

# **2019**

## **Core Rehabilitation Services**

### **Program Guide**

- **Service Definitions**
- **Deliverables**
- **Staffing**  
**Requirements**
- **Rates**
- **Performance Indicators**

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# Introduction

## Background

The New York State Education Department's (NYSED) Office of Adult Career and Continuing Education Services (ACCES-VR) provides a wide array of vocational rehabilitation services to over 85,000 New Yorkers with disabilities each year. An important part of those services are purchased from community rehabilitation providers and include entry services, pre-employment transition services, assessment services, employment preparation services, job placement services, supportive employment services, assistive technology/rehabilitation technology services, driver rehabilitation services and related adjunct services. Services outlined within this document will be contingent upon available resources during the next five-year contract cycle.

## Introduction

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

The requirements for each service are defined below. All employment outcomes must meet the definition of competitive, integrated employment as described in ACCES-VR policy.

Please note that each case service has its own set of requirements for service delivery.

1. **Service Categories:** References to ACCES-VR's Core Rehabilitation Services include all items contained in this guide except for activities listed under Adjunct services. Adjunct services are defined as those activities which supplement the delivery of vocational rehabilitation services by providing those additional services/supports which the participant requires for successful Individualized Plan for Employment (IPE) goal achievement. They are purchased by ACCES-VR only in conjunction with other services in an IPE.
2. **Duration of Services:** The standard time frames for service delivery for each service category have been delineated within the definitions. As is consistent with current ACCES-VR practice, if the unique needs of a specific participant require different service duration, these time frames will be discussed and modified for that participant by ACCES-VR. However, providers developing service proposals must adhere to the standard time frames in outlining their service delivery plan.

3. **Staffing:**
  - a. All applicant agencies must have appropriate staffing in place to meet the standards outlined in this document. It is expected that all staff perform their duties in a professional manner with a person-centered approach.
  - b. It is recognized that staff turnover is an inevitable feature in provider operations. When ACCES-VR required staffing is no longer available for delivery of an ongoing service, the provider is required to notify the ACCES-VR District Office(s) involved and provide a staffing plan proposal for continuance of services. Upon approval of the staffing plan by ACCES-VR's Central Office, the provider may continue service delivery for a mutually agreed upon period of time, not to exceed one year.
  - c. In addition to the staffing requirements specified for each ACCES-VR CRS Service component, it is required that each vendor, with the exception of those providing freestanding (non-agency related) placement services, have an individual overseeing the operation of ACCES-VR reimbursed vocational services, who holds at least a Master's Degree in Rehabilitation Counseling, or a Bachelor's Degree and at least four years relevant experience delivering vocational services to individuals with disabilities.
  - d. ACCES-VR will review resumes of all individuals who provide direct service to ACCES-VR participants.
  - e. Continuing Education: In addition to the specific staff requirements outlined in the Service Descriptions, pre-employment transition, job placement and supported employment staff must complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency. These courses of study are offered at no registration charge through the sponsorship of ACCES-VR and requirements are highlighted in each of the respective service description sections.
4. **Reporting:** Providers must use standardized reporting formats developed by ACCES-VR for each service. These streamlined reporting forms will shorten vendor reporting time and expedite payment turnaround time. Timely submission of these reports and verifying documentation will be required for payment. Reports are expected to be submitted upon completion. Fiscal reporting will be done via a consolidated VR-370 form for all services.
5. **Deaf Services:** Rates have been established for services for participants who are deaf/hard of hearing. These deaf service rates will not be combined with any

other fees for interpreters. For services where a deaf service rate has not been established, interpreter services may be purchased.

6. **Billing for Services:** ACCES-VR has a deliverable report form for each service. Providers must first be authorized by ACCES-VR to provide the service to a participant. Then the provider must perform the service and submit the deliverable report form that correlates to the case service code for the service. The deliverable report will describe the services provided to the participant in accordance with the appropriate service description and standards, following ACCES-VR billing procedures. The report and required documentation will be reviewed, approved and then, payment will be processed. Timely billing is critical to the success of this contract. Performance standards will be evaluated for each service and monitored throughout the contract period. (See **Framework for Performance Indicators** below.)
  
7. **No-Shows Billing Procedures:** Unless otherwise noted, no-shows may be billed for one half hour of direct service, or if there is no hourly rate, a flat rate of \$30.00 will be paid provided the contract service provider meets the following criteria:
  - a. vendor sends a written or email confirmation of the date and time of the initial visit for a service;
  - b. the provider must wait for the participant for 30 minutes after the scheduled appointment time;
  - c. within 24 hours of the scheduled appointment time, the provider must notify the participant's counselor or senior counselor in writing that the participant failed to keep the scheduled appointment. The notification should include the following: provider's name and contact information, participant's name, the service being provided, and verification notice sent confirming initial visit; and,
  - d. upon billing for a no-show, the remaining amount of the authorization becomes null and void.
  
8. **Hourly Service Billing:** For hourly services, direct services provided with the participant and for the participant are billable. Ancillary services, such as maintaining provider records and completing deliverable report forms are not billable. Reimbursement for ancillary services has been built into the hourly rate for service. For hourly assessment services, developing the assessment report is billable.
  
9. **Drop-Out Documentation Requirements:** Unless otherwise noted, to receive partial payment for participants who drop-out prior to completion of the approved authorization, the vendor must provide the following:

- a. depending upon the type and level of service, completion and submission of service requirement such as a report, evaluation, proof of attempt to secure on-the-job training (OJT), work try-out (WTO), work study or internship/externship, mileage sheet, or benefits checklist for any portion of the service that was actually provided to the participant;
  - b. a voucher showing the number of hours the vendor actually spent with the participant providing the authorized service; and,
  - c. Upon billing for a drop-out, the remaining amount of the authorization becomes null and void.
10. **Use of District Office Space:** Contracts will not provide any vendors with exclusive use of district office space or any guaranteed use of district office space. However, where available, and at the convenience of a district office, shared space may be made available for vendors' use on a limited and non-exclusive basis. No technology (computers, phones, faxes, or copiers, etc.) will be made available for vendor use at any ACCES-VR District Office.
11. **Technology Requirements:** Capacity to provide program reports electronically using encryption software compatible with ACCES-VR. Technology requirements are subject to change during the five-year contract term.
12. **Confidentiality:** All devices (e.g., laptops, flash drives or any other electronic storage device) that store SED information/data MUST be encrypted.

## Framework for Performance Indicators

ACCES-VR has made a comprehensive effort to develop an improved contracting process for the service providers. Included in these efforts is the implementation of a system to track key performance indicators for the contracted services along with minimum standards for those services. The revised CRS system will enable ACCES-VR to be more flexible in its contracting process and to be more responsive to participant needs. The performance indicators are critical in assisting ACCES-VR in making informed decisions regarding all providers, both current and new, and the allocation of resources within the contracting system. The system will:

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

## **Outcomes/Quality/Timeliness**

**Outcomes** - ACCES-VR's goal is to enable participants to attain employment. Accordingly, a provider's performance will be assessed where appropriate on key indicators such as, but not limited to: percentage of participants successfully employed, the amount of time it takes a participant to become successfully employed, the number of hours a participant is working per week and hourly wages earned by the participant.

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

### **Superior**

Information/service provided was clear, concise and complete. It provided the counselor with a thorough understanding of the provider's service, conclusions and recommendations. The work addressed issues and concerns expressed by the counselor. Work provided was of excellent quality and is able to be used for case decisions. The report provided a number of options for future planning.

### **Satisfactory**

Information/service provided was clear and concise. It provided the counselor with a good understanding of the provider's conclusions and recommendations. The deliverable was sufficient for decision-making.

### **Needs Improvement**

Information/service provided was minimal in addressing the needs of the participant. It only addressed issues and concerns articulated by the counselor. The needs of the participant were not clearly communicated and lacked details and next steps. The report provided no additional information or service.

### **N/A**

Vendor submitted something other than a final report, such as attendance or interim report.



**Timeliness** - ACCES-VR has established minimum standard timelines in which participants will access services and the District Offices will receive required reports resulting from those contracted services. These standards are established for all service categories in the CRS contracting system.

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

The Provider Guidelines for CRS Service Delivery will assist agencies in achieving their performance indicators and participants in accomplishing their employment goals.

### **Requirements of Education Law Section 2-d**

The Contractor agrees to comply with FERPA and New York State Education Law § 2-d. The New York State Data Security and Privacy Plan, the Parents Bill of Rights, and the Attachment to the Parents' Bill of Rights for Contracts Involving Certain Personally Identifiable Information.

# Description of Services

## Entry Services

### Definition:

Individuals with disabilities are assisted by providers with initial activities for entry into ACCES-VR services, thereby expediting the application process, and expanding the potential number of individuals to be served by ACCES-VR. This assistance may include general orientation services and/or gathering and preparing information necessary for the ACCES-VR counselor to determine eligibility.

### Services:

These services may be delivered in any of the two methods described below, based upon the extent of the assistance offered by the provider and requested by the District Office.

### Level I:

**ENTRY SERVICE 1 (Services to Groups – No Case Service Code – Standard Voucher):** This is an orientation to ACCES-VR services for potential ACCES-VR participants. It provides a general orientation to ACCES-VR and the vocational rehabilitation (VR) process and may include:

- assistance in completing an ACCES-VR application and other required forms;
- providing applicants with the medical/psychological forms necessary to document their disabling condition; and,
- referral information for other needed services.

This service requires vendor staff participation in training provided by ACCES-VR, utilization of ACCES-VR information script and materials, and is scheduled only by prior arrangement with the ACCES-VR District Office purchasing the service. This service may be a standalone service or the initial service in combination with other levels of entry services, as noted below. It may be provided at the provider's location, the ACCES-VR District Office, school districts, One-Stop Centers, or other community locations.

**Deliverables and Payment Process:** This is a "Service to Groups" of individuals not yet active with ACCES-VR. Payment occurs upon submission of Orientation Provider Report Form (VR-O), Orientation Attendance Sheet (VR-OA), Orientation Survey Forms (VR-OS), Applicant Information Sheets (VR-AIS) and Claim for Payment Form (AC3253-S). It is requested that this service be billed quarterly. A unit of service is defined as one session (1.5 to 2 hours). Drop-out and no-show rates do not apply to this service.

**Staffing:** Entry Services 1 staff must have:

- a high school diploma or equivalent;
- a minimum of one year of experience in providing employment services to persons who have disabling conditions;
- supervision by an individual with at least a minimum of two years' experience in providing services to individuals with disabilities; and,
- experience presenting to large groups.

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

- Region 1, 2 & 3 - \$300.00

**Established Performance Indicators:**

- effective presentation of ACCES-VR Program;
- orientation location is accessible to all individuals with disabilities;
- language barriers are accommodated; and,
- individual participant confidentiality will be maintained.

**Level II:**

**ENTRY SERVICE II (Case Service Code 118X):** In this service, the vendor will aid participant who:

- are not able to complete the application process without assistance; and,
- do not have other available supports to help them to gather existing medical information.

The vendor will compile the application information specified by the local District Office, and gather the medical, diagnostic, and other information required by ACCES-VR in order to determine the applicant's eligibility for ACCES-VR services. It is not expected that the provider of this service will purchase any assessment and/or medical evaluations necessary for eligibility determination. The vendor will work with the local District Office if additional ACCES-VR medical authorizations are needed to provide participant information for required ACCES-VR eligibility and goal planning.

**NOTE:** This service is not intended for individuals currently active with the provider for whom sufficient referral information is currently retained by that provider. These cases may be referred to ACCES-VR through the standard referral process.

**Deliverables and Payment Process:** This is an outcome-based service that is paid when the vendor has gathered all the requested documentation and sufficient medical information has been submitted to the local ACCES-VR District Office in order to make an eligibility determination. The vendor may also be required to prepare written documentation for ACCES-VR that describes the individual's physical or mental impairment, functional limitations, impediments to employment, treatment history (as applicable), education, and work history. A unit of service is defined as completion and

receipt of the application packet (VR-04 and VR-21) in the appropriate ACCES-VR District Office, which includes medical, diagnostic, and other information as predetermined by the ACCES-VR District Office. Vendors must not use the ACCES-VR Eligibility Determination form for the purposes of documenting this service. Drop-out and no-show rates do not apply to this service.

**Staffing:** Entry Services II staff must have a minimum of a:

- Bachelor's degree in health or human services and one year of qualifying experience providing direct services beyond routine personal care or supervision to individuals with disabilities in a rehabilitation program or facility, or providing vocational and educational services to individuals with disabilities in the areas of assessment, counseling, job coaching, guidance, placement, or job development;

OR

- an Associate's degree or 60 college credits; and two years' experience providing direct services beyond routine personal care or supervision to individuals with disabilities in a rehabilitation program or facility, or providing vocational and educational services to individuals with disabilities in the areas of assessment, counseling, job coaching, guidance, placement, or job development;

OR

- a combination of a high school diploma or equivalent and four years of experience providing direct services beyond routine personal care or supervision to individuals with disabilities in a rehabilitation program or facility or providing vocational and educational services to individuals with disabilities in the areas of assessment, counseling, job coaching, guidance, placement, or job development.

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

- Region 1, 2, and 3 - \$175.00

**Established Performance Indicators:**

- Entry packets are completed to district office specifications;
- Amount of time from authorization start date to receipt of report, standard 30 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

## Pre-Employment Transition Services (Pre-ETS)

### Definition:

Pre-ETS are new prevocational services that are only authorized for students with disabilities. Pre-ETS are experiential opportunities for students as outlined in the [Workforce Innovative and Opportunity Act \(WIOA\)](#) and address the career development needs of students with disabilities. Students with disabilities are defined as individuals with disabilities in secondary, postsecondary, or other recognized education programs who are age 14-21.

Providers should deliver Pre-ETS specifically with a focus on the unique characteristics of each individual student. Pre-ETS are designed to engage the student so that they develop a better understanding of themselves, their strengths, interests and abilities. This self-knowledge gained through participation in these services will allow students to successfully engage in their own post-secondary transition and vocational services and work with the VRC towards a successful vocational outcome consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

Pre-ETS services may be provided individually or in a group setting and the maximum size of a student group for each service is detailed in each Deliverables and Payment Process section. Providers can only bill for the time spent directly providing Pre-ETS to a specific student. Provision of all Pre-ETS to students requires provider proficiency and investment in communication techniques through social media, email and cellular phone. Where indicated, a provider must submit to the District Office for approval, a detailed curriculum that includes the content of the service to be delivered. The curriculum should be adaptable for both individual and group student services.

### Staffing:

Pre-Employment Transition staff must complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency. These courses of study are offered at no registration charge through the sponsorship of ACCES-VR and requirements are highlighted in the table below.

Type of Personnel	Tier of Training	Timeframe for completion
Youth Transition Service Staff	Tier 4 – Student and Youth Transition Services	Within 24 months of: <ul style="list-style-type: none"><li>• CRS Contract Start date, or</li><li>• Pre-Employment Transition Service start date (If after Jan. 1, 2019)</li></ul>

In addition, individuals completing their required courses of study are required to annually obtain at least 6 hours of continuing education in prevocational and employment services by taking elective coursework offered by the ACCES-VR training contractor or other training source (e.g. APSE).

**Services:****COUNSELING ON OPPORTUNITIES FOR ENROLLMENT IN COMPREHENSIVE TRANSITION OR POST-SECONDARY EDUCATIONAL PROGRAMS AT INSTITUTIONS OF HIGHER LEARNING (Case Service Code 121X):**

To improve employment outcomes and increase opportunities for students with disabilities to access 21st century jobs, it is essential that students and their family members are provided information and guidance on a variety of post-secondary education and training opportunities. These services may include information on course offerings, career options, types of academic and occupational training needed to succeed in the workplace, and postsecondary opportunities associated with a career field or pathways. It may also include advising students and family members on academic curricula, college application and admissions processes, completing the Free Application for Federal Student Aid (FAFSA), and resources that may be used to support individual student success in education and training, to include disability support services.

The post-secondary options that should be explored include:

- Community Colleges (AA/AS degrees, certificate programs and classes);
- Universities (Public and Private);
- Career pathways related to workshops/training programs;
- Trade/Technical Schools;
- Military;
- Post-secondary programs at community colleges and Universities for students with intellectual and developmental disabilities;
- Identifying and accessing accommodations; and,
- Individualized student strategies to support a smooth transition from high school to postsecondary education (PSE) including:
  - Identifying technology needs;
  - Attending college fairs & tours; and,
  - Connecting to the disability support services that would be available.

**Deliverables and Payment Process:**

- Based on the needs of the student, services can be provided individual or group setting or in a combination of both. Group services may not exceed 5 students.
- The unit of service is defined as an hour of either individual, group or a combination there of up to a maximum of 10 hours per student.

Upon completion of 121X Pre-ETS, the provider within 10 business days will submit the 121X report form. The report should reflect the specific services the student received, the students' progress, and recommendations for post-secondary education.

For students that drop out, after the last contact with the student, the report must be completed and sent to the VRC. Providers will be paid for the number of hours the student received after the VRC approves the 121X report. Billing should be at the hourly rate and prorated as appropriate.

After the report is submitted and approved a team conference may be scheduled with the provider, student, parent and ACCES-VR Counselor. The students experience and activities will be discussed and the content of the report reviewed. Any questions, concerns or recommendations can be discussed at that time.

**Staffing:** Staff providing 121X must meet the qualifications in the Commissioner's Regulations for the title Evaluator I, below. Additionally, individuals with this title shall be directly supervised by an Evaluator II who meets the qualifications described in the Level II services.

Evaluator I minimum qualifications:

- Master's degree in vocational rehabilitation counseling or related area such as personnel, counseling and guidance;  
OR
- Bachelor's degree and enrollment in a Master's degree program in vocational rehabilitation or related area such as personnel, counseling and guidance;  
OR
- Bachelor's degree and two years' experience providing vocational assessment services.

**Payment and Authorization:**

- Regions 1, 2 and 3 - \$96.00 per hour

**Established Performance Indicators:**

- The amount of time from authorization start date to service start date does not exceed 30 calendar days; and,
- 90% of reports received will be rated satisfactory or superior.

**JOB EXPLORATION COUNSELING (Case Service Code 122X):** Job Exploration Counseling is meant to provide students with a variety of opportunities to gain information about careers, the skills needed for different jobs and to uncover personal career interests. Students will identify where they are in the career planning process, complete interest inventories and conduct informational interviews. Job Exploration Counseling may be provided in a group setting or on an individual basis and may include:

- Information regarding in-demand industry sectors and occupations;
- Vocational interest inventories to assist with the identification of career pathways of interest to the students;
- Explore career options and identify career pathways of interest;
- Learn about skills needed in the workplace;
- Informational interviews;
- Learn about non-traditional employment options;
- Entrepreneurship;
- Understand the labor market including in demand industries and occupations;
- Specific skills for specific occupations;
- Career speakers;

- Career student organization; and,
- Registering at one Stop/American Job Center.

**Deliverables and Payment Process:**

- Based on the needs of the student, Counseling can be provided in an individual or group setting or in a combination of both.
- Group services must not exceed 5 students.
- The unit of service is defined as an hour of either individual, group or a combination of both up to a maximum of 10 hours per student.

Upon completion of 122X, the provider within 10 business days will submit the 122X report form. The report should reflect the specific services the student received, the students' progress, and recommendations for post-secondary education.

For students that drop out, after the last contact with the student, the report must be completed and sent to the VRC. Providers will be paid for the number of hours the student received after the VRC approves the 122X report. Billing should be at the hourly rate and prorated as appropriate.

After the report is submitted and approved a team conference may be scheduled with the provider, student, parent and ACCES-VR Counselor. The students experience and activities will be discussed and the content of the report reviewed. Any questions, concerns or recommendations can be discussed at that time.

**Staffing:** Staff providing 122X must meet the qualifications in the Commissioner's Regulations for the title Evaluator I, below. Additionally, individuals with this title shall be directly supervised by an Evaluator II who meets the qualifications described in the Level II services.

Evaluator I minimum qualifications:

- Master's degree in vocational rehabilitation counseling or related area such as personnel, counseling and guidance;
- OR
- Bachelor's degree and enrollment in a Master's degree program in vocational rehabilitation or related area such as personnel, counseling and guidance;
- OR
- Bachelor's degree and two years' experience providing vocational assessment services.

**Payment Rate for 122X Pre-ETS Job Exploration Counseling:**

- Regions - 1, 2 and 3 - \$96.00 per hour



**Established Performance Indicators:**

- The amount of time from authorization start date to service start date does not exceed 30 calendar days.
- 90% of reports received will be rated satisfactory or superior.

**INSTRUCTION IN SELF-ADVOCACY (Case Service Code 124X):** Self-advocacy refers to a student's ability to effectively communicate, convey, negotiate or assert his/her own interests and/or desires. The development of self-advocacy skills should be started at an early age and can include the opportunity for peer mentoring. Self-determination means that students with disabilities have the freedom to plan their own lives, pursue the things that are important to them and to experience similar life opportunities as other people in their communities. It means taking the responsibility for communicating one's needs and desires in a straightforward manner to others. These acquired skills will enable students to advocate for any support services, including auxiliary aids, services, and accommodations that may be necessary for training or employment. A student's mastery and competencies in Self-advocacy skills will be needed in education, workplace and community settings. Pre-employment Transition Services, Instruction in Self -Advocacy Skills may be provided in a group setting or on an individual basis and may focus on topics and activities such as:

- Disability Understanding;
- Disability Disclosure;
- Decision Making;
- Goal Setting;
- Ability to Evaluate Options;
- Identify Independence;
- Accommodations;
- Request & Utilize Accommodations;
- Know Your Rights & Responsibilities;
- Self-Determination;
- How to Request & Accept Help;
- Intrinsic Motivation;
- Taking A Leadership Role in Support Plans;
- Assertiveness;
- Ability to Listen to Other Opinions;
- Problem Solving;
- Ability to Monitor Progress;
- Positive Self-Talk; and,
- Peer mentoring.

**Deliverables and Payment Process:**

- Based on the needs of the student, services can be provided in an individual or group setting or in a combination of both.
- Group services may not exceed 5 students.

- The unit of service is defined as an hour of either individual, group or a combination there of up to a maximum 15 hours per student.

For self-advocacy services, the provider shall submit a detailed syllabi and curriculum which will be reviewed and approved by the District Office prior to service delivery.

Upon completion of the service, the provider will prepare the 124X report that includes narrative and a checklist of newly mastered skills and competencies resulting from individual or group service.

The provider will receive final payment upon ACCES-VR counselor review and approval of the content of the completed 124X Pre-ETS report. After the report is submitted and approved a team conference may be scheduled with the provider, student, parent and ACCES-VR Counselor. The student's experience and activities may be discussed, and the content of the report reviewed. Any questions, concerns or recommendations can be discussed at that time.

**Staffing:**

Provider staff will be competent role models trained to use strength-based person-centered planning and people first language about disability with a minimum of a High School Diploma or equivalent and two years of experience in providing strength-based service delivery in qualified competitive and integrated work settings.

**Payment Rate:**

- Regions 1, 2 and 3- \$60 an hour

**Established Performance Indicators:**

- The amount of time from authorization start date to service start date does not exceed 30 calendar days.
- 90% of reports received will be rated satisfactory or superior.

**WORKPLACE READINESS TRAINING TO DEVELOP SOCIAL SKILLS AND INDEPENDENT LIVING (Case Service Code 127X):** Workplace readiness traits describe those skills that employers expect from most employees. Workplace readiness skills are the skills and behaviors necessary on any job, such as how to interact with supervisors and coworkers and the importance of timeliness. Sometimes these skills are referred to as soft skills, employability skills or job preparation skills. Learning about these skills enable students to develop and understanding of how one is perceived by others and self-insight. Employers value employees that are able to communicate effectively, get along with others, show flexibility and act professionally. Every job no matter what the technical skill level requires good social/interpersonal skills for someone to be successful at their job. Pre-employment Transition Services Workplace Readiness Training may be provided in a group setting or on an individual basis and may focus on topics and activities such as:

- Financial literacy;

- Orientation and mobility skills;
- Job seeking skills;
- Understanding employer expectations for punctuality, performance, trustworthiness and reliability;
- Understanding employer expectations for getting along with coworkers on the job;
- How to call in sick and when delayed;
- Apply classroom knowledge to the workplace;
- Participate in mock interviews;
- Learn how to complete an application on paper and electronically;
- Develop a resume;
- Attend job fairs;
- Gain greater understanding of the soft skills important to success in the work place;
- Explore and understand impact of social media profiles on employment present and future;
- Impact of email addresses and voice messages on employment present and future;
- Personal Hygiene; and,
- Dressing for success.

**Deliverables and Payment Process:**

- Based on the needs of the student, services can be provided individual or group setting or in a combination of both.
- Group services may not exceed 10 students.
- The unit of service is defined as an hour, with a standard authorization of 15 hours, up to a maximum of 60 hours per student.
- For 127X, the provider should submit a detailed syllabi and curriculum which must be reviewed and approved by the District Office before the service is provided.

Upon completion of the service, the provider will prepare the 127X report that includes narrative and a checklist of newly mastered skills and competencies resulting from individual or group service.

The provider will receive final payment upon ACCES-VR counselor review and approval of the content of the completed 127X Pre-ETS report. After the report is submitted and approved a team conference may be scheduled with the provider, student, parent and ACCES-VR Counselor. The student's experience and activities may be discussed, and the content of the report reviewed. Any questions, concerns or recommendations can be discussed at that time.

**Staffing:** Staff providing this service must have:

- a high school diploma or equivalent; and
- a minimum of two years' experience in providing vocational services to students who have disabling conditions or other significant barriers to employment.

- Pre-ETS Work Place Readiness Service providers must be supervised by an individual having at least a bachelor's level degree in an appropriate human services/human resources field, OR at least four years' experience in the provision of work readiness services. Staff should also take part in ongoing training and staff development activities associated with the provision of services to students with disabilities.

**Payment Rate:**

- Regions 1, 2 and 3- \$60 an hour

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report – standard 30 calendar days.
- 90% of reported services will be rated superior/satisfactory.

**WORK-BASED LEARNING**

Work-Based learning (WBL) is an educational approach or instructional method that uses community workplaces to provide students with the knowledge and skills that will help them connect school experiences to real-life work activities and future career opportunities. It is essential that direct employer or community involvement be a component of Work-Based Learning (WBL) to ensure in-depth student engagement. WBL assists students with developing a greater understanding of the soft skills important to succeed in the work place. It allows students to learn from people currently practicing in the occupations or careers interest to the student and obtain firsthand knowledge from community-based businesses. WBL may include in-school or after-school opportunities, experiences outside the traditional school setting, and/or internships. All worksites/employment experiences must meet the definition of competitive, integrated employment. When paid WBL Development experiences are provided, the wages are to be paid at no less than minimum wage. Students may have multiple work-based learning experiences.

WBL includes activities and experiences can be provided in a group or individual setting and may focus on such activities and topics such as:

- Workplace/worksite tours/field trips;
- Job shadowing;
- Career mentorship;
- Informational interviews;
- Paid internships;
- Non-paid internships;
- Volunteering;
- The importance of networking;

- Development of introductory elevator speech for networking;
- Opportunities to begin applying the knowledge and tools they have learned regarding, networking and appropriate worksite behaviors; and
- Career related competitions.

**WORK-BASED LEARNING DEVELOPMENT (Case Service Code 557X):** The WBL Development provider secures an employer-based (unpaid or paid) work opportunity for students age 14-21. The vendor would be responsible for developing the work experience and site, monitoring participant progress and making the arrangements for required paperwork with the employer. This service is designed to provide students with competitive, integrated WBL experiences, and opportunities to network in actual business environments consistent with their career goals and vocational interests.

**Deliverables and Payment Process:** The vendor must develop and place the participant in an actual WBL site with a community-based employer. This service is effective when the individual successfully begins a WBL experience. A unit of service is a flat fee and a report is provided to the ACCES-VR Counselor describing the WBL site and activities that has been developed. In the case of drop-outs, billing should be prorated at 20 percent of the applicable rate listed below for your region and submission of appropriate documentation to the VRC regarding last contact with participant.

**Staffing:** WBL Development Service providers must have:

- a high school diploma or equivalent, and
- a minimum of two years of experience in providing vocational services to students who have disabling conditions or other significant barriers to transition.

WBL Development service providers must be supervised by an individual having at least a Bachelor's level degree in an appropriate human services / human resources field, OR, at least four years of experience in provision of student WBL services. The provider should have a staff development plan for staff participation in ongoing training and staff development activities associated with the provision of services to students with disabilities.

### **Payment Rate**

Region 1, 2 & 3 - \$720.00

### **Established Performance Indicators**

- amount of time from authorization start date to receipt of report – standard 45 calendar days; and
- 90% of reports will be rated supervisor / satisfactory

**WORKSITE BASED TRAINER (Case Service Code 964X):** This case service code is to be used when the student age 14-21 is participating in Pre-ETS WBL experience in a competitive integrated employment setting. This service is to be authorized when the employer does not provide a new employee orientation. The Pre-ETS Worksite Training is short-term and such that it is not individualized but is the typical general training provided to any individual or student learning the new tasks and responsibilities in a work experience regardless of the existence or nature of a disability.

The Worksite Based Trainer will familiarize the student to the worksite and show the student how to navigate the environment, explain their responsibilities (punch in, punch out, break schedule, etc.) and explain specific employer expectations as well as show them their job tasks. All training will be specific to their WBL place of employment.

**Deliverables and Payment Process:** A unit of service is one hour. 964X is a short-term service. The VRC will determine the number of hours appropriate for the new employee orientation taking the specific work setting into consideration. Upon completion of 964X, the provider will submit to the deliverable report within 10 business days. The 964X report should reflect what specific services the student received and the students' progress with the employment orientation services provided. In the case of drop-outs, after the last contact with the student, the reporting form should be completed and sent to the VRC reflecting what services the student received and the students' progress with the employment orientation.

The provider will receive final payment upon ACCES-VR counselor review and approval of the content of the completed report.

**Staffing:** Worksite Based Trainer service providers must have:

- a high school diploma or equivalent; and,
- a minimum of two year of experience in providing employment-related services to students with disabilities.

**Payment Rate and Authorization:** Payment for this service is per hour with the VRC determining the number of hours appropriate for the desired intervention at the rate of:

- Region 1 - \$68.00
- Region 2 and 3 - \$55.00

**Established Performance Indicators:**

- amount of time from authorization start date to commencement of service – standard 10 calendar days;
- 90% of reports will be rated superior/satisfactory.

**WORK-BASED LEARNING EXPERIENCE (963X):** This is a wage reimbursement mechanism that can be used to provide a paid WBL experience for a student age 14-21. The worksite must meet the WIOA definition of a competitive integrated employment setting. The student will be paid at least minimum wage or the time they participate in the work experience.

The 963X rate has been established to cover the wages paid to the student along with administrative cost for payroll. The vendor is responsible for withholding federal, state, local tax (in some locations) and Federal Insurance Contributions Act (FICA) which includes Social Security and Medicare taxes. Administrative costs should include employer payroll tax which may include but is not limited to the employer's share of Social Security and Medicare tax, State Unemployment Insurance (SUI), and State Disability Insurance (SDI).

**Deliverables and Payment Process:** A WBL experience must be developed and the vendor must place the student on their payroll. The vendor will then pay the student for hours they participate in the WBL experience. Vendors will be paid for the service upon receipt of the deliverable report form and duplicate pay stubs for the total number of hours the student participated in a paid WBL experience. The drop-out rate does not apply for this service.

This is an hourly rate based upon the number of hours authorized by the VRC (up to 320).

**Payment Rate:**

- Region 1- \$23.00 per hour
- Region 2 & 3 - \$21.00 per hour

ACCES-VR will re-evaluate this rate in year three of this contract pending minimum wage rate at that time.

## Assessment Services

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

### **Definition:**

For ACCES-VR, assessment is ongoing and person-centered, occurring at critical decision points throughout the vocational rehabilitation process. Assessment services are designed to obtain information that will help clarify ACCES-VR eligibility questions, and/or assist both the participant and ACCES-VR counselor in the development of an appropriate Individualized Plan for Employment (IPE) goal and services. Assessment information describes the individual's strengths, skills, aptitudes, interests, capacities, behaviors, work readiness and functional limitations and provides suggested vocational options in keeping with these findings. It may include an appraisal of the patterns of work behavior of the individual and services needed for the individual to acquire occupational skills and to develop work attitudes, work habits, work tolerance, and work-related behaviors necessary for successful job performance. The product of assessment services is a personalized report highlighting the testing/community assessment results as they apply to the individual's vocational strengths, capabilities and capacities, functional limitations and potential employment options.

### **Services:**

**CAREER EXPLORATION ASSESSMENT (Case Service Code 120X):** The vocational evaluator meets with participant for a comprehensive evaluation that looks at the participant's education, past work experience, skills, interest and aptitude areas. Referral information, information obtained during the interviews, career interest tools, and structured career exploration activities are used during the assessment period. This assessment will also allow the evaluator to better understand the individual's unique factors - strengths, needs and interests - as well as additional impediments to employment (e.g. criminal history; neurodiversity) and how those factors might impact future employment. The specific abilities of the individual are identified as the basis for recommending flexible strategies for job development, placement and retention. This service can also be used to guide an individual through a goal validation process that would include a review of interests, labor market analysis, job requirements and local/regional employment demand/employers. A written report will be generated. After the assessment period is completed, a team conference will be scheduled with the individual and ACCES-VR Counselor; the Customized Career Exploration Assessment will be presented, and the recommendations discussed. Recommendations may include: referral to a Community Based Work Assessment (112X) for additional career exploration in real work settings and to observe the person in other community settings; Work Experience Development (559X) for a work try out or paid community work experience (958X); Work Readiness; Direct Placement; Supported Employment;



or other education, including post-secondary options, or vocational training options in the community.

**Deliverables and Payment Process (120X):** Upon completion of the service, the provider will prepare and submit a Customized Career Exploration Assessment report and VR-120X deliverable report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The report must contain specific recommendations for flexible strategies for job development, placement and retention. The provider will receive final payment upon completion of a Customized Career Exploration Assessment report approved by the Vocational Rehabilitation Counselor (VRC). After the assessment period is completed a team conference will be scheduled with the individual and ACCES-VR Counselor and the Customized Career Exploration Assessment will be presented and the recommendations discussed. Drop-outs will be prorated based on receipt of a partial report and number of days that the service was provided. For participants who do not complete the service, the provider will report on what information they were able to obtain during the period of participant participation. The unit of service is defined as an hour, up to 10 hours. In the case of drop-outs billing should be prorated for the number of hours the participant was served and submission of appropriate documentation to the VRC.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 10 hours in an agency setting at the rate of:

- Career Exploration Assessment (120X) - Regions 1, 2 and 3 - \$80.00 per hour

**DIAGNOSTIC VOCATIONAL EVALUATION (DVE)/ COMMUNITY-BASED SITUATIONAL ASSESSMENT (CBA) (Case Service Code 110X):** Evaluation in an agency setting or in a community locale associated with the provider agency. This service may include standardized work samples, self-administered paper and pencil tests, and/or actual hands on work with direct observation and may be done on a group basis. The standard authorization period is up to 15 days. Assessment services beyond 15 days will require supervisory approval by ACCES-VR.

**Deliverables and Payment Process (110X):** Upon completion of the service, the provider will prepare and submit a Vocational Assessment Service report and the VR-110X report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The provider will receive final payment upon completion of a Vocational Assessment Service report approved by the Vocational Rehabilitation Counselor (VRC). The provider must offer the VRC the opportunity to attend a conference at conclusion of the service. Drop-outs will be prorated based on receipt of a partial report and number of days that the service was provided. For participants who do not complete the service, the provider will report on what information they were able to obtain during the period of individual participation. The unit of service is defined as a minimum of a five-hour day up to 15 days and can be billed in half days (2.5 hours) if necessary. In the case of drop-outs billing should be

prorated at the daily rate for the number of days the participant was served and submission of appropriate documentation to the VRC.

**Staffing:** Individuals providing Assessment Services for 110X and 120X must meet the qualifications in the Commissioner's Regulations for the title Evaluator I, below. Additionally, individuals with this title shall be directly supervised by an Evaluator II who meets the qualifications described in the Level II services.

Evaluator I minimum qualifications:

- Master's degree in vocational rehabilitation counseling or related area such as personnel, counseling and guidance;
- OR
- Bachelor's degree and enrollment in a Master's degree program in vocational rehabilitation or related area such as personnel, counseling and guidance;
- OR
- Bachelor's degree and two years' experience providing vocational assessment services.

**Payment Rate and Authorization 110X:** Payment for this service is per day with a standard authorization of up to 15 days in an agency setting at the rate of:

- Statewide \$75

**Established Performance Indicators:**

- amount of time from Authorization Start Date to receipt of report - standard 30 calendar days;
- 90% of reports will be rated superior/satisfactory.

**COMMUNITY-BASED WORKPLACE ASSESSMENTS (CBWA) (Case Service Code 112X):** Customized worksite and/or community-based workplace assessments. The provider, in consultation with the ACCES-VR Counselor (VRC) and the individual participating in the assessment, develops an individualized strategy for assessment activities leading to a balanced vocational profile. This service includes the development of a work and/or community evaluation site according to the identified interests and known employment factors of the individual. If indicated, the provider may arrange for two or more different work or community sites if that is needed for assessment purposes. The sites for this process are actual employer sites or integrated community sites, not agency/facility based.

The CBWA may also include selected observations of the person in other integrated community situations (e.g. school, home) if directly applicable to yielding detailed information about the person's skills and capacities, as well as the conditions he/she needs to be successful in the workforce. These activities are focused on gaining a comprehensive, person-centered assessment of the individual's strengths, capabilities, needs, skills and experiences. The evaluator accompanies the individual to the work and community site in order to observe and determine tasks and skills that are relevant

to job placement and the kind of work environment the person needs to succeed in a job. This assessment gives the individual hands-on experience in an actual worksite or a community site allowing direct observations by the evaluator.

The evaluator may also interview significant others (family, friends, teacher, professionals, spouse and others who know the person well) to gather additional information on the individual's capacities. A group planning session, which includes the individual, the evaluator, the ACCES-VR counselor and significant others, is conducted to summarize findings from the observations and to further develop and refine the vocational profile.

Community-based workplace assessments are done on an individual basis. The standard authorization period would be between 15 to 30 hours. Additional hours may be provided based on individual participant need with pre-approval by the ACCES-VR Counselor. Fewer than 15 hours may also be authorized when a focused or selected component of this service is implemented based on the needs of the individual and the specific assessment questions being addressed, at the VRC's request. In this instance, the VRC may use this service for a Trial Work Experience in status 06. The number of hours is determined by ACCES-VR, in consultation with the provider, to meet the individual's assessment needs.

**Deliverables and Payment Process:** Upon completion of the service, provider will prepare and submit a Vocational Assessment Profile Report to the ACCES-VR counselor within 15 business days of the last date of service with the individual. The Vocational Assessment Profile Report is a balanced profile of the person that describes: purpose and proposed employment goal; attributes and capacities; interests and preferences; priorities; values and ideals; travel and mobility skills, including access to transportation; supports needed; networks and resources, including natural supports; and community connections. The Vocational Assessment Profile Report may also identify alternative customized strategies, including job creation and job carving, to facilitate matches on important factors. This information can guide the individual and job developer to identify employers who may be willing to restructure or create a job uniquely suited for both the needs of the employer and the skills of the individual. The profile should recommend an action plan that clearly details how resources will be applied to specific activities and task responsibilities with timelines. The Vocational Assessment Profile Report should also enable the ACCES-VR counselor and the individual to develop or refine the Individualized Plan for Employment.

The provider will receive final payment upon approval of the vocational assessment report and deliverable report form by the VRC. This service is reimbursed based on completion and submission of the Vocational Assessment Profile Report. The provider must offer the VRC the opportunity to attend a conference at the conclusion of the service. For individuals who do not complete the service, the provider will report on what information they were able to obtain during the period of participation. A unit of service is defined as one hour. The number of hours is determined by ACCES-VR, in

consultation with the provider, to meet the individual's assessment needs. For individuals for whom a more limited assessment is needed, the number of hours of service will be determined by the referring ACCES-VR counselor, in consultation with the provider, and the profile report will reflect the focus area of the evaluation.

**Staffing:** Individuals providing this service must meet the qualifications in the Commissioner's regulations for the title Evaluator I (above, see DVE section). Additionally, individuals with this title shall be directly supervised by an Evaluator II who meets the qualifications described below.

Evaluator II Minimum qualifications:

- Master's degree in vocational rehabilitation or related area such as personnel, counseling, guidance and one year of experience in vocational rehabilitation or other suitable fields;

OR

- Bachelor's degree and three years of experience in service delivery to individuals with disabilities;

OR

- Five years' experience as an evaluator in a community rehabilitation program and completion of specialized rehabilitation-related courses.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of 15 to 30 hours, not to exceed a maximum 40 hours, at the rate of:

- Region 1 - \$75.00
- Region 2 - \$65.00
- Region 3 - \$70.00

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report - standard 30 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

**STANDARDIZED TESTING AND SPECIALIZED EVALUATIONS (Case Service Code 100X):** A bank of assessments that may be used to measure a participant's academic achievement, aptitudes, cognitive abilities, personality, sensory/motor skills and compares to appropriate sample population. This service is provided on an individual basis. Standardized Tests and Specialized Evaluations include but are not limited to: standardized, computerized or other assessment systems such as Woodcock-Johnson Tests of Cognitive Ability.

**Deliverables and Payment Process:** Upon completion of the service, the provider will prepare and submit the report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The provider will be paid based on completion of a Vocational Assessment Service report approved by the VRC.

The provider must offer the VRC the option of attending a conference at conclusion of the service. This service is reimbursed based on completion and submission of the assessment report. For participants who do not complete the service, the provider will report on what information they were able to obtain during the period of participant participation. A unit of service for Standardized Testing and Specialized Evaluation is one hour. The typical authorization is up to 10 hours. In the case of drop-outs, billing should be prorated at the hourly rate with submission of appropriate documentation and information regarding the last contact with the participant to VRC.

For participants for whom a more limited evaluation is needed, a proportional number of hours will be agreed upon with the referring ACCES-VR counselor, and provider will report on the focus area of the evaluation. For participants who do not complete the service, the provider will report on what information they were able to obtain during period of participant participation.

**Staffing:** Evaluator III minimum qualifications:

- Master's degree in vocational rehabilitation or related area such as personnel, counseling, guidance and one year of experience in vocational rehabilitation or other suitable fields;

OR

- Bachelor's degree and three years of appropriate experience in services to individuals with disabilities;

OR

- Five years' experience as an evaluator in community rehabilitation programs and completion of specialized rehabilitation-related courses.

**AND**

- Certification as an administrator of any instrument(s) utilized that requires such designation; or, certification in the field in which a specialized assessment is performed, such as a licensed psychologist, registered occupational therapist, **or other qualifying license or certification required for the specific standardized test or specialized evaluation.**

For Standardized Testing and Specialized Evaluations, it is essential that the evaluator meet the necessary professional standards, licensure and certification to administer and interpret the tests and evaluations.

**Payment Rate and Authorization:** Payment for Standardized Testing and Specialized Evaluations is per hour with a standard authorization of up to 10 hours at the rate of:

- Region 1 - \$146.00
- Region 2 - \$131.00
- Region 3 - \$138.00

**Established Performance Indicators**

- amount of time from authorization start date to receipt of the report - standard 30 calendar days; and, 90% of reports will be rated superior/satisfactory.

# Employment Preparation Services

## BENEFITS ADVISEMENT

### **Definition:**

ACCES-VR participants, as individuals with disabilities, are often involved with, or could benefit from, a range of benefit programs such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medicaid, and Medicare. Other benefits commonly received by participants or available to them include: private insurance coverage, financial planning, food stamps, Plan to Achieve Self-Support (PASS), public assistance benefits (i.e., Family Assistance or Safety Net benefits), student loans, other financial aid benefits (e.g., Tuition Assistance Program (TAP) and Pell grants), and federal and state tax provisions which reduce tax liability. All of these benefit programs have criteria for initial or continued coverage. Many are based on financial need criteria, and many have very specific rules governing how work and wages affect eligibility or benefit amounts; others may allow participants to exercise specific options while working. ACCES-VR recognizes that the following Benefit Advisement service is required to allow participants to address specific and possibly wide-ranging benefits and their related barriers and benefits associated with employment. The use of Benefits Advisement will enable individuals to use existing work incentives to maximize earnings from employment and achieve the greatest degree of self-sufficiency, without losing essential benefits (e.g. Medicaid) necessary for their well-being.

### **Services:**

The intent of the Benefits Advisement service is to allow participants to make informed choices concerning the range of benefits they receive or that are available to them, including the work incentives available to them as they participate in education, training, and employment. Planned use of work incentives allow VR participants to maximize earnings and economic self-sufficiency, a primary goal of the ACCES-VR program under WIOA. Benefits Advisement can be authorized at any point in the vocational rehabilitation process, from assessment through job placement and retention, based on the need of the individual to make informed choices about employment, earnings and impact on essential benefits.

This is a service in which the vendor provides timely and accurate information to participants about one or more benefit programs related to the participants' pursuit of their IPE goals.

### **Staff:**

Although not required, it is strongly recommended that employment preparation staff participate in the continuing education opportunities offered at no registration charge through the sponsorship of ACCES-VR.

**BENEFITS ADVISEMENT (Case Service Code 175X):** Typically, this service will be provided one-on-one through phone contact, or in-person at the vendor's office or another community-based site. The vendor may provide the participant with written materials such as a benefits fact sheets. The vendor provides a Benefits Advisement checklist of topics addressed.

**Deliverables and Payment Process:** This service is reimbursed upon receipt of the deliverable report form. A unit of service is defined as one hour and typically up to 10 hours can be authorized. In the case of drop-outs, billing should be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with participant to VRC.

**Staffing:** Individuals providing Benefits Advisement service must have:

- successfully completed one of the multi-day training programs delivered through one of the Social Security Administration's (SSA) Technical Assistance (TA) providers for the Work Incentives Planning and Assistance Project (formerly the Benefits Planning, Assistance and Outreach Project), such as those provided by Cornell University or Virginia Commonwealth University;

**Additionally:** Vendors providing Benefit Advisement services must participate in ongoing in-service training to remain current in changes in the benefits requirements of a wide range of benefit services.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 10 hours at the rate of:

- Region 1 - \$53.00
- Region 2 - \$47.00
- Region 3 - \$50.00

**Established Performance Indicators:**

- amount of time from authorization to receipt of report – standard 30 calendar days; and,
- 90% of reports received will be rated superior/satisfactory.

**SELF-ADVOCACY FOR EMPLOYMENT (Case Service Code 123X):** Self-advocacy is the ability to express thoughts, feelings, and beliefs; know and understand rights and responsibilities; take responsibility for decisions and choices and exercise efforts to improve life situations. Self-advocacy for Employment services emphasize career and employment exploration; understanding a range of employment opportunities to choose from; recognize personal strengths, talents, compensatory skills, including natural and family supports, and disability-specific accommodation needs; disclosure of disability; learning employment rights under Title I of the ADA and learning when and how to request reasonable accommodation. The desired outcome of this service is that the individual will attain a set of core skills needed to identify personal needs and wants as they relate to career and employment exploration. At the conclusion of this



service, participants will actively demonstrate a set of competencies and acquired skills that will enable them to navigate through their challenges related to employment. These personal criteria will then empower an individual to develop an individualized plan of strategies in preparation to engage and fully participate in the career development and employment process.

**Deliverables and Payment Process:** Upon completion of Self-advocacy for Employment, the provider will prepare a report that includes a checklist of newly mastered skills and competencies resulting from individual or group Self-advocacy for Employment. For group services, the provider should submit a detailed syllabi and curriculum which will be reviewed and approved by the District Office.

A unit of service is one hour of either individual or group training or a combination of individual and group training up to a maximum of 15 units. **Group services must not exceed five participants.**

**Staffing:** Provider staff will be competent role models trained to use strength-based person-centered planning and people first language about disability with a minimum of a High School Diploma or equivalent and two years of experience in providing strength-based service delivery in qualified competitive and integrated work settings.

**Payment Rate and Authorization:**

- Self-Advocacy for Employment (123X): \$50, up to 15 hours per person based on individual need.

**Established Performance Indicators:**

- The amount of time from authorization start date to service start date does not exceed 30 calendar days.
- 90% of reports received will be rated satisfactory or superior.

## **WORK READINESS**

**Definition:**

Participants are assisted by providers in development of job-related skills. Work Readiness Services include components that enable the participant to successfully develop the following individual capacities for achieving and maintaining employment: work behaviors, social skills in the work setting, effective communication, accepting supervision, problem solving, grooming and hygiene, goal setting and work tolerance.

Other areas of concern may also be addressed including work-related daily living skills, disability awareness, work traits and work ethic, which may be provided as part of IPE development (Work Readiness 1 – Soft Skills below) or as an IPE service. This always includes a focus on acquisition of the requisite “soft skills” applicable across a variety of employment settings. The higher levels of this service also include development of vocational skill sets focused on specific fields of employment. While typically provided

in a group setting, these vocational adjustment services may be provided one-on-one. At the highest level of this service (Work Readiness 3 – Skill Development and Work Experience), the provider is required to place and support the participant throughout the 90-day post-employment period leading up to ACCES-VR case closure.

**Services:**

These services may be delivered in a community-based facility or, where possible, in an integrated community setting. At the highest level of the service, there is a requirement for placement and short-term intervention in an employment site. Delivery of these services is dependent upon the development of an activity plan that is approved by the ACCES-VR District Office(s) utilizing the service.

Counselors should select the needed level of Work Readiness skills identified in the IPE with the understanding that the higher levels of skill development include all the elements of the preceding level(s). If, following services at a lower level, it is determined the participant is able to progress to a higher level than previously anticipated, the authorization for that subsequent level should be of a shorter duration, as agreed upon with the provider. These skill development services can be authorized as follows in the three modules listed below:

**\*\*NOTE: *Work Readiness 1 – Soft Skills Training*** have new Case Service Codes: 125X and 126X (Deaf Service). Case Service Codes 620X and 621X will no longer be used. This enables ACCES-VR to authorize these services prior to an IPE development when appropriate to the needs of the individual.

**WORK READINESS 1 –SOFT SKILLS TRAINING (Case Service Code 125X):** This service is a defined set of activities that lead to the acquisition of specific “soft” skills by the individual. They are primarily focused on tasks such as learning acceptable work and social conduct in the workplace, the culture of the workplace, preparing a resume, motivation for work and maintaining a job, and other skills such as, but not limited to, work-related daily living skills, disability awareness, transportation and home health management that are applicable across a variety of employment settings.

**WORK READINESS 1 –SOFT SKILLS TRAINING – DEAF SERVICES (Case Service Code 126X)**

**Deliverables and Payment Process:** Upon completion of approved soft skills training, the provider will prepare and submit a report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. Such reports shall indicate the type of services provided and the individual's progress acquiring soft skills, which will support the development of an employment goal. A unit of service is defined as one (1) hour with a standard authorization of 15 units, up to a maximum of 60 units per participant. In the case of drop-outs, billing should be

prorated at the daily rate with submission of appropriate documentation and information regarding last contact with participant to the VRC.

**NOTE:** *All potential providers of Work Readiness 1 must submit a detailed, two-page syllabus on the content of the proposed Work Readiness 1 service (125X, 126X and/or 127X).*

**Staffing:** Staff providing this service must have:

- a high school diploma or equivalent; and,
- a minimum of two years' experience in providing vocational services to individuals with disabilities or other significant barriers to employment.

Work Readiness Service providers must be supervised by an individual having at least a bachelor's level degree in an appropriate human services/human resources field, OR at least four years' experience in the provision of work readiness services. Staff should also take part in ongoing training and staff development activities associated with the provision of services to individuals with disabilities.

**Payment Rate and Authorization:** Payment for this service is per participant on an hourly basis with a unit defined as a one-hour face-to-face session. If delivered in a group, the maximum number participants are 10. A standard authorization of up to 15 units at individual or group rate of:

- Region 1, 2, & 3 - \$50.00 per hour
- Deaf Service Rate - \$90.00 per hour for Regions 1, 2 & 3

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report – standard 30 calendar days,
- 90% of reported services will be rated superior/satisfactory.

**WORK READINESS SERVICES 2 – Skill Development (Case Service Code 625X):**

In addition to the soft skills training listed above, this service is a defined set of activities that lead to development of skills for a specific career outcome (e.g. skill development in retail sales, utility worker, or other generic job areas) consistent with participant IPE goals and locally available employment opportunities. The specified skill development is primarily at the provider's facility or may be at a community site and the activity is not applicable for licensure by NYSED's Bureau of Proprietary School Supervision. The skills acquired must be appropriate for entry level work in the field of preparation and/or transferable to other job areas. The expected vocational service outcome must be consistent with an individual's IPE.

**Deliverables and Payment Process:** Upon completion of approved Work Readiness Services 2 – Skill Development, the provider will prepare and submit a report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. Such reports shall indicate the type of services provided and the individual's progress toward the employment outcomes specified in the IPE, in a format approved by and submitted at intervals designated by ACCES-VR. The unit of service is defined as a minimum of a five-hour day up to 40 days and can be billed in half units (2.5 hours) if necessary. In the case of drop-outs, billing should be prorated at the daily rate and with submission of appropriate documentation and information regarding last contact with participant to the VRC. Authorizations for participants who have previously participated in Work Readiness 1 – Soft Skills services with the same provider should be reduced accordingly. Progress report will be provided at mid-point and at conclusion of service.

**Staffing:** Work Readiness Service staff must have:

- a high school diploma or equivalent; and,
- a minimum of two years of experience in providing vocational services to persons who have disabling conditions or other significant barriers to employment.

Work Readiness staff must be supervised by an individual having at least a bachelor's level degree in an appropriate human services/human resources field, OR at least four year of experience in the provision of Work Readiness services. Staff should also take part in ongoing training and staff development activities associated with the provision of services to individuals with disabilities.

**Payment Rate and Authorization:** Payment for this service is per day with a standard authorization of up to 40 days at the rate of:

- Statewide - \$60.00

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of final work readiness report – standard 90 calendar days; and,
- 90% of reports of services will be rated superior/satisfactory.

### **WORK READINESS SERVICES 3 – Skill Development with Work Experience**

**(Case Service Code 630X):** In addition to the soft skills training listed above, this service is a defined set of activities that lead to development of skills for a specific career outcome (e.g. skill development in retail sales, utility worker, or other generic job areas) consistent with participant's IPE goals and locally available employment. The skills acquired must be appropriate for entry level work in the field of preparation and/or transferable to other job areas. It is expected that at least one third of Work Readiness 3 will include work readiness skill development in a community-based setting. The standard authorization period for this service is up to 60 days, which includes both the training process and simultaneous job development and placement

activities. Authorizations for participants who have previously participated in Work Readiness 1 – Soft Skills and/or Work Readiness 2 – Skill development services with the same provider should be reduced accordingly. The expected outcome is that participants will have had a real work experience and have acquired work readiness skills associated with specific career area identified in their IPE and job placement. (Refer to Job Retention Services 932X below for details on 90-day job retention.)

**Deliverables and Payment Process:** Upon completion of approved Work Readiness Services, the provider will prepare and submit a report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The report must include data relating to the employment of the individual sufficient for ACCES-VR case closure. Services rendered must have enabled the participant to learn the essential functions of the job and to meet employer expectations sufficient for job retention. The unit of service is defined as a minimum of a five-hour day up to 60 days and can be billed in half units (2.5 hours) if necessary. In the case of drop-outs, billing should be prorated at the daily rate and with submission of appropriate documentation and information regarding last contact with participant to the VRC. If a participant is employed as a direct result of the Work Readiness 3 services, a job retention payment may be billed following 90 days of employment.

**Staffing:** Staff providing this service must have:

- a high school diploma or equivalent; and,
- a minimum of two years of experience in providing employment-related services to persons who have disabling conditions and knowledge of the local job market.

Work Readiness service providers must be supervised by an individual having at least a bachelor's level degree in an appropriate human services/human resources field, OR at least four years' experience in the provision of Work Readiness services. Staff must also take part in ongoing training and staff development activities associated with the provision of services to individuals with disabilities.

**Payment Rate and Authorization:** Payment for this service is per day with a standard authorization of up to 60 days at the rate of:

- Statewide - \$60.00

**Established Performance Indicators:**

- Amount of time from authorization start date to 932X report – standard 120 calendar days;
- 90% of reports of services will be rated superior/satisfactory; and,
- 60% of participants receiving this service will be closed successfully (Status 26).

**Job Retention Payment (Case Service Code 932X):** \$1,025.00 for all regions following 90 days of employment – **this rate cannot be combined with any other placement or training rates.**

**Job Retention Payment Deaf Service (Case Service Code 937X): \$1,900.00 for all regions following 90 days of employment – this rate cannot be combined with any other placement or training rates.**

## Job Placement Services

### Definition:

Participants are served by providers with employment-related services necessary to obtain, retain, or advance in competitive, integrated employment. It is ACCES-VR's expectation that the employment be consistent with the individual's IPE vocational goal.

### Services:

These services may be delivered individually or sequentially/bundled predicated upon the individual needs of the participant, as identified by the referring vocational rehabilitation counselor. **These services are not designed for individuals who meet the criteria for involvement in Supported Employment services.**

**WORK EXPERIENCE DEVELOPMENT (Case Service Code 559X):** This service is designed to enlist the assistance of a community provider to aid in securing an employer-based (unpaid or paid) work experience opportunity for our participants. The vendor may provide job development as part of this service and would be responsible for setting up the work experience, monitoring participant progress and making the arrangements for required paperwork with the employer. This service is designed to provide ACCES-VR participants with real work experiences and opportunities to network in actual business environments consistent with their vocational goals. It can be provided as a stand-alone service or may be packaged with other placement services; i.e., WTO, OJT, work study or internship/externship.

**Deliverables and Payment Process:** The vendor must develop and place the participant in an actual employment experience with a community-based employer. This service is effective when the individual successfully begins a work experience. In conjunction with this service, ACCES-VR may also provide OJT, WTO, work study or internship/externship with the employer using the existing service options. A unit of service is defined as a report that is provided to the ACCES-VR Counselor describing the work experience site that has been developed. In the case of drop-outs, billing should be prorated at 20 percent of the applicable rate listed below for your region and submission of appropriate documentation to the VRC regarding last contact with participant.

**Staffing:** Work Experience Service providers must have:

- a high school diploma or equivalent; and,
- a minimum of two years of experience in providing vocational services to persons who have disabling conditions or other significant barriers to employment

Work Experience service providers must be supervised by an individual having at least a bachelor's level degree in an appropriate human services/human resources field, OR at least four years of experience in provision of Work Experience services. Provider

should have a staff development plan for staff participation in ongoing training and staff development activities associated with the provision of services to individuals with disabilities.

**Payment Rate and Authorization:** This is a flat fee service payable at the time the vendor reports that the work experience has been secured at the rate of:

- Work Experience Development (559X) - Region 1, 2 & 3 - \$600.00

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report – standard 45 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

**COMMUNITY WORK EXPERIENCE (Case Service Code 958X):** This placement service is available for all eligible participants. The service is designed to provide paid work experiences. This service is a paid internship and reimburses the vendor at minimum wage, and not the prevailing wage if different, plus an administrative cost for payroll issues for up to 320 hours of paid work experience. This is a wage reimbursement mechanism when an employer is unable or unwilling to put the ACCES-VR participant on their payroll. The vendor is responsible for withholding federal, state, local tax (in some locations) and Federal Insurance Contributions Act (FICA) which includes Social Security and Medicare taxes. Administrative costs should include employer payroll tax which may include but is not limited to the employer's share of Social Security and Medicare tax, State Unemployment Insurance (SUI), and State Disability Insurance (SDI).

**Temporary staffing agencies are not eligible to be a provider of this service.**

**Note:** Work Experience Development (559X) may be authorized in conjunction with this service to identify an appropriate worksite for an individual, if necessary.

**Deliverables and Payment Process:** The vendor has established and placed the participant in an actual employment experience with a community-based employer. The vendor will develop the work experience and be paid for the service upon receipt of duplicate pay stubs for the total number of hours worked. The drop-out rate does not apply for this service.

**Payment Rate and Authorization:** This is an hourly rate based upon the number of hours (up to 320) that an ACCES-VR participant works. One single hour is considered a unit of service.

- Community Work Experience (958X) - Regions 1 - \$21.00 per hour
- Community Work Experience (958X) - Regions 2 & 3: \$19.00 per Hour



ACCES will re-evaluate this rate in year three of this contract pending minimum wage rate at that time.

**COACHING SUPPORTS (FOR EMPLOYMENT) (Case Service Code 959X):** This service includes interventions that can be used in case service and provide the individual participant assistance and support on or off-the-job in activities on a short-term or long-term basis, that are employment-related and needed to promote job development, adjustment and retention. Service duration will be determined by the VRC depending upon the individual participant's IEP. Activities may include, but are not limited to, job orientation, job destination/transportation training, resume writing, interviewing skills, job clubs, job coaching, teaching basic job tasks, supervision at the worksite, supervisor consultation, assistance in integrating into the work environment, assistance with addressing interpersonal concerns with co-workers and supervisors, assistance adjusting to changes in the work environment, assistance with public support agencies, the provision of supports due to changes in job duties, family and residential provider consultation and ongoing contact with the participant and/or employer to ensure continued job satisfaction.

**COACHING SUPPORTS (FOR EMPLOYMENT) – Deaf Services (Case Service Code 563X)**

**Deliverables and Payment Process:** A unit of service is one hour. The VRC will determine the number of hours appropriate for the desired intervention. ACCES-VR will pay for services rendered upon receipt of a monthly report outlining the services delivered, status of the individual's current employment and outcome of the intervention provided. In the case of drop-outs, billing should be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with participant to VRC.

**Staffing:** Coaching Support service providers must have:

- a high school diploma or equivalent; and,
- a minimum of two year of experience in providing employment-related services to persons who have a disabling condition and knowledge of the local job market.

**Payment Rate and Authorization:** Payment for this service is per hour with the VRC determining the number of hours appropriate for the desired intervention at the rate of:

- Coaching Supports (959X) Region 1 - \$61.00
- Coaching Supports (959X) Region 2 and 3 - \$46.00
- Coaching Supports (563X) - Deaf Service Rate Region 1 - \$68.00
- Coaching Supports (563X) - Deaf Service Rate Region 2 and 3 - \$55.00

**Established Performance Indicators:**

- amount of time from authorization start date to commencement of service – standard 5 calendar days;

- 60% of participants receiving this service will be successfully closed (Status 26); and,
- 90% of reports will be rated superior/satisfactory.

**EMPLOYMENT CUSTOMIZATION (Case Service Code 510X):** *Employment customization requires face-to-face meetings with the participant and the employer to make a job match that is significantly more complex and difficult than average. It requires a blend of flexible strategies that result in the provision of individually negotiated and designed services, supports and job opportunities that lead to an employment outcome. The negotiating can be done during the job development phase of supported employment. This includes customizing a job description based on the current employer needs and developing a set of job duties, work schedule, and specifics of supervision that will match to a specific individual. A key factor in deciding if a service is a customized employment service is the presence of employer negotiation, including:*

- customizing a job description based on current unidentified and unmet needs of the employer and the needs of the employee;
- developing a set of job duties or tasks;
- developing a work schedule (including determining hours worked);
- determining a job location;
- developing a job arrangement (such as job carving, job sharing, or a split schedule); and/or
- determining specifics of supervision.

**NOTE:** *This service can be provided, as appropriate to the rehabilitation needs of the individual, with both direct job placement (931X/936X) or with supported employment (573X).*

Payment Rate:

- Region 1: \$1,525.00
- Regions 2 & 3: \$1,350.00

Employment Customization can be billed only in conjunction with Job Placement Milestones for Job Retention, Case Service Codes 931X/936X or Supported Employment Job Placement Day 5 Case Service Code 573X when the written report documents and verifies that the provider worked with the employer to develop a unique, highly individualized set of job responsibilities uniquely tailored to the skills and strengths of the individual.

**NOTE:** Employment Customization cannot be billed for enclaves (dispersed or group), mobile work crews or any other job placements that are based on preferred source or other product or service contracts that the provider has with a business or public entity, directly or indirectly, regardless of the source of wages for the individual or the nature of the work setting.

**Deliverable and Payment Process:** This is a flat fee service. Payment will be made upon a detailed, customized employment report that documents the specific customized employment activities related to assessing the individuals' strengths and working with an employer to match a set of job responsibilities to those strengths. Services rendered must involve a blend of flexible strategies that result in the provision of individually negotiated and designed services, supports, and job opportunities for an individual and that lead to an employment outcome of customized employment, including self-employment, as described in the service definition.

**Staffing: If billed with 931X/936X, same as Job Placement. If billed with 573X, same as Supported Employment.**

**DIRECT PLACEMENT INTAKE (Case Service Code 921X):** This service is designed to permit the individual referred for services and the service provider to determine if there is an adequate match in the following areas: the vocational goal, the job search methodologies and mutual expectations. It may be utilized as an assessment or placement service, including evaluation of employability, or as a pre-screening relative to placement potential in a particular occupation. This CRS service cannot be authorized if the placement vendor or the placement component of the vendor (regardless of funding source) has:

- served the participant within the last 12 months; or,
- the participant has received training or work-readiness services from that vendor.

**JOB SEEKING AND JOB DEVELOPMENT SERVICES (Case Service Code 929X):** These services are designed to equip the participant with the necessary skills to participate, to the greatest degree possible, with the job search process. It may include, but not be limited to, the following activities: work place behavior skills training, job application training, job seeking skills training, interviewing skills training, and/or job retention skills training. This service also includes simultaneously providing the ACCES-VR counselor with an up-to-date resume for the participant, making sure the participant is registered with the local One-Stop Career Center, and performing individual job development activities such as following up on job leads through both direct and indirect contact with employers. It is expected that these activities conducted by the service provider would be for a minimum of ten hours monthly.

**JOB SEEKING AND JOB DEVELOPMENT SERVICES – Deaf Services (Case Service Code 935X)**

**JOB PLACEMENT (Case Service Code 931X):** This is an outcome-based service that is paid when an ACCES-VR participant starts working on a job that meets his or her vocational goal and stays in the position for a minimum of 5 calendar days. The vendor can bill for this service after the 5 calendar days provided that the participant has worked at least 3 days. In the event that a participant loses a placement and both participant and VRC believe additional placement services are indicated, this service may be repeated if necessary.

## **JOB PLACEMENT — Deaf Services (Case Service Code 936X)**

**JOB RETENTION SERVICES (Case Service Code 932X):** This service provides a resource to both the participant and the employer during the initial 90 days of employment; ACCES-VR expects on-going contact with the participant and, where it is not contraindicated, the employer, to ensure successful retention of his or her new position.

## **JOB RETENTION –Deaf Services (Case Service Code 937X)**

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

- Direct Placement Intake – This is a flat fee service for meeting with the participant and completing an intake. Payment will be made upon receipt of a report from the provider, within 30 calendar days of the authorization start date, indicating whether placement services are recommended to continue. A unit of service is defined as one intake. The drop-out and no-show rates do not apply to this service.
- Job Seeking and Job Development Service – This is a flat fee service. ACCES-VR expects a monthly report describing the services provided and payment is made upon receipt of job development plan and an electronic copy of the participant’s resume. A unit of service is defined as a minimum of 10 hours per month. This service should not be billed concurrently with 921X. It can only be billed after 10 hours of direct service related to job seeking and development have been delivered after the intake has been completed. Drop-out and no-show rates do not apply to this service. In the event that the participant loses a job, one-half (1/2) fee could be authorized by the Vocational Rehabilitation Counselor and paid to the vendor a second time with justification.
- Job Placement – This service is paid upon receipt of a completed written report (including all data necessary for a successful case closure documentation) confirming the completion of the fifth calendar day of employment (the participant must have worked at least three days) as defined by the participant’s employer. A unit of service is defined as completion and receipt of written report by the VRC. Drop-out and no-show rates do not apply to this service.
- Job Retention Services – Upon receipt of an updated report containing required data for case closure, this outcome-based payment is paid to the provider after services rendered have enabled the participant to learn the essential functions of the job and our participant meets employer productivity expectations while retaining the job for a minimum of 90 calendar days. A unit of service is defined as completion and receipt of updated report by the VRC. Drop-out and no-show rates do not apply to this service.

### **Staffing:** Job placement staff must have:

- a high school diploma or equivalent;
- a minimum of two years of experience in providing employment services to persons who have disabling conditions; and,

- supervision by an individual holding at least a bachelor’s level degree in an appropriate human services/human resources field, and one year of experience in the provision of job placement services, OR at least four years’ experience in provision of placement services. Staff must also take part in ongoing training and staff development activities associated with provisions of placement of individuals with disabilities in employment. The direct service staff are required to annually obtain at least 6 hours of continuing education in employment services for individuals with disabilities (e.g. supported employment). This can be completed by taking elective coursework offered by the ACCES-VR supported employment training contractor or other sources (e.g. statewide associations such as NYSRA or NYAPRS). Evidence of training must be submitted annually to the ACCES-VR Regional Coordinator for the respective District Office region in which the provider primarily provides services.
- must complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency. These courses of study are offered at no registration charge through the sponsorship of ACCES-VR and requirements are highlighted in the table below.

Type of Personnel	Tier of Training	Timeframe for completion
New Job Placement Staff	Tier 1 – Employment Services Delivery	Within 24 months of: <ul style="list-style-type: none"> <li>• CRS Contract Start date, or</li> <li>• Employment Services start date (If after Jan. 1, 2019)</li> </ul>
Existing Job Placement Staff with two years’ experience or Tier 1 certification	Tier 2 – Advanced Employment Services Delivery	Within 24 months of: <ul style="list-style-type: none"> <li>• CRS contract start date, or</li> <li>• Completion of Tier 1</li> </ul>
Job Placement Managers and Supervisors	Tier 3 – Employment Administration	Within 24 months of contract execution or hire

In addition, individuals completing their required courses of study are required to annually obtain at least 6 hours of continuing education in supported employment by taking elective coursework offered by the ACCES-VR training contractor or other supported employment training source (e.g. APSE).

**Payment Rate and Authorization:**

**921X:** Payment for this service is a flat fee per intake at the rate of:

- Regions 1, 2 & 3 - \$175.00

**929X/935X:** Payment for this service is a flat fee. Payment will be made upon receipt of the job development plan and voucher at a rate of:

- Regions 1, 2 & 3 - \$775.00
- Deaf Service Rate Regions 1, 2 & 3 - \$1,900.00

**931X/936X:** Payment for this service is a flat fee at a rate of:

- Regions 1, 2 & 3 - \$1025.00
- Deaf Service Rate for Regions 1, 2 & 3 - \$1,900.00

**932X/937X:** Payment is a flat fee at the rate of:

- Regions 1, 2 & 3 - \$1,025.00
- Deaf Service Rate for Regions 1, 2 & 3- \$1,900.00

**Established Performance Indicators:**

- Amount of time from authorization start date to receipt of initial report (921X)/(929X) – standard 30 calendar days;
- 60% of participants receiving placement services (929X) will be successfully closed (Status 26);
- 90% of reports will be rated superior/satisfactory.

**QUALITY WAGE INCENTIVE FOR PROVIDER (Case Service Code 933X):** This service provides an incentive to the community-based provider based upon the hourly rate of pay worked by the participant for the last four weeks prior to case closure. The vendor can claim this payment if the participant is earning at or above the hourly wage listed below for the final four weeks prior to the completion of the 90-day period.

Region 1 – Earnings of \$17.00 per hour Regions 2 & 3 – Earnings of \$15.00 per hour

**Deliverable:** Original or duplicate pay stubs or employer certification of hours and wages for the final four-week period.

**Payment Rate:**

- Regions 1, 2 & 3: \$550.00

**The earnings level (hourly wage required to achieve this quality wage incentive) will be adjusted upward based on an increase in minimum wage occurring during the contract period. The adjustment to the required wage level will equal the amount of the increase in minimum wage.**

# Supported Employment Services

## Definition:

Supported Employment is paid competitive integrated employment with ongoing support for individuals with the most significant disabilities (i.e., serious mental illness, intellectual and developmental disabilities, significant learning disabilities, acquired brain injury, deafness and blindness, extreme mobility impairments, and other most significant disabilities) for whom competitive employment has not traditionally occurred, and who, as a result of a significant disability, need on-going support services, which may include customized employment (see Employment Customization, CSC 510X) in order to obtain, perform, and retain their job. Supported Employment provides assistance such as job coaching and job placement, assistance in interacting with employers, on-site assistive technology training, specialized job training, and individually tailored supervision.

Supported Employment is a way to move people from dependence on a service delivery system to independence via competitive, integrated employment. Supported Employment enables eligible individuals to enter competitive integrated employment where they would otherwise, due to the impact of their disabling conditions, be unable to do so. It is understood that the provision of on-going support services for people with the most significant disabilities increases their rates for employment retention. Supported Employment enables people to work within their communities and results in working, social interaction, and integration with non-disabled peers.

In order to be eligible to provide Supported Employment Services, a vendor must:

- have in place a current Supported Employment extended services funding agreement or equivalent (i.e., NYC OMH Personalized Recovery Oriented Services (PROS) or HCBS waiver) with one or more of the following agencies: New York State Office for People with Developmental Disabilities (OPWDD) or the Office of Mental Health (OMH) for individuals who are eligible for those services.

**Note: OMH funds extended services through the county and local providers.**

**AND**

- One (1) year of experience providing Supported Employment services to individuals with significant disabilities.

ACCES-VR also provides limited funds for supported employment extended services reserved for individuals who are not eligible for services from OMH or OPWDD based on disability (e.g. acquired brain injury, significant learning disability, significant physical impairment).

ACCES-VR expects that providers of supported employment services will routinely take advantage of the continuing education opportunities made available through ACCES-VR funded Supported Employment Training in compliance with the requirements outlined below under Staffing section.

**SUPPORTED EMPLOYMENT INTAKE (Case Service Code 571X):** This service is designed to permit the individual referred for services and the service provider to meet with the participant and determine if there is an adequate match in the following areas: the vocational goal, the job search methodologies, the choice of supported employment as a placement approach and mutual expectations. It may be utilized as an assessment or placement service, including evaluation of appropriateness for this service option or as a pre-screening relative to placement potential in a particular occupation. This CRS service cannot be authorized if the placement vendor or the placement component of the vendor has:

- served the participant within the last 12 months; or,
- the participant has received any training or placement services from the vendor. (Additional information is provided in the Job Placement Services section of this document)

**Payment Rate:**

Payment for this service is a flat fee per intake at the rate of:

- Regions 1, 2 & 3 - \$175.00

**Supported Employment Pre-Employment Assessment/Job Development Service (Case Service Code 572X):** These services are designed to equip the participant with the necessary skills to participate, to the greatest degree possible, with the job search process. The pre-employment assessment must include at least one situational assessment. The job development service may include, but not be limited to, the following activities: workplace behavior skills training, job application training, job seeking skills training, situational assessment, interviewing skills training, and/or job retention skills training. This service also includes simultaneously providing the ACCES-VR counselor with an up-to-date Individualized Intensive Service Plan for the participant and performing individual job development activities such as following up on job leads through both direct and indirect contact with employers. These activities conducted by the service provider would be for a minimum of five hours monthly. This **must** include direct engagement with the participant as well as job development with potential employers.

**Payment Rate:**

- Region 1: \$2,250.00
- Regions 2 & 3: \$1,750.00

**Supported Employment Job Placement Day 5 (Case Service Code 573X):** This is an outcome-based service that is paid when an ACCES-VR participant begins working on a job that meets his or her vocational goal and stays on the job for 5 calendar days (having worked a minimum of three days).

**Payment Rate:**



- Region 1: \$1,525.00
- Regions 2 & 3: \$1,350.00

**Supported Employment Job Placement Day 45 (Case Service Code 574X):** This is an outcome-based service that is paid when an ACCES-VR participant begins working on a job that meets his or her vocational goal and stays on the job for 45 calendar days.

**Payment Rate:**

- Region 1: \$1,525.00
- Regions 2 & 3: \$1,375.00

**Supported Employment Job Retention Services (Case Service Code 575X):** This service provides a resource to both the participant and the employer during the initial days of employment and for a minimum of 90 days after stabilization is achieved; ACCES-VR expects on-going contact with the participant and, where it is not contraindicated, the employer, to ensure a successful transition to his or her new position.

**Payment Rate:**

- Region 1: \$2,525.00
- Regions 2 & 3: \$2,350.00

**Deliverables and Payment Process:**

- For Supported Employment Intake (571X) – This is a flat fee service. Payment will be made upon receipt of a report from the provider, within 20 calendar days of the providers receipt of the authorization, indicating whether placement services are recommended to continue. A unit of service is defined as one intake. The drop-out and no-show rates do not apply to this service.
- For Supported Employment 572X – Supported Employment Job Development Service - This is a flat fee service. This service is paid upon receipt of a detailed, Individualized Intensive Service Plan. Evidence of job development activities such as workplace behavior skills training, job application training, job seeking skills training, situational assessment, interviewing skills training, and/or job retention skills training must be included in the report. Drop-out and no-show rates do not apply to this service.
- For Supported Employment 573X – Supported Employment Day 5 Job Placement - This service is paid upon receipt of a completed written report including a breakdown of the participant’s primary job duties. This report will confirm the completion of the first five calendar days of employment as defined by the participant’s employer (provided that the participant has worked at least three days). A unit of service is defined as completion and receipt of written report by the VRC. Drop-out and no-show rates do not apply to this service.

- **NOTE:** *Employment Customization (510X) may be billed with Supported Employment Job Placement Day 5 Case Service Code 573X when the written report documents and verifies that the provider worked with the employer to develop a unique, highly individualized set of job responsibilities specifically tailored to the skills and strengths of the individual.*
- For Supported Employment 574X – Supported Employment Day 45 Job Retention Services - Upon receipt of an updated report containing required data for case closure, this outcome-based payment is paid to the provider after services rendered have enabled the participant to learn the essential functions of the job and participant meets employer productivity expectations while retaining the job for a minimum of 45 calendar days. A unit of service is defined as completion and receipt of updated report and wage verification (Copy of a paystub or letter from the employer) by the VRC. Drop-out and no-show rates do not apply to this service.
- For Supported Employment 575X – Job Retention Services – Upon receipt of an updated report containing required data for case closure, this outcome-based payment is paid to the provider after services rendered have enabled the participant to learn the essential functions of the job and our participant meets employer productivity expectations while retaining the job for a minimum of 90 calendar days after stabilization. The provider must not bill until the participant meets ACCES-VR criteria for successful employment outcomes. A unit of service is defined as completion and receipt of updated report by the VRC. Drop-out and no-show rates do not apply to this service.
- For Supported Employment Quality Bonus – Hours Per Week – Upon receipt of a report, along with paystubs or a letter form the employer containing required data detailing the numbers of hours worked by the participant for the four weeks prior to the completion of the 90-day period after stabilization. This outcome-based payment is paid to the provider after services rendered have enabled the participant to average 22 hours per week or more. A unit of service is defined as completion and receipt of updated report by the VRC. Drop-out and no-show rates do not apply to this service.
- Re-intervention – In the event that the participant loses his or her job at any point before 90 calendar days have been reached the counselor may choose to continue services with the same provider of supported employment services. ACCES-VR may re-authorize one (1) unit of CSC 572X Pre-Employment Assessment/Job Development Services. ACCES-VR will not re-authorize 573X or 574X payments.

**Staffing:** Supported Employment staff must have:

- a high school diploma or equivalent;
- a varied and successful work history in competitive employment settings;

- knowledge of employer expectations of performance and employee behaviors;
- knowledge of the local job market;
- supervision by an individual holding at least a bachelor’s level degree in an appropriate human services/human resources field, and one year of experience in the provision of job placement services, OR at least four years’ experience in provision of placement services. Staff must also take part in ongoing training and staff development activities associated with provisions of placement of individuals with disabilities in employment.
- must complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency. These courses of study are offered at no registration charge through the sponsorship of ACCES-VR and requirements are highlighted in the table below.

Type of Personnel	Tier of Training	Timeframe for completion
New Supported Employment Staff	Tier 1 – Employment Services Delivery	Within 24 months of: <ul style="list-style-type: none"> <li>• CRS Contract Start date, or</li> <li>• Employment Services start date (If after Jan. 1, 2019)</li> </ul>
Existing Supported Employment Staff with two years’ experience or Tier 1 certification	Tier 2 – Advanced Employment Services Delivery	Within 24 months of: <ul style="list-style-type: none"> <li>• CRS contract start date, or</li> <li>• Completion of Tier 1</li> </ul>
Supported Employment Managers and Supervisors	Tier 3 – Employment Administration	Within 24 months of contract execution or hire

In addition, individuals completing their required courses of study are required to annually obtain at least 6 hours of continuing education in supported employment by taking elective coursework offered by the ACCES-VR training contractor or other supported employment training source (e.g. APSE).

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of 572X report – standard 30 calendar days;
- 55% of participants receiving SE job development services (572X) will be successfully closed (Status 26) and,
- 90% of reports will be rated superior/satisfactory.

**QUALITY OUTCOME PAYMENTS**

**SE Job Retention - Hours Per Week (Case Service Code 576X):** This service provides an incentive to the community-based provider based upon the average number of hours worked by the participant for the four weeks prior to case closure. The

vendor can claim this payment if the participant is working, on average for the four weeks prior to the completion of the 90-day period after stabilization, **22 hours per week**.

**Payment Rate:**

- Region 1, 2 & 3: \$600.00

**EXTENDED SUPPORTED EMPLOYMENT (Case Service Code 578X):** Ongoing support services that are needed to support and maintain the individual in supported employment. Extended services are furnished by the provider to assist the individual in maintaining supported employment once the intensive training has satisfactorily lead to stabilization of the individual on the job.

Extended services provide continuation of ongoing support and other appropriate services, as needed and must include at least two monthly face-to-face meetings with the participant at the job site. One employer contact per month is also required unless the participant requests otherwise. If On-site monitoring meetings have been waived, two face-to-face meetings with the participant away from the job site are still required. With intermittent funding of extended services, the extended services provider must document how natural supports will replace the provider's contacts.

Examples of extended services are:

- Periodic observation of work performance in relation to training standards and employer goals to determine the needs for continuing or different intervention;
- Assurance to the supported employee that help is available if a problem arises;
- Responses to changes in the employment situation or in the participant's community living arrangements as they may interfere with continued successful employment; and,
- Placement in another employment situation if minimal intervention is required.

**Deliverables and Payment Process:** Payment will be made upon receipt of a of the Monthly Report of Services Provided along with the Claim for Payment Form (AC3253-S). It is requested that these services be billed quarterly. Wage Verification (Paystub or letter from the employer) is required to be submitted for Extended Supported Employment (578X) quarterly for the first year of the service and then annually thereafter.

**EXTENDED SUPPORTED EMPLOYMENT FOR YOUTH (Case Service Code 582X):** Provided using federal and state funds for up to 48 months for individuals or up until age 25. Individuals who use 48 months or turn 25, would transition into other funding streams for extended services, if needed.

**Deliverables and Payment Process:** Payment will be made upon receipt of a of the Deliverable Report form outlining the services completed monthly. Wage Verification

(Paystub or letter from the employer) is required for 582X Extended Supported Employment for Youth quarterly for the first year of the service and then annually thereafter.

In addition to having an established funding source for extended services, the applicant must meet the following requirement to provide Extended Services:

One (1) year of documented experience providing Supported Employment services to individuals with significant disabilities and must make provision with another agency to provide extended services (as described in their contract).

**Payment Rate:**

Payment for this service is a flat fee per Full Time Equivalent (FTE) at the rate of:

- Regions 1, 2 & 3 - \$2,640.00 for Adults in Extended services (Age 25 and over). (578X)
- Regions 1, 2 & 3 - \$2,640.00 for Youth (under age 25) (582X)
- An FTE is equal to 12 monthly units of \$220 per person for a minimum intervention of two monthly face-to-face contacts.

**OPWDD 2003 Transfer Extended FTEs are not available. Any remaining FTEs should have been converted to regular Adult Extended FTEs.**

**RE-INTERVENTION**

**SE Intensive and Re-intervention**

Re-intervention may become necessary for a participant while receiving supported employment services. If a participant loses his or her job during the delivery of supported employment intensive services, ACCES-VR may re-authorize a full unit of 572X a second time to the existing vendor to help the participant obtain another job. If the vendor has previously vouchered for 573X or 574X, the vendor cannot voucher for these case service codes a second time. The reauthorization of 572X can only be used as a re-intervention strategy when the participant is being served by the SE Intensive vendor.

**SE Extended and Re-intervention**

Re-intervention may also occur after the participant's case has been transferred to an extended services contract and the participant needs increased interventions to maintain or regain employment. Possible reasons for increased interventions may include changes in job duties or work site, supervisory requirements, medical problems, or disability related limitations, when these factors jeopardize the participant's ability to maintain employment without additional services.

Re-intervention can be addressed through:

- The extended service contract;
- Post-employment services; or
- Reopening of the participant's case.

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

2. Post-employment services (PES) are provided when necessary for a participant to maintain or regain employment consistent with the participant's strengths, resources, priorities, concerns, abilities, capabilities and interests. The goal of PES is for the participant to attain self-sufficiency on the job as quickly as possible. If PES is needed for re-stabilization, and the service is a short-term discrete service (i.e. hearing aid, assistive device) that is not available through the extended services contract, the ACCES-VR counselor or District Office may authorize PES.

3. Reopening the case of a participant in ACCES-VR Adult Extended may be considered by the ACCES-VR counselor or District Office if the provision of these short-term services is not going to be sufficient for re-stabilization. ACCES-VR may re-authorize 572X-575X to the existing vendor. 571X cannot be re-authorized to the existing vendor. Early discussion between the vendor and ACCES-VR counselor or District Office is recommended.

If the participant was receiving SE Youth Extended 582X, the case is already open and the VRC would need to change the status from 22 to 18 and re-authorize 572X-575X.

For additional information on Supported Employment, please refer to the following documents:

**2019 Guidelines on Supported Employment:**

<http://www.acces.nysed.gov/vr/core-rehabilitation-services>

## Assistive Technology/Rehabilitation Technology Services

**NOTE:** This service does NOT include evaluations related to vehicle use and modifications.

**ASSISTIVE TECHNOLOGY/REHABILITATION TECHNOLOGY EVALUATION (Case Service Code 165X):** This is an evaluation to determine the need for assistive/rehabilitation technology services to mitigate the impact of the individual's functional limitations, to enhance the capacity to participate in Vocational Rehabilitation services and achieve the Individualized Plan for Employment (IPE) employment outcome. The standard authorization for this service is up to 20 hours. Additional hours may be provided based on individual participant need with pre-approval by the ACCES-VR Counselor.

This service includes all evaluations that are used to determine the practicality and effectiveness of using rehabilitation technology, as well as the identification of any indicated assistive devices and related services. It encompasses recommendations for types of rehab technology, specifications, advantages of potential options, and the cost/benefits of those options. Assistive/rehabilitation technology evaluations clearly describe how the device or service will address functional limitations in terms of participation in training and/or employment outcomes.

**Deliverables and Payment Process:** Upon completion of the service, the provider will prepare and submit the report to the ACCES-VR counselor within 10 business days, or in case of drop-outs, after the last contact with the individual. The provider will be paid based on completion of an Assistive/Rehabilitation Technology Evaluation Report approved by the VRC. The provider must offer the VRC the option of attending a conference at the conclusion of the service. This service is reimbursed based on completion and submission of the assessment report. A unit of service is defined as up to 20 hours and receipt at the appropriate ACCES-VR District Office of the Assistive/Rehabilitation Technology Evaluation Report. In the case of drop-outs, billing will be prorated at the hourly rate with submission of appropriate documentation and information regarding last contact with consumer to VRC.

For participants for whom a more limited evaluation is needed, a proportional number of hours will be agreed upon with the referring ACCES-VR counselor, and the provider will report on the focus area of the evaluation. For participants who do not complete the service, the provider will report on what information they were able to obtain during the period of participant participation.

**Staffing:** The qualifications of persons or organizations conducting evaluations or providing assistive technology for ACCES-VR will be approved on the basis of education, experience, ability to work successfully with individuals with disabilities, and the ability to provide comprehensive reports of findings and recommendations which

will be the basis for the development of a plan for assistive/rehabilitation technology services. Such individuals must:

- have a minimum of a high school diploma or equivalent and two years of experience delivering rehabilitation and/or assistive technology services; and,
- maintain adequate liability insurance.

**Payment Rate and Authorization (165X):** Payment for this service is per hour with a standard authorization of up to 20 hours at a rate of:

- Region 1, 2 & 3 - \$86.00

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report – standard 42 calendar days;
- 90% of reports will be rated superior/satisfactory.

**ASSISTIVE TECHNOLOGY/REHABILITATION TECHNOLOGY TRAINING (Case Service Code 167X):** This is a process of providing instruction to an individual on how to use the assistive technology/rehabilitation technology device(s) or service(s). The intended outcome is that the individual, upon completion of the training, will be able to effectively utilize the device(s) or service(s) to achieve their employment goal.

**Services:**

**Deliverables and Payment Process:** Training must be completed with the appropriate assistive technology/rehabilitation technology device(s) or service(s) matched to the individual's needs. The training should develop full user competency with the respective device(s) or service(s). The training is based on the assistive technology/rehabilitation technology evaluation report provided by a qualified service provider. Standard authorization for this service is up to 20 hours. Additional hours may be provided based on individual participant need with pre-approval by the ACCES-VR Counselor. Upon completion of this service, the provider will prepare and submit the training report to the ACCES-VR Counselor within 10 business days. A unit of service is defined as one hour and a standard authorization may be up to 20 hours. In the case of drop-outs, billing should be prorated at the hourly rate with submission of appropriate documentation and information regarding last contact with participant to the VRC.

**Staffing:** The qualifications of persons or organizations conducting training or providing rehabilitation technology for ACCES-VR will be approved on the basis of education, experience, the ability to work successfully with individuals with disabilities, and the ability to provide comprehensive reports of findings and recommendations, upon which to develop a plan for rehabilitation technology services. Such individuals must:



- have a minimum of a high school diploma or equivalent and two years of experience delivering rehabilitation and/or assistive technology services;
- maintain adequate liability insurance.

**Payment Rate and Authorization:** Payment is per hour with a standard authorization of up to 20 hours at:

- Region 1, 2 & 3 - \$86.00

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report – standard 42 calendar days;
- 90% of reports received will be rated superior/satisfactory.

## Driver Rehabilitation Services

**NOTE:** These services are for the provision of driver training that specifically focuses on disability-related barriers to driving. Only individuals requiring vehicle modifications, specialized driver training and/or adaptive equipment because of his/her disability should be referred for this type of driver training.

### **Definition:**

Driver rehabilitation services include all activities that are necessary for the identification of specific vehicle modification required to enable an individual to safely operate a vehicle, and the evaluation and training necessary for the individual to competently operate his/her modified vehicle. It may include direct hands-on delivery of clinical pre-driving evaluation and/or in-vehicle evaluations and training with participants. These services may also include information for an individual to safely be transported as a passenger in a vehicle modified for that purpose. Driver evaluation and training services may be provided to eligible individuals with disability related transportation barriers to achieving their employment outcome.

Driver Rehabilitation services include:

Adaptive Driver Evaluation – is an interdisciplinary assessment of an individual's abilities and/or potential to become a safe independent driver and/or identify vehicle modification requirements. The driver evaluation is the preparatory phase for all other services within the field of driver rehabilitation and is essential for assessing if an individual has potential to drive a vehicle safely, evaluate their training needs and/or determine if there is a need for vehicle modifications, adaptive equipment or automotive equipment;

Driver Training – may include classroom and on the road driving. It is a process to instruct an individual on how to safely drive a vehicle, so the individual is able to obtain or retain a driver's license. The driver's equipment needs will determine the type of modified vehicle to be used for training.

Vehicle Adaptive Equipment Recommendation – identifies adaptive aids/devices and modifications as well as the vehicle types that can accommodate those modifications;

Consultation – provide updated evaluations and information on appropriate adaptive aids/devices and modifications.

### **VENDOR TRAVEL FOR DRIVER/VEHICLE EVALUATION OR TRAINING**

**IMPLEMENTATION (Case Service Code 142X):** This is a service authorized only when it is necessary for a vendor to travel over 35 miles each way to accomplish the authorized driver evaluation or training services to a specific participant.

**Deliverables and Payment Process:** Through discussion with the referring ACCESS-VR counselor, it must be established that travel is necessary. Documentation of the actual mileage and estimated travel time obtained from MapQuest, Google Maps or another valid source must be provided. This service will be authorized in tandem with each Driver Rehabilitation service. If travel is less than 35 miles each way, the vendor will not be eligible for Travel. A unit of service is 1 hour to correspond to each hour of actual evaluation or training authorized to the participant, up to a maximum of 10 hours.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of a maximum of up to 10 hours at the rate of:

- Region 1 - \$55.00
- Region 2 - \$49.00
- Region 3 - \$52.00

## **ADAPTIVE DRIVER EVALUATION**

### **Report Content:**

The adaptive driver evaluation is used to assess an individual's potential to drive safely.

The driver evaluation report must include:

- Medical Status History – diagnosis, past medical history, medications, loss of consciousness, functional deficits;
- Vision and Hearing – distance acuity, visual field, night vision, color discrimination, scanning, conversational speech, hearing aids;
- Cognition and Learning – attention/concentration, auditory memory, visual memory, sequencing, behavior, judgment, multiple task processing;
- Strength and Range of Motion and wheelchair seating as they pertain to the functional skills necessary to safely operate a motor vehicle;
- Licensure Status – expiration date, license class, restrictions and driving history;
- Knowledge and Driving Performance – traffic sign and road marking, general traffic rules, pre-driving, traffic environments (controlled, residential, multi-lane, urban, expressway);
- Summary of clinical and driving evaluation, adaptive driving aids used (if applicable), findings/recommendation from the Vehicle Consultant.

The adaptive driver evaluation is also used to determine if adaptive equipment or vehicle modifications are necessary, and what appropriate vehicle and factory equipment the individual should include when shopping for a vehicle. The adaptive driver evaluation report should identify:

- Type of vehicle(s) that will accommodate the adaptive equipment or modification being recommended.
- If the individual cannot drive a vehicle, the report should include information on what the needs are for the person to be safely transported in a private motor vehicle.

The adaptive driver evaluation must be conducted by the appropriate driver rehabilitation specialist operating within the scope of their professional license and/or certification.

**ADAPTIVE DRIVER EVALUATION – LOW TECH – CAR OR VAN (Case Service Code 133X):**

The Adaptive Driver Evaluation is considered low tech when the participant requires the following adaptive equipment to safely operate a motor vehicle. Other, similar items may be included in this category:

- raised tops and/or doors;
- mechanical hand controls and steering devices;
- six-way power transfer seats;
- car top carriers; and,
- wheelchair lifters/loader.

**ADAPTIVE DRIVER EVALUATION – HIGH TECH – CAR OR VAN (Case Service Code 134X):**

The Adaptive Driver Evaluation is considered high tech when the participant requires the following (but not limited to) high level driving systems to safely operate a motor vehicle:

- remote steering packages;
- lowered floor conversions;
- foot steering;
- low-effort conversions;
- horizontal steering; and,
- braking and throttle servo controls.

**Deliverables and Payment Process:** Upon completion of the service, the provider will prepare and submit an Adaptive Driver Evaluation report to the ACCES-VR counselor within 10 business days. See above (Report Content) for requirements. The provider must offer the VRC the option of attending a conference at conclusion of the service. This service is reimbursed based on completion and submission of the Adaptive Driver Evaluation report.

For participants who require a limited evaluation, a proportional number of hours will be agreed upon with the referring ACCES-VR counselor, and the provider will report on the focus area of the evaluation. For participants who do not complete the service, the provider will report on what information they were able to obtain during the period of the individual's participation.

**Payment Rate and Authorization:** A unit of service is defined as 1 hour. Standard authorization for low tech and high-tech Adaptive Driver Evaluation services is up to a maximum of 10 hours, with additional hours available upon approval of the referring VRC. In the case of drop-outs, the report should be submitted after the last contact with the individual. Billing will be prorated at the hourly rate after submission of appropriate documentation and information to the VRC regarding last contact with the individual.

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

- Region 1 - \$208.00 per hour
- Region 2 - \$188.00 per hour
- Region 3 - \$198.00 per hour

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

- Region 1 - \$388.00 per hour
- Region 2 - \$363.00 per hour
- Region 3 - \$376.00 per hour

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report – standard 42 calendar days;
- 90% of reports will be rated superior/satisfactory.

**ADAPTIVE DRIVER TRAINING** - This service requires providing driving instruction to a participant on how to operate a vehicle safely, including the utilization of adaptive equipment and addressing disability related limitations. The intended outcome is that upon completion of the training, the individual will be able to obtain or retain a driver's license necessary to achieve the employment goal.

**Adaptive Driver Training – Low Tech – Car or Van (Case Service Code 880X)**

**Adaptive Driver Training – High Tech – Car or Van (Case Service Code 881X)**

**Deliverables and Payment Process:** Training must be provided on a vehicle with appropriate equipment matched to the driver's needs. The training must develop "behind the wheel" competency in a full range of roadway environments to prepare the individual for obtaining or retaining a driver's license. The training is based on the Adaptive Driver Evaluation report of a Driver Rehabilitation Specialist. A unit of service is defined as 1 hour. Standard initial authorization is for up to 20 hours. An additional 20 hours may be authorized in 10-hour increments with justification and VRC approval. The VRC must be notified in writing as to the outcome of training. In the case of drop-outs, billing will be prorated at the hourly rate with submission of appropriate documentation and information regarding last contact with the participant.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 20 hours at the rate of:

**Low Tech (880X):**

- Region 1 - \$99.00 per hour
- Region 2 - \$88.00 per hour
- Region 3 - \$95.00 per hour

**High Tech (881X):**

- Region 1 - \$304.00 per hour
- Region 2 - \$287.00 per hour
- Region 3 - \$296.00 per hour

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report – standard 42 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

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

**Staffing:** Driver Rehabilitation Specialists work with individuals of all ages and abilities, exploring alternative transportation solutions for drivers with special needs.

Certified Driver Rehabilitation Specialists (CDRS) are certified by the Association for Driver Rehabilitation Specialists, as trained experts who work with people of all ages and abilities and explore alternative transportation solutions for drivers with special needs.

Driver Rehabilitation Specialists (DRS) must have a Bachelor's Degree or higher in a health related field which may include Occupational Therapy, Physical Therapy, Kinesiotherapy, Speech Therapy, Therapeutic Recreational Therapy, or Special Education, operate under a professional license, and have a minimum of three years qualifying experience as a licensed professional that may include: Licensed Occupational Therapist; Licensed Physical Therapist; Licensed Psychologist; or NYS Certified Driver Education Teacher or NYS DMV approved Driver Education Teacher.

In lieu of qualifying experience, a DRS may:

Be supervised by a DRS who has been approved by ACCES-VR and meets the Association for Driver Rehabilitation Specialists requirements for Certified Driver Rehabilitation Specialist.

**OR**

A Driver Rehabilitation Specialist may be certified under the auspices of the Association of Driver Rehabilitation Specialists (ADED) and Driver Rehabilitation Specialists must be able to provide documentation of three years' experience providing driver rehabilitation services to individuals with disabilities consistent with the population they wish to serve. DRSs must also meet performance requirements defined by ACCES-VR. Final approval rests with ACCES-VR in determining whether the person/program will provide some or all of the seven services identified in these standards.

**Adapted Equipment:**

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

## Adjunct Services

### Definition:

Adjunct services are those activities which supplement the delivery of other IPE services by providing those additional services/supports which the participant requires for successful IPE goal achievement. These services are always provided in support of other ACCES-VR activities required to achieve the IPE employment outcome.

### Services:

The offerings in this category are each unique in their nature, they do not necessarily constitute a “series” through Level I, II, and III. Some services are found at only one Level appropriate to the professional expertise and commensurate reimbursement for that activity. Therefore, each modality included under the Adjunct services is defined separately below and will be authorized by the ACCES-VR Counselor.

### COACHING SUPPORTS – Not Job Placement Related

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

**COACHING SUPPORTS (FOR POSTSECONDARY EDUCATION, INTERNSHIP, OR OTHER ACTIVITIES IN PURSUIT OF EMPLOYMENT GOALS) (Case Service Code 790X):** This service includes interventions that can be used in any status in vocational rehabilitation services once a person has applied for ACCES-VR, other than those associated with job placement. It is designed to enable participants not eligible/appropriate for Supported Employment services to receive one-to-one, participant specific assistance of a limited duration, necessary for the participant's successful participation in the VR process.

For example, Coaching Support can include:

- provide the individual coaching necessary to allow the participant to successfully participate in a college or post-secondary training program;
- support a work experience for students prior to school exit as when a student with a disability participates in a Project Search job assignment rotation;
- obtain or to maintain an internship through placement assistance and/or short-term coaching; and,
- to provide other interventions determined appropriate in support of IPE goals.



**Deliverables and Payment Process:** This service is funded on an hourly basis, with the VRC determining number of hours appropriate for the desired intervention. ACCES-VR will pay for vouchered services rendered upon receipt of a monthly report outlining the services delivered, participant progress to date, and recommended next steps in reaching the outcome identified by the referring VRC. A unit of service is defined as the maximum number of hours authorized by the VRC. In the case of drop-outs, billing should be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with participant to VRC.

**Staffing:** Coaching Support service providers must have:

- a high school diploma or equivalent; and,
- a minimum of two years of experience in providing employment-related services to persons who have disabling conditions.

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

- Regions 1, 2 & 3 - \$60.00

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of initial report - standard 40 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

**COACHING AND COMMUNICATION SUPPORTS FOR POST-SECONDARY EDUCATION AND EMPLOYMENT (Case Service Code 792X):** Coaching and Communication Supports is an adjunct service for individuals whose functional impact of disability requires assistance with communication, including, but not limited to individuals on the Autism Spectrum. This service includes weekly, and as needed individualized supports in the form of a Communication Support Specialist for participants in postsecondary education or engaged in competitive employment. Coaching and Communication Supports may also assist students for whom post-secondary education has been interrupted, intermittent or previously non-existent as a result of limitations imposed by their disability. The goal is for independent communication skills to be actively learned from the Communication Support Specialist so that competence can be achieved for gaining and sustaining meaningful employment outcomes. The Communication Support Specialist will support individuals with:

- **Global Supports:**
  - **Social Communication** - Development of spontaneous, functional communication, emotional expression and establish safe and meaningful relationships with peers and mentors; Inform person of rights and empower self-advocacy; Techniques to compensate for inflexible thinking, slower working memory, and impulse control.

- o **Emotional Regulation** - Development of the ability to maintain a well-regulated emotional state to cope with school and job stress, and to be most available for learning and interacting in class or the workplace.
- o **Communication Advocacy** - Ongoing communication with ACCES-VR counselor regarding progress toward IPE goals: assessing and articulating to directly liaise on behalf of the individual's communication needs; Outlining the reasonable accommodations required for a communications disorder; Disclosing a disability at work and school.
- **Communication Support at Post-Secondary Site:**
  - o Support person-centered coping strategies, problem solving skills, stress management, and individual social awareness and recognition for steps toward action.
  - o Coordinating pre-semester campus orientations, registration, residential setting facilitation, etc.
  - o Understanding hidden curriculum and agendas, instructor temperaments, department hierarchies and organizational structure.
- **Communication Support at Employment Site:**
  - o Support person-centered coping strategies, problem solving skills, stress management, and individual social awareness and recognition for steps toward action.
  - o Coordinating pre-job site orientation, a review of human resources and associated forms, lunch and break time options, etc.
  - o Understanding implicit versus explicit rules of the workplace; Support perspective-taking when speaking with colleagues and customers, use of small-talk and conventional gestures, taking turns in a conversation, and monitoring language during times of stress.

**Deliverables and Payment Process:** This service is funded on an hourly basis, with the VRC determining the number of hours appropriate for the desired intervention. ACCES-VR will pay for vouchered services rendered upon receipt of a weekly timesheet and weekly progress/activity report outlining the services delivered, participant progress to date, and recommended next steps in reaching the outcome identified by the referring VRC. A unit of service is defined as the maximum number of hours authorized by the VRC. In the case of drop-outs, billing should be prorated at the hourly rate with submission of appropriate documentation and information regarding last contact with participant to the assigned VRC.

**Staffing:** Communication and Coaching Support staff must have:

- Master's Degree in School Psychology, Speech and Language Pathology, Special Education, behavioral analysis or other related discipline, and training in Social Pragmatic Language Disorders.

OR

- Bachelor of Arts/Sciences Degree or higher with a minimum of 2 year's work experience providing direct services to individuals on the Autism Spectrum or other disabilities that affect an individual's ability to communicate and exercise executive function.

**Payment Rate and Authorization:** Payment for this service is per hour with VRC determining number of hours appropriate for the desired outcome, not to exceed at a rate of:

- Statewide - \$80.00

**Established Performance Indicators:**

- Amount of time from authorization start date to receipt of report – standard 45 calendar days; and,
- 90% of reports will be rated superior/satisfactory.

**MOBILITY TRAINING**

**NOTE:** This service is not intended to address the specialized needs of individuals who are legally blind (who would receive this service via New York State Commission for the Blind (NYCB) enrollment), although the target group may include ACCES-VR participants with low vision disabilities.

**Definition:**

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

**Services:**

Vendor provides one-to-one mobility services with referred ACCES-VR participants to enable them to travel independently with competence and confidence. This service is not available to participants receiving Coaching Supports (959X) or Supported Employment services.

**MOBILITY SERVICES (Case Service Code Plus Suffix “M”):** Working with participant and referral information from the VRC, the vendor identifies the locations and modes of transportation necessary for the participant to be able to access services or employment necessary to achieve IPE goals. Individualized instruction is provided so that the participant is able to independently reach the identified destinations.

**Deliverables and Payment Process:** The standard authorization for this service is up to 10 hours, with the potential, with ACCES-VR approval, for additional hours depending on level of participant need. At conclusion of services, vendor submits a “Travel Competency” which verifies that the participant has achieved independent

travel between identified target areas. A unit of service is defined as up to 10 hours. In the case of drop-outs, billing should be prorated at the hourly rate and with submission of appropriate documentation and information regarding last contact with participant to VRC.

**Staffing:** Providers of this service must have at least:

- a high school diploma or equivalent;
- a work history including service provision to individuals with disabilities; and
- supervision by an individual with at least a minimum of two years' experience in providing mobility services to persons who have disabling conditions.

**Payment Rate and Authorization:** Payment for this service is per hour with a standard authorization of up to 10 hours at the rate of:

- Region 1, 2 & 3 - \$25.00

**Established Performance Indicators:**

- amount of time from authorization start date to receipt of report – standard 30 days; and
- 90% of reports received will be rated superior/satisfactory.

## TRANSPORTATION

**NOTE:** This item does not include those services under the definitions contained within the Commissioners' Regulations, Part 247.7 b., relative to "special" transportation for non-ambulatory individuals. Neither does it apply to those individuals receiving transportation from licensed limousine, car service or taxi vendors who are duly licensed by local government agencies.

**Definition:**

Transportation services included in this section are those round-trip rides provided or coordinated by the vendor for ACCES-VR participants who are engaged in the ACCES-VR services of assessment, training or placement.

**Services:**

Transportation services are intended to bring the participant to and from the site of one of the identified ACCES-VR services, on a one round-trip maximum basis, usually to the participant's residence. If two distinct core services are being delivered sequentially at different locations, participants may be transported to both services.

**TRANSPORTATION 1 (Case Service Code Plus Suffix "V"):** In this service, agencies provide the participant with upfront payment for ACCES-VR-approved transportation costs, usually for metro/bus passes, to facilitate participant ability to participate in identified services.

**Deliverables and Payment Process:** For those participants meeting the requirements for transportation support, ACCES-VR authorizes a set amount to a facility for payment of participant transportation costs as agreed to in IPE. The provider bills ACCES-VR on a monthly basis for actual costs, as documented in facility records, usually authorized based on one round trip per day for the expected duration of participation in the identified service. Participant must sign for reimbursement. Documentation for audit purposes will be retained by agency. A unit of service is defined as up to the maximum set amount agreed to in the IPE. Drop-out and no-show rates do not apply to this service.

**Payment Rate and Authorization:** Payment for this service is the actual cost in Regions 1, 2 and 3.

**TRANSPORTATION 2 (Case Service Code Plus Suffix “T”):** For those participants meeting the requirements for transportation support, the vendor provides round-trip rides to facilitate participant ability to participate in identified services.

**Deliverables and Payment Process:** For those participants meeting the requirements for transportation support, ACCES-VR authorizes a specific amount per round trip for payment of participant transportation as agreed to in IPE. The provider bills ACCES-VR on a monthly basis for actual number of trips, as documented in the monthly 370 Report, usually authorized based on one round trip per day for the expected duration of participation in the identified service. A unit of service is defined as one round trip. Drop-out and no-show rates are not applicable to this service.

**Staffing:** Transportation providers must hold appropriate licensure for type of vehicle utilized and must pass any routine background checks within the vendor’s operations.

**Payment Rate and Authorization:** Payment for this service is a flat rate of \$45.00 round trip for Regions 1, 2 and 3.

**Established Performance Indicators:**

- transportation was provided as authorized;
- all individuals and vehicle providing transportation to ACCES-VR participants will meet all DMV requirements;
- individuals transporting ACCES-VR participants will maintain a current defensive driving certificate; and,
- ACCES-VR participants are safely transported to and from their destination.