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**Vocational Rehabilitation**

# Core Rehabilitation Services Program Guide 2024 – 2028

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The New York State Education Department  
89 Washington Avenue, EBA 580  
Albany, NY 12234

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## Background and Overview

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 85,000 New Yorkers with disabilities each year. Important parts of those services are purchased from community rehabilitation vendors. Services outlined within this document will be contingent upon available resources during the five-year contract cycle. During the five years of the contract, ACCES-VR may amend the contracts of new vendors to increase contract values if necessary. **Estimated contract values do not guarantee a minimum funding amount and are not a guarantee of a specific number of referrals by ACCES-VR**

Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) of the New York State Education Department (NYSED) contracts the provision of Core Rehabilitation Services (CRS) to individuals with disabilities seeking to obtain, maintain or advance in employment. CRS includes Pre-Employment Transition Services (Pre-ETS), Entry Services, Assessment Services, Employment Preparation Services, Job Placement Services, Supported Employment Services, Assistive Technology/Rehabilitation Technology Services, Driver Rehabilitation Services, and Adjunct services. All services are identified below with the associated ACCES-VR service subcategories.

ACCES-VR has undertaken the CRS initiative to better serve individuals with disabilities; assist customers in becoming gainfully employed; achieve economies of scale by combining contract services; clearly define services; and equitably compensate vendors for the services they provide.

The requirements for each service are defined in the Description of Services section below. All employment outcomes must meet the definition of competitive, integrated employment as described in [ACCES-VR policy](#).

Please note that each service subcategory has specific, individual requirements.

1. **Service Categories:** References the broad service categories of ACCES-VR's Core Rehabilitation Services contract, for example, Supported Employment Services, Assessment, Job Placement Assistance, etc.
2. **Duration of Services:** The standard time frames for service delivery of each service category have been delineated within the definitions. As is consistent with current ACCES-VR practice, if the unique needs of a specific customer require different service duration, these time frames will be discussed and modified for that customer by ACCES-VR. However, vendors developing service proposals must adhere to the standard time frames in outlining their service delivery plan.
3. **Delivery of Services:** Unless a service is indicated as in-person only, a vendor may provide services under CRS utilizing live-remote technology (e.g., Zoom, Teams) at the request of the customer. Vendors must have the capacity to deliver all services in-person, as the customer may request a change to the service delivery modality from live-remote to in-person at any time. The provision of quality services is expected whether the service is delivered in-person or remotely. Vendors are expected to ensure the customer's disability is taken into consideration and the appropriate level of support is provided to participate in a virtual service.
4. **Vendor Staffing:**
  - a. All vendors must have appropriate staffing in place to meet the standards outlined in this guide to deliver services.

- b. It is recognized that staff turnover is inevitable in vendor operations. When ACCES-VR required staffing is no longer available for delivery of an ongoing service, the vendor 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 Service Deliver Unit in Central Office, the vendor may continue service delivery for a mutually agreed upon period of time, not to exceed one (1) 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 sole proprietor/individual vendors, have an individual overseeing the operation of ACCES-VR reimbursed vocational services who holds at least a Master's Degree in Rehabilitation Counseling and two years of progressively increasing administrative responsibility in a rehabilitation setting; **or** a Bachelor's Degree and two years of progressively increasing administrative responsibility in a rehabilitation setting; **or** a combination of education and experience which, in the judgment of ACCES-VR, is substantially equivalent to the standards of this subdivision.
  - d. ACCES-VR District Office Manager will review and approve resumes of all individuals who provide and oversee/supervise the delivery of services to ACCES-VR customers.
  - e. Vendor training requirements for Pre-ETS, Job Placement Services and Supported Employment Services are highlighted in the [Vendor Staff Training Requirements](#) section. In addition to the specific staff qualification requirements outlined in the Vendor Staffing Requirements section, Pre-ETS, Job Placement Services and Supported Employment vendor staff must complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency. These courses of study are offered at no charge to the vendor through the sponsorship of ACCES-VR.
5. **Reporting:** Vendors must use the reporting formats developed by ACCES-VR. Timely submission of reports and supporting documentation will be required for payment. Reports are expected to be submitted within ten (10) business days of completion of services, unless otherwise noted.
6. **Deaf and Blind Services:** Rates have been established for services for customers who are deaf/hard of hearing and/or blind/visually impaired. These deaf and blind 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 by ACCES-VR.
7. **Billing for Services:** No services can be provided until an authorization is received by the vendor. ACCES-VR will provide the vendor with an authorization that includes service start and end dates. The vendor must perform the service and submit a report that describes the service that was delivered to that customer in accordance with the appropriate service description and standards, following ACCES-VR reporting and billing procedures. Then, payment is processed. Timely billing is critical to the successful delivery of services under the contract. Performance standards will be evaluated for each service and monitored throughout the contract period. (see [Framework for Performance Indicators](#))

- 8. Use of District Office Space:** ACCES-VR 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. Technology Requirements:** Vendors must have the capacity to upload required documentation to ACCES-VR's web-based electronic system. Technology requirements are subject to change during the five-year contract term.
- 10. Confidentiality:** All devices (e.g., cell phones, tablets, laptops, flash drives or any other electronic storage device) that store SED information/data must be encrypted.



## **SECTION 1: Introduction**

### ***Framework For Performance Indicators***

ACCES-VR tracks key performance indicators for the contracted services along with minimum standards for services. The performance indicators are critical in assisting ACCES-VR in making informed decisions regarding all vendors, both current and new, and the allocation of resources within the contracting system. This process will:

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

### ***Vendor Staff Training***

ACCES-VR monitors the vendor's staff compliance with mandated training requirements. When a vendor's staff do not meet the requirements, this factors into whether the vendor may continue to deliver services to ACCES-VR customers.

### ***Outcomes***

ACCES-VR's goal is to enable customers to attain, maintain or advance in competitive integrated employment. Accordingly, a vendor's performance will be assessed where appropriate on key indicators such as, and not limited to, percentage of customers successfully employed, the amount of time it takes a customer to become successfully employed, the number of hours a customer is working per week, and hourly wages earned by the customer.

### ***Pay Verification***

Pay stubs are required for certain services. If not available, alternatives include signed attestation from customer or documentation from employer on company letterhead attesting to a customer's employment status and earnings, or self-employment worksheets signed and attested to by the customer.

### ***Quality***

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

#### **SUPERIOR**

- The appropriate CRS form was used, the report was complete with an accurate recording of customer information, dates of service and submitted within established time frames.
- Information provides clear, complete details of the service provided.
- The service provided is in accordance with the deliverables identified for the service.

- Referral information and communications from ACCES-VR staff were included and when appropriate a case conference with the vendor, customer and ACCES-VR counselor was scheduled.
- The report provided the counselor with a clear understanding of the vendor's conclusions, recommendations and was sufficient for decision-making.
- The service provided is of excellent quality, can be used for case decisions and provides several options for future planning.

#### **SATISFACTORY**

- The appropriate CRS form was used, the report was complete with an accurate recording of customer information, dates of service and submitted within established time frames.
- Information provides clear, complete details of the service provided.
- The service provided is in accordance with the deliverables identified for the service.
- Referral information and communications from ACCES-VR staff were included and when appropriate a case conference with the vendor, customer and ACCES-VR counselor was scheduled.
- The report provided the counselor with an understanding of the vendor's conclusions, recommendations and was sufficient for decision-making.
- The service provided is of good quality, can be used for case decisions and provides several options for future planning.

#### **NEEDS IMPROVEMENT**

- The appropriate CRS form was used, the report was complete with an accurate recording of customer information and dates of service.
- Information/service provided was minimal, left unanswered referral question/concerns that needed to be addressed.
- The service provided is in accordance with the deliverables identified for the service.
- The needs of the customer were not clearly communicated, lacked details for decision making and next steps.
- The report was not submitted within established time frames.
- The report provided the counselor with a limited understanding of the vendor's conclusions and recommendations and was not fully sufficient for decision-making.
- The service provided is of fair quality, is unable to be used for case decisions without additional follow-up and provides limited options for future planning.

#### **UNSATISFACTORY (may not be processed for payment)**

- The appropriate CRS form was not used.
- The report was not complete and/or contained an inaccurate record of customer information, dates of service.
- The service provided was not in accordance with the deliverables identified for the service.
- Report must be corrected, resubmitted, reviewed, and approved prior to processing payment for the service.

- The service provided is of poor quality, is unable to be used for case decisions without additional follow-up and provides limited options for future planning.

N/A

- The vendor submitted something other than a final report, such as attendance or interim report.

### ***Timeliness***

ACCES-VR has established minimum standard timelines in which customers will receive services and the District Offices will receive required reports and supporting documentation. These standards are established for all service categories in the CRS contracting system.

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

### ***Partial Payments for “Customer Dropout”***

This applies when a vendor began providing services to a customer, but the customer didn’t complete the entire service authorized. To qualify for these partial payments the service provided by the vendor must be specific to the customer’s IPE goal and in accordance with the authorization and referral information provided by ACCES-VR. The partial payments are only intended for situations where a vendor is unable to continue to provide or complete a service due to lack of participation from the customer. Upon billing for a drop-out eligible service, the remaining amount of the authorization for that service becomes null and void.

***Partial Payments for Dropout Requirements:*** Vendors will receive partial payment for customers who drop-out of these services prior to completion of the approved authorization. The vendor must provide all the following:

- Submission of the appropriate CRS Report form which must include any required supporting documentation for any portion of the service that was actually provided to the customer and/or on behalf of the customer, including date of last customer contact; **and**
- Voucher indicating the number of units the vendor actually spent with the customer and/or on behalf of the customer providing the authorized service.

The partial payment will be equivalent to the actual number of units the vendor provided to the customer towards the total units authorized. For the services Work Based Learning Experience Development (557X) and Work Experience Development (559X), vendors will be reimbursed at 30% of the statewide rate (flat fee). Vendor must document proof of attempts to secure a non-existing, unique Work Experience or Work Based Learning Experience that is specific to the customer’s IPE goal and in accordance with the referral information provided by ACCES-VR.

**Services with No Partial Payment for Dropout:** Entry Services 1 & 2, Job Placement and Supported Employment milestones and Transportation 1 and 2.

***Requirements of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act***

Vendors are required to ensure they comply with program accessibility requirements in Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act including, but not limited to the provision of reasonable accommodations as needed by the customer receiving any services under CRS.

Vendors are required to ensure that they communicate with customers that they serve in their native language when these customers have limited English proficiency. Vendors must use appropriate modes of communication to meet the needs of each customer receiving any services under CRS.

## SECTION 2: Pre-Employment Transition Services (Pre-ETS) for Students with Disabilities (SWD)

### ***Definitions:***

Pre-Employment Transition Services (Pre-ETS) are prevocational services that are authorized by ACCES-VR for students with disabilities (SWD) as defined by the Workforce Innovation and Opportunity Act (WIOA). Pre-ETS include job exploration counseling, work-based learning experiences, counseling on postsecondary options, workplace readiness skills, and instruction in self-advocacy, which may include peer mentoring. Pre-ETS are designed to engage SWDs so that they develop a better understanding of themselves, their strengths, interests, abilities, and career goals.

A Student with a Disability (SWD) is defined as an individual who:

- Has a documented disability, **and**
- Is enrolled in a secondary, postsecondary, or other recognized education program (e.g., home schooled, high school equivalency program, college, or vocational training program), **and**
- Is not younger than 14 years of age, **and**
- Is not older than 22 years of age or reached their 23<sup>rd</sup> birthday when enrolled in secondary education under the Individuals with Disabilities Education Act (IDEA), **or**
- Is not older than 21 years of age or reached their 22<sup>nd</sup> birthday when enrolled in post-secondary education.

SWDs may receive pre-ETS in one of two ways:

- **Be potentially eligible (PE) for ACCES-VR services** and receive pre-ETS without applying for ACCES-VR services.
- **Have applied for and were determined eligible by ACCES-VR** and receive Pre-ETS as a service documented on their Individualized Plan for Employment (IPE).

The delivery of Pre-ETS is not intended to shift the responsibility of service delivery from school districts to ACCES-VR. The school district will continue to be responsible for providing transition planning and educational services. For students enrolled in secondary school, Pre-ETS may be delivered in either the educational setting or outside of the educational setting.

Pre-ETS are delivered with a focus on the unique characteristics of each SWD and their specific needs as related to preparing for employment, evaluating postsecondary options (including education and career), developing self-advocacy skills, employment related soft skills and obtaining work experiences. Pre-ETS may be delivered individually or in a group. All Pre-ETS, regardless of their provision to SWDs who are potentially eligible or eligible for ACCES-VR services, are based on each SWD's individualized needs. Vendors can only bill for the time spent directly providing Pre-ETS to a specific student.

Some SWDs, who have **applied for and been determined eligible by ACCES-VR** and have an IPE, may require ancillary services such as mobility training and transportation to participate in Pre-ETS. When appropriate, **for SWDs who have applied for and been determined eligible for ACCES-VR services**, the ACCES-VR Counselor may authorize these services in conjunction with Pre-ETS. Details related to ancillary services are indicated in further in this guide (See [Adjunct Services](#)). **Note: Adjunct services cannot be provided to potentially eligible SWDs.**

### ***Potentially Eligible Pre-ETS Process:***

Potentially eligible SWDs do not submit an application for ACCES-VR services and should not have an open ACCES-VR case. Vendors approved to provide PE services will identify the students, collect documentation verifying they meet the definition of a Student with a Disability, and submit the information as a referral to ACCES-VR for review, approval, and request authorizations to deliver Pre-ETS to potentially eligible SWDs. No PE services are to be provided by a vendor until ACCES-VR accepts the referral of the student and issues an authorization to the vendor.

The vendor must obtain supporting documentation ensuring that a student receiving Pre-ETS has a disability and include this with their referral to ACCES-VR. Documentation may include any of the following:

- Referral form for pre-employment transition services with the identification of a student's disability, signed by school staff and parent/guardian if the student is under the age of 18
- Individualized Education Program (IEP)
- Social Security Administration (disability) beneficiary award letter
- School psychological assessment
- Documentation of a diagnosis or disability determination
- Documentation relating to 504 accommodation(s)
- Verification that the student is eligible for special education or related services under IDEA.
- Verification the student is eligible for a Section 504 plan of the Rehabilitation Act (<https://www2.ed.gov/policy/rights/reg/ocr/edlite-34cfr104.html>) and Americans with Disabilities Act (ADA) <https://www.ada.gov/> .

When vendors make a referral to ACCES-VR, the Senior Vocational Rehabilitation Counselor Transition and Youth Services (SVRC TAYS) will confirm for the vendor that vocational rehabilitation services are not being provided to the student by ACCES-VR. If a student previously had an ACCES-VR case that is now closed, then they are considered "Potentially Eligible" and may receive Pre-ETS through this project. The exception is if the case was closed when the applicant was deemed ineligible for ACCES-VR services. The student is then not eligible to receive Pre-ETS services as a Potentially Eligible SWD.

A release must be obtained from the student to share information with ACCES-VR. The vendor must obtain a release signed by the student; if the student is under the age of 18, a release signed by the parent or guardian allowing for the provision of Pre-ETS and the collection of supporting documentation, must be obtained. The vendor's release must also acknowledge that by applying to receive Pre-ETS through this contract, the vendor may obtain or release information about the student with ACCES-VR, vendor agency partners, and the school or agency who referred the student.

For students taking a "gap year or semester," before entering post-secondary education after graduating secondary education, the vendor will demonstrate that the student with a disability is enrolled in a recognized education program. (The length of time or gap is not limited). There are four documents required:

- Documentation that the individual with a disability graduated from a secondary education program;  
**and**

- Documentation that the individual with a disability has been accepted into a post- secondary education institution/training program; **and**
- Documentation that supports the intent of the individual with a disability has accepted the invitation to enter the post-secondary program; **and**
- Documentation that the individual with a disability has been informed by the institution their “seat” or “spot” is being held for them for the “gap year” or “gap semester”.

Once a student reaches the maximum age (22 in secondary or 21 in post-secondary), they can no longer receive Pre-ETS as a potentially eligible SWD. When appropriate, these students should be referred to the SVRC TAYS to receive information about the ACCES-VR application process. The referral process should start at least 6 months prior to the student aging out of eligibility.

At any time, a potentially eligible SWD may apply or be referred to ACCES-VR for vocational rehabilitation services. The SVRC TAYS will work with the vendor to establish a procedure that will facilitate discussion and the seamless transition of any student who is receiving Pre-ETS through this contract to ACCES-VR for vocational rehabilitation services. The vendor must obtain the appropriate signed releases and will provide the SVRC TAYS with all of the identifying and disability documentation that they have in their possession for the student being referred to ACCES-VR.

When a SWD is receiving Pre-ETS as a PE SWD and has applied for VR services, the vendor, SVRC TAYS and the Vocational Rehabilitation Counselor (VRC), coordinate their efforts to ensure potentially eligible services are not duplicated during the transition from PE to when they begin receiving vocational rehabilitation services under a signed Individualized Plan for Employment. The services are never abruptly stopped. The services, if needed, would be completed and no further services would be provided under the vendor’s potentially eligible contract.

Once a student has applied, been determined eligible, and is receiving services from ACCES-VR through a signed Individualized Plan for Employment (IPE), that student will **no longer** receive Pre- ETS as a potentially eligible SWD. They will instead receive Pre-ETS, if needed, as indicated on their IPE.

When a potentially eligible student is receiving a PE service and applies for VR services, the vendor and SVRC TAYS must review the expected completion of the required activity prior to the initiation of the IPE. The vendor will make the completion of the activity a priority for the student to complete and transition seamlessly into VR services.

#### **Notes:**

**In addition to secondary and postsecondary SWDs**, ACCES-VR is interested in serving underserved and unserved SWDs who are justice involved, in foster care, are Native American, and/or are home schooled.

Vendors will engage the SWD, their parent/legal guardian (when applicable), and other interested parties while providing Pre-ETS. It is vital that students and their families participating are able to make an informed decision as to which Pre-ETS the student needs. Pre-ETS options should be explored by the student, their family, possibly the school or other agencies involved with the student, and the vendor in a partnership that will empower the student to make decisions about the services they will receive.

Vendors providing Pre-ETS for Potentially Eligible Students with Disabilities must work closely with the SVRC

TAYS in the District Office where they have a contract to provide Pre-ETS. The SVRC TAYS or designee (where there may not be a SVRC TAYS) has full oversight and responsibility in managing potentially eligible SWDs on behalf of ACCES-VR.

The vendor must identify and share with the SVRC TAYS their approach to how they determine which of the five Pre-ETS the students will receive. Vendors must share with the SVRC TAYS how students and their families will be given enough information about the five Pre-ETS to be able to make an informed decision about which of the services the student will receive.

### ***Services:***

Pre-ETS and the corresponding service subcategories are used based on whether the SWD is potentially eligible, or applied for and been determined eligible by ACCES-VR. For all Pre-ETS, **except** Work-Based Learning Experience (WBLE) services, the unit of service is a minimum of thirty (30) minutes.

**Note:** Vendors providing Pre-ETS **must** submit a detailed syllabus and curriculum on the content of the proposed service. All syllabi and curricula are reviewed and approved by the District Office **prior** to the provision of any Pre-ETS.

All syllabi and curricula should be adaptable for both individual and group services and modifiable to meet the individualized needs of each SWD. **Services may not be delivered without an approved syllabus or curriculum.** As a syllabus or curriculum is updated or revised, vendors must resubmit and receive approval from the ACCES-VR District Office prior to providing Pre-ETS under any updated or revised syllabus or curriculum.

### ***POSTSECONDARY OPTIONS COUNSELING (Service Subcategories 121X and PE 1008X):***

***Unit of service is a minimum of 30 minutes.***

Choosing a career requires student exploration and planning. It is essential for SWDs to see how skill development, knowledge and credential attainment relate to future opportunities in postsecondary education and employment, including gaining an awareness of the wide range of career pathway options and labor market realities and projections. This service includes working with SWDs to:

- Research and explore information on course offerings, career options, types of academic, vocational, and occupational training needed to succeed in the workplace and the postsecondary opportunities associated with a career field or comprehensive transition pathway.
- Advise SWDs and family members on academic curricula, college/vocational training applications and admissions processes, and completing the Free Application for Federal Student Aid (FAFSA).
- Connect to the disability support services that would be available through other state agencies such as OPWDD or OMH.
- Attend CSE meeting with ACCES-VR approval.
- Discuss the differences in accessing disability services between the special education and post-secondary education setting.
- Learn about requesting accommodations for college entrance exams;
- Tour university and community college campuses and talk to Disability Services on each campus;
- Identify technology needs
- Attend college fairs



- Plan a visit to local Job Corps campus; and
- Support a seamless transition from high school to post-secondary education

The postsecondary options to be explored include:

- Community Colleges (AA/AS degrees, certificate programs and classes)
- Universities (Public and Private)
- Training programs related to career pathways.
- Trade/Technical Schools
- Military
- Postsecondary programs at community colleges and universities for students with intellectual and/or developmental disabilities
- Apprenticeships

**Deliverables and Payment Process:** The vendor must prepare and submit an ACCES-VR Post-Secondary Counseling Options report to ACCES-VR within ten (10) business days of completion of the service. The vendor must offer ACCES-VR the opportunity to attend a conference at the conclusion of the service. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate and Authorization:** Payment per each unit (30 minute minimum) at the rate of:

- Statewide - \$101.85

#### **Established Performance Indicators**

- The amount of time from authorization start date to commencement of services is ten (10) business days or less.
- At least 90% of reports rated superior/satisfactory.

#### ***JOB EXPLORATION COUNSELING (Service Subcategories 122X and PE 1005X):***

***Unit of service is a minimum of 30 minutes.***

Providing SWDs with a variety of opportunities to gain information about careers, the skills needed for different jobs, and to discover personal career interests are essential to assist SWDs in making an informed career choice. This service is geared to specifically assist SWDs in exploring all career pathways and projected employment goals they are interested in pursuing.

Job Exploration Counseling may include:

- Providing information regarding in-demand industry sectors and occupations (Labor Market)
- Providing information about non-traditional employment options, including military, entrepreneurship, and self-employment
- Administering vocational interest inventories to assist with the identification of career pathways of interest to the SWD.
- Exploring the connection between the SWD's abilities and the identified occupations and career pathways of interest
- Teaching soft skills or universal skills
- Understanding the workplace

- Exploration of the skills, duties, environments, and expectations for specific occupations and career pathways
- Developing opportunities for career speakers and informational interviews
- Exploring relevant career organizations
- Registering and orienting the student at local One Stop Career Center/American Job Center and online Department of Labor services

**Deliverables and Payment Process:** The vendor will prepare and submit an ACCES-VR Job Exploration Counseling report to ACCES-VR within ten (10) business days of completion of the service. The vendor must offer ACCES-VR the opportunity to attend a conference at the conclusion of the service. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate and Authorization:** Payment per each unit (30 minute minimum) at the rate of:

- Statewide - \$101.85

#### **Established Performance Indicators**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

#### ***INSTRUCTION IN SELF ADVOCACY (Service Subcategories 124X and PE 1006X):***

***Unit of service is a minimum of 30 minutes.***

Student instruction on the ability to effectively communicate, convey, negotiate, or assert one's own interests and/or desires is critical to their future success in employment and independent living. The development of self-advocacy skills should begin at an early age, including the opportunity for peer mentoring. Advocating for oneself means that an individual has the ability to plan one's own life, identify things that are important, and to fully experience life opportunities. It also means taking the responsibility for communicating one's needs and desires in a straightforward manner to others. An individual's proficiency and competencies in self-advocacy skills are needed in educational, workplace and community settings. Acquiring these skills will enable SWDs to advocate for support services, including auxiliary aids, and accommodations that may be necessary for secondary/postsecondary education, training, employment, and independence.

Self-Advocacy Skills focus on topics and activities such as:

- Providing assistance in the development of positive self-identity
- Defining and developing elevator speech
- Developing compensatory skills
- Exploring proactive vs reactive thinking
- Exploring student's intrinsic and extrinsic motivation
- Promoting expressive and receptive skills
- Developing financial literacy
- Promoting understanding of one's disability
- Disclosure of disability
- Decision-making and problem solving
- Safe and responsible use of social media and the internet

- Goal setting
- Increasing self-awareness
- Promoting independent living skills
- Exploring disability accommodations, including how to request and utilize them
- Understanding one's rights and responsibilities
- Understanding work cultures and how to adapt to varying cultures
- Developing self-determination skills
- Learning how to request and accept help
- Identifying intrinsic strengths and capabilities
- Learning how to take a leadership role in support of plans
- Developing assertiveness skills
- Understanding of one's civil rights
- Understanding the value of listening to feedback from others
- Developing positive self-talk skills and understanding the value of and when to utilize those skills
- Connecting with peers and the value of peer-mentoring
- Learning about different services in the community and how to apply for services

**Deliverables and Payment Process:** The vendor must prepare and submit an ACCES-VR Self Advocacy report to ACCES-VR within ten (10) business days of completion of the service. The vendor must offer ACCES-VR the opportunity to attend a conference at the conclusion of the service. The vendor's payment will be processed after the report is approved by ACCES-VR.

**Payment Rate and Authorization:** Payment per each unit (30 minutes minimum) at the rate of:

- Statewide - \$101.85

#### **Established Performance Indicators**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

### ***WORKPLACE READINESS TRAINING TO DEVELOP SOCIAL SKILLS AND INDEPENDENT LIVING (Service Subcategories 127X and PE 1007X):***

***Unit of service is a minimum of 30 minutes.***

SWDs may need assistance in developing skills that employers expect from their employees. These are the skills and behaviors necessary for any job, such as how to interact with supervisors and co-workers and the importance of timeliness. These skills are often referred to as soft skills, employability skills or job preparation readiness skills. SWDs will develop an understanding of how one is perceived by others and self-awareness in a workplace setting. All jobs require effective social and interpersonal skills no matter the technical skill needed for the job.

Workplace Readiness Training focuses on topics and activities such as:

- Coaching on the appropriate use of social media
- Increasing financial literacy skills

- Improving travel skills
- Improving or developing independent living skills
- Promoting positive social/interpersonal skills
- Developing job-seeking skills
- Troubleshooting when problems arise on the job, or developing problem solving skills
- Orientation and mobility skills
- Enhancing understanding of employer expectations for punctuality, performance, trustworthiness, and reliability
- Interacting appropriately with coworkers
- Understanding employer policies for time and attendance including sick leave and time off requests
- Participating in mock interviews
- Completing an application (paper and electronic)
- Developing a resume and cover letter
- Setting up job or internship interviews and follow up communication
- Attending job fairs
- Understanding the value of soft skills and applying the skills in the workplace
- Developing professional communications such as email addresses and voice messages
- Reviewing personal hygiene and grooming expectations in the workplace
- Appropriate clothing across workplace environments and activities (e.g., interview attire vs. employer dress code)

**Deliverables and Payment Process:** The vendor must prepare and submit an ACCES-VR Workplace Readiness Training to Develop Social Skills and Independent Living report to ACCES-VR within ten (10) business days of completion of the service. The vendor must offer ACCES-VR the opportunity to attend a conference at the conclusion of the service. The vendor's payment will be processed after the report is approved by ACCES-VR.

**Payment Rate and Authorization:** Payment per each unit (30 minute minimum) at the rate of:

- Statewide - \$101.85

#### **Established Performance Indicators**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

### ***WORK-BASED LEARNING EXPERIENCE (WBLE) DEVELOPMENT (Service Subcategories 557X and PE 1009X):***

***Unit of service is a flat rate upon completion of service.***

SWDs need an opportunity to learn about a variety of work options to assist them in identifying a potential career path. WBLE may include opportunities in school or outside of the school setting. WBLEs may be delivered year-round, including weekdays, weekends, holidays, school breaks, and in the summer. All site-based experiences **must** meet the definition of competitive integrated employment. When a paid WBLE is provided, the wages must be paid at no less than minimum wage.

WBLEs focus on activities and topics such as:

- Internships
- Workplace tours or field trips
- Job shadowing
- Career mentorship
- Informational interviews
- Paid or non-paid internships and practicums
- Service learning
- Student-led enterprises
- Simulated workplace experience
- Paid or non-paid work experience
- Volunteering
- Career related competitions

**Deliverables and Payment Process:** The vendor must prepare and submit an ACCES-VR Work Based Learning Experience Development report to ACCES-VR within ten (10) business days of completion of the service. The vendor must offer ACCES-VR the opportunity to attend a conference at the conclusion of the service. The vendor's payment will be processed after the report is approved by ACCES-VR.

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

- Statewide - \$800

#### **Established Performance Indicators**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

#### ***WORK-BASED LEARNING EXPERIENCE (WBLE) WAGE REIMBURSEMENT (Service Subcategories 963X and PE 1001X):***

***Unit of service is each hour worked.***

This is a wage reimbursement and administrative cost mechanism to place the SWD on the vendor's payroll during the WBLE when an employer is unable or unwilling to put the SWD on their payroll. The vendor is responsible for withholding all Federal, State, and Local taxes (in some locations) and Federal Insurance Contributions Act (FICA), which includes Social Security and Medicare required contributions. Administrative costs include employer payroll tax which may include, but is not limited to, the employer's share of Social Security and Medicare required contributions, State Unemployment Insurance (SUI), and State Disability Insurance (SDI). **Note:** The vendor must provide ACCES-VR with a minimum of two (2) weeks advanced notice prior to the WBLE start date and the details of the WBLE to ensure the required authorization is completed prior to the customer's start date.

**Deliverables and Payment Process:** The vendor must prepare and submit an ACCES-VR Work Based Learning Experience Wage Reimbursement report and the ACCES-VR customer's first paycheck within thirty (30) business days of completion of the service. The vendor's payment will be processed after the report is approved by ACCES-VR.

**Payment Rate and Authorization:** Payment for this service is per hour of the actual WBLE: WBLE Wages Statewide - \$35 per hour.

**Established Performance Indicators**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

***WORK-BASED LEARNING EXPERIENCE (WBLE) MENTOR (Service Subcategories 964X and PE 1002X):***

***Unit of service is hourly.***

This service may be used when a SWD is participating in a Pre-ETS WBLE in a competitive, integrated employment setting and the employer does not provide a new employee/intern orientation which would familiarize an employee with the work environment and expected task(s). This service includes the typical, general training provided to any employee/intern to learn the new tasks and responsibilities in a work experience, regardless of the existence or nature of a disability. While this is not job coaching, it is short-term, and intended to provide the SWD with support during their work experience.

The WBLE Mentor will familiarize the SWD to the worksite, show them how to navigate the environment, explain expected responsibilities (e.g., time and attendance activities such as check in and out, break schedule, etc.), and show them job tasks to meet the WBLE employer's expectations. All training must be specific to the WBLE environment.

**Deliverables and Payment Process:** The vendor must prepare and submit an ACCES-VR WBLE Mentor report to ACCES-VR within ten (10) business days of the end of the month in which the service was provided **or** at the intervals identified by ACCES-VR **or** at the request of ACCES-VR. The vendor must offer ACCES-VR the opportunity to attend a conference at the conclusion of the service. The vendor's payment will be processed after the report is approved by ACCES-VR.

**Payment Rate and Authorization:** Payment for this service is per hour. The number of hours is determined by the ACCES-VR Counselor: WBLE Mentor Statewide - \$75 per hour.

**Established Performance Indicators**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

## SECTION 3: Entry Services

### ***Definition:***

Individuals with disabilities are assisted by vendors with initial activities for entry into ACCES-VR services, thereby expediting the application and/or eligibility determination 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 through the two methods described below, based upon the extent of the assistance offered by the vendor, and requested by the District Office.

### ***ENTRY SERVICE I – SERVICES TO GROUPS (Service Subcategory 1000X):***

***Unit of service is one session (1.5 -2 hours).***

*Note: Currently vendors are not able to view and receive authorizations for this service through the Vendor Portal. Vendors will be receiving authorizations directly from the District Office. Once the service has been provided, the completed deliverable report should be returned to the District Office for vouchering.*

This is an orientation to ACCES-VR services to potential ACCES-VR customers. It provides a general overview of ACCES-VR and the vocational rehabilitation (VR) process and may include:

- Assistance in completing an ACCES-VR application and consents.
- Providing potential applicants with medical disability forms to document the potential applicant's disability, as needed for ACCES-VR's eligibility determination.
- 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 standalone service or the initial service in combination with other entry services, as noted below. It may be provided remotely, at the vendor's location, school districts, local One-Stop Career Centers, or other community locations. **Note:** Vendors are **required to use only approved** ACCES-VR materials, including all speaker notes and talking points, and **are not allowed** to modify those materials, including speaker notes and talking points.

**Deliverables and Payment Process:** This is a "Service to Groups" of individuals not yet active with ACCES-VR. The vendor must conduct Orientation using ACCES-VR provided materials and information without modifications. The vendor must ensure all Orientation locations are accessible to all individuals with disabilities, reasonable accommodations of individuals in attendance are provided, all language barriers, including but not limited to language interpretation, are accommodated, and individual confidentiality is maintained.

The vendor will prepare and submit an ACCES-VR Orientation Vendor report to ACCES-VR within ten (10) business days of the end of the month in which the service was provided OR at the intervals identified by ACCES-VR OR at the request of ACCES-VR. The vendor will provide supporting reports/documentation of attendance, customer satisfaction survey, and the application information sheet. The vendor's payment will be processed after the report and supporting documentation is approved by ACCES-VR.

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

- Statewide - \$300.00

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

***ENTRY SERVICE II – SERVICE TO INDIVIDUALS (Service Subcategory 118X):***

***Unit of service is submission of eligibility determination information.***

The vendor assists applicants who:

- Need assistance gathering disability information needed for ACCES-VR's eligibility determination.
- Are in applicant status.

The vendor will compile the information specified by the local District Office and gather the medical, diagnostic, and other information required by ACCES-VR to determine eligibility. The vendor is not expected to purchase any assessment and/or medical evaluations necessary for the ACCES-VR eligibility determination. The vendor will work with the local District Office if additional ACCES-VR medical authorizations are needed to provide the applicant with information required for the ACCES-VR eligibility determination. A unit of service is defined as completion and receipt of the eligibility determination information in the appropriate ACCES-VR District Office. The eligibility determination information includes medical, diagnostic, SSI/SSDI award letters, if applicable, and other information as predetermined by the ACCES-VR District Office.

**Note:** This service is not intended for customers currently active with the vendor for whom sufficient referral information is currently retained by that vendor. These cases must be referred to ACCES-VR through the standard referral process.

**Deliverables and Payment Process:** This is an outcome-based service where the vendor has gathered all the requested documentation needed to assist ACCES-VR in making an eligibility determination. The vendor must prepare and submit an ACCES-VR Entry Services Level 2 report to ACCES-VR within ten (10) business days of completion of the services. The vendor must provide supporting reports/documentation with the information requested by ACCES-VR. The vendor's payment will be processed after the report and supporting documentation is approved by ACCES-VR.

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

- Statewide - \$185.66

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is five (5) business days.
- At least 90% of reports are rated as superior/satisfactory.



## SECTION 4: Assessment Services

### ***Definitions:***

For ACCES-VR, assessment is ongoing and person-centered, occurring at critical decision points throughout the vocational rehabilitation process. Assessment services are designed to obtain information that will help clarify ACCES-VR eligibility questions, and/or assist both the customer and ACCES-VR counselor in the development of an appropriate Individualized Plan for Employment (IPE) goal. Assessment information describes the customer's strengths, skills, aptitudes, interests, capacities, behaviors, work readiness and functional limitations and provides suggested vocational options consistent with these findings. Assessments may include an appraisal of:

- The patterns of work behavior of the customer
- The services needed for the customer to acquire occupational and/or vocational skills necessary to develop work attitudes, work habits, work tolerance, and work-related behaviors that lead to successful job performance.

The product of assessment services is a personalized report highlighting the testing/community assessment results as applied to the customer's vocational strengths, capabilities, capacities, functional limitations, and potential employment options and individualized recommendations. Please note the Functional Capacity Assessment must be provided in person. The rest of the assessment services have the option of being provided remotely EXCEPT when using standardized testing not approved for remote administration.

### **Vocational Assessment Profile Report**

The Vocational Assessment Profile Report is a balanced profile of the customer that describes:

- The purpose and one or more proposed employment goal(s);
- 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 personalized strategies, including job creation and customized employment, to facilitate matches on important employment factors and support needs. This information can guide the customer 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 must recommend an action plan that clearly details how resources will be applied to specific activities and task responsibilities with timelines. It should enable the ACCES-VR counselor and the individual to develop or refine the Individualized Plan for Employment (IPE).

### **Notes:**

The services in this section do not apply to the types of assessment needed for technology, vehicle, or home modifications, or to those services covered under contractual arrangements with psychologists.

For the services that require a Vocational Assessment Profile Report the vendor will create a report that accurately captures the assessments used and the results/outcomes. These reports must be individualized for each customer based on the service being provided.

***Services:***

***CAREER EXPLORATION ASSESSMENT (Service Subcategory 120X):***

***Unit of service is one hour.***

The vocational evaluator meets with the ACCES-VR customer for a comprehensive evaluation including reviewing/evaluating the individual's education, work experience, skills, interest, and aptitude areas. Additionally, during the assessment period, referral information, information obtained during interviews, career interest tools, and structured career exploration activities are expected to be utilized by the evaluator. This allows the evaluator to better understand the individual's unique factors, strengths, needs, interests, impediments to employment (e.g., criminal history; neurodiversity), and how those factors may impact employment. As a result of the assessment activities, the evaluator recommends a variety of strategies for job development, placement, and retention. This service may be used to guide an individual through the process of determining the appropriateness of an employment goal including a review of interests, labor market analysis, job requirements and local/regional employment demand/employers.

**Deliverables and Payment Process:** Upon completion of the service, the vendor must submit the ACCES-VR Career Exploration Assessment report to ACCES-VR within ten (10) business days. The report must contain specific recommendations for flexible strategies for job development, placement, and retention. After the report is completed a team conference will be scheduled with the individual and ACCES-VR counselor to discuss the recommendations. The vendor's payment will be processed after the Career Exploration Assessment report is approved by ACCES-VR.

**Payment Rate and Authorization:** Payment for this service is per hour with a maximum of ten (10) hours in an agency setting at the rate of:

- Statewide - \$84.87

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

***DIAGNOSTIC VOCATIONAL EVALUATION (DVE)/COMMUNITY-BASED SITUATIONAL ASSESSMENT (CBA) (Service Subcategory 110X):***

***Unit of service is a five (5) hour day.***

Evaluation in an agency setting or in a community locale associated with the vendor. This service may include standardized work samples, self-administered tests, and/or actual hands-on work with direct observation and

may be done individually or as a group. The unit of service is defined as a minimum of a five (5) hour day up to a maximum of fifteen (15) days and can be billed in half days (2.5 hours) if necessary.

**Deliverables and Payment Process:** Upon completion of the service, the vendor must submit the ACCES-VR Diagnostic Vocational Evaluation/Community Based Situational Assessment report and a Vocational Assessment Profile Report to ACCES-VR within ten (10) business days. Payment for this service will be processed following approval of the reports by ACCES-VR. The vendor must offer the customer and the ACCES-VR counselor the opportunity to attend a conference at the conclusion of the service. For customers who do not complete the service, the vendor must complete the Vocational Assessment Profile report based on information that was available from the period of participation in order to be considered for approval and payment.

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

- Statewide - \$79.57

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

### ***COMMUNITY-BASED WORKPLACE ASSESSMENTS (CBWA) (Service Subcategory 112X):***

***Unit of service is one hour. Number of hours to be determined by ACCES-VR counselor in coordination with vendor.***

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. The vendor, in consultation with the ACCES-VR counselor and the individual participating in the assessment, develops an individualized strategy for assessment activities leading to a balanced vocational profile. If required for a quality assessment, the vendor may arrange for two or more different work or community sites. The sites for this process are actual employer sites or integrated community sites. **If a vendor site is to be used this evaluation, it must be approved by District Office Management.**

Community-based workplace assessments are done on an individual basis. The number of hours is determined by the ACCES-VR counselor, in consultation with the vendor, to meet the customer's assessment needs. The ACCES-VR counselor may use this service as a Trial Work Experience to assist in the ACCES-VR eligibility determination.

The evaluator accompanies the customer to the work and community site to observe and determine tasks and skills that are relevant to job placement and the kind of work environment the customer needs to succeed in a job. This assessment gives the customer hands-on experience in an actual worksite or a community site allowing direct observations by the evaluator.

The CBWA may also include selected observations of the customer in other integrated community situations (e.g., school, home) if directly applicable to yielding detailed information about their skills and capacities, as well as the conditions they need to be successful in the workforce. Additionally, 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. These activities are focused on gaining a

comprehensive, person-centered assessment of the customer's strengths, capabilities, needs, skills, and experiences.

A group planning session, including the customer, the evaluator, the ACCES-VR counselor, and significant others, when applicable, is conducted to summarize findings from the observations and to further develop and refine the vocational profile. The vendor is expected to develop a worksite within fifteen (15) business days of authorization. If the vendor is experiencing challenges with the development within this timeframe, the vendor must contact and discuss strategies with the ACCES-VR counselor within ten (10) business days. Additionally, the vendor is required to submit written documentation outlining the reasons for any delay to the ACCES-VR counselor within those ten (10) businesses days.

**Deliverables and Payment Process:** Upon completion of the service, the vendor must submit an ACCES-VR Community Based Work Assessment report and a Vocational Assessment Profile Report to ACCES-VR within ten (10) business days of the completion of the service. Payment for this service will be processed following approval of the reports by ACCES-VR. The vendor must offer the customer and the ACCES-VR counselor the opportunity to attend a conference at the conclusion of the service. For customers who do not complete the service, the vendor must complete the Vocational Assessment Profile Report based on information available from the period of participation in order to be considered for approval and payment.

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

- Region 1 - \$79.57
- Region 2 - \$68.96
- Region 3 - \$74.26

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is fifteen (15) business days.
- At least 90% of reports rated superior/satisfactory.

### ***STANDARDIZED TESTING AND SPECIALIZED EVALUATIONS (Service Subcategory 100X):***

***Unit of service is one hour.***

This evaluation can utilize a variety of assessments to measure a customer's academic achievement, aptitudes, cognitive abilities, personality, vocational interests, sensory/motor skills and compares the results to an 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.

**Deliverables and Payment Process:** Upon completion of the service, the vendor must submit the ACCES-VR Standardized Testing and Specialized Evaluation report to ACCES-VR within ten (10) business days. Payment for this service will be processed following approval of the reports by ACCES-VR. The vendor must offer the customer and the ACCES-VR counselor the opportunity to attend a conference at the conclusion of the service. For customers who do not complete the service, the vendor must complete the ACCES-VR Standardized Testing and Specialized Evaluation report and a Vocational Assessment Profile Report based on information available from the period of participation in order to be considered for approval and payment.

**Payment Rate and Authorization:** Payment is per hour at the rate of:

- Region 1 - \$154.89
- Region 2 - \$138.98
- Region 3 - \$146.40

**Established Performance Indicators**

- The amount of time from authorization start date to start date of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

***FUNCTIONAL CAPACITIES EVALUATION (Service Subcategory 052X):***

***Unit of service is a completed evaluation.***

A functional capacity evaluation (FCE) assesses a customer's capacity to perform work activities related to their participation in a desired occupation. It can also be used to determine in which industries a customer, based on their physical capabilities, has the capacity to successfully meet the demands of job tasks. The FCE compares the individual's health status and physical functioning to the demands of the job and the work environment. An FCE consists of a battery of standardized assessments that offers results in performance-based measures and demonstrates a predictive value about the customer's ability to work or return to work in a specific employment goal.

**Deliverables and Payment Process:** Upon completion of the service, the vendor must submit the ACCES-VR Functional Capacity Evaluation (FCE) report to ACCES-VR within ten (10) business days. The vendor will be paid following the approval of the FCE report by ACCES-VR. The vendor must offer the customer and the ACCES-VR counselor the option of attending a conference at conclusion of the service.

**Payment Rate and Authorization 052X:** Payment for this service is per evaluation at a flat rate of:

- Statewide - \$850

**Established Performance Indicators**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

## **SECTION 5: Employment Preparation Services**

### ***Definition:***

Customers are assisted by vendors in the development of job-related skills. In preparing for employment, a customer may engage in Benefits Advisement to determine the effects work will have on their public benefits. Self-Advocacy for Employment helps individuals to understand the ADA and how to request reasonable accommodations on the job site. Work Readiness Services include components that enable the customer 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 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. The highest level of this service (Work Readiness 3 - Skill Development and Work Experience) will include work readiness skill development in a community-based setting.

### ***Services:***

#### ***BENEFITS ADVISEMENT (Service Subcategory 175X):***

***Unit of service is one hour.***

Individuals with disabilities are often involved with, or will benefit from, a range of benefit programs such as the Social Security Administration’s Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medicaid and/or Medicare. Other benefits commonly received by ACCES-VR customers include private insurance coverage, financial planning, food stamps, Plan to Achieve Self-Support (PASS), public assistance benefits (e.g., Family Assistance or Safety Net benefits), student loans, other financial aid benefits (e.g., Tuition Assistance Program (TAP) and Pell grants), and federal and state tax provisions which reduce tax liability. These benefit programs have criteria for initial or continued coverage. Many are based on financial need criteria, and some have specific rules governing how work and wages affect eligibility or benefit amounts; others may allow ACCES-VR customers to exercise specific options while working. The use of Benefits Advisement enables customers to use existing work incentives to maximize earnings from employment and achieve the greatest degree of self-sufficiency, without losing essential benefits (e.g., Medicaid, Medicaid-Waiver Services) necessary for their well-being.

The intent of the Benefits Advisement service is to allow customers to make informed choices concerning the range of benefits they receive or that are available to them, including work incentives as they participate in education, training, and employment. Planned use of work incentives allow ACCES-VR customers to maximize earnings and economic self-sufficiency, a primary goal of the ACCES-VR program under WIOA. Benefits Advisement can be authorized at any point in the vocational rehabilitation process, from assessment through job placement and retention, based on the need of the customer to make informed choices about employment, earnings, and impact on essential benefits. This service can be authorized multiple times throughout the customer’s case with ACCES-VR. It is recommended to be utilized specifically during the following status: Application, Plan Development, Service, Job Ready and In Employment.

Vendors delivering this service provide timely and accurate information to customers about one or more benefit programs related to the pursuit of their Individualized Plan for Employment (IPE) goals. The vendor may assist the customer with applying for benefit programs or support necessary to meet IPE goals and successful independent living.

This service is delivered one-on-one. The vendor provides a Benefits Advisement checklist of topics addressed and may also provide the individual with written materials such as a benefits fact sheet.

**Deliverables and Payment Process:** Upon completion of the service, the vendor must submit the ACCES-VR Benefits Advisement report to ACCES-VR within ten (10) business days. Payment for this service will be processed following approval of the Benefit Advisement report by ACCES-VR.

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

- Statewide - \$60 per hour

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports received rated superior/satisfactory.

### ***SELF-ADVOCACY FOR EMPLOYMENT (Service Subcategory 123X):***

***Unit of services is one hour (individual or group).***

Self-Advocacy for Employment emphasizes career and employment exploration; understanding a range of employment opportunities to choose from; recognizing personal strengths, talents, compensatory skills, including natural and family supports, and disability-specific accommodation needs; disclosure of disability; learning employment rights under Title I of the Americans with Disabilities Act (ADA) and learning when and how to request reasonable accommodation. The desired outcome of this service is that the customer will attain a set of core skills needed to identify personal needs and wants as they begin career and employment exploration. At the conclusion of this service, customers will actively demonstrate a set of competencies and acquired skills that will enable them to navigate through their challenges related to employment. These personal criteria will then empower a customer to develop an individualized plan of strategies in preparation to engage and fully participate in the career development and employment process.

**Note:** A unit of service is one hour of either individual or group training or a combination of individual and group training based on individual need.

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

Upon completion of the service, the vendor will submit the ACCES-VR Self- Advocacy for Employment report that includes a checklist of newly mastered skills and competencies resulting from individual or group Self-Advocacy for Employment within 10 business days. The vendor's payment will be processed following approval of the reports by ACCES-VR.

**NOTE:** All vendors of Self-Advocacy for Employment will submit a detailed syllabus or curriculum, and each must be reviewed and approved by the ACCES-VR District Office prior to the provision of any Employment Preparation Services.

**Payment Rate and Authorization:** Payment for this service is at an hourly rate of:

- Statewide- \$53.05 per hour

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports received rated satisfactory or superior.

***WORK READINESS 1 - SOFT SKILLS TRAINING (Service Subcategory 125X):***

***Unit of service is one hour (Individual or Group) up to a maximum of 60 units per customer.***

This service is a defined set of activities that lead to the acquisition of specific “soft” skills by the customer. 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.

**Deliverables and Payment Process:** Upon completion of approved Work Readiness 1 - Soft Skills Training, the vendor will submit the ACCES-VR Work Readiness 1 - Soft Skills Training report to ACCES-VR within ten (10) business days. Each report must indicate the type of services provided and the customer's progress in acquiring soft skills that will support the development of an employment goal. The vendor's payment will be processed following approval of the reports by ACCES-VR.

**Payment Rate and Authorization:** Payment for this service is at an hourly at rate of:

- Statewide - \$101.85 per hour

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reported services rated superior/satisfactory.

***WORK READINESS SERVICES 2 – SKILL DEVELOPMENT (Service Subcategory 625X):***

***One unit of service (Individual or Group) is a minimum of a five-hour day up to a maximum of 40 days and can be billed in half units (2.5 hours), if necessary.***

In addition to the Work Readiness 1 - Soft Skills training listed above, this service also includes 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 Individualized Plan for Employment (IPE) goals and locally available employment opportunities. The specified skill development is primarily at the vendor's facility or maybe at a community site and the activity is not applicable for licensure by NYSED's Bureau of Proprietary School Supervision (BPSS). 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 the customer's IPE.



**Deliverables and Payment Process:** Upon completion of approved Work Readiness Services 2 – Skill Development, the vendor will submit an ACCES-VR Work Readiness Services 2 – Skill Development report to the ACCES-VR counselor within ten (10) business days. Each report shall indicate the type of services provided, the customer's progress toward the employment outcome specified in the IPE and be in a format approved by ACCES-VR and submitted at intervals designated by ACCES-VR. Progress reports are submitted at midpoint and at conclusion of service. The vendor's payment will be processed following approval of the reports by ACCES-VR.

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

- Statewide - \$101.85

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports on services rated superior/satisfactory.

### ***WORK READINESS SERVICES 3 - SKILL DEVELOPMENT AND WORK EXPERIENCE (Service Subcategory 630X):***

***One unit of service (Individual or Group) is a minimum of a five-hour day up to a maximum of 60 days and can be billed in half units (2.5 hours), if necessary.***

In addition to providing the services of Work Readiness 1 – Soft Skills training **and** the Work Readiness Services 2 – Skill Development as listed above, it is expected that at least one third of Work Readiness Services 3 - Skill Development and Work Experience will include work readiness skill development in a community-based setting. The expected outcome is the customer will have real work experience and have acquired work readiness skills associated with a specific career area identified in their Individualized Plan for Employment (IPE) and readiness for job placement. If a customer is employed as a direct result of the Work Readiness Services 3 Skill Development with Work Experience, a job retention authorization may be provided to the vendor by ACCES-VR. (Refer to Job Retention Services 932X/937X below for details on 90-day job retention). If the customer's Work Experience did not result in employment, and the individual still requires assistance in finding employment, job placement services can be authorized.

**Deliverables and Payment Process:** Upon completion of approved Work Readiness Services 3 - Skills Development with Work Experience, the vendor will submit an ACCES-VR Work Readiness Services 3 - Skills Development with Work Experience report to the ACCES-VR counselor within ten (10) business days. Services rendered must enable the customer to learn the essential functions of the job and to meet employer expectations sufficient for job retention. The vendor's payment will be processed following approval of the reports by ACCES-VR.

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

- Statewide - \$101.85

**Established Performance Indicators:**

- The amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports on services rated superior/satisfactory.
- At least 75% of customers receiving this service will be successfully employed.

**Note:** All vendors of Work Readiness Training services will submit a detailed syllabus and curriculum on the content of the proposed Work Readiness Training services, and each must be reviewed and approved by the ACCES-VR District Office prior to the provision of any Work Readiness Training Services.

## SECTION 6: Job Placement Services

### ***Definition:***

ACCES-VR customers are served by vendors with employment-related services necessary to obtain, maintain, or advance in competitive, integrated employment. It is ACCES-VR's expectation that the employment be consistent with each customer's Individualized Plan for Employment's (IPE) employment goal. The vendor shall not deliver services inconsistent with the established employment goal and services on the individual's IPE. If the vendor is notified by the ACCES-VR customer of a desire or need to change the employment goal or service as documented on the IPE, the vendor must:

- Advise the customer to contact the ACCES-VR counselor, and
- Notify the ACCES-VR counselor immediately and schedule a case conference with the customer, vendor, and ACCES-VR counselor.

### **Notes:**

- Should a vendor proceed with services inconsistent with the IPE employment goal and/or service the vendor will not be paid.
- All Job Placement milestones may be repeated with ACCES-VR approval if the customer loses their job, with the exception of 921X.
- Vendors must continue to submit Monthly Reports, related to 929X and 931X describing the services provided, until employment outcome (90 days of stable employment) is achieved.
- These services (with the exception of Employment Customization) are not designed for individuals who meet the criteria for Supported Employment services. These services may be authorized individually or sequentially/bundled predicated upon the individual needs of the ACCES-VR customer, as identified by the ACCES-VR counselor.

### ***Services:***

#### ***WORK EXPERIENCE DEVELOPMENT (Service Subcategory 559X):***

***Unit of service is completed work experience.***

This service is designed to provide customers with real work experience and opportunities to network in business environments consistent with their employment goal. Vendors providing this service secure an employer-based work experience (unpaid or paid). The vendor is responsible for setting up the work experience, monitoring the customer's progress, and making the arrangements for completion of required paperwork with the employer. This service can be provided as a stand-alone service or may be packaged with other ACCES-VR services.

**Deliverables and Payment Process:** The vendor submits an ACCES-VR Work Experience Development report to ACCES-VR describing the work experience site that has been developed within ten (10) business days of the service completion. The vendor's payment will be processed following approval of the report by ACCES-VR. The vendor is expected to monitor the customer's progress throughout the work experience. Progress notes are non-billable and are to be completed on the ACCES-VR MPAR form at the end of the month in which the service was provided OR at the intervals identified by ACCES-VR OR at the request of ACCES-VR.

**Payment Rate and Authorization:** This is a flat fee service at the rate of:

- Statewide - \$636.54

**Established Performance Indicators:**

- The amount of time from the start date of the authorization to the commencement of services is ten (10) calendar days.
- At least 90% of reports rated superior/satisfactory.

***COMMUNITY WORK EXPERIENCE Wage Reimbursement (Service Subcategory 958X):***

***Unit of service is hourly and covers the hours worked by the ACCES-VR customer.***

This is a wage reimbursement mechanism when an employer is unable or unwilling to put the customer on their payroll. This service, which may be used for up to 320 hours of paid work experience, reimburses the vendor to pay the customer minimum wage, and not the prevailing wage if different, and is inclusive of administrative payroll costs. The vendor is responsible for withholding Federal, State, Local tax (as applicable) and Federal Insurance Contributions Act (FICA) which includes Social Security and Medicare required contributions. Administrative costs include employer payroll tax which may include, but are not limited to, the employer's share of Social Security and Medicare tax, State Unemployment Insurance (SUI), and State Disability Insurance (SDI). The vendor must provide the ACCES-VR counselor with a minimum of two (2) weeks advanced notice prior to the experience start date and details of the work experience to ensure that an authorization is completed prior to the customer's start date. **Note: Temporary staffing agencies are not eligible to be a vendor of this service.**

**Note:** The unit of service is defined as an hourly rate based upon the number of hours (up to maximum 320 unless approved by ACCES-VR) an ACCES-VR customer works.

**Deliverables and Payment Process:** The vendor submits an ACCES-VR Community Work Experience Wage Reimbursement report to ACCES-VR with supporting documentation (including a paystub) verifying the vendor has placed the ACCES-VR customer on their payroll within thirty (30) business days of completion of the service. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate and Authorization:** The vendor is paid for the service following submission of duplicate pay stubs for the total number of hours worked at an hourly at a rate of:

- Statewide - \$30

**Established Performance Indicators:**

- The amount of time from the start date of the authorization to the commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

***COACHING SUPPORTS FOR EMPLOYMENT (Service Subcategory 959X), DEAF AND BLIND***

***COACHING SUPPORTS FOR EMPLOYMENT (Service Subcategory 563X):***

***Unit of service is one hour. ACCES-VR Counselor to determine number of hours authorized.***

This service includes interventions that can be used when the customer is employed and provided with assistance and support, on or off the job site, in activities that are employment-related and needed to promote job development, adjustment, and retention. Service duration will be determined by the ACCES-VR counselor depending upon the customer's Individualized Plan for Employment (IPE). Activities may include, but are not limited to, job orientation, job destination/transportation training, resume writing, interviewing skills, 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 vendor consultation, and ongoing contact with the customer and/or employer to ensure continued job satisfaction and coaching supports in paid work experiences.

**Deliverables and Payment Process:** Vendor will prepare and submit the ACCES-VR Coaching Supports for Employment report within ten (10) business days of the end of the month in which the service was provided OR at the intervals identified by ACCES-VR OR at the request of ACCES-VR. The report will outline the services delivered, status of the customer's current employment, and outcome of the intervention provided. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

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

- Coaching Supports (959X) Region 1 - \$64.71
- Coaching Supports (959X) Regions 2 and 3 - \$48.80
- Deaf and Blind Coaching Supports (563X) - Region 1 - \$72.14
- Deaf and Blind Coaching Supports (563X) - Regions 2 and 3 - \$58.35.

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of service is five (5) business days.
- At least 90% of reports rated superior/satisfactory.
- At least 75% of customers receiving this service will achieve a successful employment outcome (e.g., case closure).

### ***EMPLOYMENT CUSTOMIZATION (Service Subcategory 510X):***

***Unit of service is a flat rate covering employment and at least ten (10) completed days of paid employment.***

Employment customization requires a blend of flexible strategies that result in an ACCES-VR customer obtaining individually designed employment. This includes customizing a job description based on the employer needs and developing a set of job duties, work schedule, and specifics of supervision that will match the customer's employment factors and rehabilitation needs. A key factor in deciding if a service is a customized employment service is the presence of employer negotiation, including, but not limited to:

- Customizing a job description based on current unidentified and unmet needs of the employer and the needs of the employee.
- Developing a unique set of job duties or tasks
- Developing a flexible work schedule (including determining hours worked)
- Determining an accessible job location
- Developing a job arrangement (such as job carving, job sharing, or a split schedule)
- Determining specifics of supervision

- Negotiating and specifying any accommodations required to perform the job.

**Note:** This service may be provided with either direct job placement service or with supported employment services.

**Deliverable and Payment Process:** Vendor will submit an ACCES-VR Customized Employment report that documents the specific customized employment activities related to assessing the customer's strengths and working with an employer to match a set of job responsibilities to those strengths within 10 days of completion of services. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate and Authorization:** This is a flat fee service at a rate of:

- Statewide \$1800

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of service is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

### ***DIRECT PLACEMENT INTAKE (Service Subcategory 921X):***

***Unit of service is a completed intake.***

This service is one-to-one and designed to permit the ACCES-VR customer being referred for services and the vendor 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 service relative to placement potential in a particular occupation.

**Note:** This service **cannot** be authorized if the Job Placement department of the vendor has served the individual within the last twelve (12) months.

**Deliverable and Payment Process:** Vendor will submit an ACCES-VR Direct Placement Intake report within ten (10) days of completion of services. The vendor's payment will be processed following approval of the report by ACCES-VR.

**Payment Rate and Authorization:** This service is a flat fee at the rate of:

- Statewide - \$185.66

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

### ***JOB SEEKING AND DEVELOPMENT SERVICES (Service Subcategory 929X),***

### ***JOB SEEKING AND DEVELOPMENT DEAF AND BLIND SERVICES (Service Subcategory 935X):***

***A unit of service is a completed ACCES-VR Job Seeking and Development Services report and supporting documentation.***

These services are designed to equip the customer with the necessary skills to participate in the job search process, to the greatest degree possible. Services may include, but are not limited to, workplace behavior skills training, job application training, job seeking skills training, interviewing skills training, and/or job retention skills training. This service includes simultaneously providing the ACCES-VR counselor with an up-to-date resume for the customer, providing documented verification that the customer is registered with the local One-Stop Career Center (or providing a written attestation from the customer declining to register at the local One-Stop Career Center), and performing individual job development activities such as following up on job leads through both direct and indirect contact with employers. It is expected these activities conducted by the vendor will be for a minimum of ten (10) hours monthly. In the event the customer loses their job and both the customer and ACCES-VR agree additional placement services are necessary, this service may be repeated.

**Deliverable and Payment Process:** Vendor will submit an ACCES-VR Job Seeking and Development Services report which details at least ten (10) hours of job development, a completed job development plan, and resume within ten (10) business days of completion of services. The vendor's payment will be processed following approval of the report and additional information by ACCES-VR.

**Notes:**

- Vendors must continue to submit MPAR reports describing the services provided until employment outcome is achieved (932X).
- This service shall not be billed concurrently with Direct Placement Intake (921X) or have the same start date as 921x.
- This service can only be billed after ten (10) hours of direct service related to job seeking and development have been delivered. However, billing is permissible with less than 10 hours noted IF the vendor has helped the customer secure a job in less than 10 hours' time. Vendors should contact ACCES-VR counselor in these cases.

**Payment Rate and Authorization:** Payment for this service is a flat fee that is paid at the completion of service, not monthly, at the rate of:

- Statewide - \$822.20
- Deaf and Blind Service Statewide - \$2015.71

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.
- At least 75% of customers receiving placement services will be successfully employed.

***JOB PLACEMENT (Service Subcategory 931X),***

***JOB PLACEMENT DEAF AND BLIND SERVICES (Service Subcategory 936X):***

***Unit of service is a completed ACCES-VR Job Placement Report and supporting documentation, including copy of paystub.***

This is an outcome-based service that is paid when an ACCES-VR customer starts working on a paid, competitive, integrated job that meets the customer's employment goal as established on the Individualized Plan for Employment (IPE) and is being paid at or above NYS minimum wage (or federal minimum wage if applicable).

The vendor can bill for this service after the customer receives their first paycheck. The vendor submits the Job Placement report to the ACCES-VR District Office for review and approval, along with a copy of the customer's pay stub and all outstanding monthly reports documenting the services that the vendor provided to the customer. In the event the customer loses their job and both the customer and ACCES-VR agree additional placement services are necessary, this service may be repeated.

**Deliverable and Payment Process:** Vendor must submit an ACCES-VR Job Placement Report, all monthly reports leading up to the start of employment and a copy of a paystub at the start of employment indicating an hourly rate at or above NYS minimum wage (or federal minimum wage if applicable) within thirty (30) business days of the service being provided. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate and Authorization:** This service is a flat fee at a rate of:

- Statewide - \$1087.42
- Deaf and Blind Service Rate Statewide - \$2015.71

**Established Performance Indicators:**

- At least 90% of reports rated superior/satisfactory.
- At least 75% of customers receiving placement services will be successfully employed.

***JOB RETENTION SERVICES (Service Subcategory 932X),***

***JOB RETENTION DEAF AND BLIND SERVICES (Service Subcategory 937X):***

***Unit of service is a completed ACCES-VR Job Retention Report and supporting documentation including copy of a pay stub.***

This service provides on-going contact with the customer and, where it is not contraindicated, the employer, to ensure successful retention of the customer's employment during the initial 90 days of employment. This service will assist the customer to learn the essential functions of the job and meet employer productivity expectations.

**Deliverables and Payment Process:** Vendor will submit an ACCES-VR Job Retention Report, all data necessary to document a successful employment outcome and a copy of a paystub indicating weekly hours and hourly rate at or above NYS minimum wage (or federal minimum wage if applicable) within thirty (30) business days of the customer maintaining 90 days of stable employment. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate and Authorization:** This is a flat fee at the rate of:

- Statewide - \$1087.42
- Deaf and Blind Service Rate Statewide- \$2015.71

**Established Performance Indicators:**

- At least 90% of reports rated superior/satisfactory.
- At least 75% of customers receiving Job Retention services will be successfully employed.



### **QUALITY WAGE INCENTIVE FOR VENDOR (Service Subcategory 933X):**

***Unit of service is a completed ACCES-VR Quality Wage Incentive Report and supporting documentation including [pay verification](#).***

This service provides an incentive to vendors based upon the hourly rate of pay worked by the customer for the last four weeks prior to achieving a successful employment outcome. The vendor can claim this payment if the customer is earning above the New York State minimum wage (or federal minimum wage where applicable) for the final four weeks prior to the completion of the 90-day period.

**The earnings level (hourly wage required to achieve the quality wage incentive) will be adjusted based on increases in the NYS minimum wage occurring during the contract period.**

**Deliverable and Payment Process:** The vendor submits an ACCES-VR Qualify Wage Incentive for Vendor report to ACCES-VR with original or duplicate pay stubs or employer certification of hours and wages for the final four-week period within thirty (30) business days of providing the service. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate:** Payment is a flat fee at the rate of:

- Statewide - \$583.50

**Established Performance Indicators:**

- At least 90% of reports rated superior/satisfactory.

## SECTION 7: Supported Employment Services

### **Definition:**

Supported Employment is paid competitive, integrated employment with ongoing support for customers with the most significant disabilities (i.e., serious mental illness, intellectual and developmental disabilities, significant learning disabilities, acquired brain injury, deafness and blindness, extreme mobility impairments, and other most significant disabilities). A customer with a most significant disability is someone who has three (3) or more functional limitations requiring multiple ACCES-VR services and the customer will require these services for an extended period of time. The need for on-going support services may include **customized employment** (see [Employment Customization](#)) to obtain, perform, and retain employment. Supported Employment includes services that provide assistance to the individual such as job coaching, assistance in interacting with employers, on-site assistive technology training, specialized job training, and individually tailored supervision. Supported Employment services may be provided to both youth (i.e., individuals who have not reached their 25<sup>th</sup> birthday) and adults (i.e., individuals aged 25 and older).

Supported Employment enables customers with the most significant disabilities that may impede their ability to be engaged in competitive, integrated employment. Through the provision of on-going support services, such as Supported Employment, people with the most significant disabilities increase their rates for both employment and employment retention in competitive, integrated settings.

Successful Supported Employment includes the customer reaching stabilization on their job. Stabilization is individualized and varies from individual to individual. Stabilization is identified when the customer, employer (when the customer has disclosed disability), the vendor, and the ACCES-VR counselor agree that the customer is able to perform the essential functions of the job (with or without reasonable accommodations), that natural supports as needed in and outside of the job have been developed, and the customer has sustained their lowest level of supports required to maintain current employment. Stabilization is evidenced within the ACCES-VR Stabilization report completed by the vendor.

Vendors providing Supported Employment Services **must**:

- Have a current Supported Employment extended services funding agreement or equivalent (i.e., OMH Personalized Recovery Oriented Services (PROS) or HCBS Medicaid Waiver) in place with one or more of the following agencies:
  - New York State Office for People with Developmental Disabilities (OPWDD) or
  - New York State Office of Mental Health (OMH) Note: OMH funds extended services through the county and local vendors.
  - ACCES-VR **AND**
- Must provide a copy of current agreement(s) with OPWDD and/or OMH documenting their ability to provide Supported Employment Extended Services **AND**
- Have one (1) year of experience providing Supported Employment services to individuals with the most significant disabilities.

### **Notes:**

- All Supported Employment milestones may be repeated with ACCES-VR approval if the customer loses their job, with the exception of 571X.

- Vendors must continue to submit Monthly Reports, related to 572X, 573X, and 574X describing the services provided, until employment outcome (90 days of stable employment) is achieved.
- Starting with the intake of a customer, vendors are responsible for obtaining in writing the eligibility determination of Supported Employment Extended funding source, as identified on the Individualized Plan for Employment (IPE), or documentation showing the current status of the eligibility application and the vendor's plan for completion/facilitation of this process and providing this documentation to ACCES-VR. \*For OMH extended funding: Since OMH gives vendors sole responsibility to accept or deny a customer for supported employment extended services the vendor can attest to the customer's status in receiving extended services under OMH.
- Documentation verifying Supported Employment Extended funding was denied or is under review by OPWDD and/or OMH must be provided by the vendor to ACCES-VR staff for continued use of ACCES-VR Supported Employment Extended Services. \*For OMH extended funding: If a vendor is not accepting a customer into OMH extended funding they must document the reasons for the denial.
- Until the acceptance or denial by OPWDD and/or OMH is received the vendor must continue to document (via vendor notes) the status of the customer's progress. This needs to be included with all milestone and monthly reports until the extended funding source determination is completed.
- ACCES-VR Supported Extended Services for both Adults (578x) and Youth (582x) are to be utilized only after OPWDD and/or OMH funding have been explored and denials issued, or verification is provided that an application for the extended funding has been submitted and decision is pending or the vendor has an approval from ACCES-VR to utilize the funding while the vendor is actively assisting the customer in obtaining the appropriate funding source.

### ***Services:***

#### ***SUPPORTED EMPLOYMENT INTAKE (Service Subcategory 571X):***

***Unit of service is one (1) intake.***

This service is designed to permit the customer and the vendor to determine if there is an adequate match in the following areas: the employment goal as documented on the Individualized Plan for Employment (IPE), job search methodologies, the choice of supported employment as a placement approach, and mutual expectations. Supported Employment Intake may also:

- Be utilized as an assessment of appropriateness of Supported Employment services as an option for the customer or
- As a pre-screening for potential job placement in the customer's identified employment goal as documented on the IPE.

**Notes:** During the provision of this service the vendor must review the identified extended funding source on the IPE and either:

- Verify and provide documentation of the customer's eligibility determination to receive Supported Employment Extended services from that funding source, or
- Initiate or facilitate the application process for eligibility to the Supported Employment Extended funding source as identified on the IPE (OPWDD/OMH)

This service **cannot** be authorized if the Supported Employment department of the vendor has served the individual within the last twelve (12) months.

**Deliverables and Payment Process:** Vendor will submit an ACCES-VR Supported Employment intake report within 10 days of completion of services. Report will indicate whether Supported Employment services are recommended to continue, verification of Supported Extended Services funding as identified on the IPE or documentation of the initiation/facilitation of the eligibility determination process. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR

**Payment Rate:** Payment for this service is a flat fee at the rate of:

- Statewide - \$185.66

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

***SUPPORTED EMPLOYMENT PRE-EMPLOYMENT ASSESSMENT Supported Employment Pre-Employment Assessment/JOB DEVELOPMENT SERVICE (Service Subcategory 572X):***

***Unit of service is a completed ACCES-VR Supported Employment Pre-Employment Assessment/Job Development Services report and supporting documentation.***

This service is designed to equip the customer with the necessary skills to participate, to the greatest degree possible, with the job search process. The job development service may include, but is not limited to, the following activities: workplace behavior skills training, job application training, job seeking skills training, situational assessment, 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 customer **and** performing individual job development activities such as following up on job leads through both direct and indirect contact with employers. These activities must be conducted by the vendor for a minimum of five (5) hours monthly. Vendors **must** have direct engagement (e.g., in-person, telephone, live-remote). Email/text communications are not acceptable as the sole form of communication with the customer or for job development with potential employers.

**Deliverables and Payment Process:** Vendor will submit an ACCES-VR Supported Employment Pre-Employment Assessment/Job Development Services report which details at least five (5) hours of job development, a detailed Intensive Service Plan (evidence of job development activities such as workplace behavior skills training, job application training, job seeking skills training, situational assessment, interviewing skills training, and/or job retention skills training must be included in the plan), and a resume within ten (10) days of completion of services. The vendor's payment will be processed following approval of the report and additional information by ACCES-VR. See notes above for additional information related to Monthly Report submission.

**Payment Rate:** Payment for this service is a flat fee that is paid at the completion of service, not monthly, at the rate of:

- Region 1: \$2387.03
- Regions 2 & 3: \$1856.58

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 65% of customers receiving Supported Employment Pre-employment Assessment/Job Development Services (572X) will be successfully employed.

***SUPPORTED EMPLOYMENT INTENSIVE SERVICES JOB PLACEMENT FOR ADULTS (Service Subcategory 573X)***

***SUPPORTED EMPLOYMENT INTENSIVE SERVICES JOB PLACEMENT FOR YOUTH UNDER AGE 25 (Service Subcategory 1573X):***

***Unit of service is a completed ACCES-VR Supported Employment Intensive Services Job Placement report and supporting documentation including [pay verification](#).***

This is an outcome-based service that is paid when an ACCES-VR customer starts working on a paid, competitive, integrated job that meets the customer's employment goal as identified on the Individualized Plan for Employment (IPE) and is being paid at or above NYS minimum wage (or federal minimum wage if applicable). The vendor can bill for this service after the individual receives their first paycheck and the vendor submits pay verification to the ACCES-VR District Office for approval; ACCES-VR Supported Employment Intensive Services Job Placement Report and all outstanding monthly reporting documenting the services the vendor provided to the customer in 572X.

**Deliverables and Payment Process:** Vendor will submit an ACCES-VR Supported Employment Intensive Services Job Placement Report, all outstanding monthly reports (572X) and [pay verification](#) indicating an hourly rate at or above NYS minimum wage (or federal minimum wage if applicable), within thirty (30) business days of completion of services. The vendor's payment will be processed following approval of the report by ACCES-VR. See notes above for additional information related to Monthly Report submission.

**Payment Rate:** Payment for this service is a flat fee at the rate of:

**Adult (573X) and Youth (1573X)**

- Region 1 - \$1617.87
- Regions 2 & 3 - \$1432.22

**Established Performance Indicators:**

- At least 90% of reports rated superior/satisfactory.
- At least 65% of customers receiving Supported Employment Job Development Services (572X) will be successfully employed.

***SUPPORTED EMPLOYMENT STABILIZATION FOR ADULTS (Service Subcategory 574X),***

***SUPPORTED EMPLOYMENT STABILIZATION FOR YOUTH UNDER AGE 25 (Service Subcategory 1574X)***

***Unit of service is completion of the ACCES-VR Supported Employment Stabilization Report and supporting documentation including [pay verification](#).***

This is an outcome-based service paid when an ACCES-VR customer is working in a job that meets their employment goal as documented on the Individualized Plan for Employment (IPE) and stabilization has been achieved. Stabilization is identified when the customer, employer (when the customer has disclosed disability

information), the vendor, and the ACCES-VR counselor agree the customer is able to perform the essential functions of the job (with or without reasonable accommodations), that natural supports as needed in and outside of the job have been developed, and the customer has sustained their lowest level of supports required to maintain current employment.

The vendor must hold a stabilization meeting with the customer and the employer (when the customer has disclosed disability information) to verify that the customer is satisfied with the job, able to perform the essential functions of the job (with or without reasonable accommodations), and if needed, has developed natural supports in and outside of the job. ACCES-VR must be notified before this meeting is arranged of the intention to move the customer to stabilization and be offered the opportunity to attend the meeting. The outcome of this meeting must be documented on the ACCES-VR Supported Employment Stabilization Report. In the event that the customer loses their job and both the customer and ACCES-VR counselor agree additional services are necessary, this service may be repeated.

Stabilization is evidenced by completion of both a stabilization meeting and the vendor submitting the ACCES-VR Supported Employment Stabilization Report that is **approved** by the ACCES-VR counselor. **Stabilization is not driven or decided solely by the vendor. Stabilization requires the agreement of the customer, employer (when the customer has disclosed), the vendor, and the ACCES-VR counselor.**

For stabilization to be achieved, all parties must sign and date the ACCES-VR Employment Stabilization Report. The ACCES-VR counselor is the last person to sign/approve this report.

Stabilization date will be:

- a. The date the ACCES-VR Counselor approves the Stabilization Report, **OR**
- b. If the stabilization date agreed upon by all parties is **prior** to the submission of the Stabilization report the ACCES-VR counselor must agree to this date in writing and the vendor must submit that written approval with the Stabilization Report.

For this service, vendors are also responsible for obtaining in writing the eligibility determination of the Supported Employment Extended funding source, as identified on the Individualized Plan for Employment (IPE), or documentation showing the current status of the eligibility application **and** the vendor's plan for completion/facilitation of this process and providing this documentation to ACCES-VR. Documentation verifying that Supported Employment Extended funding was denied or is under review by OPWDD and/or OMH must be provided by the vendor to ACCES-VR staff.

Note: The date of stabilization marks the end of Supported Employment Intensive Services and the start of Supported Employment Extended Services. ACCES-VR Supported Employment Extended services (Adults and Youth) will be utilized for ALL customers during the first 90 days of employment post stabilization with ACCES-VR approval, if extended services by OPWDD or OMH are not provided at time of stabilization. Once 90 days of successful employment post stabilization has been achieved, vendors are expected to utilize the appropriate supported employment extended source.

**Deliverables and Payment Process:** Vendor will submit an ACCES-VR Supported Employment Stabilization Report and [pay verification](#) at time of stabilization indicating an hourly rate at or above NYS minimum wage (or federal minimum wage if applicable) within thirty (30) business days of completion of the services.

Report and supporting documentation must include the following:

- The completion of the stabilization meeting, **AND**
- Submission of the ACCES-VR Stabilization Report, including all data necessary to document a successful employment outcome ([ACCES-VR Policy and Procedure](#)), **AND**
- Submission of eligibility determination for Supported Employment Extended Funding Source as identified on the IPE **or**
  - Documentation showing the current status of the eligibility application **and** the vendor's plan for completion/facilitation of this process.

The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate:** Payment for this service is a flat fee at the rate of:

**Adult (574X) and Youth (1574X)**

- Region 1 - \$1617.87
- Regions 2 & 3 - \$1458.74

**Established Performance Indicators:**

- At least 90% of reports rated superior/satisfactory.
- At least 65% of customers receiving Supported Employment Stabilization Services will be successfully employed.
- Based upon the stabilization meeting, accurately completed Supported Employment Stabilization Report
- Eligibility for Supported Employment Extended Services fully completed and documented.

***SUPPORTED EMPLOYMENT JOB RETENTION FOR ADULTS (Service Subcategory 575X),***

***SUPPORTED EMPLOYMENT JOB RETENTION FOR YOUTH UNDER AGE 25 (Service Subcategory 1575X):***

***Unit of service is completed ACCES-VR Supported Employment Job Retention Report and supporting documentation including pay verification.***

This is an outcome-based service that provides a milestone payment to the vendor when the customer has achieved a minimum of 90 days of employment post stabilization. Vendor must continue to have on-going contact with the customer and, where it is not contraindicated, the employer, and provide ACCES-VR verification of the Supported Employment extended funding source and the documentation needed by ACCES-VR to record a successful employment outcome ([Employment Outcome Policy](#)) for the customer.

**Deliverables and Payment Process:** Vendor must submit an ACCES-VR Supported Employment Job Retention report and [pay verification](#) indicating weekly hours and hourly rate at or above NYS minimum wage (or federal minimum wage if applicable), within thirty (30) business days of the customer maintaining 90 days of stable employment. Report and supporting documentation must include the following:

- Eligibility determination for Supported Employment Extended Funding Source as identified on the IPE **or** documentation showing the current status of the eligibility application **and** the vendor's plan for completion/facilitation of this process, **AND**
- All data necessary to document a successful employment outcome ([ACCES-VR Policy and Procedure](#)).

The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate:** Payment for this service is a flat fee at the rate of:

**Adult (575X) and Youth (1575X)**

- Region 1- \$2678.77
- Regions 2 & 3 - \$2493.12

**Established Performance Indicators:**

- Eligibility for Supported Employment Extended Services fully completed and documented or plan for transition to appropriate extended funding source is fully documented.
- At least 90% of reports rated superior/satisfactory.
- At least 65% of customers receiving Supported Employment Job Retention Services will be successfully employed.

***SUPPORTED EMPLOYMENT JOB RETENTION HOURS PER WEEK (Service Subcategory 576X):***

***Unit of service is a completed Supported Employment Job Retention Hours Per Week report and supporting documentation including [pay verification](#).***

This service provides an incentive to the vendors based upon the average number of hours worked by the customer for the last four (4) weeks prior to completion of 90 days post stabilization. The vendor may request approval for this payment if the customer is working at least an average of **22 hours per week** for the final four (4) weeks prior to the completion of the 90-day period.

**Deliverables and Payment Process:** The vendor must submit an ACCES-VR Supported Employment Job Retention Hours Per Week report to ACCES-VR with original or duplicate pay stubs or employer certification of weekly hours (at least an average of twenty-two (22) hours a week) and wages for the final four-week period, within thirty (30) business days of providing the services. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate:** Payment for this service is a flat fee rate of:

- Statewide - \$636.54

**Established Performance Indicators:**

- At least 90% of reports rated superior/satisfactory.

***SUPPORTED EMPLOYMENT QUALITY WAGE INCENTIVE FOR VENDOR (Service Subcategory 577X)***

***Unit of service is a completed Supported Employment Quality Wage Incentive and supporting documentation including [pay verification](#).***

This service provides an incentive to vendors based upon the hourly rate of pay worked by the customer for the last four weeks prior to completion of 90 days post stabilization. The vendor may request approval for this payment if the customer is earning above the New York State minimum wage for the final four (4) weeks prior to the completion of the 90-day period.



**The earnings level (hourly wage required to achieve the quality wage incentive) will be adjusted based on increases in the NYS minimum wage occurring during the contract period.**

**Deliverables and Payment Process:** The vendor submits an ACCES-VR Supported Employment Quality Wage Incentive for Vendor report to ACCES-VR, with **original or duplicate pay stubs or employer certification of hours and wages for the final four-week period**, within thirty (30) business days of providing the services. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR.

**Payment Rate:** Payment for this service is a flat fee at the rate of:

- Statewide - \$583.50

**Established Performance Indicators:**

- At least 90% of reports rated superior/satisfactory.

***SUPPORTED EMPLOYMENT EXTENDED SERVICES FOR ADULTS (Service Subcategory 578X):***

***A unit of service is defined as a minimum of two monthly contacts at the work site or off-site, as appropriate. A minimum of one employer contact per month is required unless the customer requests otherwise. Vendors are expected to provide an annual submission of pay verification and updated Extended Service Plans.***

This service provides ongoing support needed to maintain a customer with a most significant disability in their job. Supported Employment Extended services are provided by the vendor to assist the customer in maintaining employment once Supported Employment Intensive Services have led to the stabilization of the individual on the job.

**Note:** The date of stabilization marks the end of Supported Employment Intensive Services and the start of Supported Employment Extended Services. ACCES-VR Supported Employment Extended services will be utilized for ALL customers during the first 90 days of employment post stabilization with ACCES-VR approval, if extended services by OPWDD or OMH are not provided at time of stabilization. Once 90 days of successful employment post stabilization has been achieved, vendors are expected to utilize the appropriate Supported Employment Extended source.

After the initial 90 days of employment post stabilization, ACCES-VR funded Supported Employment Extended services are reserved for customers that are either awaiting notification of their eligibility for other sources of Supported Employment Extended funding as identified on their Individualized Plan for Employment (IPE) (i.e., OPWDD, OMH) or for customers that require Supported Employment Extended services but are not eligible for other sources of extended funding. Vendors are required to assist ACCES-VR customers in securing other sources of Supported Employment Extended funding as identified on the customer's IPE. Vendors are also required to provide a denial letter from the Supported Employment Extended services funding source identified on the IPE to continue to utilize the ACCES-VR funded Supported Employment Extended services instead of the funding source identified on the IPE.

Examples of Supported Employment Extended services are:

- Observe work performance in relation to the areas where Supported Employment Intensive services were provided and employer goals to determine the needs for continuing or different intervention.
- Ensure the customer is aware that help is available if a problem arises and how to access that help from the vendor of Supported Employment Extended services.
- Respond to changes in the customer's job or in the customer's living situation as they may interfere with continued successful employment.
- Placement in another job when minimal intervention is required. (see [Re-invention](#) )

### ***SUPPORTED EMPLOYMENT EXTENDED SERVICES FOR YOUTH UNDER AGE 25 (Service Subcategory 582X):***

***A unit of service is defined as a minimum of two monthly contacts at the work site or off-site, as appropriate. A minimum of one employer contact per month is required unless the customer requests otherwise. Vendors are expected to provide an annual submission of pay verification and updated Extended Service Plans.***

Similar to Supported Employment Extended Services for Adults, this service provides ongoing support needed to maintain a youth (under the age of 25) with a most significant disability, in their job. Supported Employment Extended services are provided by the vendor to assist the youth in maintaining employment once Supported Employment Intensive Services have led to the stabilization of the youth on the job.

Supported Employment Extended Services for Youth are provided for up to a maximum of forty-eight (48) months or until the youth reaches the age of 25, whichever occurs first. Upon completion of the 48 months of service, or when the customer turns 25, that customer may transition to Supported Employment Extended Services for Adults provided by other funding sources such as ACCES-VR (Adult), OPWDD or OMH, if needed.

**Note:** The date of stabilization marks the end of Supported Employment Intensive Services and the start of Supported Employment Extended Services. ACCES-VR Supported Employment Extended services will be utilized for ALL customers during the first 90 days of employment post stabilization with ACCES-VR approval, if extended services by OPWDD or OMH are not provided at time of stabilization. Once 90 days of successful employment post stabilization has been achieved, vendors are expected to utilize the appropriate supported employment extended source.

After the initial 90 days of employment post stabilization, ACCES-VR funded Supported Employment Extended services are reserved for customers that are either awaiting notification of their eligibility for other sources of Supported Employment Extended funding as identified on their Individualized Plan for Employment (IPE) (i.e., OPWDD, OMH) or for customers that require Supported Employment Extended services but are not eligible for other sources of extended funding. Vendors are required to assist ACCES-VR customers in securing other sources of Supported Employment Extended funding as identified on the customer's IPE. Vendors are also required to provide a denial letter from the Supported Employment Extended services funding source identified on the IPE to continue to utilize the ACCES-VR funded Supported Employment Extended services instead of the funding source identified on the IPE.

**Deliverables and Payment Process:** The vendor must submit an ACCES-VR Supported Employment Extended Services/Extended Services for Youth report to ACCES-VR within ten (10) business days of providing the monthly

service. The vendor's payment will be processed following approval of the report and supporting documentation by ACCES-VR. Additionally, vendor must provide an updated Extended Services Plan and customer pay verification annually on the anniversary of the customer's stabilization date.

**Payment Rate:** Payment for this service is a flat fee at the rate of:

**Adult (578X) and Youth (582X)**

- Statewide - \$233.40 per person with a minimum intervention of two monthly contacts.

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

## SECTION 8: Supported Employment Process

### *Supported Employment Definitions*

Supported employment services are the ongoing support services, including customized employment and other appropriate services that are necessary to support and maintain an individual with a most significant disability in employment.

- **An Individual with a Most Significantly Disability** is an individual with a severe physical or mental impairment that seriously limits three or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) impacting an employment outcome; and whose vocational rehabilitation will require multiple vocational rehabilitation services over an extended period of six (6) months or more.
- **Competitive Integrated Employment** refers to work that is performed on a full or part-time basis (including self-employment) and establishes three essential criteria for employment: competitive earnings, integrated location, and opportunities for advancement.
- **Ongoing support services** are defined as services that are needed to support and maintain an individual with a most significant disability in supported employment. Ongoing support services are to be provided as needed, regardless of whether the individual is in the intensive or extended phase of supported employment. Ongoing support services must generally include coaching supports. A minimum of two contacts per month with the customer and one employer contact, unless the customer requests otherwise, is required. Coaching supports can be provided in-person or remotely, on or off-site based on the need and preference of the customer. Off-site job coaching can be provided at the request of the customer and with [prior approval from the VRC](#). Remote provision of job coaching is permitted and can be provided via remote platforms, such as telephone, or videoconferencing, however the use of the telephone cannot be the sole method of contact and support. Remote job coaching can be provided at the request of the customer, not the convenience of the vendor. The vendor must be able to provide in-person job coaching if requested by the customer.
- **Natural Supports** are supports from supervisors and co-workers, such as mentoring, friendships, socializing at breaks and/or after work, providing feedback on job performance, or learning a new skill through the assistance of a supervisor or co-workers. These natural supports are particularly effective because they enhance the communication and social integration between the employee with a disability and his/her co-workers and supervisor. In addition, natural supports may be more permanent, consistent, and readily available, thereby facilitating long-term job-retention. Friends and family members may also provide significant supports such as assistance with transportation and problem-solving issues pertaining to work.
- **Customized Employment** is an employment strategy that leads to competitive integrated employment, for an individual with a disability. It is based on an individualized determination of the unique strengths, needs, and interests of the individual and designed to meet the specific abilities of the individual and the business needs of the employer. It may include customizing a job description, developing specific job duties, identifying a work schedule, and/or providing services and supports at a job location.

- **Youth with a Disability** means an individual with a disability that is not younger than 14 and not older than 24.
- **Stabilization** occurs when the customer, employer (when the customer has disclosed disability information), the vendor, and the ACCES-VR counselor agree the customer is able to perform the essential functions of the job (with or without reasonable accommodations), that natural supports as needed in and outside of the job have been developed, and the customer has sustained their lowest level of supports required to maintain current employment . This transition to an Employed status must not occur until all aspects of the customer's placement indicate the employment situation is secure and consistent with the individual's functional capabilities and employment factors.

### ***Requirements for Supported Employment Vendors***

All supported employment vendors funded by ACCES-VR/NYSCB resources are required to comply with applicable regulations, and to have the following characteristics:

- Services must be designed to serve people with the most significant disabilities who require supported employment services, including ongoing support services, to obtain and maintain employment in an integrated work environment.
- Services must include the assistance necessary for the customer to maintain employment, for as long as this assistance is required.
- Employment outcomes must be in a competitive, integrated employment setting, and should be person-centered based on the customer's interests, needs, and abilities.
- ACCES-VR requires Supported Employment vendors to complete continuing education opportunities, made available by ACCES-VR at no cost, and be in compliance with the requirements outlined below under the [Staffing Section](#).

### ***Eligibility Requirements for Supported Employment Service***

Supported employment services may be provided to an ACCES-VR customer who meets the following criteria documented in the case record:

- Is most significantly disabled;
- Has not traditionally participated in competitive integrated employment or whose employment has been interrupted or intermittent, as a result of a disability; and
- Whose comprehensive assessment of vocational rehabilitation needs identifies supported employment as the most appropriate vocational service, based on the individual's unique employment factors.

### ***Referral Process***

Referrals for supported employment services must address why the customer needs the service, based on the ACCES-VR/NYSCB VR counselor's comprehensive assessment that shows the need for supported employment. The decision as to which vendor is most appropriate for that customer, is made jointly by the ACCES-VR/NYSCB VR counselor and the customer.

Upon receipt of an ACCES-VR/NYSCB referral for supported employment services, the vendor should review the referral and accompanying documentation to ensure that the referral is appropriate and complete. To do so, the vendor will need to:

- confirm that the customer has been determined by ACCES-VR/NYSCB as most significantly disabled;
- determine whether the customer qualifies for extended funding and under which funding source; and
- determine whether there is capacity remaining in their contract to serve that customer;
- determine whether the referral is appropriate for the vendor (i.e., region/area and disabilities served)

If the vendor has any questions regarding the referral, the vendor should contact the ACCES-VR/NYSCB VR counselor. The vendor must have an authorization and a Supported Employment Referral form, which includes the customer's employment goal, from ACCES-VR/NYSCB before initiating any service.

### ***Competitive Integrated Employment***

Supported Employment services are intended to lead to a competitive integrated employment (CIE) outcome. CIE includes the following conditions:

- Employees with disabilities interact with individuals who do not have disabilities (co-workers, customers, and the public) to the same extent as non-disabled workers.
- The business has the same job titles, duties, descriptions, and promotional opportunities for employees with and without disabilities; and the business has the recruitment, hiring, and training policies designed to maintain a diversified workforce comprised of individuals with and without disabilities.
- The work of the employee is performed independently and/or with a typical level of supervision based upon the industry.
- Co-workers include employees who do not have disabilities. Staff providing support are not co-workers.
- Employees with disabilities are not isolated or restricted to one room or area within the business.
- The work performance and/or proficiencies of the employee(s) are held to industry standards and based on the same expectations as non-disabled employee(s), including opportunities for growth within that company.
- The work is driven by the need of the employer and would be necessary regardless of a service contract.

Supported Employment services must include the development and utilization of natural supports. Natural supports are supports from supervisors and co-workers, such as mentoring, friendships, socializing at breaks and/or after work, providing feedback on job performance, or learning a new skill. These natural supports are particularly effective because they enhance the communication and social integration between the employee with a disability and his/her co-workers and supervisor. In addition, natural supports may be more permanent, consistent, and readily available; thereby facilitating long-term job-retention. Friends and family members may also provide significant supports, such as assistance with transportation and problem-solving issues pertaining to work.

## ***Intensive Supported Employment Services***

Intensive Supported Employment services are provided both on and off the job site and as frequently as needed. ACCES-VR must be consulted before a decision is made to provide service off site. The frequency of the on and off-site visits will vary by customer need; however, Intensive Supported Employment services, like extended services, require a minimum of two contacts per month with one employer contact unless the customer requests otherwise. The intent of supported employment services is to provide ongoing support services necessary to assist the customer with learning specific work duties and performance standards; learning formal and informal site-related expectations; acquiring appropriate work related behaviors; understanding and using the benefits of employment (e.g., spending pay, using leave, participating in employee programs, employer benefits, understanding and using the benefits of working under direction from the supervisor, and socializing with co-workers); and developing a community support system that accommodates and positively reinforces the employee's role as a worker.

**Note:** Vendor is expected to develop natural supports for customer starting in Intensive Supported Employment Service.

## ***Wage Requirement***

Under supported employment, the customer must be compensated in accordance with the Fair Labor Standards Act. A customer must be compensated at or above the minimum wage rate, and not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled. Unpaid work experiences and summer employment do not qualify as supported employment.

[Pay Verification](#) must be submitted when indicated in the Supported Employment Intensive services noted above as well as annually for all customers receiving ACCES-VR's Supported Employment Extended Services for Adults (578x) and Youth (582x).

## ***Special Circumstances Approvals***

**Intensive Supported Employment Duration** is limited to twenty-four (24) months beginning on the first day the customer works at the job site which is intended as the customer's employment outcome with ACCES-VR. If under special circumstances, the customer and the Vocational Rehabilitation Counselor involved jointly agree to extend the time the customer needs to achieve stabilization, the VRC's approval is required. The VRC's approval must be documented in both customer's record of service with vendor and ACCES-VR).

## ***Waiver of Employer Contact***

The VR Counselor can waive the requirement for employer contact in certain circumstances. These circumstances are, at the request of the customer and/or when the customer's disability information has not been disclosed and as a result employer contact may be prohibited by law.

## ***Waiver of On-Site Coaching***

Coaching can occur at the work site or off-site. Off-site job coaching can be provided at the request of the customer and with prior approval from the VRC. Off-site coaching would mostly be utilized for those customers who have not disclosed their disability to the employer and/or do not wish to have a job coach at the work site. Should the circumstances and needs of the customer change, on-site coaching should always be available.

## ***The Intensive Service Plan***

This plan is reported on the Pre-Employment Assessment/Job Development (572x) form. The Intensive Service Plan should provide the framework for how the job coach or other staff will assist the customer in achieving the employment goal identified by ACCES-VR/NYCB. It does this using specific activities outlined to alleviate barriers posed by the customer's limitations. The work of the vendor must be specific not general.

The Intensive Service Plan should include, but not be limited to, the following:

- A description of the customer's skills and strengths, as noted in the ACCES-VR Referral
- Information on the customer's barriers to employment, whether attributable to disability or other factors, as well as strategies for addressing these barriers
- Expectations for long-term support needs, including the development of natural supports, tailored to the customer's specific situation.
- Extended Services funding source
- Specific activities that will be performed by vendor staff. These activities should include both direct engagement with the customer, as well as job development activities with potential employers on the customer's behalf.

## ***Job Development***

Employer contacts are made within the geographic region, specified industry or profession related to the agreed upon IPE goal of the customer. This can include businesses known to the customer and their support network, previous employers, however vendors are required to build partnerships with businesses that have potential employment opportunities for the customer.

Supported Employment Monthly Progress Reports (VR-MPSE) are required to be submitted for each month during service provision from the start of job development until customer's employment outcome is achieved.

## ***Extended Supportive Employment***

These are ongoing support services that are needed to support and maintain the individual in supported employment and begin at Stabilization. Extended services are provided by the vendor to assist the individual in maintaining employment. The transition to extended services must not occur until all aspects of the customer's employment indicate that the employment is secure and consistent with the customer's functional capabilities and employment factors. ACCES-VR Supported Employment Extended services (both Adult and Youth) can be utilized for ALL customers during the first 90 days of employment with ACCES-VR approval if the appropriate extended funding through Office for People With developmental Disabilities (OPWDD) or Office of Mental Health (OMH) is not available. At time of ACCES-VR/NYSCB case closure vendors are expected to utilize the appropriate Supported Employment Extended source such as the Office for People with Developmental Disabilities (OPWDD) or Office of Mental Health (OMH). ACCES-VR Extended Supported Employment Services for Adults (578x) and Youth (582X) are reserved for customers who are not eligible for or are awaiting eligibility determination for another extended funding source.

Extended Supported Employment services provide continuation of ongoing support and other appropriate services. Monitoring must include a minimum of two meetings with the customer either at the job site or off-site, if a waiver for off-site coaching was approved; and one employer contact per month unless the customer requests otherwise.



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 and follow through on that assurance when necessary.
- Response to changes in living situation that could affect employment.
- Reintervention as needed when performance issues are identified or when job tasks change.
- Ongoing assessment of customer satisfaction regarding job duties, hours, pay; and reintervention as needed if customer is not satisfied.
- When appropriate, assistance in bidding for promotions, schedule changes, and so on
- Assistance in navigating workplace relationships, maintaining or developing natural supports, and communicating with supervisors.
- Assistance in requesting time off, utilizing sick leave, arranging transportation.
- Placement in another employment situation if minimal intervention is required.

### **The Extended Service Plan**

This plan is reported on a form generated by the vendor. The Extended Service Plan must be updated as needed, but at a minimum annually, and should provide the framework for how the job coach or other staff will assist the customer in maintaining employment within the scope of the employment goal identified by ACCES-VR/NYCB. It identifies the specific services needed to alleviate barriers posed by the customer's limitations. The services being provided must be specific not general and include the natural supports that are being utilized and/or developed. The Extended Service Plan should be accompanied by a verification of the customer's wages.

The Extended Service Plan should include, but not be limited to the following:

- Any issues related to the customer's performance.
- Detail the strategies and ongoing support services designed to address the customer's barriers to employment.
- List all supports available to and being used by the customer, including natural supports.
- Provide Information on customer's satisfaction with employment, number of hours worked, shift assigned, rate of pay.
- Comment whether the customer will have opportunities for raises, increased work hours, and/or advancement.

### ***ACCES-VR Supported Employment Extended Services for Adults (ASE) (578X):***

District Office staff will manage the cases of customers receiving ACCES-VR ASE extended services. ACCES-VR staff will create new cases in ASE case type at time of VR case closure. District Offices will authorize, voucher and oversee vendors in the meeting of all deliverables for service subcategory 578X.

Vendors are required to have two monthly customer contacts, one of which must include the employer (unless the customer has requested otherwise). Vendors are required to provide an updated Extended Service Plan and pay verification annually on the anniversary of the customer's stabilization date.

Like other CRS services in Aware, vouchering will be facilitated through the vendor portal and processed for payment by the District Office.

### ***Extended Supported Employment for Youth (582X)***

ACCES-VR Supported Employment Extended Services for Youth are provided using federal funds for up to a maximum of forty-eight (48) months or until the youth reaches the age of 25, whichever occurs first. Upon completion of the 48 months of service, or when the customer turns 25, or when an appropriate extended funding source becomes available, customers may transition to Supported Employment Extended services provided by other funding sources such as OPWDD or OMH, or ACCES-VR Supported Employment Extended Services for Adults (ASE).

### ***Requirements for an Employment Outcome in Supported Employment***

Requirements that must be satisfied for an employment outcome in Supported Employment:

- The individual must have completed intensive supported employment services, which may be received for up to 24 months, or longer if the counselor and the individual have determined that such services are needed to support and maintain the individual in supported employment.
- The individual has transitioned to extended services provided either by ACCES-VR or another vendor AND
- The individual has maintained employment and achieved stability in the work setting for a minimum of 90 days after stabilization AND.
- The employment is individualized and customized consistent with the strengths, abilities, interests, informed choice of the customer and in accordance with the agreed upon IPE.

### ***Intermittent Funding of Extended Supported Employment with ACCES-VR Supported Employment Extended Services for Adults and Youth:***

While extended services are able to be provided throughout the lifetime of a customer's employment, extended services may also be phased out. This may occur when the customer no longer requires this level of support, no longer benefits from extended supports, OR natural supports are in place and meet the customer's ongoing support needs.

Intermittent Extended Services may be appropriate where:

- natural supports are identified on the Extended Services Plan.
- supports required to maintain employment are documented.
- the customer, family, employer, vendor agency and the ACCES- VR counselor agrees.

The appropriate frequency is determined based on the customer's need. As appropriate the customer may be considered for funded ongoing support services which may occur every other month or less.

The individual may return to twice monthly monitoring visits under the ACCES-VR extended services contract or remain on an intermittent schedule where the ongoing support services are provided by the employer or other resource. In some situations, an individual may graduate from extended services using natural supports to maintain employment. Intermittent funding of extended services must be documented in the Extended Services Plan and approved by the ACCES-VR District Office. As appropriate, the customer may be considered for IES (Intermittent Extended Employment) which may occur every other month or every 3 months, etc. depending

on the customer's need. Intermittent Extended Services can be initiated by the customer, the vendor or ACCES-VR.

When intermittent funding of Supported Employment Extended services is utilized, the Supported Employment Extended Services Plan must document how natural supports will replace the vendor's contacts.

### ***Graduation Using Natural Supports***

In some situations, an individual may graduate from extended services using natural supports to maintain employment. Intermittent funding of extended services and "graduation" (where paid extended services end and the individual is maintained with natural supports only) are initiated by the vendor agency and must be documented in the Extended Services Plan and approved by the ACCES-VR district office.

These natural supports are particularly effective because they enhance the communication and social integration between the employee with a disability and his/her co-workers and supervisor. In addition, natural supports may be more permanent, consistently, and readily available, thereby facilitating long-term job retention. Friends and family members may also provide significant supports such as assistance with transportation and problem-solving issues pertaining to work.

### ***Seasonal Employment***

Seasonal Employment may be considered as a Supported Employment outcome if it is based on the informed choice of the customer as to employment alternatives, the reasonable expectation that the individual will be offered a similar position during the next employment season, and the expectation that the individual will meet employment stabilization and work long enough to be considered rehabilitated during the work season. Seasonal employment is allowable only if it is typical of the local labor market. These considerations must be clearly documented, and the seasonal nature of the employment goal must have approval from ACCES-VR/NYSCB. The Supported Employment vendor will use extended service for the readjustment period in subsequent seasons.

If the customer is placed into another job during the off-season, then extended funding may be used to maintain them in that job. Otherwise, if Supported Employment services are not being provided to maintain the individual in a job, then the customer must be removed from extended funding until he/she resumes the seasonal job.

### ***On-the-Job training (OJT) or Work Try-Out (WTO)***

On-the-Job training (OJT) or Work Try-Out (WTO) may be combined with supported employment when it is deemed by the ACCES-VR/NYSCB VR counselor to be necessary for the customer to achieve the employment outcome. When an OJT or WTO is authorized in conjunction with supported employment, it must be clearly documented by the vendor that it is necessary to meet the rehabilitation needs of the customer and is not a duplication of services. Approval by ACCES-VR/NYSCB management is required and must meet the requirements of ACCES-VR/NYSCB policies and procedures.

### ***SE Intensive and Re-Intervention***

Re-intervention may become necessary for a customer while receiving Supported Employment services. If a customer loses his or her job during the delivery of Supported Employment intensive services, ACCES-VR may re-authorize all Service Subcategories of Supported Employment with ACCES-VR approval except for 571x to the existing vendor.

## ***SE Extended and Re-intervention***

Re-intervention may also occur after the customer's case has been transferred to an extended services contract and the customer needs increased interventions to maintain or regain employment. Reasons for increased interventions may include changes in job duties or work site, supervisory requirements, medical problems, or disability related limitations, when these factors jeopardize the customer's ability to maintain employment without additional services. Re-intervention can be addressed through the extended service contract or the opening a new VR case.

Early discussion between the vendor and ACCES-VR District Office is recommended to determine which re-intervention method should be utilized.

The extended services contract should be utilized when it is anticipated that the services required for re-stabilization will be short term (short term is any number of hours or weeks under 60 hours or 12 weeks). No ACCES-VR counselor or District Office action is required when intensive services are anticipated to be temporary and provided under the extended services contract.

Opening a new VR case of a customer in ACCES-VR Adult Extended may be considered by the ACCES-VR counselor or District Office if the provision of these short-term reintervention services is not going to be sufficient for re-stabilization. ACCES-VR may authorize all Supported Employment Service Subcategories that are needed in new case, except 571x to the existing vendor. When the new VR case is opened ACCES-VR will close the ASE case.

If the customer is receiving Supported Employment Extended Services for Youth (582X), the VR case is already open and the VRC would need to move the case from employed status to service status to re-authorize the appropriate Supported Employment services the customer requires to obtain and maintain employment.

## ***Supported Employment Service Expectations***

The following expectations are established as vendor responsibilities:

- Actively involve customers and their families in assessment, planning, and decision-making throughout the service delivery process. With the customer's consent, and where appropriate, families will be included in providing reinforcement of the worker's role and in being consulted regarding their observations of the suitability of services.
- Consider both the individual's and employer's satisfaction with the nature and frequency of the vendor's services and with the job placement itself.
- Pursue the employment goals detailed by ACCES-VR/NYCB on the Referral and where applicable, on the Individualized Plan for Employment (IPE) by using supported employment resources to the best advantage of the individual, through a customer-centered decision-making process.
- Report in a timely fashion as required to ACCES-VR/NYCB on programmatic and fiscal details.
- Deliver supported employment services in accordance with federal/state standards and any additional contractual obligations.
- The service vendor has the primary responsibility to ensure the quality and expertise of direct service staff assigned to deliver such services. ACCES-VR has expectations that vendors of supported employment services will routinely take advantage of the continuing education opportunities made available through ACCES-VR funded Supported Employment Training in compliance with the requirements.

- Supported Employment staff must complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency. These courses of study are offered at no registration charge through the sponsorship of ACCES-VR and requirements are noted in [STAFF TRAINING REQUIREMENTS](#).

A Monthly Progress Report for Supported Employment (MPSE) is required to be submitted monthly for any customer during the job preparation and job development phase (572x), through Supported Employment Job Retention for Adults (575x) and Youth (1575x)

### ***Vendor Responsibilities for Record Keeping***

Vendors must maintain case records of all internal and external documentation related to the provision of Supported Employment services for each customer. Records should include but not be limited to:

- copies of all deliverable reports, including Individualized Extended Service Plans and documentation of all services provided,
- all referral documentation and authorizations received,
- waivers, extended funding verification and documentation of assistance being provided to customers to obtain appropriate extended funding,
- communications with ACCES-VR/NYSCB,
- pay verification,
- copies of ACCES-VR/NYSCB correspondence (including electronic correspondence), and documentation of ACCES-VR/NYSCB contacts, as appropriate,
- documentation of major changes in customers' status (changing jobs, leaving, or reentering program, treatment, etc.), and
- customer's resume.

## SECTION 9: Assistive Technology/Rehabilitation Technology Services

### ***Definition:***

Assistive/rehabilitation technology devices are an item, piece of equipment, or product system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain, or improve the functional capabilities of individuals with disabilities. These services directly help an individual with a disability select, acquire, or use an assistive/rehabilitation technology device. These services may include:

- Assessing the needs of an individual with a disability, including how the individual functions in his/her environment or the environment where the device will be used, such as the home or worksite.
- Making recommendations regarding purchasing of assistive/rehabilitation technology devices.
- Selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive/rehabilitation technology devices.
- Training or technical assistance regarding assistive/rehabilitation technology provided to the individual with a disability, and, where appropriate, for others who play a major role in the individual's life such as family members, employers, or professionals or other individuals who are providing services such as education and rehabilitation to the individual.

**Note:** These services **do not** include evaluations for vehicle use and/or vehicle modifications.

### ***Services:***

#### ***ASSISTIVE TECHNOLOGY/REHABILITATION TECHNOLOGY EVALUATION (Service Subcategory 165X):***

***Unit of Service is one (1) hour up to maximum of twenty (20) hours.***

**Definition:** This evaluation is used to determine the need for assistive/rehabilitation technology services to mitigate the impact of the customer's functional limitations, to enhance the capacity to participate in vocational rehabilitation services, and to achieve the employment outcome as identified on the Individualized Plan for Employment (IPE).

This service includes all evaluations that may be used to determine the practicality and effectiveness of using assistive/rehabilitation technology, and the identification of any needed assistive/rehabilitation technology device(s) and/or related service(s). The evaluation provides recommendations for the types of assistive/rehabilitation technology, specifications, the advantages of identified options, and the cost/benefits of those options. Assistive/rehabilitation technology evaluations clearly describe how the device(s) and/or service(s) will address the customers' functional limitations in terms of participation in training and/or other services needed for the to meet their employment outcomes.

**Deliverables and Payment Process:** Upon completion of the service, the vendor must submit the ACCES-VR Assistive Technology/Rehabilitation Technology Evaluation report to ACCES-VR within ten (10) business days. The vendor must offer the ACCES-VR counselor the option of attending a conference at the conclusion of the evaluation. This service is processed for payment based on completion and submission of a completed evaluation report and approval by ACCES-VR.

**Payment Rate and Authorization (165X):** Payment for this service is per hour at a rate of:

- Statewide - \$91.24

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

***ASSISTIVE TECHNOLOGY/REHABILITATION TECHNOLOGY TRAINING (Service Subcategory 167X):***

***Unit of service is one (1) hour up to a maximum of twenty (20) hours.***

**Definition:** This is training that provides instruction to a customer on how to use an assistive technology/rehabilitation technology device(s) and/or service(s). Upon completion of the training, the customer will be able to effectively utilize the device(s) and/or service(s) to achieve their employment goal as identified on the Individualized Plan for Employment (IPE).

**Services:** Training must be completed with the appropriate assistive/rehabilitation technology device(s) and/or service(s), based on the Assistive/Rehabilitation Technology Evaluation report, completed by a qualified vendor, and matched to the customer's needs. The training should develop full user competency with the respective device(s) and/or service(s).

**Deliverables and Payment Process:** Upon completion of the service, the vendor submits the ACCES-VR Assistive Technology/Rehabilitation Technology Training report to ACCES-VR within ten (10) business days. This service is processed for payment based on completion and submission of a completed evaluation report and approval by ACCES-VR.

**Payment Rate and Authorization:** Payment is per hour at a rate of:

- Statewide - \$91.24

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports received rated superior/satisfactory.

## SECTION 10: Driver Rehabilitation Services

### ***Definitions:***

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 required for the individual to safely operate their modified vehicle.

These services may include direct hands-on delivery of a clinical pre-driving evaluation and/or in-vehicle evaluations and/or training with ACCES-VR customers. They 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 disability-related transportation barriers to achieving their employment outcome.

**ADAPTIVE DRIVER EVALUATION** is an interdisciplinary assessment of an individual's abilities and/or potential to become a safe independent driver and identification of any vehicle modification requirements. The driver evaluation is the preparatory phase for all other services within the field of driver rehabilitation and is essential to assess whether an individual has potential to drive a vehicle safely, evaluate the individual's training needs, and determine if there is a need for vehicle modifications, adaptive equipment, or automotive equipment. The adaptive equipment or vehicle modifications are necessary, and the appropriate vehicle and factory equipment the individual must include when shopping for a vehicle.

### ***Services:***

#### ***ADAPTIVE DRIVER EVALUATION - LOW TECH FOR CAR OR VAN (Service Subcategory 133X):***

***Unit of service is one (1) hour up to a maximum of ten (10) hours.***

The Adaptive Driver Evaluation is low tech when the customer requires the following adaptive equipment to safely operate a motor vehicle.

- Raised tops and/or doors.
- Mechanical hand controls and steering devices
- Six-way power transfer seats
- Car top carriers
- Wheelchair lifters/loader
- Other, similar items may be included in this category.

#### ***ADAPTIVE DRIVER EVALUATION – HIGH TECH FOR CAR OR VAN (Service Subcategory 134X):***

***Unit of service is one (1) hour up to a maximum of ten (10) hours.***

The Adaptive Driver Evaluation is high tech when the customer requires the following high level driving systems to safely operate a motor vehicle:

- Remote steering packages



- Lowered floor conversions
- Foot steering
- Low-effort conversions
- Horizontal steering
- Braking and throttle servo controls
- Other, similar systems may be included in this category.

**Deliverables and Payment Process:**

Upon completion of the service, the vendor must submit an ACCES-VR Adaptive Driver Evaluation report to ACCES-VR within ten (10) business days. The vendor must offer the ACCES-VR counselor and the customer the option of attending a conference at conclusion of the service. This service is processed for payment based on submission of a completed Adaptive Driver Evaluation report approved by ACCES-VR.

**Adaptive Driver Evaluation Report must include:**

- Medical Status History – diagnosis, past medical history, medications, loss of consciousness, functional deficits
- Vision and Hearing – distance acuity, visual field, night vision, color discrimination, scanning, conversational speech, hearing aids.
- Cognition and Learning – attention/concentration, auditory memory, visual memory, sequencing, behavior, judgment, multiple task processing
- Strength and Range of Motion and wheelchair seating pertaining to the functional skills necessary to safely operate a motor vehicle.
- Licensure Status – expiration date, license class, restrictions and driving history.
- Knowledge and Driving Performance – traffic sign and road marking, general traffic rules, pre-driving, traffic environments (controlled, residential, multi-lane, urban, expressway)
- Summary of clinical and driving evaluation, adaptive driving aids used (if applicable), findings/recommendation from the Vehicle Consultant. **Vehicle Adaptive Equipment Recommendation**
  - Identifies adaptive aids/devices and modifications and the vehicle types that can accommodate the modifications. Vehicle modifications are designed to facilitate community-based employment related activities.
  - Type of vehicle(s) that will accommodate the adaptive equipment or modification being recommended.
- If the individual cannot drive a vehicle, the report should include information on what the needs are for the person to be safely transported in a private motor vehicle.

**Payment Rate and Authorization:** Payment for this service is per hour at a rate of:

**Low Tech Evaluation (133X):**

- Statewide - \$220.67

**High Tech Evaluation (134X):**

- Statewide - \$411.63

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

## **ADAPTIVE DRIVER TRAINING**

It is a process to instruct (including classroom and on the road driving) an individual on how to safely drive a vehicle for the individual to be able to obtain or retain a driver's license. This service includes driving instruction to a customer on how to operate a vehicle safely, including the utilization of adaptive equipment and addressing disability-related limitations. The intended outcome is the individual will be able to obtain or retain a driver's license necessary to achieve the employment goal. Training must be provided on a vehicle with appropriate equipment matched to the customer'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.

### **ADAPTIVE DRIVER TRAINING – LOW TECH FOR CAR OR VAN (880X),**

### **ADAPTIVE DRIVER TRAINING – HIGH TECH FOR CAR OR VAN (881X):**

*A unit of service is defined as one (1) hour up to a maximum of twenty (20) hours.*

**Deliverables and Payment Process:** Upon completion of the service, the vendor MUST submit an ACCES-VR Adaptive Driver Training report to ACCES-VR within ten (10) business days. This service is processed for payment based on submission of a completed Adaptive Driver Training report approved by ACCES-VR.

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

**Low Tech (880X):**

- Statewide - \$105.03

**High Tech (881X):**

- Statewide - \$322.41

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

**Driver Training Programs:** The vendor must maintain current licensing or certification, if required, to have NYS DMV license for a driver training school and/or have NYSED approval for a driver education program. If licensing or NYSED approval is not required, documentation should be provided to support this.

**Driver Training Program Adapted Equipment:** Driver Training programs must identify the type of adapted vehicle(s) they use for evaluation and training and provide the schedule for software and equipment updates.

## SECTION 11: Adjunct Services

### ***Definition:***

Adjunct services are activities which supplement the delivery of vocational rehabilitation services by providing the additional services/supports which the customer requires for successful IPE goal achievement.

### ***Services:***

#### ***VENDOR TRAVEL FOR PROVISION OF CRS SERVICES (Service Subcategory 142X):***

***Unit of service is one (1) mile.***

This is a service authorized only when it is necessary for a vendor to travel over 35 miles each way to provide services to a specific customer. Through discussion with the referring ACCES-VR counselor, it must be established that travel is necessary. Only the miles over 35 miles each way are eligible for travel reimbursement.

**Deliverables and Payment Process:** Upon completion of the service, the vendor submits an ACCES-VR Vendor Travel report to ACCES-VR within ten (10) business days. Documentation of the actual mileage and estimated travel time obtained from MapQuest, Google Maps, or other valid source must be provided. This service will only be authorized in tandem with other CRS services. The corresponding service deliverable must be submitted to confirm the travel deliverable. This service is processed for payment based on submission of a completed Vendor Travel report and supporting documentation approved by ACCES-VR.

**Payment Rate and Authorization:** Payment for this service is at the Privately Owned Vehicle (POV) Mileage Reimbursement Rates of the U.S. General Services Administration effective at the time of authorization when the trip is over 35 miles each way.

#### ***COACHING SUPPORTS (Not Job Placement Related)***

**Note:** This service is not intended to replace those currently provided by Support Aides who assist customers needing medically related or attendant care interventions (personal assistance services), or tutoring services for college training.

#### ***COACHING SUPPORTS FOR POST-SECONDARY EDUCATION, INTERNSHIP, OR OTHER ACTIVITIES IN PURSUIT OF EMPLOYMENT GOALS (Service Subcategory 790X):***

***Unit of service is one (1) hour.***

This service includes interventions used during the vocational rehabilitation services (excluding Job Placement services) once an IPE is developed. It is designed to enable customers who are not eligible/appropriate for Supported Employment services to receive one-to-one, individualized assistance for a limited duration, necessary for the individual's successful participation in the VR process.

For example, Coaching Support includes:

- Individualized coaching necessary to allow the customer to successfully participate in a college or post-secondary training program.

- Coaching to obtain or to maintain an internship.
- Providing other interventions determined appropriate in support of IPE goals.
- Assisting the individual with collection of financial and education/training documentation to be submitted to ACCES-VR.

**Deliverables and Payment Process:** Vendor must prepare and submit the ACCES-VR Coaching Supports for Post-Secondary Education, Internship, or Other Activities in pursuit of Employment Goals report within ten (10) business days of the end of the month in which the service was provided OR at intervals identified by ACCES-VR OR the request of ACCES-VR. The Report must outline the services delivered and customer progress to date and recommended next steps in reaching the outcome identified by the referring ACCES-VR counselor.

**Payment Rate and Authorization:** Payment for this service is per hour at a rate of:

- Statewide - \$63.65

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

### ***COACHING AND COMMUNICATION SUPPORTS FOR POST-SECONDARY EDUCATION AND EMPLOYMENT (Service Subcategory 792X):***

***Unit of service is one (1) hour.***

Coaching and Communication Supports is an adjunct service for individuals whose functional impact of disability requires assistance with communication, including, and not limited to, individuals on the Autism Spectrum. This service includes weekly, and as needed, individualized supports in the form of a Communication Support Specialist for customers in postsecondary education or engaged in competitive employment. Coaching and Communication Supports may also assist students for whom post-secondary education has been interrupted, intermittent or previously non-existent as a result of limitations imposed by their disability. The goal is for independent communication skills to be actively learned from the Communication Support Specialist for competence to be achieved for gaining and sustaining meaningful employment outcomes. The Communication Support Specialist will support individuals with:

- **Global Supports:**
  - **Social Communication** – establishing safe and meaningful relationships with peers and mentors; informing person of rights and empower self-advocacy; developing techniques to compensate for inflexible thinking, slower working memory, and impulse control.
  - **Emotional Regulation** – developing techniques to maintain a well-regulated emotional state when customer is at work or school.
  - **Communication Advocacy** – ongoing communication with ACCES-VR counselor; outlining the reasonable accommodations required for a communications disorder; disclosing a disability at work and school.
- **Communication Support at Post-Secondary Site:**
  - Support person-centered coping strategies, problem solving skills, stress management, and individual social awareness and recognition for steps toward action.
  - Coordinating pre-semester campus orientations, registration, residential setting facilitation, etc.

- Understanding hidden curriculum and agendas, instructor temperaments, department hierarchies and organizational structure.
- **Communication Support at Employment Site:**
  - Support person-centered coping strategies, problem solving skills, stress management, and individual social awareness and recognition for steps toward action.
  - Coordinating pre-job site orientation, a review of human resources and associated forms, lunch, and break time options, etc.
  - Understanding implicit versus explicit rules of the workplace; Support perspective-taking when speaking with colleagues and customers, use of small-talk and conventional gestures, taking turns in a conversation, and monitoring language during times of stress.

**The vendor must submit a list of supports they are qualified to provide to the ACCES-VR district office for approval.**

**Deliverables and Payment Process:** Vendor must submit timesheets and progress/activity reports outlining the services delivered, customer progress to date, and recommended next steps in reaching the outcome identified by the referring ACCES-VR counselor within ten (10) business days of the end of the month in which the service was provided OR at the intervals identified by ACCES-VR OR at the request of ACCES-VR.

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

- Statewide - \$84.87

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

## ***MOBILITY TRAINING***

**Note:** This service is not intended to address the specialized needs of individuals who are legally blind, who receive this service via New York State Commission for the Blind (NYCB)

**This service is not available to customers receiving Coaching Supports for Employment (959X) or Supported Employment services.**

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

**Services:** Vendor provides one-to-one in person mobility services with referred ACCES-VR customers to enable them to travel independently with competence and confidence.

## ***MOBILITY SERVICES (Service Subcategory Plus Suffix "M")***

***Unit of service one (1) hour.***

Working with customer and referral information from the ACCES-VR counselor, the vendor identifies the locations and modes of transportation necessary for the customer to be able to access services or employment necessary to achieve IPE goals. Individualized instruction is provided for the customer to be able to independently reach the identified destinations.

**Deliverables and Payment Process:** Following the conclusion of services, vendor must submit a complete and approved ACCES-VR Mobility Services report which verifies the customer has achieved independent travel between identified target areas within ten (10) business days.

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

- Statewide - \$30

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports received rated superior/satisfactory.

## ***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 individuals receiving transportation from licensed limousine, car service or taxi vendors who are duly licensed by local government agencies.

**Definition:** Transportation services are round-trip rides provided or coordinated by the vendor for ACCES-VR customers who are engaged in the ACCES-VR services.

**Services:** Transportation services are intended to bring the customer to and from the site of an identified ACCES-VR services vendor, usually to the individual's residence. If two (2) distinct core services are being delivered sequentially at different locations, customers may be transported to both services. **All transportation services are required to be provided in person.**

### ***TRANSPORTATION I (Service Subcategory Plus Suffix "V")***

***A unit of service is the actual cost of one round-trip to and from a vendor site.***

Vendor provides the customer with payment for ACCES-VR-approved transportation costs, usually for metro/bus passes, to facilitate the customer's ability to participate in identified services. This service is authorized based on one round-trip per day for the expected duration of participation in the identified service.

**Deliverables and Payment Process:** The vendor submits an ACCES-VR Transportation 1 report for actual costs, including the customer's signature when the funds are disbursed, within ten (10) business days of providing the service.

**Payment Rate and Authorization:** Payment for this service is the actual cost statewide.

**Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

## ***TRANSPORTATION II (Service Subcategory Plus Suffix "T")***

***A unit of service is defined as one (1) round trip.***

For those customers authorized for transportation support, the vendor provides round-trip rides to facilitate the customer's ability to participate in identified services. All individuals and vehicles providing transportation to ACCES-VR customers will meet all DMV requirements. Individuals transporting ACCES-VR customers will maintain a current defensive driving certificate.

**Deliverables and Payment Process:** Vendor submits an ACCES-VR Transportation II report for the actual number of trips and includes the customer's signature for each trip, within ten (10) days of providing the service.

**Payment Rate and Authorization:** Payment for this service is a flat round-trip rate of:

- Statewide - \$47.74

### **Established Performance Indicators:**

- Amount of time from authorization start date to commencement of services is ten (10) business days.
- At least 90% of reports rated superior/satisfactory.

## **SECTION 12: Vendor Staffing Requirements**

### ***Vendor Staff Qualifications***

ACCES-VR requires vendors for Core Rehabilitation Services to have staff that meet educational, experience, and supervision requirements as identified in this guide, and where applicable, certifications and/or licensures as identified in this guide “for each service they will be providing.” Vendors must define their staffing plan to meet the identified staffing requirements for all the services they apply to under this RFP. ACCES-VR requires vendors to have staff meeting the identified requirements within six (6) months of contract execution to deliver the approved and authorized service(s).

Vendors must include resumes of existing staff that will be responsible for the delivery of services they are applying to provide under this RFP. ACCES-VR recognizes fluidity of staffing patterns; therefore, vendors are required to notify the ACCES-VR District Office of new hires and provide resumes for approval.

### **Pre-ETS Services**

Vendor staff providing Pre-ETS services to ACCES-VR customers must meet qualifications defined in job descriptions determined by the vendor and commensurate with the scope and responsibilities of these services. Vendor staff must have a desire to work with individuals with disabilities, including students with disabilities and their families; have knowledge and understanding of the intent of Pre-Employment Transition Services; have the ability to engage, work with, and communicate with students; be able to assess and monitor service progress; have strong communication skills; and be able to document service outcomes and write clear, concise progress reports.

### **Entry Services**

Vendor staff providing Entry Services to ACCES-VR customers must meet qualifications defined in the job descriptions determined by the vendor and commensurate with the scope and responsibilities of these services. Vendor staff must have a desire to work with individuals with disabilities; have knowledge and understanding of ACCES-VR’s application process; have the ability to engage, work with, and communicate with individuals with disabilities; have strong communication, time management, and organizational skills; and be able to document service outcomes and write clear, concise reports.

### **Assessment Services**

Vendor staff providing Assessment services to ACCES-VR customers must meet the following qualifications:

#### **Evaluator II**

Minimum qualifications:

- a. a 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**
- b. a bachelor's degree and three years of appropriate experience in such areas as industrial arts, occupational therapy or rehabilitation counseling; **or**
- c. a 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 agency, is substantially equivalent to the standards of this subdivision.

#### **Evaluator I**



(Individuals with this title shall be directly supervised by an evaluator II who meets the qualifications established in this section.)

Minimum qualifications:

- a. a master's degree in vocational rehabilitation counseling or evaluation or related area such as personnel, counseling and guidance, and enrollment in a short-term specialized course approved by the agency; **or**
- b. a bachelor's degree, enrollment in a specialized course, and enrollment in a master's degree program in vocational rehabilitation or related areas; **or**
- c. combination of education and experience which, in the judgment of the agency, is substantially equivalent to the standards of this subdivision.

### **Functional Capacities Evaluation**

Must be completed by a physical or occupational therapist holding a valid license in New York State, or other current licensed provider qualified by scope of practice.

### **Employment Preparation Services**

Vendor staff providing Employment Preparation Services to ACCES-VR customers must meet the following qualifications:

### **Benefits Advisement**

Minimum qualifications: Certification through Social Security Administration or Cornell University.

### **Self-Advocacy for Employment and Work Readiness**

Must meet qualifications defined in the job descriptions determined by the vendor and commensurate with the scope and responsibilities of these services. The vendor staff must demonstrate an ability to provide vocational services for individuals with disabilities; be able to identify a wide variety of workplace supports; address employer concerns and negotiate resolutions; assess and monitor the ACCES-VR customer's progress; and write clear and concise reports.

Vendor staff supervising staff providing Work Readiness services must meet the following qualifications:

- a. Bachelor's degree in human services or human Resources; **or**
- b. Four years' experience in the provision of work readiness services

### **Job Placement and Supported Employment Services**

Vendor staff providing Job Placement and Supported Employment Services must meet the following qualifications:

- a. a bachelor's degree and one year of experience in rehabilitation placement or related fields, and enrollment in a specialized course approved by ACCES-VR; **or**
- b. a bachelor's degree, enrollment in a specialized course, and enrollment in a master's degree program in vocational rehabilitation counseling or evaluation or related areas; **or**
- c. a combination of education and experience which, in the judgment of ACCES-VR, is substantially equivalent to the standards of this subdivision.

Vendor staff supervising staff providing Job Placement and Supported Employment Services must meet the following qualifications:

- a. a bachelor's degree and three years of experience in employment counseling, employment interviewing or personnel administration, which included responsibility for placement; and one year of experience working with the physically or mentally disabled; **or**
- b. a combination of education and specialized experience which, in the judgment of ACCES-VR, is substantially equivalent to the standards of this subdivision.

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

Vendor staff providing Assistive Technology and Rehabilitation Technology Services must meet the following qualifications:

- a. Two years' experience delivering rehabilitation and/or assistive technology services and
- b. Documented successful in providing rehabilitation technology services to individuals with disabilities in their area of expertise and
- c. Demonstrated 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
- d. Maintain adequate liability insurance

Vendor staff that provide evaluation and trainings services to ACCES-VR customers must limit their scope of practice to the area they are trained, credentialed, and have related experience.

### **Driver Rehabilitation Services**

Vendor staff providing Driver Rehabilitation Services are expected to limit their scope of service to the areas they are trained, credentialed, and have experience.

**Please refer to the Association of Driver Rehabilitation Specialists (ADED) qualifications <https://www.aded.net/page/credentials>**

### **Adaptive Technology Driver Evaluator**

Minimum qualifications are three years' experience as a licensed professional in one of the following titles: Licensed Occupational Therapist; Licensed Physical Therapist; Licensed Psychologist; NYS Certified Driver Education Teacher or NYS DMV approved Driver Education Teacher and currently operating under a professional license.

### **Certified Driver Rehabilitation Specialist (CDRS)**

CDRS is an experienced practitioner who, through successful completion of a formal certification examination, has proven their capacity to provide services within the full spectrum of driver rehabilitation services. Vendor staff providing services as a CDRS must be credential by ADED. Requirements for credentialing can be found at <https://www.aded.net/page/215>

### **Driver Rehabilitation Professional (DRP)**

DRP is an individual in the field of driver rehabilitation who, through successful completion of specific training courses, is equipped to provide services within basic and low-tech driver rehabilitation services. Vendor staff providing services as a DRP must be credentialed by ADED. Requirements for credentialing can be found at <https://www.aded.net/page/DRP>

### **Driver Rehabilitation Specialist**

Is a professional who plans, develops, coordinates, and implements driving services for individuals with disabilities and include allied health personnel, driving instructors and others who have specialized in this area and received continuing education in the field, but who have not obtained the certification offered by ADED and have not achieved either the DRP or CDRS. Minimum qualifications are three years' experience providing driver rehabilitation services to individuals with disabilities.

### **Adjunct Services**

Vendor staff providing Adjunct Services must meet the following qualifications:

#### **Coaching Support staff (This does not include Job Coaching for Employment and Supported Employment Services)**

Minimum qualifications shall be a combination of education and specialized experience, by which the individual demonstrates experience, aptitude, and ability to provide direct assistance to ACCES-VR customers.

#### **Mobility Services staff**

Minimum qualification is two years' experience in providing mobility services to individuals with disabilities.

#### **Coaching and Communication Support staff**

Minimum qualification is experience providing direct services to individuals with disabilities including but not limited to those on the Autism Spectrum.

#### **Transportation Services staff**

Minimum qualifications are passing of any routine background checks within the vendor's operations and possessing appropriate licensure for the type of vehicle utilized.

### ***Vendor Staff Training Requirements:***

ACCES-VR requires vendors providing Pre-Employment Transition Services (Pre-ETS), Job Placement Services, and/or Supported Employment Services to have staff meet training requirements prior to providing services and to meet continuous training requirements throughout the contract term. These trainings are outlined in the chart below. Vendors must complete all trainings within the specified timeframes, noted below, unless waived by ACCES-VR Central Office. All new vendor staff are mandated to complete the training requirements, unless waived by ACCES-VR Central Office.

These trainings will be delivered free of charge to vendors by an ACCES-VR contractor. If training was not provided through the approved ACCES-VR training contractor, the vendor must provide evidence of completed trainings to the training contractor to determine reciprocity.

Type of Personnel	Training	Timeframe
All Staff Providing Pre-ETS, Job Placement and Supported Employment Services	Employment Services Delivery	Complete within first six months of CRS contract start date. <b>OR</b> For new hires, complete within three (3) months of employee start date, unless waived by ACCES-VR Central Office
Job Placement Services and Supported Employment Services Staff	Advanced Employment Services Delivery Practice	Complete within first six months of CRS contract start date. <b>OR</b> For new hires, complete within three (3) months of employee start date, unless waived by ACCES-VR Central Office
Key Staff Responsible for Program and Fiscal Administration of Pre-ETS, Job Placement Services, and Supported Employment Services	Program and Fiscal Administration Practices (including use of ACCES-VR vendor portal)	Complete within first six months of CRS contract start date. <b>OR</b> For new hires, complete within three (3) months of employee start date, unless waived by ACCES-VR Central Office
Pre-Employment Transition Services (Pre-ETS) Staff	Transition Services for Students and Youth	Complete within first six months of CRS contract start date. <b>OR</b> For new hires, complete within three (3) months of employee start date, unless waived by ACCES-VR Central Office.
All Vendor Staff providing Pre-ETS, Job Placement Services, and/or Supported Employment Services	Continuing Education Courses (In addition to the above trainings, an additional six (6) hours of continuing education courses are required.)	Continuous throughout contract term

**NOTE:** If the above training standards are not met, ACCES-VR will not authorize services to be rendered for our customers. Noncompliance with these mandatory training requirements will factor into overall contract performance and subsequent estimated contract values.