



Indiana
**VOCATIONAL
REHABILITATION**
Empowering People. Changing Lives.

Employment Services Update

FEBRUARY 2019

Today's Webinar

This webinar introduces changes to the Employment Services Model. You will receive additional training and information from your supervisor/manager.

- Work Experiences
- VR Youth Extended Services
- Forms



Making Changes

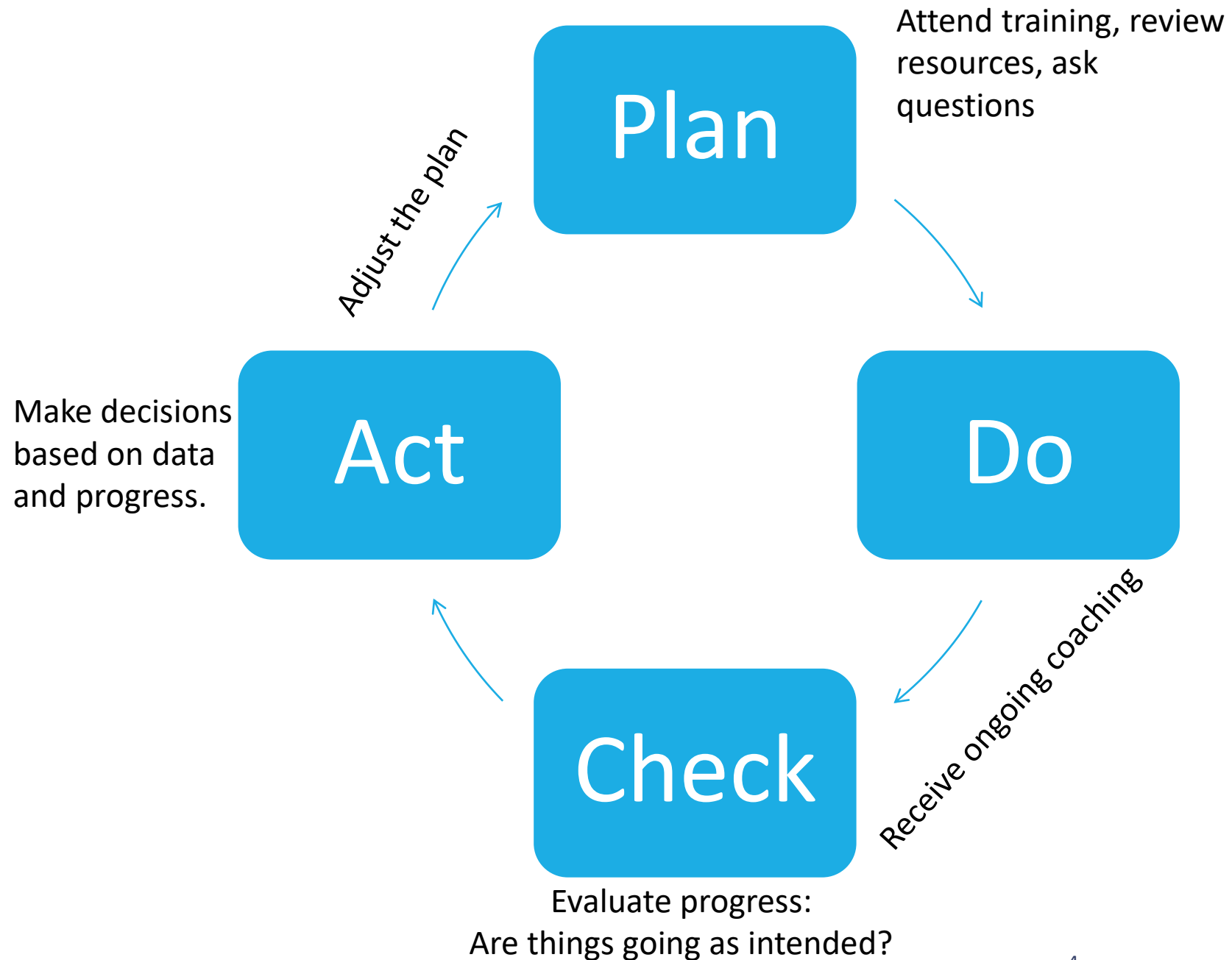


Making Effective Changes

Changing is a process.

Use the resources and supports you have.

Learning and adjusting what you do along the way is an important part of learning.



Work Experience Changes

Work Experience Changes

As of March 1 2019, **Work Experiences will be authorized and paid hourly at \$42.00. Using CC Code 53-05**, providers will bill:

- Work Experience development
- documentation time
- time onsite with the participant to support, observe, and evaluate.

All current authorizations for Work Experience Levels will be paid as billed. Once the authorization expires, if the Work Experience continues, VR must reauthorize using CC Code 53-05.

Work Experience Time Guidelines

Participant Hours: Work experiences are individualized to meet the needs of the participant, but should be **no less than 5 hours per week**. There is no maximum or upper limit of hours.

If an individual requires a Work Experience less than 5 hours per week, the VRC must be consulted prior to beginning the Work Experience.

No Minimum Onsite Provider Time: Onsite support should be determined by individual needs, including onsite *support, observation, and evaluation* of skills and strengths.

VR Extended Services for Youth with MSD

VR Youth Extended Services (VR YES)

VR can fund extended services for youth with the most significant disabilities for up to 4 years at \$42.00 an hour 90 days after stabilization. To qualify, a youth must:

- ✓ Be 24 or younger
- ✓ Qualify in VR as MSD
- ✓ Have achieved stabilization + 90 days
- ✓ *Require* extended services to maintain competitive, integrated employment
- ✓ Not have access to adequate supports including natural supports and other sources of support (e.g. BDDS Waiver funding)

Timeline & Restrictions

A youth may receive VR YES for up to 4 years based on individual need. VR funding may not be used for

- individuals age 25 and older,
- or for any individual who is not an individual with a most significant disability.

Provider Actions to Access VR YES

- ✓ Youth, VRC, provider agree that stabilization has been reached.
- ✓ Stabilization Notification form has been completed, including VR extended services section.
 - Explore and implement natural supports and any other source of extended service.
 - Document that there is *no other funding source* (e.g. BDDS waiver, Medicaid Rehabilitation Option, etc.) for extended services.

Stabilization Notification Language

***If seeking VR Youth Extended Services, please complete the following.**

To be eligible for VR Youth Extended Services, a participant must be twenty-four (24) years old or younger, and have qualified for VR as most significantly disabled (MSD). To receive VR Youth Extended Services, the participant must be unable to receive support from any other source. If seeking this service, confirm the participant meets these conditions.

- Participant is twenty-four (24) years old or younger.
- Participant is most significantly disabled (MSD).
- Adequate natural supports are unavailable (*please explain*).
- No other funding options are available (*please explain*).

VRC Actions to Access VR YES

- Youth, VRC, provider agree that stabilization has been reached.
- Counselor agrees that stabilization has been reached and, based upon documentation, there is no other source of funding for extended services.
- The assigned VR Counselor will determine the need for extended services based upon submitted documentation.
- When VR YES is approved at stabilization, generate authorization. If it is unknown how many hours will be needed, authorize 10 hours a month for 3 months. This is a guideline. Hours may be greater or less depending on the needs of the participant.

VRC Actions

Once the Stabilization Notification Form has been completed and approved by the VRC:

1. VRC moves youth to status 22 as of stabilization date.
2. VRC authorizes for “Youth Extended Services” (cc code 72-04) to begin 90 days post-stabilization.
3. The individual’s case is NOT closed 90 days post-stabilization, but remains in status 22.
4. Milestone 3, Retention (90-days post stabilization) is paid as normal.

NOTE: CC code 72-04 is tied to status 22, so that cases in status 22 with an active 72-04 authorization will not be marked as overdue.

Continued Documentation & Case Closure

- ✓ The Employment Specialist documents progress using the Monthly Progress Summary.
- ✓ The counselor will continue to monitor services.
- ✓ VR may fund extended services for up to 4 years, but must close the individual's case sooner if:
 - Participant reaches age 25.
 - Extended services are no longer required.
 - Another method of funding extended services is obtained.

NOTE: CC Code 72-04 is tied to the 4-year timeline for extended services as well as age. Once the participant reaches age 25 or 4 years of services under this code, no further authorizations can be completed.

Forms Updates

Overall Changes

- ✓ Easier to read!
- ✓ Forms broken down by function
- ✓ Emphasis on communication and collaboration with VR and participant

Forms

Current VR Form	New VR Forms
VR Referral Form	VR Referral Form
Discovery Profile (Parts A & B)	Discovery Profile DP Addendum (when needed) Job Development and Placement Plan
ESRP	ESRP Stabilization Form
New Forms	Authorization Request Form Monthly Progress Summary

Monthly Progress Summary

Purpose	This form communicates concise case progress to VR, and provides an opportunity for case review.
Employment Services Phase	All phases of Employment Services Model. CRPs complete and send a monthly progress summary on each participant each month services are delivered.
When do you submit?	Best practice is to submit within 10 days of previous month to the general mailbox. Must be submitted prior to payment of invoice. Should be submitted until case closure.
What do I need to know?	This form will be the monthly communication between CRPs and VR. It replaces submission of case notes.

Changes in Process

- Case notes will not be submitted with this form OR with billing.
- This form communicates what is going on with a case, but will not be an hourly verification of billed services.
- If VR has questions on the information given by the Provider, they should contact the CRP via phone or email to ask specific questions.
- EC's should be sure to provide quality information that communicates what has gone on with the case over the last month.

Best Practices: Monthly Progress Summary

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- Review the document to stay informed of each case.
- Case notes should not be requested.
- If you have questions about what is written, contact the CRP and ask.

EMPLOYMENT PROVIDER

- Review and use content from Discovery profile and case notes.
- Consider quality, not quantity.
- Can you tell what happened during the month by reading the summary?
- Work with your team and manager to create more efficient ways to develop documentation.

Authorization Request Form

Purpose

Communicate needed authorizations to VR.

Employment Services Phase

All phases

When do you submit?

Submit the form when an authorization is needed. Preferably, two weeks prior to the needed authorization.

Changes

It's new!

As a trainer, what I need to know:

Complete each portion of the form. Submit requests to the VR office general mailbox. VR should confirm receipt and send response to the provider within 3 business days.

Best Practices: Authorization Request Form

VOCATIONAL REHABILITATION

- Provide a response within 3 business days

EMPLOYMENT PROVIDER

- Submit the form ahead of time! Preferably 2 weeks in advance.
- Submit all needed documentation to support your request.
- Provide responses to questions.
- If you don't hear back within 3 business days, give the VRC a call.

Referral Form

Purpose	CRP receives a referral form with a new case and authorization.
Employment Services Phase	Initiates employment services
When do you submit?	VR sends to CRP to initiate employment services
Changes	<p>'Basic Information' section from the Discovery Profile is now included.</p> <p>Job goal is now primary and secondary job interests.</p>
What do I need to know?	<p>VR provides basic information based on intake and initial meetings with participants.</p> <p>CRP receives referral with enhanced information to begin the Discovery process.</p>

Best Practices: Referral Form

VOCATIONAL REHABILITATION

- Complete the referral form based on the intake and initial meetings.
- When sending the form, send collateral that might be helpful.
- Think broadly about job interests.

EMPLOYMENT PROVIDER

- Upon receipt, EC should contact the VRC to establish communication and meeting schedule.
- Use referral form information as a jumping off point for services.
- Verify the information you receive.

Discovery Profile

Purpose Records the Discovery process and factors important for the participant to get and keep a job. The DP includes strengths, skills, conditions of employment, personality traits, and more!

Employment Services Phase Discovery

When do you submit? At the end of Discovery, BUT update each time a Discovery activity occurs.

Changes Drop downs, directions, and prompts
Consolidated sections

What do I need to know? Forms should be completed each time a Discovery activity occurs, even if the participant isn't present.

Best Practices: Discovery Profile

VOCATIONAL REHABILITATION

- Read the profile 😊
- IPE may be revised to align with what was learned during Discovery.
- Use information in the profile to anticipate and plan for support needs.

EMPLOYMENT PROVIDER

- Update the profile each time a Discovery activity is completed.
- Be clear, concise, and concrete.
- Include activities that are completed with and without the job seeker.
- Refer to the profile on a regular basis to review progress and plan next steps.
- Refer to the profile to complete monthly progress summaries.

Discovery Profile Addendum

Purpose

Complete the form if there is no more room for more activities on the Discovery Profile.

Employment Services Phase

Discovery

When do you submit?

If the form is used, submit with the Discovery Profile at the end of Discovery.

What do I need to know?

This form is an extension of the “Discovery Activities” section of the Discovery profile. An EC may use as many addendums as needed.

Best Practices: DP Addendum

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- Make sure to review if submitted.

EMPLOYMENT PROVIDER

- Complete as needed.
- Alert VR if you are submitting in conjunction with the profile.
- Label as appropriate.

Job Development and Placement Plan

Purpose

This form helps to plan for achieving job placement. Formerly Part B of the Discovery Profile.

Employment Services Phase

End of Discovery

When do you submit?

At the end of Discovery and after the planning meeting

Changes

Check boxes indicate who was present for the meeting, and how the meeting happened.

What do I need to know?

The team should meet to develop this plan. You can meet in person, video conference, or phone call.

Shared Best Practices: Job Development and Placement Plan

Vocational Rehabilitation and Employment Provider:

- Schedule a meeting ahead of time.
- Support participant in inviting other team members.
- Come to the meeting with ideas based on what you learned during Discovery
- Complete the plan thoughtfully and honestly: you're developing a plan for job development!

Employment Support and Retention Plan (ESRP)

Purpose	This plan describes the supports the participant receives to reach stabilization, justifies authorization requests and communicates service plans.
Employment Services Phase	Milestone 1 through stabilization
When do you submit?	Submit Quarterly (every 3 months) until stabilization
Changes	Now in Word, monthly summary on a separate form, and now includes monitoring effectiveness of services.
What do I need to know?	Describe both on and off-site services that help the participant reach stabilization, including coordinating the participant's support team and natural supports so the EC may fade.

Best Practices: ESRP

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- When reviewing the ESRP, consider “Does it make sense for the participant?”
- Use the plan to verify the authorization request.

EMPLOYMENT PROVIDER

- Include ALL services needed to support the participant reaching stabilization (both on and off site).
- The plan should be submitted quarterly, but can be changed and submitted more frequently with changes to the needs of the participant.
- Another person should be able to pick up the plan and know what services the participant must receive.

Stabilization Form

Purpose	Communicate stabilization to VR with pertinent information, and an opportunity to collaborate.
Employment Services Phase	End of Milestone 2
When do you submit?	When the participant reaches stabilization
Changes	Previously the last page of the ESRP, Indication of acceptance of date and signature of VRC, VR Youth Extended Services
What do I need to know?	The participant, EC, and VR counselor communicate regarding stabilization prior to submission of this form. Answer questions completely to provide VR with sufficient information.

Best Practices: Stabilization Form

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- When the form is received, confirm receipt by sending an email back to the provider.
- Provide a response within 7 calendar days.

EMPLOYMENT PROVIDER

- Complete the form when the participant reaches stabilization (not before).
- Thoughtfully answer all questions.
- Think fully about all types of extended services available.

Don't rush to stabilization!

Want a demonstration for each form?

<https://www.youtube.com/playlist?list=PLrbAiaHoPwqVduKXX3Wdqj9wvwr78lVT>

Resources to be Posted

<https://www.in.gov/fssa/ddrs/4976.htm>

- Forms
- Updated Manual
- Fact sheets
- Sample cases and forms
- Archived webinar

Questions?
