

APPENDIX C COMMUNITY REHABILITATION PROGRAMS

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ARKANSAS CAREER TRAINING INSTITUTE (ACTI)

MISSION

To assist individuals with disabilities to become employed through the provision of comprehensive rehabilitation services.

SELECTION OF CLIENTS

Residents of Arkansas who make inquiry to ACTI will be referred to a Field Counselor. The Field Counselor will give these referred cases first priority for investigation, as well as all others referred for ACTI services by other sources. This investigation must be sufficient to determine whether the referred case is eligible or ineligible for services.

ACTI will provide services to individuals with disabilities whom it is believed can benefit from ACTI Services directed towards rehabilitation goals.

ADMISSION GUIDELINES

Applications for admission to ACTI will be reviewed in accordance with these guidelines. The responsibility for the administration of these guidelines rests with the ACTI Admissions Coordinator in consultation with various other staff representing the service delivery units of the facility.

GENERAL REFERRAL CONSIDERATIONS

Each request for admission will be evaluated using the following criteria:

- 1) The reported needs of the individual.
- 2) The stability of the disabling condition and prognosis.
- 3) Capability of existing staff and facilities to meet the individual's service needs.
- 4) The ability of the individual to adapt to a group living experience.
- 5) Reasonable assurance that enrollment will not be harmful to the individual nor to other students.
- 6) Medically Stable.
- 7) No pending legal issues.
- 8) Individual will commit to an employment outcome.
- 9) Status as a registered sex offender (note: if registered at a level higher than two the individual is not eligible for services at ACTI.)

BEHAVIOR CONSIDERATIONS FOR GROUP LIVING

Given the wide variety of disabilities served at ACTI, it is essential to create and maintain an effective and productive rehabilitation environment in which needs of persons with significant disabilities may be addressed.

Therefore, admission of any individual having the following anti-social patterns is not eligible for services at ACTI.

- A. Physical Aggression
- B. Deliberate use of abusive and provocative language.
- C. Willful destruction of property.
- D. Overt sexual behavior.

GUIDELINES FOR SPECIFIC DISABILITIES

These guidelines relate to specific disabling conditions and/or individual's problems meriting careful consideration by all ARS staff, both in the field and at the ACTI, in the process of selecting individuals for ACTI services. Each of these areas must have reasonable assurance that enrollment will result in employment:

- 1) **Epilepsy** - Persons with seizures who are candidates for vocational programs must be stabilized on medication and possess a level of seizure control consistent with participation in a six hour per day learning environment. Persons interested in vocational programs such as Auto Technology, Auto Collision, Construction Technology, Outdoor Power Equipment Technology and Welding that require the use of dangerous equipment must be seizure free for one year.
- 2) **Psychiatric Disabilities** - Psychological and psychiatric services at ACTI are not equipped to provide primary mental health care. The psychiatric and psychological services available are designed to support and maintain those individuals who enter an ACTI program. For admission, individuals must meet the following criteria:
 - A. A current psychological or psychiatric assessment and report of mental disability and prognosis. There must be full disclosure of mental and/or psychiatric illness. (Completed within the last 6 months.)
 - B. The report of clear documented series of primary psychiatric or psychological treatment.
 - C. Stabilized on medication or otherwise determined stable by attending psychiatrist/psychologist. The reasonable assurance that enrollment will not be harmful to client or others.
- 3) **Cognitive Disabilities** - ACTI does not provide close 24-hour supervision, nor are students confined to the facility environment. Students requiring close supervision and monitoring are not candidates for ACTI services. For admission, individuals must meet the following criteria:
 - A. Have demonstrated a capacity to function independently and appropriately in-group living situations.
 - B. Follow a prescribed schedule.
 - C. Appropriately respond to direction.
 - D. Manage free time, both within a structured environment and in the community.

- 4) **Alcoholism, Drug Dependence, Abuse or Addiction** - ACTI is not a primary treatment program for alcoholism, drug dependence, abuse or addiction. Its mission is to continue the vocational rehabilitation of these individuals after the primary condition is well controlled. For admission, individuals must meet the following criteria:
 - A. A medical diagnosis of the condition is present and on record.
 - B. The individual has successfully participated in a primary treatment program and/or the individual has not engaged in alcohol or drug abuse for a period of six (6) months and has a good, medically documented prognosis.
 - C. Participate in NA/AA Programs as recommended by ARS/ACTI Staff and submit to drug screens.

- 5) **Medication Management** - Students will be capable of self-administering their own medication or capable of learning this skill.

ARKANSAS CAREER TRAINING INSTITUTE DRUG POLICY

Students enrolling at Arkansas Career Training Institute (ACTI) must sign the Arkansas Rehabilitation Services Substance Free Policy with their Field Counselor. All students enrolled at Arkansas Career Training Institute will be tested for prohibited substances during the first week of enrollment. If a student tests positive for drugs, the student will be suspended for 45 calendar days. The student will be required to provide ACTI with a clean drug screen and sign a behavioral agreement prior to their return. The student will be retested within 30 days of their return to ACTI. If the student tests positive for drugs at that time, the student will be discharged from ACTI.

Readmission is subject to the criteria outlined in the ACTI Alcoholism, Drug Dependence, Abuse, or Addiction policy. The student must demonstrate 1) successful participation in a primary treatment program and/or 2) the individual has not engaged in alcohol or drug abuse for a period of six months and has a good, medically documented prognosis and 3) participate in NA/AA programs as recommended by ARS/ACTI staff and 4) submit to drug screens (ARS Policy Procedure Manual, Appendix C.)

ACTI students are subject to random drug testing.

ADMISSION PROCEDURES FOR ARKANSAS REHABILITATION SERVICES CLIENTS

To schedule a client for admission to ACTI, the Field Counselor will provide the Admissions Coordinator the following information.

ACTI REQUEST FOR SERVICES FORM (SEE APPENDIX E)

This referral document will be submitted for entry into ACTI for an evaluation not to exceed 60 calendar days in Extended Evaluation (Status 06) or Vocational Rehabilitation, services (Status 10 - 22). The Request for Services form will interpret the Field Counselor's impressions and opinions of the individual's abilities, personality, background, social and behavior assets and limitations, giving particular attention to describing the rehabilitation problem. The Field Counselor will identify any specific

problem areas, including the need for special diet and medication with copies of the physician's prescriptions. The Request for Services form is the primary means for the Field Counselor to provide substantial and meaningful knowledge to ACTI personnel and should also include such information as the consumer's choice of limb maker, program identification for SSI/SSDI cases and any current insurance information (Medicare, Medicaid, private) that may provide funding for services. For referral of individuals who are alcohol dependent, a statement should be included that the individual has not consumed alcohol for a 6-month period and/or has successfully completed treatment in a recognized treatment facility. A similar statement is required for individuals with a known history of substance abuse. If the individual has previously been an ACTI student, include the name(s) used at each enrollment if known.

A completed copy of the Survey Interview/Application, the general medical reports provided by other agencies or facilities that substantially cover content of the General Medical Form may be accepted in lieu of the Agency General Medical Form, Specialists' Reports, and the ACTI Medical Supplement Form (PHS-2) will be submitted. In addition, available case narratives, ARS-75, test results, profile sheets and school records will be provided the Admissions Coordinator. A copy of the Test Record Form (complete form) of the Wechsler Adult Intelligence Scale (WAIS) results will be included if these tests have been administered. A copy of Rehabilitation Initial Diagnosis and Assessment for Clients (RIDAC) completed within the last six months is required for admissions.

For Status 06 referrals

If referred to ACTI in 06 Status (Extended Evaluation) cases must be moved to Status 19 when the student is enrolled in Vocational Training or other training related Support Services. A completed Individualized Plan for Employment (IPE) for Extended Services will be submitted prior to the individual's admission for evaluation services as an authorizing document.

For Status 12 and above referrals

A completed Individual Plan for Employment (IPE) will be submitted prior to the individual's admission for Vocational Rehabilitation Services as an authorizing document. The case **MUST** be in status 18 at the time of admission or moved into status 18 prior to enrollment into Vocational Training or Other Training Related Support Services.

CHECKLIST FOR CASES SUBMITTED TO ACTI ADMISSIONS COORDINATOR

The following documents must be completed with necessary signature before the Admissions Coordinator can review a case:

- 1) RS-344 Request for ACTI Service
- 2) General Medical Examination Record, if appropriate
- 3) Client Referral and Survey Information
- 4) PHS-3 Living at ACTI
- 5) PHS-2 Medical Supplement (those cases with limited mobility and/or limited activities of daily living capabilities)

- 6) IPE, plus Amendments for VR services other than EE
- 7) Specialists Reports (medical, psychological, psychiatric)
- 8) Case Note (demographic info)
- 9) Test Results (including WAIS profile sheet results and RIDAC.)
- 10) School Records
- 11) Background and Social Information
- 12) Medication taken to include prescriptions (if applicable)*
- 13) Consumer's preference of limb maker (limb cases only)
- 14) Demographic Referral Form
- 15) Immunization Record Must be forwarded to Admissions with referral materials
- 16) Social Security Card (copy)
- 17) Insurance Cards
- 18) University of Rhode Island Change assessment and ACTI screening questionnaire.
- 19) A referral from the clients' primary care physician for medical services if they receive Medicaid benefits.
- 20) Provide a list of accommodations.

Student will bring a 1-week supply of medications to ACTI.

SHORT-TERM ADMISSION FOR ACTI MEDICAL SERVICES

Short-term admissions (normally from one to ten working days) for initial wheelchair prescription, revision, repair, adjustment, replacement of prosthetic or orthotic appliances, neuropsychological evaluations and driver rehabilitation assessments/physical functional abilities assessment can be accomplished by submitting the following forms and information:

- 1) RS-344 Request for ACTI Services
- 2) Demographic Referral Information
- 3) PHS-2 Medical Supplement
- 4) RS-600 IPE or Amendment in Status 06 or above status 12.
- 5) All medical information substantiating need for requested service including doctor's prescriptions
- 6) The purpose of this assessment is to assure employment outcome.

If incidental expenses, clothing, transportation, and/or meals other than the noon meal for non-residents are to be provided, this must be planned for and recorded in the Services Section of IPE and specified on RS-344 Request for ACTI Services.

PROSTHETIC/ORTHOTICS AT ACTI

All new or initial wearers and individuals who have had difficulty wearing a limb may attend the ACTI Amputee Clinic for evaluation. ACTI Admissions Coordinator will schedule the individual for admission to the Amputee Clinic. The individual's Field Counselor will submit the same materials, including recommendations from a physician that the residual limb is ready for fitting; the signed Application for Services; and the completed Request for ACTI Services.

When possible, the vocational objective or tentative objective should be indicated since this type of information is extremely helpful to the clinic team in their total evaluation. Although the amputees' initial evaluation normally lasts five days, the length of time for ACTI services may vary from case to case. The Admissions Coordinator will advise the prosthetist and the counselor when the individual must report to the ACTI. The Field Counselor will notify the individual. The individual should expect to return home when the initial evaluation is completed.

The appropriate prosthetist is required to attend the Clinic for the initial prescription or evaluation of the prosthesis. All replacement prostheses recommended through this clinic will be evaluated as outlined below. The prosthetists may be required to attend other clinics to help resolve prosthetic problems.

The appropriate ACTI Counselor will immediately notify the Field Counselor of the evaluation results. If the Clinic recommends prosthesis, the Field Counselor may provide the limb in accordance with the recommendations. Actual construction of the new prosthesis (upper or lower extremity) should not begin before verbal or written authorization is received from the Field Counselor.

The details of measurement and fitting will be arranged by agreement between the Field Counselor, the individual, and the vendor. If the individual cannot travel to the limb company for the measurement and/or initial fitting, the prosthetists should contact the Field Counselor. A copy of the IPE will be submitted to the Admissions Coordinator prior to the individual's returning to ACTI for the final fitting.

A prosthesis should be made and returned to ACTI for initial evaluation within two (2) weeks of initial measurement. The prosthesis will not be delivered to the individual's home unless it is a replacement prosthesis recommended outside the ACTI Amputee Clinic.

The Field Counselor will notify the ACTI Counselor when the individual is ready to return to ACTI for the first fitting of the prosthesis.

The final fitting will be performed at the ACTI Amputee Clinic. The individual will remain at ACTI for training in the use of the limb. The prosthetist will notify the Field Counselor in writing with a copy of the notification to the individual and the Admissions Committee at least one week prior to the time the individual will be ready for final fitting. The individual will re-enter ACTI the day prior to the scheduled date.

CASE PROCESSING

Prior to the individual's entry into ACTI in Status 12 or above, the results of the diagnostic study and a supporting IPE are to be provided. Even when this study is completed, the individual may be sent to ACTI for additional diagnostic/evaluation services. Request for evaluation at ACTI will be addressed regardless of rehabilitation status.

Each consumer is assigned to an ACTI Counselor upon arrival. The ACTI Counselor becomes the extension of the Field Counselor in the case management and case processing while the individual remains at ACTI. All communication regarding a student's program is communicated through the ACTI Counselor. The ACTI Counselor is ACTI's liaison with the Field Counselor and service provider. The ACTI Counselor and Field Counselor will negotiate authorizations for necessary services provided outside ACTI. The ACTI Counselor who prepares the authorization and any additional documents such as Amendments to the IPE will be responsible for proper disposition of copies. The ACTI Counselor may authorize any services essential for the completion of the VR program.

All Statements of Account and related documents will be attached to the authorization in the case management system and payment entered for checks to be issued after the ACTI Counselor has verified that services have been rendered. The ACTI Counselor will be responsible for following up to verify that payment has been completed.

CLOTHING PRIOR TO ENROLLMENT

It is essential each individual arrive at ACTI with a 5-day supply of clothes that would be considered appropriate on the job to maintain a clean and neat appearance. A suggested list of minimum clothing has been established and such clothing is to be purchased or otherwise provided prior to arriving at ACTI. In planning with the individual, seasonal changes and the type of training must be considered. Students should have at least two pairs of shoes to wear in the training areas.

CLOTHING AFTER ENROLLMENT

Requests for personal clothing after enrollment will be directed to the Field Counselor. The Field Counselor, after investigating the family resources, will determine what clothing ARS will provide and advise the ACTI Counselor. The ACTI Counselor will write the necessary Amendments and authorizations to provide the clothing. Designation of funds and preparation of authorization will be determined by the Field Counselor and ACTI Counselor.

TRANSPORTATION TO ACTI

When ARS provides transportation, planning should include the need for a round-trip. The Field Counselor should remind clients of the date to report to ACTI approximately two weeks prior to the scheduled reporting date. Recommended time to arrive at ACTI is on Sunday between 10AM and 3PM, unless otherwise specified in the admissions letter. This allows the student an opportunity to begin the orientation program on a timely basis. Students must be at ACTI in this time frame as orientation begins in the afternoon. Parents, guardians, or other family members should plan to stay for the 5:30 PM Orientation class. If any changes are necessary, ACTI should be notified. The Field Counselor should instruct the client to report to the Reception Office at ACTI immediately upon arrival.

TRANSPORTATION WHILE ENROLLED

The ACTI Counselor will write the amendment for transportation provided by an outside vendor if needed. Authorizations will not be written when such transportation is provided with ACTI vehicles and personnel. ACTI Counselor will authorize transportation only when the individual has no resources and only at times when ACTI is initiating individual's leaving such as Christmas closing, time of discharge, or when client has an extreme emergency situation that necessitates leaving. The ACTI Counselor will not provide transportation for home visits or other non-emergency conditions.

INCREASED PER DIEM COSTS

Authorizations and Amendments will not be written to provide for increased per diem costs due to the client's receiving short stay hospital or evaluation services. The ACTI Counselor will inform the Field Counselor of such changes in the original planning.

MEDICAL TREATMENT OUTSIDE OF ACTI

The ACTI Counselor, upon recommendation by the ACTI physician, will authorize emergency medical treatment and non-emergency medical diagnosis. If the ACTI Counselor has current information that indicates medical services are necessary and recommended by a physician outside ACTI, the Field Counselor must be notified by telephone followed or email followed by a case note in the case management system explaining the situation. The ACTI Counselor and the Field Counselor will confer and a determination will be made based on the circumstances, of which the Field Counselor will be responsible for payment and completing the need IPE Amendment and authorization.

Exception: When there is evidence either from the individual or the ACTI Counselor, the family or individual can purchase or make a substantial contribution to the purchase of the necessary prosthesis, appliance, etc., and/or treatment. The ACTI Counselor will submit the recommendation to the Field Counselor. The Field Counselor, after further investigation, may write the amendments and authorizations to the vendor, or request the ACTI Counselor complete them.

In the event outside medical treatment is needed due to actions purposely or deliberately caused by the student (example: breaking a window in anger) the student may be responsible for all medical expenses resulting from the injury.

INCIDENTAL EXPENSES

This service will not be authorized unless the ACTI and Field Counselor agree the service is needed. It is to be used for minor emergency needs only.

UTILIZING ABILITIES UNLIMITED

Effective July 1, 2006, ACTI no longer refers students directly to Abilities Unlimited in Hot Springs. All authorizations to Abilities Unlimited for students enrolled in the ACTI must be issued by the Field Counselor.

FINANCIAL PARTICIPATION

The Field Counselor, in accordance with ARS Policy and Procedure Manual, will determine financial participation. Refer to Appendix I. Fees for the ACTI Fees and Training Hours.

LEAVE POLICY FOR ACTI STUDENTS

Students enrolled in ACTI are expected to remain until services outlined in the IPE are completed or otherwise terminated. However, leave may be granted to students when the ACTI Counselor and/or Field Counselor deem it necessary. Leave may be granted to a student due to illness, personal or family problems, positive drug screen, suspension or the need to return home to plan with the Field Counselor.

If a student does not return at the end of his/her designated leave, contact will be made with the Field Counselor by the ACTI Counselor and a decision will be made to either extend the leave up to an additional 30 days or discharge the student.

Students on leave will be discharged at the end of 30 days unless an extension of leave time has been requested and agreed upon by the Field and ACTI Counselor, and approved by ACTI Counseling Supervisor. After a student has been discharged, an application must be submitted to the Admissions Coordinator before consideration for re-enrollment.

NON-RESIDENTS AT ACTI

ACTI is a residential facility. Exceptions may be for non-resident enrollment under certain conditions and upon specific request by the Field Counselor. These conditions are:

- 1) Students residing in Garland County and immediate area may be admitted for services as a non-resident student of the Field Counselor.
- 2) ACTI has no family facility or living quarters for students with family or dependents. In the event two students become married to each other; they will be required to become non-residents as soon as arrangements can be made.

Non-residents are authorized to eat a noon meal in the ACTI's cafeteria on Monday through Friday as part of the usual ACTI services. After analyzing the individual's financial needs, the Field Counselor may request the individual be provided additional meals per day on maintenance services. The request for additional meals per day must be specified and authorized in the IPE and requested on the RS-344. These guidelines should be reviewed with and understood by students prior to admission.

Non-resident students will be provided normal/routine health care services from 7: 00 a.m. to 3 p.m. Monday through Friday. Non-resident students will be required to arrange for their own emergency care other than these specified hours, unless special arrangements are made on an individual basis with appropriate ACTI staff.

COMMUNITY REHABILITATION PROGRAMS

Community Rehabilitation Programs provide community and facility based comprehensive vocational rehabilitation services, supported employment services and employment oriented services (assessment, work adjustment, job coaching, on-the job training, and job placement) as one of its major functions to individuals with disabilities. The primary purpose for utilizing the CRP's services is to assist individuals with disabilities to be successful at work and live independently the community.

GOAL OF THE COMMUNITY PROGRAM DEVELOPMENT SECTION

The primary goal of the ARS Community Program Development Section is to identify the service needs which can be met through the purchase of services from non-profit or public CRP's. Once these service needs are defined, the Community Program Development Section, in coordination with the ARS General Agency, ~~contracts~~ establishes Purchased Services Agreements with CRP's. The ARS Community Program Development Section requires annual comprehensive certification process and recertification, which establishes guidelines that must be followed by all parties to assure the timely provision of quality rehabilitative services to eligible individuals'. ARS works with CRP's to develop new initiatives and to update their facility to assure ARS consumers are moving towards competitive integrated employment outcome.

The Community Program Development Section provides verification approval forms to the ARS counselor for monthly payments to CRP's, provides continuous fiscal and programmatic oversight of contract guidelines, and provides technical assistance.

COUNSELOR LIAISONS

ARS District Manager will assign a vocational rehabilitation counselor to act as the liaison to each CRP. The counselor liaison's role is to establish and foster relationship, which encourage collaboration, increase referrals to the CRP and job placements opportunities for referred individuals. The counselor liaisons are required to visit the assigned CRP once a month and will provide a monthly report to the assigned CPD Rehabilitation Program Specialist by the first Friday of each month. This report addresses activities at the CRP, the relationship between the ARS and the CRP, bridging any existing gaps, and addressing any concerns. In addition, the counselor liaison may request periodic conferences with ARS staff, CPDS staff, and the CRP staff to discuss Certification/Contract issues and scheduled programmatic/fiscal reviews.

CRP SERVICES PROCEDURES

Service hours for CRP, other than ACTI, consist of a full day at more than five hours of services (excluding transportation) constitutes one unit, and partial day at three to five hours of service (excluding transportation) constitutes one unit.

REFERRAL

- 1) The counselor will send a cover letter authorizing a ten (10) day for assessment. The letter will contains the following:
 - A. The questions to be addressed during assessment;
 - B. The counselor's impression of the individual's aptitudes, interests, attitudes, and suggestions as to work tryout areas;
 - C. If available, a summary of medical, psychological, social, educational, and vocational assessment/evaluation results and an interpretation of how these results may influence CRP services; and
 - D. A statement informing the CRP personnel that if more complete information is needed, it is available for review from the file in the local rehabilitation office.
 - E. Copies of medical/psychological reports, verifying the individual's disability.

When the CRP accepts the individual into the program for the 10-day assessment, an Admission Cover Letter Voucher will be sent to the Community Program Development Section by the CRP.

The CRP case manager will complete an assessment plan. The CRP case manager will provide a report to the counselor of the findings of the initial assessment. If Work Adjustment is recommended, the CRP case manager will submit a plan for the counselor's review/approval. It is necessary for the ARS counselor to maintain contact with the CRP staff in order to provide input, and to be assured the authorized services are being provided.

The CRP 10 day assessment may lead to the individual being referred to additional work adjustment services, Supported Employment Services or Job Services – VR Only (placement.)

WORK ADJUSTMENT

The counselor may authorize up to 60 days of attendance for Work Adjustment by completing the Authorization for Adjustment Services form (RS-315). Copies of the RS-315 will be maintained in the ECF and a copy sent to the Community Program Development Section by the CRP. The CRP completes a Work Adjustment Plan and provides a copy to the counselor for reviews/approval.

Individuals may exit the Work Adjustment Program prior to completing the 60 days if the individual has achieved the rehabilitation goal of employment. If an individual drops out of the Work Adjustment Program, they may be readmitted as long as there are eligible days remaining. If the individual is officially discharged by the CRP, the individual may be readmitted by the counselor completing a new RS-315. A final Work Adjustment report will be obtained from the CRP.

See **CRP BILLING PROCESS** page 15.

EXTENDED SERVICES

Based on the Work Adjustment Report, the CRP may recommend extended services days. The counselor may authorize the number of days of attendance set out in the CRP/ARS agreement for Extended Services by completing the Authorization for Adjustment Services (RS-315). Copies of the RS-315 will be maintained in the ECF and a copy sent to the Community Program Development Section by the CRP.

The CRP completes an Extended Services Plan and provides a copy to the counselor for review/approval.

Individuals may exit the Extended Services Program prior to completing the days available if the individual has achieved a rehabilitation goal of employment. If an individual drops out of the Extended Services Program, they may be readmitted as long as there are eligible days remaining. If the CRP officially discharges an individual, the individual may be readmitted by the Counselor completing a new RS-315. A final report will be obtained from the CRP.

CRP PLAN FOR WORK ADJUSTMENT OR EXTENDED SERVICES

The plan contains:

- 1) Documentation showing the individual was involved in plan development, which reflects the client's choice of occupation.
- 2) Program goals stated in terms of how competitive employment will be achieved;
- 3) Measurable objectives leading toward achievement of each program goal;
- 4) Target dates for completion of goals and objectives;
- 5) Name of the CRP case manager who coordinates the rehabilitative process, submits reports, and amends the plan when necessary.

See **CRP BILLING PROCESS** page 15.

SSBG 26 CLOSURE (JOB PLACEMENT)

During the time an individual attends a CRP Community or Facility Based (Sheltered Workshop), the CRP staff will assist the individual to seek employment. Based on the CRP recommendation for job placement services, the counselor may authorize this service by completing the Authorization for Adjustment Services (RS-315). Copies of the RS-315 will be maintained in the ECF and a copy sent to the Community Program Development Section by the CRP.

Once the individual obtains employment, the CRP must assure the following criteria is met before billing ARS.

- Makes at least minimum wage
- Works 20 hours or more per week
- Employed at least 90 days consistently
- Integrated Setting

See **CRP BILLING PROCESS** page 15.

CLOSURE INFORMATION OTHER THAN EMPLOYMENT

When an individual exits a CRP, a Discharge Report will be completed and sent to the Community Program Development Section. The CRP should retain one a copy for its record and send a copy to the counselor. A final report will be obtained from the CRP summarizing the time the client participated and the achievements, results and recommendations. Attach reports to the ECF.

WAGE AND HOUR REGULATIONS IN CRP'S

ARS prefers an individual be employed at minimum wage; however, some clients in a CRP may be covered by a Department of Labor (DOL), Wage and Hour Certificate. The DOL Wage and Hour Certificate will authorize the CRP to reimburse the individual at a rate below the current minimum wage if appropriate. The Department of Labor Wage and Hour Certificate is required by the ARS Community Program Development Section as part of the Certification process if individuals are compensated on a piecework rate.

Exception: A CRP may request exemption from the DOL, Section 14C, Wage and Hour Certificate requirements if individuals with disabilities receive pay standards at minimum wage or above.

CERTIFICATION POLICY

ARS certification of a CRP's program of Assessment, Work Adjustment, and Extended Services and SSBG Closure (Job Placement) is required for ARS to purchase services.

Certification is contingent upon:

- 1) Confirmation by the ARS District Manager of the need for a CRP (New CRP's only) within the community;
- 2) The CRP submits the required application for certification and mandatory documents, along with justification of the capability to provide the established services.
- 3) The Community Program Development Section recommends certification to the ARS Commissioner upon review of the application and compliance documents with the following prerequisites:
 - A. There is an organization with responsibility for providing building, equipment, staff, and leadership directed toward fulfilling the stated function of the CRP;
 - B. There is a written description of the program of services to be offered;
 - C. There is staff qualified to provide the services offered.
 - D. Sufficient training or workstations are identified and ~~there is~~ evidence that work is available in sufficient quantity and type to meet program needs.
 - E. An annual budget is projected for the CRP's operation, which sets forth estimated costs, and how these costs will be met.
 - F. There is an accessible building(s) or training programs of sufficient size and adequate construction to meet program needs.

The Community Program Development Section will continually monitor each program through onsite monitoring and surveys. If any of the prerequisites governing certification are not met, the Community Program Development Section will recommend corrective action to be taken. The CRP is given a period of 60 days from the date of notification of recommendation to correct the deficiency. At the end of the 60 days, if corrections are ~~is~~ not made, a suspension of certification will occur. The certificate may be reinstated when the Community Program Development Section has documentation that corrective action has been completed.

CRP BILLING PROCESS (See Appendix I. Fees for daily per diem amounts.)

- The counselor and Community Program Development (CPD) Section Rehabilitation Program Specialist receive the billing documentation from the CRP. The Statements of Accounts list the individual's name, services program, number of days in each program, and the amount to be paid by ARS.
- The counselor verifies the Statement of Accounts. If there are errors, the counselor shall discuss the errors with the CRP for correction and/or seek technical assistance from the CPD Rehabilitation Program Specialist.
- The CRP submits required electronic data from the Community Billing database to the ARS Community Program Development Section by the 10th of the month. CPD reviews the Statements of Accounts and verifies the electronic data match before a Verification Payment Form (VPF) is processed.
- CPD will send a Verification Payment Form (VPF) to the counselor and support staff. The VPF is required for payments to be paid through the ARS Finance Section.
- The counselor will attach the Statement of Accounts and the CPD Verification Payment Form into the ECF.
- When billing documentation is received, key required information into the case management system for payment authorization. Support staff will be responsible for making payments.

CRP ESTABLISHMENT POLICY

Establishment Defined

Establishment, development, or improvement of a public or nonprofit community rehabilitation program means:

The establishment of a facility for a public or non-profit community rehabilitation program (as defined in 34 CFR 361.5(b)(18) to provide vocational rehabilitation (VR) services to applicants or eligible individuals. 34 CFR 361.5(b)(17)(i).

Establishment Authority

Section 103(b)(2)(A) of the Rehabilitation Act of 1973, as amended and 34 CFR 361.49(a)(1) authorize the use of VR funds to support “The establishment, development, or improvement of community rehabilitation programs (CRP), including, under special circumstances, the construction of a facility. Such programs shall be used to provide services that promote integration and competitive employment.” The authority is used to provide financial support to community rehabilitation programs to establish or develop service programs, or improve them and to increase their effectiveness in providing VR services to applicants or eligible individuals.

In serving groups of individuals with disabilities, ARS is authorized to establish, develop, or improve a public or private CRP, pursuant to section 103(b)(2)(A) of the Rehabilitation Act and 34 CFR 361.49(a)(1). ARS is permitted under the VR program to alter or remodel a CRP and install fixed or movable equipment, as necessary, to establish, develop, or improve the facility for a CRP (34 CFR 361.5(b)(18)(ii) and (v)).

Community Rehabilitation Program

Section 7(5) of the Rehabilitation Act of 1973, as amended and 34 CFR 361.5(b)(9) defines CRP as a program that provides directly or facilitates the provision of one or more VR services to individuals with disabilities to enable those individuals to maximize their opportunities for employment, including career advancement.

Vocational Rehabilitation Services

Vocational rehabilitation (VR) services are those services provided to an individual pursuant to an Individualized Plan for Employment in accordance with 34 CFR 361.48 or to groups of individuals with disabilities in accordance with 34 CFR 361.49 (section 103 of the Rehabilitation Act of 1973, as amended and 34 CFR 361.5(b)(58)). Section 111(a)(1) of the Rehabilitation Act of 1973, as amended and 34 CFR 361.3 require that VR funds be used solely for the provision of VR services or for the administration of the VR program.

Establishment Activities

The need for establishment, development or improvement of a CRP must be determined through the ARS Comprehensive Statewide Needs Assessment (CSNA).

Plans to establish, develop and improve CRPs through establishment activities must be included in the ARS State Plan in the following attachments, if applicable:

- CSNA (Attachment 4.11(a))
- State Goals and Priorities (Attachment 4.11(c)(1))
- State’s Strategies (Attachment 4.11(d))
- Cooperative Agreements with Private Nonprofit Organizations (Attachment 4.8(b)(3))
- Arrangements and Cooperative Agreements for the Provision of Supported Employment Services (Attachment 4.8(b)(4))
- Evaluation and Report of Progress (as the project moves forward) (Attachment 4.11(e)(2))

Comprehensive Statewide Needs Assessment

ARS and the State Rehabilitation Council conduct the Comprehensive Statewide Needs Assessment (CSNA) every three (3) years, or update the CSNA as needed. ARS and the rehabilitation council conduct the CSNA for the purpose of describing the rehabilitation service needs of individuals with disabilities residing within the state. The CSNA must include an assessment of the need to establish, develop, or improve community rehabilitation programs (CRPs) within the state (34 CFR 361.29(a)(1)(ii)). Any update to the CSNA is required to be reported to the Rehabilitation Services Administration (34 CFR 361.29 (ii)(2)).

The CSNA particularly focuses on the vocational rehabilitation services needs of:

- Individuals with the most significant disabilities, including their need for supported employment services;
- Individuals with disabilities who are minorities;
- Individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program; and
- Individuals with disabilities served through other components of the statewide workforce investment system.

Expenditures

Other expenditures are permitted if related to establishment, development, or improvement of a CRP that are necessary to: Make the program functional or increase its effectiveness in providing VR services to applicants or eligible individuals, but are not ongoing operating expenses of the program. 34 CFR 361.5(b)(17)(iii).

The acquisition of an existing building and, if necessary, the land in connection with the acquisition is permitted, if the building has been completed in all aspects for a least one (1) year prior to the date of the acquisition and the Federal share of the cost of acquisition is not more than \$300,000. 34 CFR 361.5(b)(18)(i).

The remodeling or alteration of an existing building is permitted, provided the estimated cost of remodeling or alteration does not exceed the appraised value of the existing building. 34 CFR 361.5(b)(18)(i)

The expansion of an existing building is permitted provided that:

- The existing building is complete in all respects;
- The total size in square footage of the expanded building, notwithstanding the number of expansions, is not greater than twice the size of the existing building;
- The expansion is joined structurally to the existing building and does not constitute a separate building; and
- The costs of the expansion do not exceed the appraised value of the existing building. 34 CFR 361.5(b)(18)(iii)

Other expenditures allowed:

- Architect's fees, site survey, and soil investigation, if necessary in connection with the acquisition, remodeling, alteration, or expansion of an existing building; and
- The acquisition of fixed or movable equipment, including the cost of installation of the equipment, if necessary to establish, develop, or improve a community rehabilitation program. 34 CFR 361.5(b)(18)(iv) and (v)

Financial Impact

- The non-federal share of an establishment project is 21.3 percent. 34 CFR 361.60(a)(1)
- The match may be made, in whole or in part, by the state VR agency or contributions by private entities (private organizations, agencies, individuals). 34 CFR 361.60(b)(3)(i)
- Contributions from private entities used to meet the non-federal share of an establishment project must be deposited in the account of the state agency in accordance with state law. 34 CFR 361.60(b)(3)

Allowable Costs

- The federal share of the cost of acquiring a building that is to be used for community rehabilitation program purposes cannot exceed \$300,000.
- Acquisition includes land and is subject to the \$300,000 Federal Fund Participation limitation.
- Remodeling or alteration costs of an existing building provided that the estimated cost does not exceed the appraised value of the building.
- The expansion of an existing building, provided that the existing building is complete in all respects; and the total square footage of the expanded building is not greater than twice the size of the existing building.
- The expansion of an existing building, provided that the expansion is joined structurally to the existing building; and the costs of expansion do not exceed appraised value of the existing building.
- Architect's fees, site survey, soil investigation. (If necessary in conjunction with the acquisition, remodeling, alteration, or expansion of an existing building)
- Fixed or moveable equipment, including the cost of installation of the equipment. (If necessary to establish, develop, or improve a community rehabilitation program) 34 CFR 361.5(b)(18)(i) - (iii)

Staffing

- Federal financial participation is limited to a total of 48 months.
- The total percentage of costs in which the federal government will participate is reduced each year during the 4-year period.
- Staffing limit is imposed to preserve the amount of funds available to ARS for providing services to eligible individuals, while preserving ARS's authority to expend VR funds to support necessary development or expansion of community rehabilitation facilities.
- If necessary to establish, develop or improve a CRP to serve applicants or eligible individuals, funding for staffing is permitted for a period of four (4) years, with financial participation available at the applicable matching rate for the following levels of staffing costs. 34 CFR 361.5(b)(17)(ii)

Staffing Costs

Year 1	100%
Year 2	75%
Year 3	60%
Year 4	45%

State Purchasing Requirements

ARS must comply with all State of Arkansas purchasing requirements including solicitation of bids, if applicable, in the provision of establishment activities.

Affect of Costs on Maintenance of Effort

Non-Federal expenditures incurred for the establishment, development, or improvement of a facility for a CRP are exempt from the calculation of the State's maintenance of effort requirement pursuant to 34 CFR 361.62(b).

Pursuant to section 111(a)(2)(B) of the Rehabilitation Act and 34 CFR 361.62, a State must ensure that non-Federal expenditures under the VR State plan for any given fiscal year must equal or exceed the non-Federal expenditures from two years prior to that year. For example, non-Federal expenditures incurred in FY 2013 would have to equal or exceed the agency's non-Federal expenditures incurred in FY 2011. Costs classified as administrative costs count towards the maintenance of effort requirement; however, costs classified as the establishment, development, or improvement of a facility for a CRP do not count towards the maintenance of effort requirement.

Required Pre-Planning Activities

- The need for the establishment activities must be identified in the approved Comprehensive Statewide Needs Assessment jointly developed and agreed to by ARS and the State Rehabilitation Council and approved by the ARS Commissioner. 34 CFR 361.29(a)(1) 34 CFR 361.13
- The development of goals and strategies related to the establishment activities must be included and discussed in the ARS State Plan. 34 CFR 361.29(c)(1) and (d)(3)
- The establishment, development, or improvement of a public or other nonprofit community rehabilitation program that is used to provide vocational rehabilitation services must promote integration and competitive employment. 34 CFR 361.49
- ARS must ensure that it satisfies all pre-planning requirements before engaging in these activities.
- ARS also must ensure that it monitors all establishment expenditures to ensure compliance with Federal requirements pursuant to 34 CFR 80.40(a).
- ARS will only consider requests to use establishment activities to develop a CRP if the needs for particular VR services are identified in the Comprehensive Statewide Needs Assessment (CSNA) and unavailable through other programs including the Arkansas Career Training Institute (ACTI). If the need for a VR service is identified, ARS will first determine if ACTI programs can be adapted to provide the service. If a VR need is identified in the CSNA and unavailable through other programs or ACTI or ACTI programs cannot be adapted to provide the services, then ARS will advertise for Request for Proposals. Unsolicited proposals will not be considered for establishment activities to provide the establishment, development, or improvement of a public or other nonprofit community rehabilitation program.

Arkansas Rehabilitation Services (ARS) Community Program Development Section (CPDS) and Community Rehabilitation Program (CRP) Review Process and Resolution Protocol

CRP Review Procedures and Resolution Protocol

This resolution protocol is established to allow for communication by either ARS staff or CRP staff, who may have an issue causing a barrier to services in assisting individuals with disabilities to receive vocationally oriented services toward quality, competitive employment outcomes in integrated settings.

STEP ONE: ARS field staff or the CRP staff discusses the issue(s) with the ARS counselor liaison. The ARS counselor liaison will contact the CPDS Rehabilitation Program Specialist for technical assistance.

STEP TWO: The ARS counselor liaison will discuss the issue with the ARS District Manager. The ARS District Manager contacts the CPDS Manager for technical assistance or if a resolution cannot be reached.

STEP THREE: The CPDS Manager will communicate with both parties to seek a resolution, which may require a meeting to develop a corrective action plan with time frames.

STEP FOUR: If the issue cannot be resolved by the above steps, the ARS- CPDS with approval in writing (official memo) from the ARS Chief of Field Services can recommend to the ARS Commissioner the termination of the CRP's certification.

STEP FIVE: ARS Commissioner will review documents provided by memo requesting this review from the ARS Chief of Field Services and the CPDS Manager documenting the process taken to seek a resolution. The final decision determined by the ARS Commissioner will be provided to the CRP within thirty (30) days from the date the ARS Chief of Field Services provides a memo requesting this review.

STEP SIX: If dissatisfied with the ARS final decision, the CRP has the right to a hearing as set out in the Arkansas Administrative Procedure Act, §25-15-208 to 213 Administrative Adjudication.

CRP DEFINITIONS

Community Rehabilitation Program (CRP) - A program that provides one or more of VR services to individuals with disabilities and to enable those individuals to maximize their opportunities for employment, including career advancement.

TYPES OF CRP'S

CRP Facility (Sheltered) Based - a work-oriented habilitation or rehabilitation program with a controlled working environment and individual vocational goals, which utilizes planned goal-directed work experience and related services for assisting an individual with a disability to progress toward independent living and a productive vocational status.

CRP Community Based – a non-sheltered program providing services in the community by situational assessment trainings, on the job training, and other available local resources, including but not limited to community programs, public places like the public library, and local employers,

CRP SERVICES

Assessment - an investigative goal-directed process identifying and measuring the clients individual's work related behaviors, including but not limited to, job readiness, transferable skills, social skills and vocational interest, in order to determine the need for placement or additional rehabilitation services.

Work Adjustment - a system of goal-directed services or groups of services directed toward enhancement of the individual's job seeking and job-keeping skills that facilitate movement toward a satisfactory vocational placement.

Facility Based (Sheltered) Extended Services - a continued goal directed service to increase the skills, abilities, job keeping skills, and opportunities for employment for individuals that facilitate movement toward a satisfactory vocational placement, which may be provided in the community.

Competitive Employment - refers to work in the competitive labor market that is performed full or part time in an integrated* setting, and for which an individual is compensated at or above the minimum wage. Work performed must be compensated with the same benefits and wages as other workers in similar jobs receive. This includes sick leave, vacation time, health benefits, bonuses, training opportunities, and other benefits. *Integrated Setting" definition on page 27.

Sheltered Employment (cannot be a 26 closure) – refers to the long-term employment of an individual with a disability within a Facility Based (sheltered) CRP. This individual is considered to be an employee of the CRP and **cannot be closed vocationally as a Status 26 closure**, unless the majority of their employment time is in an integrated setting where individuals with disabilities do not congregate for services, for example the CRP campus/property. Sheltered employees in CRP's are typically paid at less than minimum wage depending on their productivity, and in accordance with special Department of Labor, Wage and Hour Division guidelines.

SUPPORTED EMPLOYMENT SERVICES (SES) AND DEFINITIONS

Supported Employment means competitive work in integrated work settings for individuals with the most significant disabilities (i.e. intellectual or developmental disabilities, learning disabilities, traumatic brain injury, and behavioral health issues) for whom competitive employment has not traditionally occurred, and who, because of the nature and severity of their disability, need ongoing support services in order to perform their job.

Individuals employed through Supported Employment services must:

1. Be engaged in employment paid at or above minimum wage;
2. Work performed must be compensated with the same benefits and wages as other workers in similar jobs receive. This includes sick leave, vacation time, health benefits, bonuses, training opportunities, and other benefits.
3. Need and be provided ongoing, support services in order to maintain employment, which may include natural supports provided by the employers; and
4. Be employed in an integrated setting.

NOTE: Supported Employment Services shall be provided for a period of time not to exceed 18 months, unless under special circumstances the eligible individual and the rehabilitation counselor jointly agree to extend the time to achieve the employment outcome identified in the individualized plan for employment. The counselor will provide a justification memo stating why the individual's disability requires an extended period of time to the District Managers for approval.

Transitional Employment means competitive employment in an integrated work setting for individuals with a significant disability due to mental illness who may need support services (but not necessarily job skill training services) provided either at the work site or away from the work site to perform the work. The job placement may not necessarily be permanent employment for the individual.

Transitional Employment Services consist of a series of temporary sequential job placements until job permanency is achieved. The job could be temporary or seasonal and the on-going "job skill training" requirement of "at least twice monthly" is waived unless the individual needs these services.

TYPES OF SUPPORTED EMPLOYMENT PLACEMENT

Individual Model - A person with a disability is placed in a job in a community business which best suits his/her abilities and preferences. Training is provided on the job site in job skills and work related behaviors, including social skills, by a job coach. As the employee gains skills and confidence, the job coach gradually spends less time at the worksite. Support is never completely removed. The private or public agency furnishing the job coach is always available to the employer for retraining for new assignments, assisting in dealing with challenging behaviors, supplying periodic consultations with co-workers and employer, giving orientation and training for co-workers. (Self-employment is encouraged and supported within this model.)

Enclaves Model - Enclaves typically consist of a small group of individuals with disabilities (generally 5-8) working together as a team under the supervision of a provider employee in a community business or industry. There is a contractual relationship between the business and the provider, and the provider pays the workers with disabilities either by a piece rate, a straight subminimum wage, or by pay commensurate with production. Another variation of the enclave approach is called the "dispersed enclave." This model is used in service industries (e.g., universities, restaurants, and hotels). Each person works on a separate job, and the group is dispersed throughout the company.

Mobile Job Crews Model - Job crews (up to 6) are provider sponsored groups of individuals with disabilities who travel together to perform work. The crew works as a distinct unit and operates as a self-contained business that generates employment for their crew members by selling a service. The crew works at several locations within the community, under the supervision of a job coach/Supported Employment vendor Supervisor. The type of work usually includes janitorial or grounds keeping. Individuals with disabilities work with others who do not have disabilities in a variety of settings, such as offices and apartment buildings.

Small Business/Entrepreneur Model - Establishes a small business, which employs both individuals with significant disabilities, but not more than the number of employees without disabilities. The small business operates like any business, generating work and paying employees from revenues received. The small business is located within the community

SUPPORTED EMPLOYMENT SERVICES PROCEDURES AND MILESTONES

REFERRAL/JOB DEVELOPMENT (SE): ARS makes a referral to a provider requesting assistance for the individual to receive services in the development, creation, or identification of paid integrated work in a community business or self-employment setting that meets individual's interests, abilities, and needs.

REFERRAL/JOB DEVELOPMENT (SE) PROCESS - Status 18:

- After eligibility, the counselor and individual will meet to develop their SE plan and choose an SE Provider. (The Rehab Act and the counselor's ethical code require the counselor provide informed choice of available SE Providers.)
- The counselor sends a Referral Letter to the chosen Provider after the IPE meeting.
- The Provider sends ARS an acceptance or denial letter explaining why the individual's needs cannot be met. If denied, the counselor will assist them to select another Provider.
- The Provider is required to meet with the individual at least twice monthly during the job development period. (Transitional Employment Services has an exception, see the definition above.)
- The Provider will submit **REFERRAL/JOB DEVELOPMENT MONTHLY PROGRESS REPORT (SE-1)** and the Supported Employment Billing Form (SE -5.) Reports shall have the signature of the individual receiving services. Attach reports to the ECF.

- When Supported Employment Billing Form (SE-5) is received, key required information into the case management system for payment authorization. Attach the bill to the ECF. Support staff will be responsible for making payments.

JOB MATCH/PLACEMENT (SE) - Status 20: The individual is placed in a competitive integrated employment setting with supports for a period of time and is being compensated commensurate with others in their position at the federal minimum wage or above.

JOB MATCH/PLACEMENT (SE) PROCESS:

- Once placed on the job, the Provider provides a job coach for the number of hours needed for the individual to learn the job.
- The Provider is required to meet with the individual at least twice monthly during the job match/placement period. (Transitional Employment Services has an exception, see the definition above.)
- The Provider will submit **JOB MATCH /PLACEMENT MONTHLY PROGRESS REPORT (SE-2)** the Supported Employment Billing Form (SE -5.) Reports shall have the signature of the individual receiving services. Attach reports to the ECF.
- When Supported Employment Billing Form (SE-5) is received, key required information into the case management system for payment authorization. Attach the bill to the ECF. Support staff will be responsible for making payments.

JOB STABILIZATION (SE) Status 22: This time frame of this service assures the individual has learned their job with supports to the meet the demands of the integrated work environment in assurance of long-term job success. The individual works successfully for the minimum required *15 hours a week identified in the IPE. The individual must remain on the job 30 days or more to be considered stable. The Job Coach reduces support to *less than 20 percent of the individual's working hours.

* **Exception:** The counselor will provide a justification memo stating why the individuals' disability requires less than 15 hours a week and/or more than 20% of a job coach to the District Managers for approval.

JOB STABILIZATION (SE) PROCESS:

- The Provider is required to meet with the individual at least twice monthly during the stabilization period. (Transitional Employment Services has an exception, see the definition above.)
- The Provider will submit **JOB STABILIZATION MONTHLY PROGRESS REPORT (SE-3)** the Supported Employment Billing Form (SE -5.) Reports shall have the signature of the individual receiving services. Attach reports to the ECF.
- When Supported Employment Billing Form (SE-5) is received, key required information into the case management system for payment authorization. Attach the bill to the ECF. Support staff will be responsible for making payments.

CLOSURE (SE): The individual has remained employed a minimum of 90 days after the 30 day stabilization period. When the individual and the employer are satisfied with the employment outcome, the Provider and ARS are ready for a successful case closure.

CLOSURE (SE) PROCESS - Status 26:

- The Provider is required to meet with the individual at least twice monthly during the 90 days leading to closure. (Transitional Employment Services has an exception, see the definition above.)
- The Provider will submit **CLOSURE REPORT (SE-4)** and the Supported Employment Billing Form (SE-5) Attach reports to the ECF.
- When Supported Employment Billing Form (SE-5) is received, key required information into the case management system for payment authorization. Attach the bill to the ECF. Support staff will be responsible for making payments.
- After the bills are paid, the counselor assures the client has Extended Services (Follow Along) support from the provider and completes the required 26 Closure documents.

SUPPORTED EMPLOYMENT (SE) EXTENDED SERVICES (FOLLOW ALONG): The SE Provider is required to support the individual for the length of the job. Providers are required to obtain funding to provide this support to keep the individual stabilized in employment on a long term basis or assist the individual to be stabilized with supports, if needed. The Provider is required to contact the individual and employer, at a minimum, at least once a month for the first year and then at a minimum of quarterly for the length of the job.

JOB SERVICES – VR ONLY PROCEDURES

This is a standalone service. See Vendor requirement form at the end of this section. A job-finding service is provided by a vendor, when the employment seeking individual is job ready. These services may be provided by a Community Rehabilitation Program, a public or private vendor. Vendors are approved through the Community Program Development Section application process.

JOB REFERRAL– VR ONLY: The Vendor receives a referral from ARS. Prior to the ARS counselors' referral, a determination has been made the individual is job ready and has been provided informed choice of Vendors. **Note:** Informed choice is mandated by federal law, even if the Vendor refers an individual to ARS for services.

JOB REFERRAL– VR ONLY PROCESS:

- ARS sends the Referral Entry Form to an approved Vendor for employment services. The Vendor accepts the referral. If denied by the Vendor, the counselor will assist them to select another Provider.
- When Job Services-VR Only Vendor billing form is received for Job Referral, key required information into the case management system for payment authorization. Attach the bill to the ECF. Support staff will be responsible for making payments.

- The Vendor submits Job Services-VR Only Monthly Progress Reports by the 10th of the month until the individual is successfully employed for 90 days. Attach the reports to the ECF.

JOB PLACEMENT– VR ONLY: The Vendor assist an individual to obtain a job in an **competitive integrated** setting based on their interests, abilities, needs, and informed choice to be successful employed long-term.

JOB PLACEMENT– VR ONLY PROCESS

- When Job Services-VR Only Vendor billing form is received for Job Placement, key required information into the case management system for payment authorization. Attach the bill to the ECF. Support staff will be responsible for making payments.
- The Vendor submits Job Services-VR Only Monthly Progress Reports by the 10th of the month until the individual is successfully employed for 90 days. Attach the reports to the ECF.

JOB CLOSURE – VR ONLY (90 DAYS): The individual is being compensated commensurate with others in their position and working preferably 20 hours a week at the federal minimum wage for consecutive 90 days.

JOB CLOSURE – VR ONLY (90 DAYS) PROCESS:

- When Job Services-VR Only Vendor billing form is received for Job Closure, key required information into the case management system for payment authorization. Attach the bill to the ECF. Support staff will be responsible for making payments.
- The Vendor submits Job Services-VR Only Monthly Progress Reports by the 10th of the month until the individual is successfully employed for 90 days. Attach the reports to the ECF.

INTEGRATED SETTING by United States Department of Education, Office of Special Education and Rehabilitative Services, Rehabilitation Services Administration issued a 2005 Technical Assistance Circular with the following comments:

- “. . . the term "integrated setting," as referenced throughout the statute, is intended to mean a work setting in a typical labor market site where people with disabilities engage in typical daily work patterns with co-workers who do not have disabilities; and where workers with disabilities are not congregated.
- We want to point out that entities that are set up specifically for the purpose of providing employment to individuals with disabilities will likely not satisfy the definition of "integrated setting." The high percentage of individuals with disabilities employed with these entities most likely would result in little to no opportunities for interaction between individuals with disabilities and non-disabled individuals. These entities, therefore, would be considered sheltered or non-integrated employment sites.”

ARS SUPPORTED EMPLOYMENT REFERRAL/JOB DEVELOPMENT MONTHLY PROGRESS REPORT

Month _____ Year _____

Client Name _____

ARS Counselor _____

SE Vendor _____

REFERRAL/JOB DEVELOPMENT

Date of referral to vendor _____

Please list job match contacts this month for this client:

completed applications _____

Where _____

Interviews _____

Where _____

Employer Contacts: _____

Job preparation tasks:

<input type="checkbox"/> role playing interviews	<input type="checkbox"/> discussed common interview questions
<input type="checkbox"/> discussed hygiene, grooming, and appropriate clothing attire	<input type="checkbox"/> discussed appropriate and inappropriate job behaviors
Other: (please list)	

Use additional pages for comments, if needed.

Vendor Signature _____ Date _____

Client's Signature _____ Date _____

SE-1 Please submit by the 10th of each month to assure prompt payment.

ARS SUPPORTED EMPLOYMENT JOB MATCH/PLACEMENT MONTHLY PROGRESS REPORT

Month _____ Year _____

Client Name _____

ARS Counselor _____ SE Vendor _____

JOB MATCH/JOB PLACEMENT

Date of Placement _____

Employer _____ Supervisor _____

Address _____

Job Title _____ Hourly Wage _____ Hours per week _____

Job Coaching:

Rate 1 – 5 on the following skills:	Minimal skills demonstrated		Partially demonstrates skill w/prompts	Working independently no prompts	
	1	2	3	4	5
On time/punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal hygiene/dress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accepts correction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stays on task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work productivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work speed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work tolerance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Co-worker relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team working skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Use additional pages for comments, if needed.

Estimated date for (Client is stabilized on job 30 days or more-Status 22): _____

Percentage (%) of Job Coach Support: _____

Estimated date for (Client maintains employment for 90 days past stabilization date. Status 26): _____

Vendor Signature _____ Date _____

Client's Signature _____ Date _____

SE- 2 Please submit by the 10th of each month to assure prompt payment.

**ARS SUPPORTED EMPLOYMENT
STABILIZATION
MONTHLY PROGRESS REPORT**

Month _____ Year _____

Client Name _____

ARS Counselor _____

SE Vendor _____

STABILIZATION

____ % of job coaching (20% or less required for stabilization to be paid.)

Date of Placement _____

Employer _____

Supervisor _____

Address _____

Job Title _____

Hourly Wage _____ Hours per week _____

Has client worked 30 days or more meeting employer satisfaction? Yes No

If no, stabilization cannot be paid at this time. Please explain why in the monthly comment section. Use additional pages as needed.

Monthly Comments:

Vendor Signature _____ Date _____

Client's Signature _____ Date: _____

SE-3 Please submit by the 10th of each month to assure prompt payment.

ARS SUPPORTED EMPLOYMENT CLOSURE REPORT

Date _____

Client's Name _____

At time of closure:

Client's Address _____

Client's Email _____ Client's Phone #: _____

ARS Counselor _____

Employed Where? _____

Beginning Hourly Wage _____ After 90 Days Hourly Wage _____

Medical Benefits received Yes No

Yes No Employment has been achieved and maintained for a period of at least 90 days past the stabilization period with continued employer/employee satisfaction.

If no, please explain. _____

I certify that the above information is correct to the best of my knowledge and I hereby authorize the release of any information concerning me and/or my disability to prospective employers.

Yes No

Client's Signature _____ Date _____

Vendor's Signature _____ Date _____

Comments: _____

Use additional pages for comments, if needed.

SE-4 Please submit by the 10th of each month to assure prompt payment.

**ARKANSAS REHABILITATION SERVICES
SUPPORTED EMPLOYMENT SERVICES
VENDOR BILLING**

Vendor Name _____

Address _____

City/State _____

Month/Year _____

Client Name _____

Counselor Name _____

Fee
\$1000

Milestone

REFERRAL/JOB DEVELOPMENT
ARS referral received and accepted by Provider.

\$3000

JOB MATCH/ PLACEMENT
Client placed on job.

\$1000

STABLIZATION
Client stabilized on job for **30 days or more.** (Job Coaching has faded to 20%.)

\$3000

CLOSURE
Client has maintained stable employment for 90 days or more past the stabilization date.

\$ _____ **TOTAL**

Vendor Signature _____ Date _____

SE-5 Please submit by the 10th of the month, after the 90 days of employment, to assure prompt payment.

**ARKANSAS REHABILITATION SERVICES
JOB SERVICES – VR ONLY
REFERRAL ENTRY FORM**

ARS case file information to be completed by Referring Counselor

Referral Date _____ New/Reopen _____

Name _____

Referral Counselor _____

Birth Date _____ Age _____ Sex _____ Race _____

Street Address _____ City _____

County _____ State _____ Zip _____

Home Phone _____ Cell Phone _____ Message Phone _____

E-mail _____ Mode of Transportation _____

Primary Disability _____ Severe Yes No

Secondary Disability _____ Limitations _____

SSDI Yes No Amount _____ SSI Yes No Amount _____

Unemployed Yes No # Months _____ Veteran Yes No _____

Level of education completed _____ ACTI client Yes No Date _____

Vocational Objective _____ Date Available _____

Work Location(s) Preferred _____

Vendor completes after the initial visit and sends with the invoice.

I certify the above information is correct to the best of my knowledge and I hereby authorize the release of any information concerning my employment potential to prospective employers. Yes No

Signature _____ Date _____

Vendor/Business Relations Representative _____

Date Interviewed _____

Employment Plans _____

Please use additional paper as needed.

**ARKANSAS REHABILITATION SERVICES
JOB SERVICES-VR ONLY
MONTHLY PROGRESS REPORTS**

Month _____ Year _____

Client Name _____

ARS Counselor _____

Vendor _____

Job Readiness Training provided:

- | | |
|-----------------------------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Role playing interviews | <input type="checkbox"/> Discussed common interview questions |
| <input type="checkbox"/> Discussed hygiene, grooming, and appropriate clothing attire | |
| <input type="checkbox"/> On time/punctuality/stays on task | |
| <input type="checkbox"/> Communication skills with Supervisors/co-workers and customers | |
| <input type="checkbox"/> Accepts correction | |
| <input type="checkbox"/> Team working skills | |

Other (accommodations, job modifications, etc.):

completed applications _____

Where _____

Interviews _____

Where _____

Progress notes:

Vendor Signature _____ Date _____

Client's Signature _____ Date _____

Please use additional paper as needed.

ARKANSAS REHABILITATION SERVICES JOB SERVICES – VR ONLY VENDOR REQUIREMENTS

Vendors can make referrals of individuals with disabilities to Arkansas Rehabilitation Services (ARS.) This referral does not guarantee the individual will be eligible for ARS services.

Important Information: The Dept of Ed., OSERS, Rehabilitation Services Administration has a required definition of individuals with the most significant disabilities. See attachment.

Before ARS can refer a client to an outside vendor for placement, the individual with a disability must meet the eligibility criteria for vocational rehabilitation services and be ready to seek employment. ARS is mandated by federal law, even if the Vendor refers an individual to ARS for services, to inform the client of a choice of vendors who provide the service.

JOB REFERRAL– VR ONLY PROCESS:

- The vendor receives the form titled **ARKANSAS REHABILITATION SERVICES JOB SERVICES - VR ONLY REFERRAL ENTRY** form.
- The Vendor accepts or denies the referral by informing the counselor in writing (preferably email.)
- During the initial visit with the individual, the Vendor completes the bottom portion of the **ARKANSAS REHABILITATION SERVICES JOB SERVICES - VR ONLY REFERRAL ENTRY** form and submits long with the **ARKANSAS REHABILITATION SERVICES JOB SERVICES-VR ONLY VENDOR BILLING** form checking the box for payment of “ARS referral received and accepted.”
- The Vendor submits **ARKANSAS REHABILITATION SERVICES JOB SERVICES-VR ONLY MONTHLY PROGRESS REPORTS** by the 10th of the month until the individual is successfully employed for 90 days.

JOB PLACEMENT– VR ONLY PROCESS: The client has obtain a job in an **competitive integrated** setting based on their interests, abilities, needs, and informed choice to be successful employed long-term.

- The vendor submits the **ARKANSAS REHABILITATION SERVICES JOB SERVICES-VR ONLY VENDOR BILLING** form checking the box for payment of Job Placement “Client placed on the job.” The individual must have sustained employment for five days or more.
- The Vendor submits **ARKANSAS REHABILITATION SERVICES JOB SERVICES-VR ONLY MONTHLY PROGRESS REPORTS** by the 10th of the month until the individual is successfully employed for 90 days.

JOB CLOSURE – VR ONLY (90 DAYS) PROCESS: Once the client has been on the job for a consecutive 90 days, being paid at the same wage as others in their position, working preferably 20 hours a week at the federal minimum wage or higher

- The vendor submits the **ARKANSAS REHABILITATION SERVICES JOB SERVICES-VR ONLY VENDOR BILLING** form checking the box for payment of Job Closure “Client successfully completed 90 days on the job.”
- The Vendor submits **ARKANSAS REHABILITATION SERVICES JOB SERVICES-VR ONLY MONTHLY PROGRESS REPORTS** by the 10th of the month until the individual is successfully employed for 90 days. Attach the reports to the ECF.

ARKANSAS REHABILITATION SERVICES JOB SERVICES – VR ONLY VENDOR REQUIREMENTS

INTEGRATED SETTING by United States Department of Education, Office of Special Education and Rehabilitative Services, Rehabilitation Services Administration issued a 2005 Technical Assistance Circular with the following comments:

- “. . . the term "integrated setting," as referenced throughout the statute, is intended to mean a work setting in a typical labor market site where people with disabilities engage in typical daily work patterns with co-workers who do not have disabilities; and where workers with disabilities are not congregated.
- We want to point out that entities that are set up specifically for the purpose of providing employment to individuals with disabilities will likely not satisfy the definition of "integrated setting." The high percentage of individuals with disabilities employed with these entities most likely would result in little to no opportunities for interaction between individuals with disabilities and non-disabled individuals. These entities, therefore, would be considered sheltered or non-integrated employment sites.”

Technical Assistance - Information on the Federal Rehabilitation Services Administration definition of individual with the a significant disability or disability

1. Individual has a physical or mental disability defined as an injury, disease or other condition that results in persistent functional limitations: resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.
2. The individual's physical or mental disability results in a substantial impediment to employment. A substantial impediment to employment exists when the individual's disability prevents them from obtaining a job consistent with their abilities; significantly interferes with preparing for employment consistent with their abilities, there is a need for special accommodations or technology to perform essential job duties or barriers to job retention; for example job lost due to limitations or unable to perform essential job duties.
3. The individual can benefit in terms of an employment outcome from the provision of VR services.
4. The individual requires VR services to prepare for entrance into, engage in, or retain gainful employment consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities and informed choice. 34 C.F.R. § 361.42 (i.-iv.) An individual is expected to require **multiple VR services over an extended period of time.** These services will have a substantial impact on the individual's disability reduces their functional limitations or the impediment to employment, so the applicant can prepare for, obtain, retain or regain employment consistent with the individual's capabilities and abilities and the individual services cannot access these services without VR intervention.