

ATTACHMENT AA
SCOPE OF WORK
EMPLOYMENT SUPPORTS
JOB DEVELOPMENT/PLACEMENT,
COMMUNITY BASED ASSESSEMENT SITE DEVELOPMENT AND MONITORING,
JOB COACHING, AND ADVOCACY SERVICES

Providers agree to provide services for applicants/eligible clients of the Vocational Rehabilitation Division (Division). Additional services that may fall within the scope of services, but are not outlined herein should be submitted with the Provider Agreement.

Services may include, but are not limited to:

- Job Development/Placement
- Community Based Assessment (CBA) Site Development
- Community Based Assessment (CBA) Site Monitoring
- Job Coaching
- Advocacy

The purpose of the service is to facilitate program participation and education for eligible clients to achieve employment.

Referrals –

Accepted or rejected referrals for service will result in an appointment no more than (10) business days from date of referral. Any extenuating circumstances preventing the referred service by the provider will be documented in writing, or email, and communicated by telephone to the referring counselor/Agency within five (5) business days.

If rejecting the referral the provider must indicate why he/she cannot place the individual into employment or cannot effectively work with the individual. Except in limited circumstances, intake fees will not be paid if the reason for rejecting a referral is lack of time to provide services as an intake should not have been completed if the job developer did not have the time and resources to serve all open referrals.

Invoicing and Client Report -

All services must be pre-authorized by the Division according to the established fee schedule. Invoices must include the following; authorization number, the client's name, a description of the services provided, service start and end dates, and the appropriate service fee. Providers will not bill the Division or the client when no service has been provided. Invoices must be submitted with a report that documents the efforts made by the provider on behalf of the client. If the referral is rejected by the provider the report must document the details regarding the reasons the provider believes the client is not ready to be placed in employment. Invoices and reports must be submitted within fifteen (15) business days of the provided service. Services provided without prior authorization will not be paid by the Division.

Payment may be delayed or denied if the invoice is not submitted correctly, and/or the required reports are not submitted; providers will not receive payment for claims submitted after 90 days from the date of the service.

Travel

Providers serving underserved rural areas, travelling more than 50 miles in excess of his/her normal commute, may be reimbursed mileage at the current General Services Administration (GSA) rate as identified on www.gsa.gov. 'Normal commute' is considered the round trip mileage between the provider's resident and official duty station. Mileage must be preapproved by the Division, prior to travel taking place. Provider's shall complete and submit the Mileage Log and Reimbursement Form and a State of Nevada Travel Expense Reimbursement Claim form, provided by the Division, with the invoice for services.

Providers serving areas determined by BVR as underserved rural communities may be reimbursed for mileage and lodging when traveling more than 50 miles one way, in excess of his/her normal commute. 'Normal commute' is considered the round trip mileage between the provider's residence and official duty station. All travel shall be requested and approved prior to commencement of travel. Travel requests must be submitted to the referring Counselor and include the estimated mileage with backup documentation from MapQuest, Google Maps, or similar mileage calculator. When appropriate, providers may be reimbursed for lodging and mileage at the current General Services Administration (GSA) rate as identified on www.gsa.gov. Providers shall complete and submit an "In State Travel Claim" form, a "Mileage Log and Reimbursement" form and receipts for lodging with the invoice.

Licensure and Credentials -

Providers, both in state and out of state, must provide evidence of a Nevada State Business License in good standing with the State of Nevada Secretary of State's office. The individual/provider providing the employment supports and signing the report of services must be qualified in their discipline per their accreditation board, meet State of Nevada requirements for professional standards and certification and maintain educational requirements of your emphasis. The State of Nevada will not utilize the services of any non-licensed provider.

All providers are required to:

- Complete fingerprints and background checks, at the cost of the provider.
- Adhere to the Rehabilitation Division: BVR/BSBVI Client Services Policy and Procedures Manual, (P&P Manual) Section 12, Scope of VR Services.
- Complete the following training and submit certificates of completion to the Division:
 - Employment Services Certification from San Diego State University
 - E-Rehab Nevada Job Development Training, one time certification.
 - E-Rehab Nevada Job Coaching Training, one time certification.
 - Ethics training provided by the Rehabilitation Division or an approved provider, certification is required every 3 years.
 - Job coaches are excluded from the Employment Services Certification if they are not providing job development services.

Providers are expected to become familiar with and follow the general ideas in the Commission on Rehabilitation Counselor Certification (CCRC) Code of Ethics as they relate to confidentiality, relationships with clients and record keeping.

Providers will not be added to the approved provider list without complete and approved receipt of all required documentation.

The following outlines the expectations for job development/placement (non-supported employment), supported employment placement services, community based assessment (CBA) site development, CBA site monitoring, job coaching and advocacy services.

Please indicate the service(s) you are providing:

Job Development (Non-Supported Employment)

Individuals referred to job developers should require assistance in their job search beyond their own capabilities. Job Developers are expected to provide significant services well beyond what an individual could accomplish by his or her own efforts.

Job Developer requirements include but are not limited to:

- Meeting in person with the referred individual to complete an intake (Note if the job developer does not have the time or resources to serve all open referrals the job developer should not complete additional intakes until the backlog is cleared).
- If the referral is accepted the job developer will provide individualized Job Readiness/ Seeking Skills Instruction (JSS). In most cases the client should have previously attended a comprehensive job seeking skills training. The job developer's JSS training is supplemental to any other JSS instruction the client previously received and should be individualized to assist the client with unique needs and/or to assist the client in learning JSS skills that are compatible with the way the job developer works with employers. This instruction will be approximately 4 hours in length. The job developer must provide a report including instruction topic and times. The Job developer will only be paid if instruction is actually provided. (Refer to Section 12.1 of the P & P Manual for limited exceptions to the JSS requirement).
- After JSS instruction the job developer and client will jointly develop a job placement plan based on the specific IPE goal. This job placement plan must be individualized and outline specific job developer and client responsibilities based on the unique strengths, needs and situation of the individual job seeker. Generic placements plans are not acceptable.
- Job development activity reports are to be provided to the counselor at least once a month and must detail significant services provided by the job developer. (Refer to the Rehabilitation Division: BVR/BSBVI Client Services Policy and Procedures Manual, Section 12.1 for examples of significant services and information that must be included on reports). Note: As the job developer is being paid a separate fee for job seeking skills (JSS) instruction, provision of JSS instruction is not in and of itself considered a significant service when determining whether or not a placement fee will be paid if no other significant placement activities took place.
- Job Placements must be within the job seekers abilities, capabilities, work restrictions and must be in integrated settings. Placements must also meet the placement criteria provided at the time of referral or be agreed to by the counselor and the client prior to the placement. Except as noted in the policy manual, section 12.1, a placement fee will not be paid for placements that do not meet the above criteria even if the client accepts the position. Job developers will submit a signed copy of the verification of initial placement and invoice. A placement fee will not be paid if the client does not actually begin employment.
- Employment begins when an individual starts earning wages, wages earned must be at the rate specified in section 6(a)(1) of the Fair Labor Standards Act of 1938, 20 U.S.C. 206(a)(1), the Federal Minimum Wage, or applicable State minimum wage law.
- When a provider places multiple clients at the same location (subsequent to the first placement) within a six month period, the placement fee will be one half (1/2) of the

normal placement fee. Exceptions to the reduced placement fee will be considered on a case by case basis at the discretion of the Bureau Chief or their designee.

- The Division will determine whether or not follow along services will be authorized. If follow along is authorized the follow along must begin immediately and be provided as often as necessary in order to ensure stability on the job and to intervene should challenges arise. During the first 30 days it should be provided a minimum of once a week, but may be needed more often. During the subsequent 60 and 90 day follow along should not be less than twice a month, but may be needed more often. Follow along contacts and site visits should be documented in the job developer's case notes and provided to the counselor with the 30, 60 and 90 day follow along reports.
- If the job developer becomes the employer the Division will not pay a placement fee but may authorize the 30, 60, 90 day follow along fees.
- Job Developers may develop community based assessment sites in accordance with policies outlined in Section 12 and Section 12.1 of the manual. If the CBA turns into an appropriate job placement which is agreed to by the counselor and client and is consistent with the individual's IPE the job developer may be paid a placement fee that is one half(½) of the normal placement fee.
- Closures of a referral made prior to an employment outcome must be done in an ethical manner and the counselor must be informed of the closure.
- Job Developers will maintain a file for all referrals for at least one year after the close of the referral. The files may be electronic or hard but must contain all information indicated in section 12.1 of the P & P manual and must be made available to the Division for review upon request.

Job Development (Supported Employment)

Supported Employment is a means by which individuals with the most significant disabilities are provided the opportunity to be successful in competitive employment in an integrated setting through the use of on-going support services. A good job-person or "natural" fit is a key component to a successful supported employment placement thus a job developer's efforts must be focused on providing intensive services that assist the client to find a good job match.

Only the Vocational Rehabilitation Counselor can make the determination of whether a client is approved for Supported Employment services.

Job Developer requirements include but are not limited to:

- Meeting in person with the referred individual to complete an intake (Note if the job developer does not have the time or resources to serve all open referrals the job developer should not complete additional intakes until the backlog is cleared).
- If the referral is accepted the job developer will provide up to 20 hours of individualized Job Seeking Skills Instruction (JSS) including but not limited to resume development, job seeking skills and interview presentation and social skills needed for job retention. All or part of this instruction may be waived if already provided by another entity. The Job developer will only be paid for hours of instruction actually provided. The counselor and client will make the decision regarding the number of hours and specific JSS emphasis or instruction needed. The job developer must provide a report documenting the specific

hours of instruction, topics covered and assessment of the client's job seeking skills as well as a copy of the completed resume.

- The job developer and client will jointly develop a job placement plan based on the specific IPE goal. This job placement plan must be individualized and outline specific job developer and client responsibilities based on the unique strengths, needs and situation of the individual job seeker with an emphasis on identifying a good job-person fit. Generic placements plans are not acceptable. Supported employment job placement plans will require that the job developer provide more intensive and hands on services than for non-supported employment placements.
- In order to ensure a good job-person fit for supported employment placements job developers, as authorized by the counselor, may facilitate up to five preliminary job fit analysis of potential employers. Job developer responsibilities include arranging job shadowing and/or informational interviews with businesses/employers that have available jobs that match the referral criteria and the needs and interests of the participant. The job developer must accompany the client to the job site and actually meet with the employer to discuss position requirements and company protocol in order to help the client identify the pros and cons of the available positions and determine if it is a good job match. The job developer will also provide the counselor a report indicating the pros and cons of each job and an assessment of the appropriateness of the job match.
- Job development activity reports are to be provided to the counselor at least once a month and must detail significant services provided by the job developer. (Refer to the Rehabilitation Division: BVR/BSBVI Client Services Policy and Procedures Manual, Section 12.1 for examples of significant services and information that must be included on reports). In the case of supported employment the job developer will provide significantly more hands on job search assistance than in non-supported employment referrals.
- Job Placements must be within the job seekers abilities, capabilities, work restrictions and must be in integrated settings. Placements must also meet the placement criteria provided at the time of referral or be agreed to by the counselor and the client prior to the placement. A placement fee will not be paid for placements that do not meet the above criteria even if the client accepts the position. Job developers will submit a signed copy of the verification of initial placement and invoice. A placement fee will not be paid if the client does not actually begin employment.
- Employment begins when an individual starts earning wages, wages earned must be at the rate specified in section 6(a)(1) of the Fair Labor Standards Act of 1938, 20 U.S.C. 206(a)(1), the Federal Minimum Wage, or applicable State minimum wage law.
- Follow Along in regards to Supported Employment Cases: Follow along includes providing education and support to the employer as well as obtaining feedback from the employer on the participant's work. This differs from job coaching. While a job coach may also interact with the employer (for example, a job coach may need to obtain information on how a job should be done in order to provide appropriate training to the employee) the job coach also provides hands on assistance to the participant at the work site to assist the participant to learn job duties, develop strategies for task completion and works directly with the employee on developing appropriate work behaviors etc.

Follow along services must begin immediately and be provided as often as necessary in order to ensure stability on the job and to intervene should challenges arise. Unless

otherwise approved by the counselor follow along for a supported employment placement should be provided at a minimum:

- During the first week each day the participant works. At least one of these must be on-site, but the rest may be by telephone/text/e-mail contact with both the employer and the participant if there are no challenges with the job.
- During the next three weeks a minimum of twice a week, but may be needed more often. At least one of the contacts during the three week period must be on-site, however the others may be made by telephone/text/e-mail with both the participant and employer if there are no issues or challenges with the job.
- During the subsequent 60 and 90 days at least once a week. At least two of these contacts must be on-site, however the others may be by telephone/text/e-mail with both the participant and employer if there are no issues or challenges with the job.

Follow along contacts and site visits should be documented in the job developer's case notes and provided to the counselor with the 30, 60 and 90 day follow along reports

There may be rare instances when arrangements are made for another entity, other than the job developer who made the placement, to provide follow along services

- If the job developer becomes the employer the Division will not pay a placement fee but may authorize the 30, 60, 90 day follow along fees.
- Closures of a referral made prior to an employment outcome must be done in an ethical manner and the counselor must be informed of the closure.
- Job Developers will maintain a file for all referrals for at least one year after the close of the referral. The files may be electronic or hard but must contain all information indicated in section 12.1 of the P & P manual and must be made available to the Division for review upon request.

CBA Site Development

All CBA site development providers must meet the same training requirements of job developers and are expected to utilize the examples, and guidelines in this overview.

CBA Site Development requirements include but are not limited to:

- Meet with the client in person to complete an intake. Submit an acceptance or rejection report with the invoice. If rejecting the referral the provider must indicate why he/she cannot place the individual into a CBA site or cannot effectively work with the individual.
- If accepting the referral develop a CBA site that is appropriate to the client's needs and counselor referral criteria
- Once the site is developed:
 - Obtain a three way release between the Provider, VR and the job site. Provide a copy to the counselor;
 - Submit a job description to the counselor;
 - Submit a signed CBA agreement form. If in agreement with the site the counselor will sign the agreement and provide a copy to the job developer;
 - Do not proceed with the site unless the counselor has indicated agreement;

- Ensure that payroll and workers compensation has been coordinated and authorized by the Division before the individual begins at the site;
 - Submit a site development invoice which may be paid once the client has actually begun the CBA.
- If authorized for monitoring, follow monitoring policies.
 - If the CBA turns into an appropriate job placement which is agreed to by the counselor and client and is consistent with the individual's IPE:
 - The job developer may be paid a placement fee that is one half (1/2) of the normal placement fee. However a placement fee cannot be paid until the individual is on the employer's payroll and is being fully compensated by the employer.
 - The need for follow along services will be determined by the Division on a case by case basis.
 - When a provider places multiple clients at the same location (subsequent to the first placement) within a six month period, the site development fee will be one half (1/2) of the normal site development fee.

CBA Site Monitoring

Monitoring of a CBA is different from job coaching and is authorized at approximately 1 hour a week and should not exceed 5 hours a week.

The provider must submit to the counselor on a weekly basis:

- Client's time sheet;
- The employer's/supervisor's weekly progress report;
- A report which details the specific dates, time, lengths, method (phone call, site visit etc.) and monitoring activities provided and progress notes or comments.

The provider must also inform the counselor in a timely manner of any special needs or concerns that need to be addressed prior to the completion of the CBA.

Final/Exit Report:

At the conclusion of the CBA the provider will submit a final/exit summary report regarding the client's: attendance, punctuality, dress, grooming and hygiene. Cooperation, following supervisory instruction and other work place rules, working relationship with co-workers, work quality, work production, stamina, accommodation needs, identified work skills, recommendations and other relevant comments must also be included in the final/exit report.

Job Coaching and Advocacy

Job Coaching:

Job Coaching and advocacy are paid on one-to-one ratio. Job coaches and advocates cannot bill more than the one on one hourly rate for any one hour worked.

Job coaching may be authorized for clients receiving Supported Employment Services or for other clients when the counselor can document the need for specific job coaching service needs beyond the customary training provided by the employer.

As authorized by the counselor, job coaches may bill for the following services:

- Completing a job/task analysis on behalf of the client in order to develop a support plan;
- Identification of work place adaptations or accommodations;
- Structured training techniques that support the employee in the obtainment of:
 - Job skills including task-mastery and the development of compensatory strategies and interventions;
 - Work related skills such as meeting time and attendance requirements, grooming requirements, interaction with co-workers and responding to a supervisor.
- Travel training;
- Evaluating and monitoring the client's performance;
- Developing natural supports in the work place such as assisting co-workers and supervisors in learning how to support the client;
- Developing a long term support plan for the client, if required;
- Assisting the employee with new hire paperwork and orientation activities; and
- Other direct services and interventions needed to support the employee in being successful in his or her position.

Job coaches may not bill for:

- Unauthorized services;
- General e-mailing and requests for additional job coaching hours;
- Non-purposeful services;
- Job coach travel time unless it is the travel directly associated with providing travel training to the client or transporting the client;
- Poorly planned and ineffective job coaching activities/incompetent services; and/or
- Unethical services.
- Mileage – except as noted for providers serving underserved rural areas

Job Coaches will maintain a file for all referrals for at least one year after the close of the referral. The files may be electronic or hard but must contain all information indicated in section 12.2 of the P & P manual and must be made available to the Division for review upon request.

- Advocacy:

Advocacy may be authorized if a client requires assistance beyond his/her own ability that cannot be readily provided by another party such as a family member to complete activities such as (but not limited to) obtaining a work or identification card or obtaining appropriate interview clothing.

Advocates will provide the counselor a report that includes the specific date and time and services provided. If the advocate also provided job placement or job coaching services the advocacy report should be include in this file and is subject to review by the Division.