Experience Service providers must have:

- a high school diploma or GED;
- a varied and successful work history in competitive employment settings;
- knowledge of employer expectations of performance and employee behaviors;
- knowledge of ACCES-VR reporting requirements; and,
- a minimum of two years experience in providing vocational services to persons who have disabling conditions or other significant barriers to employment

Work Experience service providers must be supervised by an individual having at least a Bachelor's level degree in an appropriate human services/human resources field, OR at least four year's experience in provision of Work Experience services. Provider has a staff development plan for staff participation in ongoing training and staff development activities associated with the provision of services to individuals with disabilities.

**Payment Rate and Authorization:** This is a flat fee service with 25 percent payable following the commence of service and 75 percent payable at the time the vendor reports that the work experience has been secured at the rate of:

- Region 1 - \$515.00
- Region 2 - \$464.00
- Region 3 - \$489.00

**Established Performance Indicators:**

- amount of time from referral to receipt of final report – standard 30 calendar days;
- consumer has successfully entered a work experience – standard 90 percent; and,
- 90% of reports will be rated superior/satisfactory.

**COMMUNITY WORK EXPERIENCE – (Case Service Code 958X)** – This placement service is available for all eligible consumers including transition-age youth. The service is designed to provide paid work experiences. For transition-age youth enrolled in high school, this service may be provided in their final year prior to exiting high school.

This service is a paid internship and reimburses the vendor at minimum wage, and not the prevailing wage if different, plus an administrative cost for payroll issues for up to 160 hours of paid work experience. This is a wage reimbursement mechanism when an employer is unable or unwilling to put the ACCES-VR consumer or transition-age youth on their payroll. The vendor is responsible for withholding federal, state, local tax (in some locations) and Federal Insurance Contributions Act (FICA) which includes Social Security and Medicare taxes. Administrative costs should include employer payroll tax which may include but is not limited to the employer's share of Social Security and Medicare tax, State Unemployment Insurance (SUI), and State Disability Insurance (SDI).

**Temporary service agencies that receive payment from an employer are not eligible for this service.**

**Note:** Job development may also be offered under 559X if necessary.

**Deliverables and Payment Process:** The vendor has established and placed the consumer in an actual employment experience with a community-based employer. The vendor will then develop the work experience and be paid for the service upon receipt of duplicate pay stubs for the total number of hours worked. The drop-out rate does not apply for this service.

**Payment Rate and Authorization:** This is an hourly rate based upon the number of hours (up to 160) that an ACCES-VR consumer or transition-age youth works. One single hour is considered a unit of service.

- Regions 1, 2 and 3 - \$10.00 Per Hour

ACCES will re-evaluate this rate in year three of this contract pending minimum wage rate at that time.

**COACHING SUPPORTS (FOR EMPLOYMENT) – (Case Service Code 959X)** - This service includes interventions that can be used in case service Status 14, 18, 20, 22 and provide the individual consumer assistance and support on or off-the-job in activities on a short-term or long-term basis, that are employment-related and needed to promote job development, adjustment and retention. Services duration will be determined by the VRC depending upon the individual consumer's Individualized Plan for Employment. Activities may include, but are not limited to, job orientation, job destination/transportation training, resume writing, interviewing skills, job clubs, teaching basic job tasks, supervision at the worksite, supervisor consultation, assistance in integrating into the work environment or adjusting to changes in the work environment, assistance with public support agencies, the provision of supports due to changes in job duties, family and residential provider consultation and ongoing contact with the consumer and/or employer to ensure continued job satisfaction and coaching supports for youth engaged in paid work experiences.

**COACHING SUPPORTS (FOR EMPLOYMENT) – Deaf Services (Case Service Code 563X)**

**Deliverables and Payment Process:** A unit of service is one hour. The VRC will determine the number of hours appropriate for the desired intervention. ACCES-VR will pay for services rendered upon receipt of a monthly report outlining the services delivered, status of the individual's current employment and outcome of the intervention provided. In the case of drop-outs, billing should be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with consumer to VRC.

**Staffing:** Coaching Support service providers must have:

- a high school diploma or GED;
- a varied and successful work history in competitive employment settings;
- knowledge of employer expectations of performance and employee behaviors; and,
- a minimum of two years experience in providing employment-related services to persons who have a disabling condition and knowledge of the local job market.

**Payment Rate and Authorization:** Payment for this service is per hour with the VRC determining the number of hours appropriate for the desired intervention at the rate of:

- Region 1 - \$58.00
- Region 2 - \$44.00
- Region 3 - \$44.00
  
- Region 1 - Deaf Service Rate - \$65.00
- Region 2 – Deaf Service Rate - \$52.00
- Region 3 – Deaf Service Rate - \$52.00

**Established Performance Indicators:**

- amount of time from referral to commencement of service (job save) – standard 5 calendar days (job save);
- 60% of consumers receiving this service will be successfully closed (Status 26); and,
- 90% of reports will be rated superior/satisfactory.

**DIRECT PLACEMENT INTAKE – Tier 1 - (Case Service Code 921X)** – This service is designed to permit the individual referred for services and the service provider to determine if there is an adequate match in the following areas: the vocational goal, the job search methodologies and mutual expectations. It may be utilized as an assessment or placement service, including evaluation of employability, or as a pre-screening relative to placement potential in a particular occupation. This CRS service cannot be authorized if the placement vendor or the placement component of the vendor (regardless of funding source) has:

- served the consumer within the last 12 months; or,
- the consumer has received training or work-readiness services from that vendor.

**JOB SEEKING AND JOB DEVELOPMENT SERVICES – Tier 2 - (Case Service Code 929X)** –

These services are designed to equip the consumer with the necessary skills to participate, to the greatest degree possible, with the job search process. It may include, but not be limited to, the following activities: work place behavior skills training, job application training, job seeking skills training, interviewing skills training, and/or job retention skills training. This service also includes simultaneously providing the ACCES-VR counselor with an up-to-date resume for the consumer, making sure the consumer is registered with the local One-Stop Center, and performing individual job development activities such as following up on job leads through both direct and indirect contact with employers. Ideally, these activities conducted by the service provider would be for a minimum of five hours monthly.

**JOB SEEKING AND JOB DEVELOPMENT SERVICES – Tier 2 – Deaf Services (Case Service Code 935X)**

**JOB PLACEMENT – Tier 3 – (Case Service Code 931X)** - This is an outcome-based service that is paid when an ACCES-VR consumer starts working on a job that meets his or her vocational goal and stays in the position for a minimum of 5 calendar days. The vendor can bill for this service after the 5 calendar days provided that the consumer has worked at least 3 days. In the event that a consumer

loses a placement and both consumer and VRC believe additional placement services are indicated, this service may be repeated if necessary.

### **JOB PLACEMENT – Tier 3 – Deaf Services (Case Service Code 936X)**

**JOB RETENTION SERVICES – Tier 4 - (Case Service Code 932X)** - This service provides a resource to both the consumer and the employer during the initial 90 days of employment; ACCES-VR expects on-going contact with the consumer and, where it is not contraindicated, the employer to ensure a successful transition to his or her new position.

### **JOB RETENTION – Tier 4 – Deaf Services (Case Service Code 937X)**

#### **Deliverables and Payment Process:**

- Direct Placement Intake – Tier 1 – This is a flat fee service. Payment will be made upon receipt of a report from the provider, within 20 calendar days of the referral, indicating whether placement services are recommended to continue. A unit of service is defined as one intake. The drop-out and no-show rates do not apply to this service.
- Job Seeking and Job Development Service - Tier 2 - This is a flat fee service. ACCES-VR expects a monthly report describing the services provided and payment made upon receipt of job development plan and an electronic copy of the consumer's resume. A unit of service is defined as a minimum of five hours per month. Drop-out and no-show rates do not apply to this service. In the event that the consumer loses a job, one-half (1/2) fee could be authorized by the Vocational Rehabilitation Counselor and paid to the vendor more than once.
- Job Placement – Tier 3 - This service is paid upon receipt of a completed written report (including all data necessary for a successful case closure documentation) confirming the completion of the fifth calendar day of employment (the consumer will have to have worked at least three days) as defined by the consumer's employer. A unit of service is defined as completion and receipt of written report by the VRC. Drop-out and no-show rates do not apply to this service.
- Job Retention Services – Tier 4 - Upon receipt of an updated report containing required data for case closure, this outcome-based payment is paid to the provider after services rendered have enabled the consumer to learn the essential functions of the job and our consumer meets employer productivity expectations while retaining the job for a minimum of 90 calendar days. A unit of service is defined as completion and receipt of updated report by the VRC. Drop-out and no-show rates do not apply to this service.

#### **Staffing:** Level II Job placement service providers must have:

- a high school diploma or GED;
- a varied and successful work history in competitive employment settings;
- knowledge of employer expectations of performance and employee behaviors;
- knowledge of the local job market;
- a minimum of two years experience in providing employment services to persons who have disabling conditions; and,
- supervision by an individual holding at least a Bachelor's level degree in an appropriate human services/human resources field, and one year of experience in the provision of job placement services, OR at least four year's experience in provision of placement services. Staff must also take part in ongoing training and staff development activities associated with provisions of placement of individuals with disabilities in employment.

#### **Payment Rate and Authorization:**

**Tier 1:** Payment for this service is a flat fee per intake at the rate of:

- Regions 1, 2 & 3 - \$155.00

**Tier 2:** Payment for this service is a flat fee. Payment will be made upon receipt of the job development plan and voucher at a rate of:

- Regions 1, 2 & 3 - \$567.00
- Deaf Service Rate Regions 1, 2 & 3 - \$1,741.00

**Tier 3:** Payment for this service is a flat fee at a rate of:

- Regions 1, 2 & 3 - \$567.00
- Deaf Service Rate for Regions 1, 2 & 3 - \$1,741.00

**Tier 4:** Payment is a flat fee at the rate of:

- Regions 1, 2 & 3 - \$824.00
- Deaf Service Rate for Regions 1, 2 & 3 - \$1,741.00

**Established Performance Indicators:**

- Amount of time from referral to receipt of initial report (921X)/(929X) – standard 21 calendar days;
- Length of time from commencement of job development services to successful closure (Status 26) – standard 150 calendar days;
- 60% of consumers receiving placement services (929X) will be successfully closed (Status 26);
- hours of work per week – standard 35 hours; and,
- 90% of reports will be rated superior/satisfactory.

**QUALITY OUTCOME ENHANCEMENT**

**QUALITY WAGE INCENTIVE FOR PROVIDER - (Case Service Code 933X)** - This service provides an incentive to the community-based provider based upon the hourly rate of pay worked by the consumer for the last four weeks prior to case closure. The vendor can claim this payment if the consumer is earning at or above the hourly wage listed below for the final four weeks prior to the completion of the 90 day period.

Region 1 - \$12.50 per hour Regions 2 & 3 – \$11.50 per hour

**Deliverable:** Original or duplicate pay stubs or employer certification of hours and wages for the final four week period.

**Payment Rate:**

- Regions 1, 2 & 3: \$500.00

**Supported Employment Services**

**Definition:**

Supported Employment is paid competitive employment in an integrated setting with ongoing support for individuals with the most severe disabilities (i.e., psychiatric, mental retardation, significant learning disabilities, traumatic brain injury, deafness and blindness, extreme mobility impairments, and other most severe disabilities) for whom competitive employment has not traditionally occurred, and who, because of the nature and severity of their disability, need on-going support services in order to obtain,

perform, and retain their job. Supported Employment provides assistance such as job coaching and job placement, assistance in interacting with employers, on-site assistive technology training, specialized job training, and individually tailored supervision. Supported Employment services provided in enclaves and mobile work crews are considered group services and will be paid at a group rate. No quality bonus will be paid for job placements paid at the group service rate when the individual's employment is comprised of more than 50% NISH or NYSID contracts. No extended service funding will be provided for individual's retained in employment comprised of NISH or NYSID contracts.

Supported Employment is a way to move people from dependence on a service delivery system to independence via competitive employment. Supported Employment provides a vehicle to enable eligible individuals to enter into competitive employment where they would otherwise, due to the impact of their disabling conditions, be unable to do so. It is understood that the provision of on-going support services for people with severe disabilities significantly increases their rates for employment retention. Supported Employment encourages people to work within their communities and encourages working, social interaction, and integrations with their non-disabled peers.

- To be eligible to apply for this service under the Core Rehabilitation Services Contract, a community-based vendor will need to have in place a current Supported Employment extended services funding agreement or equivalent (i.e., NYC OMH Personalized Recovery Oriented Services (PROS)) with one of the following agencies: Office of Persons with Developmental Disabilities (OPWDD – formerly OMRDD), the Office of Mental Health (OMH), or ACCES-VR.

***Note: OMH funds extended services through contracts between the county and local providers.***

**OR**

- Three (3) years of experience providing Supported Employment services to individuals with significant disabilities.

Due to the complex nature of these services and the organizational need to respond to service issues in a timely manner we will not be able to contract this service with individual placement providers. Additionally, ACCES-VR has expectations that providers of supported employment services will routinely take advantage of the continuing education opportunities made available through ACCES-VR funded Supported Employment Training.

**SUPPORTED EMPLOYMENT INTAKE – (Case Service Code 571X)** – This service is designed to permit the individual referred for services and the service provider to determine if there is an adequate match in the following areas: the vocational goal, the job search methodologies, the choice of supported employment as a placement approach and mutual expectations. It may be utilized as an assessment or placement service, including evaluation of appropriateness for this service option or as a pre-screening relative to placement potential in a particular occupation. This CRS service cannot be authorized if the placement vendor or the placement component of the vendor has:

- served the consumer within the last 12 months; or,
  - the consumer has received any training or placement services from the vendor.
- (Additional information can be located in the Job Placement Services section of this document found on Pages 21-26.)

**Payment Rate:**

Payment for this service is a flat fee per intake at the rate of:

- Regions 1, 2 & 3 - \$155.00

## ***CORE SUPPORTED EMPLOYMENT SERVICES***

**Supported Employment Pre-Employment Assessment/Job Development Service – SE Core 1 - (Case Service Code 572X)** – These services are designed to equip the consumer with the necessary skills to participate, to the greatest degree possible, with the job search process. It may include, but not be limited to, the following activities: workplace behavior skills training, job application training, job seeking skills training, interviewing skills training, and/or job retention skills training. This service also includes simultaneously providing the ACCES-VR counselor with an up-to-date Individualized Intensive Service Plan for the consumer and performing individual job development activities such as following up on job leads through both direct and indirect contact with employers. These activities conducted by the service provider would be for a minimum of five hours monthly.

### **Payment Rate:**

- Region 1: \$1,370.00
- Regions 2 & 3: \$1,050.00

### **Group Service Payment Rate:**

- Region 1: \$685.00
- Regions 2 & 3: \$525.00

**Supported Employment Job Placement Day 5 – SE Core 2 – (Case Service Code 573X)** - This is an outcome-based service that is paid when an ACCES-VR consumer begins working on a job that meets his or her vocational goal and stays on the job for 5 calendar days (having worked a minimum of three days).

### **Payment Rate:**

- Region 1: \$820.00
- Regions 2 & 3: \$630.00

### **Group Service Payment Rate:**

- Region 1: \$410.00
- Regions 2 & 3: \$315.00

**Supported Employment Job Placement Day 45 – SE Core 3 – (Case Service Code 574X)** - This is an outcome-based service that is paid when an ACCES-VR consumer begins working on a job that meets his or her vocational goal and stays on the job for 45 calendar days.

### **Payment Rate:**

- Region 1: \$1,092.00
- Regions 2 & 3: \$840.00

### **Group Service Payment Rate:**

- Region 1: \$546.00
- Regions 2 & 3: \$420.00

**Supported Employment Job Retention Services – Core 4 - (Case Service Code 575X)** - This service provides a resource to both the consumer and the employer during the initial 90 days of

employment; ACCES-VR expects on-going contact with the consumer and, where it is not contraindicated, the employer to ensure a successful transition to his or her new position.

**Payment Rate:**

- Region 1: \$2,184.00
- Regions 2 & 3: \$1,680.00

**Group Service Payment Rate:**

- Region 1: \$1,092.00
- Regions 2 & 3: \$840.00

**Deliverables and Payment Process:**

- For Supported Employment Intake – This is a flat fee service. Payment will be made upon receipt of a report from the provider, within 20 working days of the referral, indicating whether placement services are recommended to continue. A unit of service is defined as one intake. The drop-out and no-show rates do not apply to this service.
- For Supported Employment Core 1 – Supported Employment Job Development Service - This is a flat fee service. This service is paid upon receipt of a detailed, Individualized Intensive Service Plan. Drop-out and no-show rates do not apply to this service.
- For Supported Employment Core 2 – Supported Employment Day 5 Job Placement - This service is paid upon receipt of a completed written report including a breakdown of the consumer's primary job duties. This report will confirm the completion of the first five calendar days of employment as defined by the consumer's employer (provided that the consumer has worked at least three days). A unit of service is defined as completion and receipt of written report by the VRC. Drop-out and no-show rates do not apply to this service.
- For Supported Employment Core 3 – Supported Employment Day 45 Job Retention Services - Upon receipt of an updated report containing required data for case closure, this outcome-based payment is paid to the provider after services rendered have enabled the consumer to learn the essential functions of the job and our consumer meets employer productivity expectations while retaining the job for a minimum of 45 calendar days. A unit of service is defined as completion and receipt of updated report by the VRC. Drop-out and no-show rates do not apply to this service.
- For Supported Employment Core 4 – Job Retention Services - Upon receipt of an updated report containing required data for case closure, this outcome-based payment is paid to the provider after services rendered have enabled the consumer to learn the essential functions of the job and our consumer meets employer productivity expectations while retaining the job for a minimum of 90 calendar days. The provider must not bill until the consumer meets ACCES-VR criteria for successful employment outcomes. A unit of service is defined as completion and receipt of updated report by the VRC. Drop-out and no-show rates do not apply to this service.
- For Supported Employment Quality Bonus – Hours Per Week – Upon receipt of an updated Supported Employment Core 4 report (see above) containing required data detailing the numbers of hours worked by the consumer for the previous four weeks, this outcome-based payment is paid to the provider after services rendered have enabled the consumer to average 30 hours per week or more. A unit of service is defined as completion and receipt of updated report by the VRC. Drop-out and no-show rates do not apply to this service.
- For Supported Employment Quality Bonus – Hourly Wage - Upon receipt of an updated Supported Employment Core 4 report (see above) containing required data detailing the hourly wage earned by the consumer for the previous four weeks, this outcome-based payment is paid to the provider after services rendered have enabled the consumer to earn at or above the following: \$10.50 per hour (Region 1) or \$9.50 per hour (Region 2 & 3) A unit of service is

defined as completion and receipt of updated report by the VRC. Drop-out and no-show rates do not apply to this service.

- Re-intervention – In the event that the consumer loses his or her job at any point before 90 calendar days have been reached the counselor may choose to continue services with the same provider of supported employment services. We will re-authorize ½ unit of Core 1 Pre-Employment Assessment/Job Development Services. We will not re-authorize Core 2 or Core 3 payments.

**Staffing:** Job placement service providers must have:

- a high school diploma or GED;
- a varied and successful work history in competitive employment settings;
- knowledge of employer expectations of performance and employee behaviors;
- knowledge of the local job market;
- supervision by an individual holding at least a Bachelor's level degree in an appropriate human services/human resources field, and one year of experience in the provision of job placement services, OR at least four year's experience in provision of placement services. Staff must also take part in ongoing training and staff development activities associated with provisions of placement of individuals with disabilities in employment.

**Established Performance Indicators:**

- amount of time from referral to receipt of Core 1 report – standard 30 calendar days;
- 45% of consumers receiving SE job development services (572X) will be successfully closed (Status 26) – standard 45 percent;
- 90% of reports will be rated superior/satisfactory; and,
- length of time from commencement of job development services (572X) to successful closure (Status 26) standard 180 calendar days.

## **QUALITY OUTCOME PAYMENTS**

**SE Job Retention - Hours Per Week – (Case Service Code 576X)** - This service provides an incentive to the community-based provider based upon the average number of hours worked by the consumer for the last four weeks prior to case closure. The vendor can claim this payment if the consumer is working, on average for the final four weeks prior to the completion of the 90 day period, **30 hours per week.**

**Payment Rate:**

- Region 1: \$520.00
- Regions 2 & 3: \$400.00

**SE Retention - Hourly Wage - (Case Service Code 577X)** - This service provides an incentive to the community-based provider based upon the hourly rate of pay worked by the consumer for the last four weeks prior to case closure. The vendor can claim this payment if the consumer is earning at or above the hourly wage listed below for the final four weeks prior to the completion of the 90 day period.

Region 1 - \$10.50 per hour    Region 2 & 3 – \$9.50 per hour

**Payment Rate:** Each Supported Employment Quality Outcome Payment can be paid one time at rehabilitation or 6 months after rehabilitation.

- Region 1: \$520.00
- Regions 2 & 3: \$400.00

**Extended Services** are ongoing support services and other appropriate services needed to maintain an individual with a most significant disability in supported employment. Extended services are furnished by the provider to assist the individual in maintaining supported employment once the intensive training has satisfactorily lead to stabilization of the individual on the job. Extended services are funded through agencies such as the Office of People with Developmental Disabilities (OPWDD); Office of Mental Health (OMH); and ACCES-VR State Funds.

Extended services provide continuation of ongoing support and other appropriate services, as needed and must include twice monthly contact at the work site or off-site contact, as appropriate. Off-site monitoring must include a minimum of two meetings with the consumer; and one employer contact per month unless the consumer requests otherwise. With Intermittent Funding of Extended Services (IES) the extended services provider must document how natural supports will replace the provider's contacts.

Examples of extended services are:

- Periodic observation of work performance in relation to training standards and employer goals to determine the needs for continuing or different intervention;
- Assurance to the supported employee that help is available if a problem arises;
- Responses to changes in the employment situation or in the consumer's community living arrangements as they may interfere with continued successful employment; and,
- Placement in another employment situation if minimal intervention is required.

The applicant must meet one of the following to provide Extended Services:

1. at the time of the commencement of the contract to provide Supported Employment services, the applicant must have in place a current Supported Employment extended services funding agreement or equivalent (i.e., NYC OMH Personalized Recovery Oriented Services (PROS)) with one of the following agencies: Office of People with Developmental Disabilities (OPWDD), the Office of Mental Health (OMH), or ACCES-VR.

OR

2. document three (3) years of experience providing Supported Employment services to individuals with significant disabilities and must make provision with another agency to provide extended services (as described in their contract).

**Payment Rate:**

Payment for this service is a flat fee per Full Time Equivalent (FTE) at the rate of:

- Regions 1, 2 & 3 - \$2,500.00

For additional information on Supported Employment, please refer to the following documents:

**2012 Guidelines on Supported Employment –**

<http://www.acces.nysed.gov/common/acces/files/vr/seguidelines-14.pdf>

**Principles and Operating Guidelines for Vocational Rehabilitation Services and Employment**

## **Assistive Technology/Rehabilitation Technology Services**

**NOTE** : This service does NOT include evaluations related to vehicle use and modifications.

### **ASSISTIVE TECHNOLOGY/REHABILITATION TECHNOLOGY EVALUATION – (Case Service Code 165X)**

#### **Definition:**

This is an evaluation to determine the need for assistive/rehabilitation technology services to mitigate the impact of the individual's functional limitations, to enhance the capacity to participate in Vocational Rehabilitation services, and achieve the Individualized Plan for Employment (IPE) employment outcome. The standard authorization for this service is up to 20 hours. Additional hours may be provided based on individual consumer need with pre-approval by the ACCES-VR Counselor.

#### **Services:**

This service includes all evaluations that are used to determine the practicality and effectiveness of using rehabilitation technology, as well as the identification of any indicated assistive devices and related services. It encompasses recommendations for types of rehab technology, specifications, advantages of potential options, and the cost/benefits of those options. Assistive/rehabilitation technology evaluations clearly describe how the device or service will address functional limitations in terms of participation in training and/or employment outcomes.

**Deliverables and Payment Process:** Upon completion of the service, the provider will prepare and submit the report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The provider will be paid based on completion of an Assistive/Rehabilitation Technology Evaluation Report approved by the VRC. The provider must offer the VRC the option of attending a conference at the conclusion of the service. This service is reimbursed based on completion and submission of the assessment report. A unit of service is defined as up to 20 hours and receipt at the appropriate ACCES-VR District Office of the Assistive/Rehabilitation Technology Evaluation Report. In the case of drop-outs, billing will be prorated at the hourly rate with submission of appropriate documentation and information regarding last contact with consumer to VRC.

For consumers for whom a more limited evaluation is needed, a proportional number of hours will be agreed upon with the referring ACCES-VR counselor, and the provider will report on the focus area of the evaluation. For consumers who do not complete the service, the provider will report on what information they were able to obtain during the period of consumer participation.

**Staffing:** The qualifications of persons or organizations conducting evaluations or providing assistive technology for ACCES-VR will be approved on the basis of education, experience, ability to work successfully with individuals with disabilities, and the ability to provide comprehensive reports of findings and recommendations which will be the basis for the development of a plan for assistive/rehabilitation technology services. Such individuals must:

- have successfully attained skills and knowledge in the delivery of rehabilitation technology services;
- document successful experiences in providing rehabilitation technology services to individuals with disabilities in their area of expertise;
- demonstrate the ability to assess and deliver rehabilitation technology services and communicate the results effectively orally and in writing in a clear, concise, logical and objective manner; and,

- maintain adequate liability insurance.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 20 hours at a rate of:

- Region 1 - \$82.00
- Region 2 - \$82.00
- Region 3 - \$82.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report – standard 21 calendar days;
- 90% of reports will be rated superior/satisfactory

**ASSISTIVE TECHNOLOGY/REHABILITATION TECHNOLOGY TRAINING – (Case Service Code 167X)**

**Definition:**

This is a process of providing instruction to an individual on how to use the assistive technology/rehabilitation technology device(s) or service(s). The intended outcome is that the individual, upon completion of the training, will be able to effectively utilize the device(s) or service(s) to achieve their employment goal.

**Services:**

**Deliverables and Payment Process:** Training must be completed with the appropriate assistive technology/rehabilitation technology device(s) or service(s) matched to the individual's needs. The training should develop full user competency with the respective device(s) or service(s). The training is based on the assistive technology/rehabilitation technology evaluation report provided by a qualified service provider. Standard authorization for this service is up to 20 hours. Additional hours may be provided based on individual consumer need with pre-approval by the ACCES-VR Counselor. Upon completion of this service, the provider will prepare and submit the training report to the ACCES-VR Counselor within 10 business days. A unit of service is defined as up to 20 hours. In the case of drop-outs, billing should be prorated at the hourly rate with submission of appropriate documentation and information regarding last contact with consumer to the VRC.

**Staffing:** The qualifications of persons or organizations conducting training or providing rehabilitation technology for ACCES-VR will be approved on the basis of education, experience, the ability to work successfully with individuals with disabilities, and the ability to provide comprehensive reports of findings and recommendations, upon which to develop a plan for rehabilitation technology services. Such individuals must:

- have successfully attained skills and knowledge in the delivery of rehabilitation technology services;
- document successful experiences in providing rehabilitation technology services to individuals with disabilities in their area of expertise;
- demonstrate the ability to assess and deliver rehabilitation technology services and communicate the results effectively orally and in writing in a clear, concise, logical and objective manner; and,
- maintain adequate liability insurance.

**Payment Rate and Authorization:** Payment is per hour with a standard authorization of up to 20 hours at:

- Region 1 - \$82.00
- Region 2 - \$82.00
- Region 3 - \$82.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report – standard 21 calendar days;
- 90% of reports received will be rated superior/satisfactory

## **Driver Rehabilitation Services**

**NOTE:** These services are only for the provision of driver training services, which are specifically focused on disability-related barriers to driving. Routine training in the operation of a vehicle is not included. Only individuals requiring vehicle modifications, specialized driver training and/or adaptive equipment because of his/her disability should be enrolled in this type of training.

**Definition:**

Driver rehabilitation services include all activities that are necessary for the identification of specific vehicle modification required to enable an individual to safely operate a vehicle, and the evaluation and training necessary for the individual to competently operate his/her modified vehicle. These services may also include information for an individual to safely be transported as a passenger in a vehicle modified for that purpose. Driver evaluation and training services may be provided to eligible individuals with a disability related transportation barrier to achieving their employment outcome.

**Services:**

The Driver Rehabilitation services included within the CRS contract include: Adaptive Driver Evaluation which is a process to assess whether an individual has potential to drive a vehicle safely, what training needs there are and to determine if vehicle modifications, adaptive equipment or automotive equipment are necessary. It also encompasses Adaptive Driver Training which is a process to teach an individual how to safely drive a modified vehicle, so that the individual is able to obtain or retain a driver's license.

**Level I:**

**VENDOR TRAVEL FOR DRIVER/VEHICLE EVALUATION OR TRAINING IMPLEMENTATION – (Case Service Code 142X)** - This is a service authorized only when it is necessary for a vendor to travel over 20 miles each way to accomplish the authorized driver evaluation or training services to a specific consumer.

**Deliverables and Payment process:** Through discussion with referring ACCES-VR counselor, it must be established that such travel is necessary, and documentation of the actual mileage from site to site must be provided. This service will be authorized in tandem with either Level II and /or Level III Driver Rehabilitation services. If travel is less than 20 miles each way, the vendor will be paid at the rate listed in Level II for completing the service. A unit of service is defined as up to a maximum of 10 hours. In the event of drop-outs, billing will be prorated at the hourly rate and submission of appropriate documentation and information regarding last contact with consumer to the VRC.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of a maximum of up to 10 hours at the rate of:

- Region 1 - \$52.00
- Region 2 - \$46.00

- Region 3 - \$49.00

## **Level II:**

### **Definition:**

Adaptive Driver Evaluation is used to determine whether an individual has the potential to drive safely, including the necessary cognitive and perceptual skills required for driving, whether adaptive equipment or vehicle modifications are necessary, and what appropriate vehicle and factory equipment the individual needs to look for when shopping for a vehicle. Reports should identify what type of vehicle will meet the individual's needs in terms of any adaptive equipment or modification being recommended. If the individual cannot drive a vehicle, it may include information on what the needs are for the person to be safely transported in a private motor vehicle.

### **ADAPTIVE DRIVER EVALUATION – LOW TECH – CAR OR VAN - (Case Service Code 133X)**

This evaluation will be considered low tech when the consumer requires the following adaptive equipment to safely operate a motor vehicle. Other, similar items may be included in this category:

- raised tops and/or doors;
- mechanical hand controls and steering devices;
- six-way power transfer seats;
- car top carriers; and,
- wheelchair lifters/loader.

### **Established Performance Indicators:**

- Amount of time from referral to receipt of report – standard 30 calendar days;
- 90% of reports received will be rated superior/satisfactory

### **ADAPTIVE DRIVER EVALUATION – HIGH TECH – CAR OR VAN - (Case Service Code 134X)**

This evaluation will be considered high tech when the consumer requires the following (but not limited to) high level driving systems to safely operate a motor vehicle:

- remote steering packages;
- lowered floor conversions;
- foot steering;
- low-effort conversions;
- horizontal steering; and,
- braking and throttle servo controls.

**Deliverables and Payment Process:** Based on these driver evaluations, the vendor will provide a report on an individual's abilities and/or potential to become a safe, independent driver and/or the vehicle modification requirements. A unit of service is defined as up to 10 hours. In the case of drop-outs, billing will be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with consumer to VRC.

Upon completion of the service, the provider will prepare and submit the report to the ACCES-VR counselor within 10 business days, or in case of consumer drop-outs, after the last contact with the individual. The provider must offer the VRC the option of attending a conference at conclusion of the service. This service is reimbursed based on completion and submission of the evaluation report.

Standard authorization for this service is up to a maximum of 10 hours, with additional hours available upon approval of the referring VRC.

For consumers for whom a more limited evaluation is needed, a proportional number of hours will be agreed upon with the referring ACCES-VR counselor, and the provider will report on the focus area of the evaluation. For consumers who do not complete the service, the provider will report on what information they were able to obtain during period of consumer participation.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 10 hours for both low tech and high tech at the rate of:

**Low Tech:**

- Region 1 - \$201.00
- Region 2 - \$181.00
- Region 3 - \$191.00

**High Tech:**

- Region 1 - \$253.00
- Region 2 - \$228.00
- Region 3 - \$241.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report – standard 21 calendar days
- 90% of reports will be rated superior/satisfactory

**Level III:**

**ADAPTIVE DRIVER TRAINING** - This is a process of providing instruction to an individual on how to operate a vehicle safely, including the utilization of adaptive equipment and addressing disability related limitations. The intended outcome is that the individual, upon completion of the training, will be able to obtain or retain a driver's license necessary to achieve the employment goal.

**Adaptive Driver Training – Low Tech – Car or Van - (Case Service Code 880X)**

**Adaptive Driver Training – High Tech – Car or Van - (Case Service Code 881X)**

**Deliverables and Payment Process:** Training must be provided on a vehicle with appropriate equipment matched to the driver's needs. The training must develop "behind the wheel" competency in a full range of roadway environments to prepare the individual for obtaining or retaining a driver's license. The training is based on the adaptive driver evaluation report of a Driver Rehabilitation Specialist. Initial authorization is for up to 20 hours with an additional 20 hours that can be authorized in 10-hour increments with justification and VRC approval. The VRC must be notified in writing as to the outcome of training process. A unit of service is defined as up to 20 hours. In the case of drop-outs, billing will be prorated at the hourly rate with submission of appropriate documentation and information regarding last contact with consumer to VRC.

**Staffing:** All Driver Rehabilitation Specialists (DRS) must have a Bachelor's Degree, operate under a professional license, and have a minimum of three years qualifying experience\* in one or more of the seven services defined in ACCES-VR's Standards for Driver Rehabilitation ([www.acces.nysed.gov](http://www.acces.nysed.gov)). Professional credentials may include: Licensed Occupational Therapist; Registered Physical Therapist; Licensed Psychologist; or NYS Certified Driver Education Teacher or NYS DMV approved Driver Education Teacher.

\*In lieu of qualifying years of experience, a DRS may be supervised by a DRS who has been approved by ACCES-VR.

**OR**

A practitioner may have a Bachelor's Degree and become certified as a Certified Driver Rehabilitation Specialist under the auspices of the Association of Driver Rehabilitation Specialists (ADED).

**AND**

Driver Rehabilitation Specialists must be able to provide documentation of three years experience providing driver rehabilitation services to individuals with disabilities consistent with the population they wish to serve. DRS must also meet performance requirements defined by ACCES-VR. Final approval rests with ACCES-VR in determining whether the person/program will provide some or all of the seven services identified in these Standards.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 20 hours at the rate of:

**Low Tech:**

- Region 1 - \$93.00
- Region 2 - \$83.00
- Region 3 - \$89.00

**High Tech:**

- Region 1 - \$170.00
- Region 2 - \$153.00
- Region 3 - \$162.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report – standard 50 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

## **Adjunct Services**

**Definition:**

Adjunct services are those activities which supplement the delivery of other IPE services by providing those additional services/supports which the consumer requires for successful IPE goal achievement. These services are always provided in support of other ACCES-VR activities required to achieve the IPE employment outcome.

**Services:**

Because the offerings in this category are each unique in their nature, they do not necessarily constitute a "series" through Level I, II, and III. Some services are found at only one Level, appropriate to the professional expertise and commensurate reimbursement for that activity. Therefore each modality included under the Adjunct services is defined separately below and will be authorized by the ACCES-VR Counselor.

### **A. BENEFITS ADVISEMENT**

**Definition:**

ACCES-VR consumers, as individuals with disabilities, are often involved with, or could benefit from, a range of benefit programs such as Supplemental Security Income (SSI), Social Security Disability

Insurance (SSDI), Medicaid, and Medicare. Other benefits commonly received by consumers or available to them include: private insurance coverage, financial planning, food stamps, PASS plans, public assistance benefits (i.e., Family Assistance or Safety Net benefits), student loans, other financial aid benefits (e.g., TAP and PELL grants), and federal and state tax provisions which reduce tax liability. All of these benefit programs have criteria for initial or continued coverage. Many are based on financial need criteria, and many have very specific rules governing how work and wages affect eligibility or benefit amounts; others may allow consumers to exercise specific options while working. ACCES-VR recognizes that the following Benefit Advisement service is required to allow consumers to address specific and possibly wide-ranging benefits and their related barriers and benefits associated with employment.

**Services:**

The intent of the Benefits Advisement service is to allow consumers to make informed choices concerning the range of benefits they receive or that are available to them, including the work incentives available to them as they participate in education, training, and employment.

This is a service in which the vendor provides timely and accurate information to consumers about one of more benefit programs related to the consumers' pursuit of their IPE goals.

**BENEFITS ADVISEMENT – (Case Service Code 175X)** - Typically, this service will be provided one-on-one through phone contact, or in-person at the vendor's office or another community-based site. The vendor may provide the consumer with written materials such as a benefits fact sheets. The vendor provides a Benefits Advisement checklist of topics addressed.

**Deliverables and Payment Process:** This service is reimbursed upon receipt of the voucher, accompanied by a Benefits Advisement checklist form. A unit of service is defined as up to 10 hours. In the case of drop-outs, billing should be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with consumer to VRC.

**Staffing:** Individuals providing Benefits Advisement service must have:

- successfully completed one of the multi-day training programs delivered through one of the Social Security Administration's (SSA) Technical Assistance (TA) providers for the Work Incentives Planning and Assistance Project (formerly the Benefits Planning, Assistance and Outreach Project), such as those provided by Cornell University or Virginia Commonwealth University;

OR

- successfully completed an alternative multi-day training program which is substantially equivalent to the one given through one of SSA's TA providers; and,
- knowledge of the provisions of VR services to individuals with disabilities.

Additionally: Individuals providing Benefit Advisement services must participate in ongoing in-service training to remain current in changes in the benefits requirements of a wide range of benefit services.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 10 hours at the rate of:

- Region 1 - \$52.00
- Region 2 - \$46.00
- Region 3 - \$49.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report – standard 21 calendar days; and,
- 90% of reports received will be rated superior/satisfactory.

## **B. COACHING SUPPORTS – Not Job Placement Related**

**NOTE:** This service is not intended to replace those currently provided by Support Aides who assist consumers needing medically-related or attendant care interventions, or tutoring services for college training.

**COACHING SUPPORTS (FOR POSTSECONDARY EDUCATION, INTERNSHIP, OR OTHER ACTIVITIES IN PURSUIT OF EMPLOYMENT GOALS) (Case Service Code 790X)** – This service includes interventions that can be used in any status in vocational rehabilitation services once a person has applied for ACCES-VR other than those associated with job placement. It is designed to enable consumers not eligible/appropriate for Supported Employment services to receive one-to-one, consumer specific assistance of a limited duration, necessary for the consumer’s successful participation in the VR process.

For example, this service could be used to:

- provide the individual coaching necessary to allow the consumer to successfully participate in a college or post secondary training program;
- obtain or to maintain an internship through placement assistance and/or short term coaching; and,
- to provide other interventions determined appropriate in support of IPE goals.

**Deliverables and Payment Process:** This service is funded on an hourly basis, with the VRC determining number of hours appropriate for the desired intervention. ACCES-VR will pay for vouchered services rendered upon receipt of a monthly report outlining the services delivered, consumer progress to date, and recommended next steps in reaching the outcome identified by the referring VRC. A unit of service is defined as the maximum number of hours authorized by the VRC. In the case of drop-outs, billing should be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with consumer to VRC.

**Staffing:** Coaching Support service providers must have:

- a high school diploma or GED;
- a varied and successful work history in competitive employment settings;
- knowledge of coaching skills associated with serving individuals with disabilities; and,
- a minimum of two years experience in providing employment-related services to persons who have disabling conditions and knowledge of local resources.

**Payment Rate and Authorization:** Payment for this service is per hour with VRC determining the number of hours appropriate for the desired outcome at a rate of:

- Region 1 - \$58.00
- Region 2 - \$44.00
- Region 3 - \$44.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report - standard 30 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

## **C. MOBILITY TRAINING**

**NOTE:** This service is not intended to address the specialized needs of individuals who are legally blind (who would receive this service via CBVH enrollment), although the target group may include ACCES-VR consumers with low vision disabilities.

**Definition:**

This service is instruction in skills which will assist the consumer to travel safely and successfully negotiate environments in educational/training activities, and/or to obtain and maintain employment.

**Services:**

Vendor provides one-to-one mobility services with referred ACCES-VR consumers to enable them to travel independently with competence and confidence. This service is not available to consumers receiving Coaching Supports (959X) or Supported Employment services.

**MOBILITY SERVICES - (Case Service Code Plus Suffix “M”)** - Working with consumer and referral information from the VRC, the vendor identifies the locations and modes of transportation necessary for the consumer to be able to access services or employment necessary to achieve IPE goals. Individualized instruction is provided so that the consumer is able to independently reach the identified destinations.

**Deliverables and Payment Process:** The standard authorization for this service is up to 10 hours, with the potential, with ACCES-VRVRC approval, for additional hours depending on level of consumer need. At conclusion of services, vendor submits a “Travel Competency” which verifies that the consumer has achieved independent travel between identified target areas. A unit of service is defined as up to 10 hours. In the case of drop-outs, billing should be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with consumer to VRC.

**Staffing:** Providers of this service must have at least:

- a high school diploma or GED;
- a work history including service provision to individuals with disabilities;
- knowledge of barriers to mobility;
- knowledge of the local transportation infrastructure; and,
- supervision by an individual with at least a minimum of two years experience in providing mobility services to persons who have disabling conditions.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 10 hours at the rate of:

- Region 1 - \$21.00
- Region 2 - \$19.00
- Region 3 - \$20.00

**Established Performance Indicators:**

- amount of time from referral to receipt of report – standard 30 days;
- 90% of reports received will be rated superior/satisfactory

**D. TRANSPORTATION**

**NOTE:** This item does not include those services under the definitions contained within the Commissioners’ Regulations, Part 247.7 b., relative to “special” transportation for non-ambulatory individuals. Neither does it apply to those individuals receiving transportation

from licensed limousine, car service or taxi vendors who are duly licensed by local government agencies.

**Definition:**

Transportation services included in this section are those round trip rides provided or coordinated by the vendor for ACCES-VR consumers who are engaged in the ACCES-VR core services of assessment, training or placement.

**Services:**

Transportation services are intended to bring the consumer to and from the site of one of the core ACCES-VR services, on a one round-trip maximum basis, usually to the consumer's residence. If two distinct core services are being delivered sequentially at different locations, consumers may be transported to both services.

**Level I:**

**TRANSPORTATION 1 (Case Service Code Plus Suffix "V")** - In this service, agencies provide the consumer with up front payment for ACCES-VR-approved transportation costs, usually for metro/bus passes, to facilitate consumer ability to participate in core services.

**Deliverables and Payment Process:** For those consumers meeting the requirements for transportation support, ACCES-VR authorizes a set amount to a facility for payment of consumer transportation costs as agreed to in IPE. The provider bills ACCES-VR on a monthly basis for actual costs, as documented in facility records, usually authorized based on one round trip per day for the expected duration of participation in the core service. Consumer must sign for reimbursement. Documentation for audit purposes will be retained by agency. A unit of service is defined as up to the maximum set amount agreed to in the IPE. Drop-out and no-show rates do not apply to this service.

**Payment Rate and Authorization:** Payment for this service is the actual cost in Regions 1, 2 and 3.

**Level II:**

**TRANSPORTATION 2 (Case Service Code Plus Suffix "T")** - For those consumers meeting the requirements for transportation support, the vendor provides round-trip rides to facilitate consumer ability to participate in core services.

**Deliverables and Payment Process:** For those consumers meeting the requirements for transportation support, ACCES-VR authorizes a specific amount per round trip for payment of consumer transportation as agreed to in IPE. The provider bills ACCES-VR on a monthly basis for actual number of trips, as documented in the monthly 370 Report, usually authorized based on one round trip per day for the expected duration of participation in the core service. A unit of service is defined as one round trip. Drop-out and no-show rates are not applicable to this service.

**Staffing:** Transportation providers must hold appropriate licensure for type of vehicle utilized, and must pass any routine background checks within the vendor's operations.

**Payment Rate and Authorization:** Payment for this service is a flat rate of \$40.00 round trip for Regions 1, 2 and 3.

**Established Performance Indicators:**

- transportation was provided as authorized;

- all individuals and vehicle providing transportation to ACCES-VR consumers will meet all DMV requirements;
- individuals transporting ACCES-VR consumers will maintain a current defensive driving certificate; and,
- ACCES-VR consumers are safely transported to and from their destination.