

Iowa Vocational Rehabilitation Services

CRP Menu of Services Overview

Community Rehabilitation Providers



Iowa
Vocational
Rehabilitation
Services

Finding solutions. Generating success.

Hoang, Vienna [IVRS]
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Overview of Service Agreements

Contracting with CRP's

Iowa Vocational Rehabilitation Services (IVRS) supports Community Rehabilitation Programs (CRPs) as respected and valued partners in providing employment services to IVRS job candidates. "Menu of Services" refers to various employment services that IVRS is able to purchase from a CRP on behalf of an IVRS job candidate (JC). IVRS and CRP staff work together to jointly coordinate services that will assist a job candidate in reaching a successful employment outcome. IVRS remains interested in expanding local CRP partnerships and welcomes new and existing partners in the provision of quality employment services.

Accreditation Requirements

IVRS purchases various services from a CRP that has been approved in advance to provide employment services. IVRS must verify that a CRP partner has the necessary certification and/or accreditation requirements prior to purchasing services with state and federal funds. It is the policy of the IVRS to use Community Rehabilitation Programs that are accredited by the appropriate accreditation organizations such as the Commission on Accreditation of Rehabilitation Facilities (CARF); the Council on Quality and Leadership (CQL); the International Center for Clubhouse Development; Project Search International; and the Joint Commission on Accreditation of Health Organizations (JCAHO). IVRS will apply its own standards to programs which are in the process of becoming accredited. A three-year period has been established to allow a CRP time to obtain the necessary certification required for certain employment services, unless the CRP has received approval to provide selected services through another state agency. IVRS requires service providers to be trained in one of the following options: through IA-APSE (Association of Persons Supporting Employment First); or DirectCourse; or to have credentials as a licensed Special Educator in the State of Iowa; or worked as a Vocational Rehabilitation counselor; or is credentialed by the Commission on Rehabilitation Counselor Certification (CRCC) and has three years of practical experience.

Payment Schedules & Timeframes

All IVRS purchased services require prior authorization from IVRS staff before services can be rendered and payment can be made. If the CRP has a waiting list of more than 30 days, the option to explore an alternate CRP provider may be presented to the job candidate. Written authorization for services will be issued to the CRP with the expectation that the provider can serve the job candidate and comply with the timeframes indicated in the payment schedule. If a CRP chooses not to accept a referral from IVRS for employment services, that information should be provided in writing to IVRS and include the following:

- A statement justifying the CRP's decision
- Information on appeal rights that may be available to a job candidate
- Documentation on what is needed for the job candidate to be reconsidered for acceptance at the CRP.

A CRP is expected to bill IVRS within 45 days after a service has been provided. The documentation needed for IVRS to pay a vendor includes a CRP signature on the IVRS authorization, along with the appropriate form required for each employment service. Upon receipt of this documentation, IVRS anticipates that the state will issue a check to pay a vendor for services rendered within 10 days.

All services must comply with the CRP Responsibilities outlined for each service or payment will not be made. No additional fees will be paid for requested meetings, communication, reports or travel unless negotiated as part of an exception in advance with IVRS administration.

IVRS staff should read and refer to **IVRS Responsibilities** before initiating or authorizing from the **Menu of Services**.

Report Out

Once each year, an **Annual Report** will be issued by IVRS to each CRP which reflects the number of referrals IVRS made to that CRP, the dollar amount of services purchases by IVRS from that CRP, the employment outcomes (including individuals closed successfully as well as those closed unsuccessfully), the average hours worked, hourly rate of pay, and the average cost per successful employment outcome. Additional data points were added into reports to help IVRS assess program effectiveness, quality, timeliness and outcomes. The general practice of IVRS is to utilize community partners to deliver items from the **Menu of Services** based on the partners' ability to supply the quality of training desired, and to achieve expected outcomes resulting in job placements for job candidates of IVRS. Ongoing communication between IVRS and a local CRP is vital and partners are encouraged to share additional information that may be relevant and reflective of the services each CRP provides.

New Providers

If you are a new agency or person interested in serving IVRS job candidates as an approved provider, you will need to arrange a face-to-face interview with the area office supervisor at your local IVRS office. The IVRS supervisor will provide information on next steps. IVRS providers may offer different employment services under the Menu of Services. Each potential provider will be asked to submit a W-9 and the proper credentials required to become a state vendor. The process can vary depending on the type of employment service a potential vendor asks to provide.

Existing Providers

To continue partnerships, you will need to arrange communication with the area office supervisor to discuss the past performance and future expectations and the progress to achieve for the upcoming year. Communication is vital to the success of the partnership and for the success of all job candidates.

IVRS Office Locations: <https://ivrs.iowa.gov/location-list>

Toll-Free: (800) 532-1486

General Voice: 515.281.4211 TTY, call Iowa Relay at 711 or 1-800-735-2942

List of Area Offices (alphabetical order)

- [Ames Area Office](#)
- [Burlington Area Office](#)
- [Cedar Rapids Area Office](#)
- [Council Bluffs Area Office](#)
- [Davenport Area Office](#)
- [Dubuque Area Office](#)
- [Fort Dodge Area Office](#)
- [Iowa City Area Office](#)
- [Mason City Area Office](#)
- [Ottumwa Area Office](#)
- [Polk Area Office](#)
- [Sioux City Area Office](#)
- [Waterloo Area Office](#)

Contact Information

Questions may be directed to the IVRS Resource Manager:
vienna.hoang@iowa.gov (515) 802-1460

Located at:

Iowa Vocational Rehabilitation Services
510 E. 12th St.
Des Moines, IA 50319

Roles and Responsibilities

Roles and Responsibilities

The cornerstone of the **Menu of Services** is a partnership formed by the person receiving services (job candidate), the Iowa Vocational Rehabilitation Services (IVRS) and a Community Rehabilitation Provider (CRP). The purpose of this partnership is to assist the job candidate to achieve employment goals that are consistent with his/her preferences, interests, strengths and needs. The goal of this partnership is to assist the job candidate in becoming employed and productive through mutual respect and clearly defined roles and responsibilities.

Individual Receiving Services (Job Candidate) Roles and Responsibilities

The individual receiving services through IVRS - the job candidate - is a partner and the principal focus in the **Menu of Services** process. The job candidate, in collaboration with the IVRS counselor, selects the services necessary to assist in achieving the job candidate's employment goal. The job candidate:

- Explores and discovers JC's talents and interests that connect with occupations;
- Explores career opportunities and vocational options to make an informed choice;
- Identifies JC's needs and works with team members to address those needs;
- Participates and is actively engaged in services that were identified to meet JC's needs;
- Advocates for him/herself to develop an appropriate Individual Plan for Employment and obtain employment consistent with this IPE;
- Communicates regularly with the IVRS counselor and CRP provider regarding progress;
- Implements the employer, IVRS counselor, and CRP provider advice and guidance when it will enhance employability and job retention;
- Actively participates and is responsible for achieving an employment outcome.

IVRS Counselor Roles and Responsibilities

A VR counselor is expected to determine if an individual is eligible to receive services through IVRS. Collaboratively, the counselor explores with the job candidate their interests, preferences, aptitudes, achievement, and transferable work skills to jointly

develop an individualized plan reflecting informed choice. The expectation is that the counselor will work in partnership to assist the job candidate in achieving the employment goal identified on the Individual Plan for Employment (IPE). A counselor, working in partnership, assumes the following responsibilities in implementing the **Menu of Services**:

- Establishes IVRS eligibility and placement on the waiting list;
- Develops an IPE with active and eligible job candidates to arrange services that included expected timeframes and outcomes;
- Advocates for and with job candidates in obtaining services to meet the job candidate's needs;
- Counsels job candidates to develop career awareness, self-advocacy, and other needed skills;
- Selects and arranges for services to assist the job candidate in skill development and employment;
- Ensures extended support services are identified and able to provide ongoing follow-up for job candidates who receive Supported Employment Services;
- Approves service delivery from an approved CRP;
- Communicates regularly with the job candidate and CRP provider regarding the job candidate's progress;
- Reviews documentation submitted by the CRP that reflects time billed and includes reports required for each service;
- Arranges for payment in a timely manner;
- Provides technical assistance to the CRP provider;
- Provides job development in concert with the CRP provider;
- Coordinates and collaborates with all team members the purpose of the planned activities and shares in monitoring progress and determining recommendations for next steps;
- Assesses stabilization of the job and appropriateness prior to closure, and the need for post-employment services;
- Completes Ticket-To-Work (TTW) responsibilities and facilitates hand-off to job candidate's Employment Network of choice in cases where a job candidate is receiving SSI/DI benefits.

CRP Provider Roles and Responsibilities

The local CRP provider works in partnership with the IVRS counselor and the job candidate to meet the identified needs of the job candidate. Depending upon the needs identified and the services the IVRS counselor and job candidate determine necessary, the CRP provider assumes many responsibilities. The CRP provider:

- Reviews information to determine if the CRP offers the appropriate service(s) to meet the job candidate's needs;
- Obtains advance approval from IVRS prior to providing an employment service;
- Provides opportunities for the job candidate to identify, demonstrate and share their interests, contributions, talents as applied to potential employment tasks;
- Provides opportunities for the job candidate to discover occupations of interest and skill match;
- Convenes the rehabilitation team after each service/activity to discuss with the job candidate what was learned and the next steps;
- Assesses the job candidate's interests, aptitudes, preferences, achievement, and transferable skills to provide an appropriate recommendation, utilizing local labor market information, for an employment goal;
- Coordinates and conducts comprehensive planning meetings as requested by the IVRS counselor to develop a plan that addresses the job candidate's needs in living, learning and working environments;
- Develops sites and jobs within the local community; taking into account each job candidate's abilities and their specific requirements for transportation;
- Initiates stipend payments to a job candidate when real work is performed;
- Initiates business contacts and relationships to obtain information to inform the placement process;
- Communicates regularly with the job candidate and IVRS regarding progress;
- Provides follow-up to determine the job candidate's stabilization on the job;
- Provides job coaching at the level identified by the partnership to assist the job candidate to learn the job and achieve stabilization;
- Markets the job candidate to employers;

- Documents successful completion of the Performance Measures and produces billing statements and reports required for each service;
- Encourages job candidate's success at work;
- Provides crisis intervention if necessary;
- Provides training as identified;
- Monitors job candidate performance, outcomes, and timely payments.

Collaboration Responsibilities for Team

Collaboration between team members is a key component to the successful implementation of the **Menu of Services**. A job candidate's team works together to identify specific needs and skills, as well as services required to meet those needs. While IVRS counselors and CRP providers are familiar with goods and services that may meet a need, the value in the job candidate participating in researching options is critical to success. Professional staff may need to assist the job candidate in setting up initial appointments, identifying transportation options, completing paperwork, obtaining documentation, problem resolution, service coordination, following through on responsibilities, etc., but the entire process should be a learning experience so job candidates may better advocate for themselves. A person's team will look different based on where a job candidate is in the process, or the employment service.

Effective collaboration and teamwork is the direct result of relationship building. Frequent communication and follow-up among partners allows everyone involved to focus on shared goals. **Consistent communication enhances trust and encourages involvement so that problem-solving proactively addresses situations before they evolve into insurmountable issues.** IVRS staff are considered part of a job candidate's team, regardless of the funding source or service provided, until a case is closed by IVRS. A case is not closed when long term funding takes over for supported employment services. A case is closed once the job candidate is stable with employment for at least 90 days after the last procurement of goods and/or services. Ongoing communication is expected so team members are aware of anticipated dates for service provision, progress information, meetings, schedules, follow-up needs, and ultimately, case closure.

A key component to the **Menu of Services** is that it is driven by the needs of the job candidate - not the process. Services wrap-around the individual to create the necessary supports and guidance to enhance employment for individuals with most significant disabilities. Infused throughout each step of the rehabilitation process are opportunities for the job candidate and the rehabilitation team to explore and determine what supports are needed for the job candidate in employment. This involves a continual process of learning, applying, re-designing, and achieving.

Menu of Service Features

Definitions

Some terminology in the **Menu of Services** may require an explanation in order for the process and components to be understood.

Accreditation:

The basis of accreditation is to determine how the process and procedures the organization has developed are producing positive outcomes in the lives of the persons served, the organization and the community. It is the industry's recognition of a quality service or program. It is the policy of the IVRS to use Community Rehabilitation Programs that are accredited by appropriate accreditation organizations, such as Commission on Accreditation of Rehabilitation Facilities (CARF); the Council on Quality and Leadership (CQL); the International Center for Clubhouse Development; Project Search International; and the Joint Commission on Accreditation of Health Organizations (JCAHO). IVRS will apply its own standards to those programs which are in the process of becoming accredited. IVRS requires service providers to be trained through one of the following options: IA-APSE (Association of Persons Supporting Employment First); or DirectCourse; or to have credentials as a licensed Special Educator in the State of Iowa; or worked as a Vocational Rehabilitation counselor; or is credentialed by the Commission on Rehabilitation Counselor Certification (CRCC) and has three years of practical experience.

Authorization:

An IVRS-generated document that authorizes a *purchase* transaction much like a purchase order to control the purchasing of services from approved providers. An authorization sets forth the descriptions, quantities, prices, date of performance, other associated terms and conditions, and identifies a specific provider which has a contract with IVRS. Authorizations are mailed by IVRS to a CRP once the employment service is agreed upon by all parties. An authorization is signed by the CRP and returned to IVRS once the employment service is completed. The authorization and accompanying form for the service must be received in order for IVRS to issue payment to a vendor (see "Documentation" definition).

Certified Vocational Evaluator:

Certification is required for individuals providing Comprehensive Vocational Evaluation services and obtained through the Commission on Rehabilitation Counselor Certification (CRCC) or similar accrediting body.

Competitive Integrated Employment:

Work that is performed on a full-time or part-time basis including self-employment for which an individual:

- a. Is compensated at a rate that shall not be less than minimum wage of the local area; and
- b. Is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities, and who are in similar occupations by the same employer and who have similar training, experience, and skills; or
- c. In the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and
- d. Is eligible for the level of benefits provided to other employees;
- e. Is at a location where the employee interacts with other persons who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not individuals with disabilities and who are in comparable positions interact with other persons; and
- f. Presents opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.

Documentation:

Documentation requirements should demonstrate billed units, in 15 minute increments, and be provided with the IVRS form for the particular service. The completion of the related form is the documentation to support the services being billed and submitted to IVRS within 45 days after services have been provided. At times a service might be billed for before it is completed. At that point, some type of narrative report should be provided that details progress, activities and next steps and outline:

- Date(s) of service and hours worked each date:
- Total number of hours worked:
- CRP Signature

Exception:

Is required for a service that exceeds the maximum number of units and must be approved in advance by IVRS staff for funding to continue.

Extended Employment (“Facility-Based”):

Work in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act.

Extended Supports:

Means job coaching after stabilization and follow-along services that are required after 90 days of stabilized employment. IVRS staff must obtain a commitment from the funding source to provide, at a minimum, twice-monthly monitoring of these services at the work site to assess employment stability. If it is determined in the IPE that off-site monitoring is most appropriate, then it should, at a minimum, consist of two meetings with the individual and one contact with the employer each month. The IVRS counselor must assure that the plan of natural supports is implemented.

Informed Choice (in relation to integrated employment):

Informed choice presents opportunities to individuals with disabilities that empowers the individual to make choices and decisions for themselves. Informed choice involves presenting options and education on alternatives without opinion or prejudice. Informed choice respects the individual's right to make decisions and requires clear discussion; recognizing that every individual has the basic right to choose their own future. Individuals' and their families' initial response when offered integrated options may be reluctance or hesitancy. Public entities must take affirmative steps to remedy this history of segregation and prejudice in order to ensure that individuals have an opportunity to make an **informed choice**. Such steps include providing information about the benefits of integrated settings; facilitating visits or other experiences in such settings; and offering opportunities to meet with other individuals with disabilities who are living, working and receiving services in integrated settings, with their families, and with community providers. Public entities also must make reasonable efforts to identify and addresses any concerns or objections raised by the individual or another relevant decision-maker.

Individual Plan for Employment (IPE):

The plan of services developed between IVRS and a job candidate to identify a vocational goal and the mutually agreed upon services to reach that goal is called the IPE.

Individuals with Disabilities Education Act (IDEA):

A federal law that requires schools to serve the educational needs of eligible students with disabilities.

Instructional Training:

Training on employability skills provided to a student with a disability. Employability skills may include programming to develop social skills and independent living, such as communication and interpersonal skills, financial literacy, orientation and mobility skills, job seeking skills, understanding employer

expectations for punctuality and performance, as well as other “soft” skills necessary for employment. This service is provided in the early stages of career exploration during the student’s transition process and usually funded by the student’s school.

Long-Term Supports/LTS:

Means services that are needed to support and maintain an individual with the most significant disabilities in supported employment. These services must be specified in the IPE and arranged or furnished by IVRS from the time of job placement until movement to extended services. The ongoing support services must consist of: any assessment supplementary to the comprehensive assessment of rehabilitation needs; the provision of skilled job trainers who accompany the individual for intensive job skills training at the work site; job development and social skills training; regular observation or supervision of the individual; follow-up services including regular contact with the employers, individuals, parents, family members, guardians, advocates or authorized representatives of the individuals, and other suitable professional and informed advisors in order to reinforce and stabilize the job placement; facilitation of natural supports at the worksite; and any other service or similar service to the services described. These services are:

- a. Needed to support and maintain an individual with the most significant disabilities in employment;
- b. Based on an assessment by the state of the individual's needs as specified in an IPE; and
- c. Provided for a period not to exceed 24 months, unless a longer period to establish job stabilization has been established in an IPE, before transition is made to extended services provided under a cooperative agreement between IVRS and other appropriate state agencies and private non-profit organizations to ensure collaboration in a plan to provide supported employment services to individuals with the most significant disabilities.

Natural Supports:

Are “supports provided to an employee with a disability from supervisors and co-workers, such as mentoring, friendship, socializing at breaks or after work, providing feedback on job performance or learning a new skill together.” A plan for natural supports requires a detailed description of how the natural support will be trained and the agreement on how to connect with the long-term provider when difficulties arise requiring more continued involvement by the CRP.

Payment schedule:

Is the set fee paid to a provider for each 15 minute unit of service.

Performance Measures:

Are the specific activities and actions that must occur before the service has been completed. The completion of Performance Measures identifies when the final outcome has been accomplished.

Pre-Employment Transition Services (Pre-ETS):

Are services for all students with disabilities, age 21 and under, in need of such services who are served by their local education agency under an Individualized Education Program (IEP) or 504 accommodation(s) plan. Pre-ETS includes: *Job exploration counseling, Work-based learning experiences, Counseling on opportunities, Workplace readiness training and Self-Advocacy.*

Seasonal Work:

IVRS cannot consider seasonal work successful unless the employer waives the employee from having to look for a job under Unemployment and commits to bring back the individual for continued employment (ex. construction work).

Services:

Are events or specific activities that result in a final outcome.

Stabilization:

Stabilization is reached when the job candidate, the employer, the IVRS counselor and job coach/CRP determine that the job candidate's performance on the job is acceptable and maintainable. A job is considered stable when the job coaching has faded and the employer is satisfied with the job candidate's performance on the job (job coaching services are still in place). A job is also considered stable and suitable when the job candidate is permanently employed and no further services are needed.

Stipend:

Reimbursement provided by a CRP to a job candidate for the performance of actual work completed as part of a **Workplace Readiness, Work Adjustment** service or **Occupational Skills** training. A CRP assumes responsibility for paying an IVRS job candidate a stipend at minimum wage (or above) for any actual work performed, which can be submitted to IVRS for reimbursement. A percentage of any additional cost to the CRP may be factored in as part of the payment claim submitted to IVRS for reimbursement (ex. Worker's Compensation, Insurance, payroll expenses, etc.) Stipend amounts vary from one CRP to another and payments that exceed minimum wage must be approved in advance by IVRS administration.

Student with a Disability:

An individual with a disability in a secondary, post-secondary, or other recognized education program who

- Is 21 years of age and younger; and

- Is eligible for, and receiving, special education or related services under an [IEP](#); or
- Is a student who is an individual with a disability, for purposes of Section 504.

Supported Employment:

Competitive integrated employment, including customized employment, that is individualized and customized consistent with the strengths, abilities, interests, and informed choice of the individual involved for whom competitive integrated employment has not historically occurred; or for whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability; and because of the nature and extent of their disability, require intensive supported employment services and extended services in order to perform the work involved.

Supported Employment Services:

Ongoing support services, including customized employment, needed to support and maintain an individual with the most significant disability in supported employment, that:

- a. Are provided singly or in combination and are organized and made available as to assist the individual with a most significant disability achieve competitive integrated employment;
- b. Are based on a determination of the needs of the eligible individual as specified in the IPE; and
- c. Are provided for a period of 24 months (although the timeframe may be extended if necessary) in order to achieve the employment outcome identified in the IPE.

Supported Short-Term Paid Work Experience (Development):

A paid work-based learning experience that is short-term and provided to a student with a disability in a competitive integrated setting. This service is provided by IVRS in collaboration with the local educational agency (LEA) in the early stages of career exploration during the student's transition process. For a student who requires this service, an instructional trainer needs to be coordinated with the LEA and the student must be Most Significantly Disabled.

Time Limits:

Is the amount of time allowed under a specific service.

Unit:

Is a 15 minute increment of time.

Volunteering:

IVRS is unable to write a Plan for Employment or close a job candidate's case as successful with a vocational goal of "volunteering." This type of opportunity may fall under employment services such as: Workplace Readiness, Job Shadow, Career Exploration, or possibly Work Adjustment training. IVRS can be creative in providing, purchasing or arranging for services a job candidate requires to help them achieve competitive employment, and has some flexibility in exploring other services that may be needed to complement an employment goal. The best approach is to discuss a volunteering situation with the IVRS counselor to collaborate in order to determine what services the job candidate would benefit from.

Youth with Disability:

An individual with a disability who is not older than 24 years of age and not younger than 14 years of age.

Staff Credentials

IVRS requires the following credentials for **Comprehensive Vocational Evaluation** services from an individual performing as a Certified Vocational Evaluator:

Qualifications: IVRS requires an individual serving as a Comprehensive Evaluator provide proof of one of the following:

1. A current certification/registration from the Professional Vocational Evaluators or Certified Vocational Evaluation Specialists Or;
2. A current certification from the Commission on Rehabilitation Counselor Certification (CRCC), Or;
3. An Iowa license for Professional Counseling. Or;
4. A Bachelors or Master's degree in any of the following:
 - a. Education, Psychology, Rehabilitation, Rehabilitation Psychology, School Psychology, Social Services, Special Education, or Vocational Evaluation, AND
 - b. Meet the Standards for Educational and Psychological Testing as developed by the APA, AERA, and NCME to obtain, administer and interpret the required tests.

IVRS requires the following credentials for Employment Services from an individual who has a Certificate of Completion from an Employment Specialist Training Program in:

- **Job Development Training**
- **Job Coach Training**

Qualifications: IVRS requires service providers to be trained through one of the following options: IA-APSE (Association of Persons Supporting Employment First); or DirectCourse; or to have credentials as a licensed Special Educator in the State of Iowa; or worked as a Vocational Rehabilitation counselor; or is credentialed by the Commission on Rehabilitation Counselor Certification (CRCC) and has three years of practical experience.

Job coaches meet the requirements through a CRP's CARF accreditation and training. The individual who provides job coaching services should be able to adequately convey information about how the job is to be done - and be acceptable to both the job candidate and the employer.

Job coaches must complete the Employment Specialist training if they do not have the degree in rehabilitation or education unless requirements are met through the CRP accreditation process. Job coaches have up to one year to complete training requirements for Job Coaching services.

Services to Students and Youth

Students

IVRS partners with secondary and post-secondary schools, utilizing community and employment providers that may be needed to coordinate services for high school students ages 14 – 21 to facilitate a seamless transition to employment. Specific services can be provided to students with disabilities in a manner that will impact the broadest segment of students possible. This is done by working in collaboration to support students' goals by providing Pre-Employment Transition Services (Pre-ETS) that enhance the student's transition. IVRS staff collaborate with local education agencies to develop a plan to deliver Pre-ETS that maximizes staff resources, minimizes duplication and coordinates teams' efforts.

Youth

IVRS staff work with local partners to ensure youth with disabilities ages 14 – 24 are provided transition services. These services may include job exploration, work readiness and opportunities to work in the community. Youth are limited from starting work that pays subminimum wages unless they produce the necessary documentation showing the completion of specific service-related activities prior to entering settings where subminimum wages are paid.

Individuals Under Age 24 Who Require Supported Employment

Effective 11/13/14, IVRS began funding services for job candidates under age 24 who require Supported Employment Services (SES). IVRS implemented a **Memorandum of Agreement (MOA)** with the Department of Human Services (DHS) to establish IVRS as the payer of first resort for job candidates under age 24 who receive from both Waiver and IVRS support for SES.

The following Employment Services can be considered as part of SES:

- Job Development
- Customized Employment
- Supported Employment Job Coaching

If a SES outcome is not achieved by the time a job candidate turns 24, any remaining authorizations will be cancelled by IVRS in order for DHS funds to be utilized. This should be done in collaboration with Case Managers and provide a smooth transition. It should make sense to the process and be planned, not just immediate termination of funds by IVRS as an individual ages out. Extending IVRS funding for a brief time during the transition is acceptable, as long as IVRS staff document the plan for a smooth

transition. The goal is to achieve a stabilized employment opportunity with the waiver funding the long-term support thereafter.

SES funds for individuals age 24 or above who receive both IVRS and Waiver are not affected and the Waiver remains the payer of first resort for individuals age 24 and above who receive SES.

SES Provisions for Students (14 – 21)

Supported Employment Services (SES) can begin when a student who requires intensive supports has identified their career goal and requires SES to achieve this goal. Supported Employment Services may last up to 24 months and be provided as early as is necessary for the student to achieve stability on the job by the time of graduation, as long as the long-term supports can be assured by the graduation date. For high school students, job coaching for SES is funded by IVRS once a student's career goal is specified on their IPE. A student may be stabilized on the job prior to graduation, at which time the long-term supports are then provided, thereby allowing the case to be considered stabilized and then closed 90 days after graduation.

WHEN A HIGH SCHOOL STUDENT NEEDS ASSISTANCE IN OBTAINING A PAID PART-TIME WORK EXPERIENCE, THE FOLLOWING TWO SERVICES CAN BE CONSIDERED:

1. Instructional Training
2. Supported Short-Term Paid Work Experience

The need for these services must first be discussed with the student's IEP team. Supported Short-Term Paid Work Experiences are for students who are Most Significantly Disabled (MSD) since they are considered career exploration services during the student's transition process; thus a component of the IEP. These services are most beneficial in the early stages of employment exploration during the transition process to employment.

With Supported Short-Term Paid Work Experiences, Instructional Training is provided by an instructional trainer coordinated by the Local Education Agency (LEA). A student's high school is responsible for funding costs associated with Instructional Training Services. These services can be provided through a CRP if the school agrees to fund services similar to Job Coaching Services through that entity.

Supported Short-Term Paid Work Experiences are funded by IVRS when the IEP team is in agreement that these services are necessary. IVRS may support the development of the site in the community by partnering with a CRP for Supported Short-Term Paid Work Experience services. These services are not for students who have decided upon their career goal and are ready to begin Supported Employment Services.

SES for post-high school youth under 25 without long-term funder

Supported Employment Services for Youth with Disabilities: In rare and unusual circumstances, a youth who requires extended services after achievement of a supported employment goal may require IVRS to fund Supported Employment Job Coaching services while awaiting services from a Waiver. After the student/youth graduates from high school, if the job is stable and consistent with the IPE and the student/youth is on the Waiver waiting list, IVRS can fund the extended services on a time-limited basis. Said services are provided at a rate of up to two hours (8 units) per month and are only provided when the natural supports plan has been implemented and supervisory approval is obtained. In no circumstance may extended services be funded when the job candidate is age 25 and older. **Additional hours beyond 8 units per month for Supported Employment Job Coaching services requires an exception.**

After six months, the case must be reviewed and evaluated to determine if continued funding is necessary and supervisory approval is obtained each time it is evaluated. This process continues every six months until one of the following conditions is met:

1. The service is no longer needed;
2. Another funding source is identified;
3. The service has been funded for four years; or
4. The youth's 25th birthday.

The IVRS case record may not be closed successfully, even if the employment stabilized, until the extended supports have transitioned to the Medicaid waiver or other public/private funding for 90 days. A plan of natural supports should be implemented simultaneously with the extended services.

IVRS staff will provide the necessary information and referral to the youth and his/her representative so they apply for waiver funding, if they decide they do not want the other options for extended services. Assisting the youth to complete the application process is critical in these situations so that by the time the program of supported employment stabilizes, he/she will have the waiver available. This discussion should occur no later than the sophomore year of high school when it is clear that supported employment is a necessary service and written into the IPE.

The MOA between DoE and IVRS can be found at: [AGREEMENT WITH THE DEPARTMENT OF EDUCATION](#)

Extended supports

Long-term supports will be identified in SES cases for a job candidate under age 24 to receive ongoing support through Waiver, Regional funds, Social Security Work Incentives or natural supports. Continued communication and collaboration with IVRS partners is still necessary for successful planning. A form identifying Natural Supports is required for any job candidate receiving SES. See **FORM** for **Natural Support**.

Initiating Employment Services

The partnership is initiated using the Employment Analysis form for any employment service. The Employment Analysis form is broken into 4 specific sections. Section I should always be used when contracting for employment services. Section I can just be completed once and should be retained by IVRS in the job candidate's case file.

Section I on the form is completed by IVRS when staff are requesting services from a CRP on behalf of a job candidate. A CRP may also complete Section I for a job candidate they would like IVRS to consider funding for employment services. IVRS should retain a copy of Section I to document as a first step in contracting for Employment Services. IVRS or a CRP may also request an application to their agency for services be completed as part of the employment process.

Whomever is initiating the request for services by completing Section I of the Employment Analysis should schedule a team meeting. At the end of the meeting, the team should determine the next steps. If the job candidate has not been determined eligible for IVRS that is the next step.

Section II of the Employment Analysis form is used solely for Discovery Services.

Section III of the Employment Analysis form is used for: Workplace Readiness, Career Exploration, Job Shadow, Transportation Training, Work Adjustment Training and Job Seeking Skills Training.

Section IV of the Employment Analysis form is used solely for Supported Employment Services.

The job candidate and team select services that they believe will provide the type of experience and generate the quality of information necessary to develop an Individual Plan for Employment (IPE). The job candidate and team may determine that only one specific service is necessary, or multiple services may be necessary to answer questions and identify outcomes needed to reach employment. An IVRS counselor and job candidate may select any combination of services to determine an employment goal. Employment services are contracted for and delivered one at a time in order to accurately assess the results of each service purchased. A written report summarizing value added information resulting from the service provided is needed in order to support and validate the next step of action.

Business Partnership Incentive

To encourage the development of a relationship between a CRP and business partner, IVRS is making available a “Business Partnership Incentive” payment. This is the result of IVRS efforts to recognize the additional work required of a CRP that develops and maintains viable business partnerships, resulting in expedited employment services for job candidates. This also serves as an excellent resource in meeting the needs of Iowa businesses.

The Business Partnership Incentive is available to a CRP that provides any employment service listed below to an IVRS job candidate resulting in their employment at the business where the service occurred. The purpose of authorizing for the following services is not for the IVRS job candidate to obtain employment, but rather to gather specific information through the provision of that service. However, when an employment opportunity arises through one of the services listed below, the CRP providing the service is eligible for the incentive payment. (The Menu of Service Manual can be reviewed for specific definitions, scope and outcome expectations for each service).

- Discovery
- Workplace Readiness
- Job Shadowing
- Career Exploration
- Occupational Skills Training
- Work Adjustment Training
- Job Seeking Skills Training

For a CRP providing any of these services that result in employment at the business where the service was delivered, IVRS will fund one hour of Business Partnership Incentive – Job Offer at the rate of \$66.12 once the IVRS job candidate accepts the job offer. In addition to this initial hour, the CRP may also receive a second payment for 3 hours of Business Partnership Incentive – Case Closure ($\$66.12 \times 3 = \198.36) when the IVRS case closes successfully. The total amount of payment a CRP could expect from IVRS for a Business Partnership Incentive is \$264.48 per job candidate.

Should a different IVRS job candidate participate in one of the employment services at the same business and be offered and accept a job, a CRP could be authorized another Business Partnership Incentive. There is no limit to the number of incentive payments that IVRS could authorize to a CRP for a partnership they establish with a business that employs an IVRS job candidate once an above service is received.

A key component to the Menu of Services is that it's designed to be driven by the needs of a job candidate. Service delivery is a team decision led by the IVRS Counselor and job candidate. The intent of any Menu service is to provide the necessary support(s) that facilitate or enhance an individual's employment goal. Potential service needs should be discussed with team members to determine the person, agency or business setting most suited to meet them.

Externship

Externship is a unique menu of service designed to assist candidates in preparing themselves for employment in a competitive work environment. Externship is a training program in which the business partner provides direct hands-on training to a candidate at the employer's site, doing a job that would not displace another worker. This includes work experience, one on one training, work tryouts, etc. The CRP is the employer on record and maintains the workers comprehensive liability for the candidate.

IVRS staff must assure job candidates have informed choice as to which CRP they select to work with for an Externship. Some CRPs, however, may only accept job candidates from a specific county they cover. In these circumstances, job candidates will be provided with all available participating CRPs that accept job candidates in their area. If a job candidate has no preference as to which CRP to work with, IVRS staff may select a CRP based on other relevant factors (e.g. proximity to the job candidate, quality of interactions with previous job candidates). In some circumstances, a CRP may refuse to accept a job candidate based on a variety of factors (e.g. company policy based on a job candidate's disability and the dangerousness of the placement). If the CRP refuses a job candidate but IVRS staff feel the Externship is a good fit, they may continue to contact the other available CRPs listed in this internal control to determine if an employee relationship can be obtained

The training wage for job candidates participating in an Externship will be \$7.80 per hour paid by the CRP. The CRP is not dependent upon the production of the Extern and therefore will be reimbursed by IVRS at the rate of \$11.12 for each hour worked by an Extern. It is the responsibility of the CRP to provide a copy of the check issued to an Extern for the total number of hours in order for IVRS to reimburse at the \$11.12 hourly rate.

CRPs interested in doing the Externship program should contact the IVRS's resource manager in charge of supported employment services.