Washington State Department of Social & Health Services

Transforming lives

# 2023-2025 CRP-IL Guidelines and FAQs



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*This document will be revised on a quarterly basis by the Community Programs Manager.*

*Information in the CRP-IL Guidelines and FAQs are subject to change with contract amendments and policy updates.*

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# General Terms

**Partial Payments**

If any service is not completed for reasons outside of the contractor's control, a partial payment can be authorized by the DVR supervisor.

Maximum authorized partial payment is 50% of the Maximum Total Fee. Any fees already paid will be subtracted from 50% of the Maximum Total Fee and the remaining balance will be paid to the contractor.

If an amount lower than 50% of the Maximum Total Fee is determined appropriate, any fees already paid will be subtracted from the amount approved by the DVR supervisor.

Customized Job Placement has a unique partial payment maximum of 80% of the Maximum Total Fee. Please see the Customized Employment section for more information.

In the event of exceptional circumstances, such as a regional, state or national emergencies, the DVR Director or the DVR Chief of Field Services may establish temporary reimbursement rates for partial payments. The temporary reimbursement rates established may exceed the partial payment limit indicated above. If this occurs, the rates and timeline for which they apply will be shared with all vendors.

Any payments made before the partial payment is approved shall be deducted from the amount of the partial payment.

**Progress Updates**

DVR requires monthly progress updates from the contractor on the DVR customer's progress, submitted to the Vocational Rehabilitation Counselor. Monthly updates will be completed on the SDOR form, utilizing the "update" checkbox. These monthly updates can be emailed to the VRC.

Monthly updates will increase reporting consistency, supporting comprehension of the customer's case for both CRPs and VRCs in the event of staff turnover or case transfers, mitigating service interruption. These updates are meant to offer detailed information for the purpose of recognizing and addressing customer patterns, additional barriers, or other factors that could support service level determination and requests to change the service level, as well as any changes to overall service delivery.

The VRC may ask for specific reporting requirements on the SDOP.

**Interpreters**

CRP-IL providers are responsible for arranging and paying costs associated with communication interpreter services, as needed for the customer.

DSHS only contracts with qualified American Sign Language companies statewide for customers who need ASL interpreter services.

- CRPs who have certain non-profit status may use state contracted sign language interpreters to provide language access to customers they are serving through DVR contracts. To access the statewide contracts, CRPs must sign up following the instructions here.
- Once a CRP is signed up to access the statewide contracts and has verified they are on the list, they may request an interpreter through this site:
  Request for Sign Language Interpreter (wa.gov)
- Go here for more information on Sign Language Interpreter statewide contracts

### Financial Burden Exception Process for Sign Language Interpreting Only

If the cost involved in an individual case would cause a financial burden (significant difficulty or expense) for the contractor, they may ask for an exception for DVR to pay for the Sign Language Interpreting Costs for a specific service when serving a DVR Customer. This process requires an attestation from the contractor and approval from the DVR Director. Determination will be made on a case-by-case basis, after review of an attestation submitted by the contactor. If DVR agrees that a financial burden does exist, DVR may pay for interpreter services apart from the contracted fee for service.

The attestation should include the following information and be submitted to the Community Program Manager at crpil.dvr@dshs.wa.gov for submission to the DVR Director for review:

1) The service being provided and customer name and/or SDOP for specific service.
2) Expected accommodation needs and possible frequency of accommodations.
3) Contractor justification for inability to cover cost of accommodation.
4) Contractor contact information for DVR response.

### *If an exception is granted, the following process should be followed:*

1. CRP receives approval for DVR to reimburse for sign language interpreting services for the approved service for the customer. This approval will be in writing from the Director's designee or Community Program Manager and will also be distributed to the supervisor and the VRC working with the customer.

2. CRP works with VRC to assist in determining an estimated amount for interpreting costs for the duration of the service, so the VRC may update the customer's Individual Plan for Employment.

3. There are two ways that the VRC may do the paperwork to reimburse the CRP for sign language interpreting services.

   a. The VRC may pre-authorize the service by issuing an AFP to the CRP for the estimated cost of sign language interpreting for the duration of the contracted service. The CRP would then invoice for the service referencing this AFP.

For example, “sign language interpreting for John Doe for the duration of Job Placement Services, level two, detailed on AFP 12345 with service dates from 1/1/23-6/30/23.”

b. The VRC is allowed to forgo pre-authorization of this service. They may utilize a copy of the request for Interpreting provided by the CRP and receive the invoice and proof of the service having been completed and then create an AFP and pay for the service. This is allowed for services when we cannot predict the final cost.

4. CRP submits invoices and proof that interpreting was provided to VRC for approval and payment.

### Spoken Language Interpreters

CRPs are required to provide language access to those customers who have Limited English Proficiency. There is no exception process for this cost. There are several state contracts for Spoken Language Interpreters which may be accessed through the same statewide contracts sign-up process outlined above. Information on Spoken Language Interpreter statewide contracts can be found here.

## Service Level Determination

1. **Who determines what level of service will be authorized?**
   *The DVR VRC determines what level of service will be authorized, with input and agreement by the customer and the CRP providing the service.*

There are four levels of service available; Level 4 is reserved for Deaf/Blind services. There are several considerations for service levels that differ depending on the service being provided. To improve accuracy of the determination of service levels, the VRCs and CRPs are encouraged to collaborate and share supporting documentation for service level determination.

The Vocational Assessment is a form that DVR uses in our case management system to synthesize information on customers that helps inform us on their VR needs and goals. Some of the information includes assessments and findings, challenges to employment, strengths, supports, the customer’s disability related barriers to employment, other barriers that are not disability related and goals.

The VRC will share a copy of the VA with the CRP, when available. DVR and the CRP can only share this information after a release has been signed by the customer, and these documents will be shared before the VRC, CRP and customer meet.

There is an expectation the VA will contain detailed customer information that will support the justification of the service level decision. The CRP will have the ability to review the VA and meet with the VRC to discuss service level determination prior to the first meeting with the customer.

Note: Customers participating in a CBA or TWE may not have a detailed VA available. DVR staff may share the Eligibility Documentation in these cases. DVR and the CRP can only share this information after a release has been signed by the customer.

After the VA has been shared with the CRP, the VRC and CRP will discuss service level determination without the customer present. This meeting can occur via phone or in-person, it should not occur over email. Service level negotiations should not occur in front of the customer. Discussing service level needs in front of the customer can be an uncomfortable experience for the customer. During the meeting, the VRC and CRP may discuss barriers, the VA form and the customer's needs in detail.

If the CRP would like to renegotiate the service level after meeting with the customer, they should discuss with the VRC. If the CRP would like to renegotiate the service level after services have begun, the detailed information in the monthly progress updates should be used as evidence that a service level needs to be changed.

2. **Can a DVR Authorization for Purchase for a CRP service be changed to a higher service level after being previously issued at a lower level?**
   *Yes, the original AFP will be cancelled and replaced with a new AFP at the higher level. Any payment points invoiced and paid under the old AFP such as Intake or Activity Fee will be deducted, and adjustments will be made on the new AFP so the Maximum Total Fee at the higher level is paid.*

## General FAQs

1. **A DVR Counselor already paid an Intake Fee for an authorized service. Is it necessary to pay another Intake Fee when a different service is authorized?**
   *Yes, the Intake Fee is paid for each type of service authorized. The expectation is there may be different barriers addressed depending on the type of service, which would make it relevant to the current service being provided by the contractor.*

   *Changes in levels of the same service require adjustments to ensure the Maximum Total Fee of the new level is paid in full.*

2. **What does our internal intake process have to include?**
   *DVR does not define the contractor's internal intake process. Upon completion of your intake process with the customer, you must submit a written report on the SDOR to DVR. The report shall document the contractor's acceptance of the DVR SDOP and AFP for delivery of the authorized service and date the contractor met and completed the contractor's internal intake process with the customer as well as next steps to be taken.*

3. **Can a contractor use an individual outside of the contractor's organization to provide services to DVR customers?**

*No, using someone outside of the contractor's organization to provide services is considered subcontracting and is prohibited in the contract per the General Requirements.*

4. **What constitutes DVR's agreement to the detail of a mutually completed Service Delivery Outcome Plan for any CRP-IL service?**
   *A fully completed SDOP containing signatures of the authorizing VRC, customer and the contractor.*

5. **The SDOP has additional requirements that are not in the contract; am I obligated to follow the SDOP?**
   *SDOPs may contain additional details that are not in the contract. If you agree to the SDOP and sign it, you are then obligated to complete the service and reporting as agreed to on the SDOP. SDOPs may add additional requirements; however, they may not contradict the terms of the CRP-IL contract.*

## Vocational Evaluations

**Definition**

The provision of Brief or Comprehensive Vocational Evaluations consists of one or more standardized vocational tests, (psychometric, personality, vocational preference, interest inventories, etc.).

**FAQs**

1. **What is the difference between a Brief Vocational Evaluation and a Comprehensive Vocational Evaluation?**

   *Comprehensive Vocational Evaluations:*

   - *Consist of tests and or assessment methods designed to measure and document an individual's interests, values, work related behaviors, aptitudes, skills, physical capacities, learning styles and training needs.*
   - *Are performed using a variety of techniques, i.e., assessment of functional occupational performance in real or simulated environments, work samples, psychometric testing, preference and interest inventories, personality testing, personal interviews and analysis of prior work experience and transferable skills.*
   - *If the evaluation process identifies work the customer could do, the evaluation report will identify at least three employment options the customer could successfully perform either with or without training and long-term employment supports.*
   - *May be completed in three days or less depending on needs and abilities of individuals.*

   *Brief Vocational Evaluations:*

   - *Involve paper and pencil tests, such as psychometric testing, personality testing, performance and interest inventories that identify an individual's work interests and abilities.*
   - *May be completed in one day or less.*

2. **Is an Intake report required for Vocational Evaluations?**

*An Intake report is not required for either the Brief or Comprehensive Vocational Evaluation. The entire fee is paid upon completion of the service and submission of the required report.*

## Trial Work Experience

**Definition**

An exploration of an individual's abilities, capabilities and capacity to perform in work situations to determine if the individual can achieve employment through the provision of Vocational Rehabilitation services and is eligible for services, or if there is clear and convincing evidence that the individual cannot benefit from VR services due to the significance of their disability and is ineligible for VR services.

The intent of the TWE is to determine if the individual can achieve employment through the provision of VR services and is eligible for VR services.

A TWE can be provided at any point in the VR process.

**FAQs**

1. **Can Trial Work Experience be conducted in, or as a part of, a contractor's business operations?**
   *TWEs are conducted in a realistic Integrated Work Setting based on the individual's needs and informed choice. If a contractor's business operation meets the individual's needs and informed choice, this may be an option to discuss with the VRC.*

2. **Is there a uniform, required amount of time to conduct, or number of work sites that must be included in, a TWE?**
   *No, the duration of time and number of work sites is uniquely established for each individual customer as mutually agreed to by the VRC, customer and contractor on a DVR Service Delivery Outcome Plan.*

3. **Must a customer be paid for participating in a Trial Work Experience?**
   *No, the service may occur in unpaid realistic work settings.*

4. **Who determines if a Trial Work Experience will be paid or unpaid?**
   *This is mutually determined and agreed to by the DVR Counselor, the customer and the contractor.*

5. **DVR authorizes a contractor to provide Trial Work Experience. The customer completes the service and is hired by the host business. Is the contractor entitled to Permanent Employment Bonus payment?**
   *No, the contractor is not entitled to the Permanent Employment Bonus payment.*

6. **DVR authorizes a contractor to provide Trial Work Experience. The customer completes the service and is hired by the host business. Is the contractor entitled to payment for CRP Job Placement Services in addition to their payment for Trial Work Experience?**
   *No, the contractor is not entitled to payment for Job Placement Services.*

   *However, if the customer has an employment goal that requires supported employment and needs assistance to stabilize their job performance DVR may authorize and purchase CRP Intensive Training Services.*

   *If the customer's employment goal does not require supported employment services, but the customer needs to learn essential functions of the job, to retain and maintain their job, DVR may authorize and purchase CRP Job Retention Services.*

7. **Who is liable for a Trial Work Experience?**
   *The CRP is liable for a TWE conducted in the community. This includes injuries to the DVR customer sustained on an employer's site and includes damages to the employment site or equipment.*

8. ***When can a TWE be provided?***
   *A TWE can be provided at any point during the VR process.*

9. **A customer has already received a CBA but now I am being asked to conduct a TWE; is this allowable?**
   *Yes, A TWE can be provided at any point during the VR process.*

10. **What is the difference between a TWE and a CBA?**
    *A TWE is conducted to determine if an individual can achieve employment through the provision of VR services. A TWE is done prior to an eligibility determination or at any later point in the VR process to determine if the individual is not eligible, or no longer eligible, for VR services due to the significance of their disability.*

    *A CBA is typically conducted after the customer has been determined eligible and is conducted to identify barriers to employment, to obtain information needed for the customer to select a suitable vocational goal, and/or to determine the nature and scope of the VR services the customer will need to achieve an employment outcome.*

## Community Based Assessment

**Definition**

Locating, securing and placing a customer into a paid employment setting(s), or other realistic work setting(s), in which the customer performs work for a specified period with the direct provision of needed job supports and training.

The intent of the CBA is to accomplish one or more of the following:

A. Identify barriers to employment.
B. Obtain information needed for the customer to select a suitable vocational goal.
C. Determine the nature and scope of Vocational Rehabilitation services an individual needs to achieve an employment outcome.

**FAQs**

1. **Can a Community Based Assessment be conducted in, or as a part of, a CRP's business operations?**
   *CBAs are conducted in a paid employment setting, or other realistic setting based on the individual's needs and informed choice. If a CRP's business operation meets the individual's needs and informed choice, this may be an option to discuss with the VRC.*

   *Please see information below on CBAs conducted in a for-profit business.*

2. **Can a CBA take place at a private business?**
   *Yes, a CBA can be conducted in a private business. If a CBA occurs in a private business, the activities of customer who is participating in the CBA should not result in an economic advantage for the business. If it is deemed that the customer's participation will result in an economic advantage for the business, then the CBA must either be:*
   *A. Paid; or*
   *B. The customer understands that they are voluntarily participating in the CBA with no expectation of payment and all work tasks are simulated.*

3. **Is there a uniform required amount of time or number of work sites that must be included in a CBA?**
   *No, these are uniquely established for each individual customer as mutually agreed to by the VRC, customer and CRP on a DVR Service Delivery Outcome Plan.*

4. **When is a CBA Permanent Employment Bonus paid? When is a CBA Healthcare coverage bonus paid?**
   *If a customer achieves employment in a permanent, integrated and competitive job as a secondary outcome of their CBA, the CRP will be paid the Permanent Employment Bonus.*

   *If the CRP hires a DVR customer into a permanent competitive employment placement in an integrated and competitive job as a result of the customer's Community Based Assessment conducted at the CRPs business, the CRP will be paid the Permanent Employment Bonus.*

   *If a customer achieves employment at 30 hours or more per week and employer provided health care coverage benefits, the CRP will be paid the health care coverage bonus.*
   *If a CBA is conducted at a CRP worksite, the CRP hires a DVR customer into a permanent, integrated job of 30 hours or more per week and the customer is offered employer provided health care benefits as a result of the CBA, then the CRP will be paid a health care coverage bonus.*

5. **Am I entitled to the Job Placement fees if the customer achieves employment as a secondary outcome of the CBA?**
   *No, Job Placement is not paid.*

6. **Who is liable for a Community Based Assessment ?**
   *The CRP is liable for a CBA conducted in the community. This includes injuries to the DVR customer sustained on an employer's site and includes damages to the employment site or equipment.*

7. **What is the difference between a TWE and a CBA?**
   *A TWE is conducted to determine if an individual can achieve employment through the provision of VR services. A TWE is done prior to an eligibility determination or at any later point in the VR process to determine if the individual is not eligible, or no longer eligible, for VR services due to the significance of their disability.*

   *A CBA is typically conducted after the customer has been determined eligible and is conducted to identify barriers to employment, to obtain information needed for the customer to select a suitable vocational goal, and/or to determine the nature and scope of the VR services the customer will need to achieve an employment outcome.*

## Customized Employment Services

### General Information

Customized Employment Services consists of two services: Discovery and Customized Job Placement. These services are intended to be provided one after the other, with what is learned in Discovery informing Customized Job Placement. Typically, one would not be provided with the other.

### FAQs

**1. Our agency usually customizes jobs in the way DVR defines it. Will I get paid for Customized Job Placement if I customized a job as part of regular Job Placement?**

*The CRP will only get paid for Customized Job Placement if DVR contracted with you to provide that service. If the CRP worked with the Customer through Job Placement at any level (1-4), and you customized a job for them, you will get paid for the level of Job Placement Services you contracted for. The CRP will only be paid for Customized Job Placement when Customized Employment as a pathway was selected by the VRC and Customer, Discovery was completed, and Customized Job Placement was authorized.*

**2. What if we complete Discovery and the Customer decides not to proceed with Customized Job Placement? Will we get paid for Discovery?**

*Yes, the CRP will get paid for Discovery. While these services are intended to be provided one after the other, every circumstance and Customer is unique, and the services may not proceed as intended.*

**3. If our organization has Discovery and Customized Job Placement in our contract, can anyone in our organization provide the services?**

*No, individuals must have specific credentials to provide the services, as outlined on Exhibit I in the contract paperwork. If a CRP has staff who have obtained one of the credentials during the contract cycle, they may submit the credential information and the staff member's name to the DVR contracts unit at dvrcontractsunit2@dshs.wa.gov and to the Community Program Manager at crp.il@dshs.wa.gov.*

## Discovery Services

### Definition

"Discovery Services" means the process used to explore the individual's strengths and capabilities which may lead to employment options. Discovery is designed to replace traditional comparative assessments and should include activities such as interviews with the customer, family, other significant individuals in the customer's life, direct observation of customer's typical life activities in their home environment and in the community, review of existing records and active participation of the customer. Discovery results in a comprehensive document that identifies the customer's strengths, needs, interests and vocational themes identified in Discovery process.

Discovery typically involves meeting the customer in person preferably in their home or in the community, observation of the customer in familiar and unfamiliar environments, assessment of opportunities and resources in their neighborhood, and engaging with their support network, including family, friends, support staff, educators and people they know in the community. Discovery is accomplished when all Discovery services have been completed, including activity and outcome. Activity is completed when the Discovery Profile has been completed by the contractor, reviewed by the customer, signed by customer and CRP staff and submitted to DVR with a Service Delivery Outcome Report. Outcome is completed when the Employment Planning Meeting has been completed and reported on the Service Delivery Outcome Report.

**Services:** The contractor shall be responsible for taking the customer through a process of Discovery that helps to understand the unique interests, abilities and preferred tasks that will be used to identify their vocational themes and skills and used to create a unique employment fit within the community. The process includes completing the Discovery Profile Report followed by the Employment Planning Meeting.

### FAQs

1. **I have already done discovery type services through another program with the customer. Do I have to do them again?**
   *DVR Discovery Services are authorized when the customer and VRC determine that Customized Employment is the right pathway for the customer. DVR will gather as much information as possible but will still conduct its own Discovery process.*

2. **How many levels of Discovery Services are there?**
   *There is only one level of service*.

3. **What is required for the Activity payment?**
   *To complete Activity, the CRP needs to complete the Discovery Profile Report, DSHS form 11-180. The report should be submitted with an invoice and SDOR with any additional notes that were taken and are relevant to the Discovery process.*
   *Note that the Discovery Profile Report should be signed by the CRP and the Customer, to reflect that the CRP has reviewed the report with the customer and they approve of the report.*

4. **For the Outcome, who coordinates the Employment Planning Meeting?**
   *The CRP is required to coordinate the Employment Planning Meeting. They may ask for assistance from the VRC and customer and should invite the VRC.*

5. **Where can the Employment Planning Meeting be held?**
   *It can be held wherever the customer wants and where the people they would like to invite can attend. For example, it could be at their home, the DVR office if there is an available conference space, or in any public venue.*

6. **What happens after the Employment Planning Meeting?**
   *After the Employment Planning Meeting is complete, the CRP will bill for the Outcome. They will submit the required reporting elements on an SDOR along with an invoice. At that time the VRC and the customer will use the themes identified to develop the customer's Individual Plan for Employment which will include Customized Job Placement. Because of this step, there may be a short period of time between when Discovery is completed and Customized Job Placement begins.*

## Customized Job Placement Services

### Definition

**Customized Job Placement** means engaging with the customer and businesses to identify employment possibilities that meet the needs of both the customer and the business. This is carried out through flexible strategies such as, but not limited to: leveraging social and business relationships to explore options, developing a video resume, conducting informational interviews with potential employers, setting up job shadows for the customer to learn about potential employers, as well as any other approaches to job development.

A "customized job" means a job that did not exist before and is tailored to meet the needs of the customer and of the business. A customized job is not an existing job that is modified but a position that is created for the customer.

### FAQs

1. **What is a customized job according to DVR?**
   *The primary element of a customized job is the development of a uniquely tailored job description that did not exist prior to approaching the employer. In Customized Employment, contractors should negotiate a set of work tasks, as well as other work expectations and features that uniquely fit the employment seeker based on the findings of the Discovery process, and meet the needs of the employer, not relying on existing job descriptions. Taking an existing job description and negotiating accommodations is not considered*

*customizing a position. For example, if a contractor finds an open position and asks the employer to take away a few of the tasks the customer cannot perform and change the work schedule, that is not a customized position. That is considered negotiating accommodations for an established position.*

2. **Is there a specific job goal in the SDOP when Customized Job Placement Services is authorized?**
   *No, the SDOP will outline the vocational themes to explore. These vocational themes should be in alignment with what was reported on the Discovery Profile Report and discussed in the Employment Planning Meeting. The customer's Individual Plan for Employment will also reflect the themes and will be amended when the customer obtains a customized job to reflect the final job outcome.*

3. **What are the deliverables for the Activity for Customized JPS?**
   *Please review your contract or the sample contract for the actual definitions of each item and the reporting requirements.*
   *The two Activity deliverables for Customized Job Placement are the Plan for Customizing Employment and one Customized Employment Proposal.*
   *a. The first is a **Plan for Customizing Employment**. This is a plan describing what the CRP and customer will be doing. The report should include at a minimum how often they will meet, how the CRP will engage with the customer's support team, and what tools they will use in the process. It may include the job tasks the customer would like to do that they can market to employers, what employers they will likely be approaching, how they will go about approaching employers and what activities the customer will be engaging in. For example, the CRP might plan to make a video resume for the customer, or they may put together a portfolio showing the customer's skills. The CRP may plan to conduct informational interviews with employers to find out their needs and perform a job analysis for an employer to help develop a Customized Job Proposal. They may plan for job shadows at certain employers with the customer. These are a few examples of what may go into the Plan for Customizing Employment, and it would be reported on an SDOR.*
   *b. The second part of the Activity deliverables is one **Customized Employment Proposal** submitted to an employer. We ask that the proposal and any supporting documentation be attached to the Activity SDOR. The Customized Employment Proposal should be written (not just verbal) and include a customized job description that meets both the employer's and customer's needs with a list of job duties, work schedule and how supports will be provided, as well as any specifics of supervision.*

4. **Are there examples of what a Customized Employment Proposal should look like?**
   *We don't have any specific examples to guide CRPs. The proposal should be tailored for the specific business and proposed job duties based on your assessment of their needs and how they fit with the customer's needs, interests and abilities and should not be a generic letter marketing the customer.*

5. **What happens if we try to get a customized job, but then find a job that is already open and not customized (even if it is accommodated or carved)?**
   *If a Customized Job is not achieved, and instead an existing job is modified or another existing job is found a partial payment may be authorized up to 80% of the authorized Total Maximum Fee.*

*The customer must agree to the placement, and the CRP should let the VRC know immediately and let the VRC know if they intend to request a partial payment.*

6. **Do the bonuses associated with Job Placement apply to Customized Job Placement?**
   *Yes, all bonuses listed on the CRP/IL Fee Schedule associated with Job Placement apply to Customized Job Placement. These include Health Care, High Wage, Rapid Placement and Rural Placement.*

## Job Placement Services

**Definition**

Locating, securing, and placing a DVR customer into a paid integrated job that is mutually agreed upon by the DVR counselor, customer and the CRP.

Job Placement is accomplished when the DVR customer completes their first day of paid employment as defined by the customer's employer.

**FAQs**

1. **Can a CRP employ a customer?**
   *DVR can pay for job placement at the CRP's place of business, or any business entity owned or operated by the CRP under the following conditions:*
   - *The employment position matches the job goal listed on the Service Delivery Outcome Plan.*
   - *The customer is hired through the CRP's competitive interviewing and hiring process.*
   - *The CRP, customer and VRC all agree that it is an appropriate placement.*

2. **I see there are three job placement activities listed in the contract. I have completed three employment site visits with the customer, and they have had two job interviews. Can I submit an activity report with this information for the activity payment?**
   *No, you must complete a minimum of one activity in its entirety, as listed in the contract, to receive the activity payment. You are not able to "mix-and-match" Job Placement activities.*

3. **Job Placement Activities state, "Five employment site visits accompanying the customer." As a CRP, if I cannot drive up to meet with the employer and the customer, but I make the call to the employer and schedule an interview for the customer, will that count as a site visit for the customer?**
   *The contract language is clear that this activity is conducted <u>with</u> the customer. There may be instances when a virtual meeting is allowable due to the COVID-19 response, however, please discuss this with the VRC prior to conducting virtual job placement activities.*

4. **How can I get paid for the Job Placement Activity if the customer achieves job placement before I can submit my activity report?**
   *If Job Placement occurs after the Intake Fee is invoiced and before the Activity Fee Requirements are invoiced, the contractor shall submit one itemized invoice and two separate reports for:*
   A. *The Activity Fee.*
   B. *The Outcome Fee.*

*The activity fee report you would submit for in this circumstance would be "(C) One (1) job offer."*

5. **In what circumstances will I be paid the Health Care Coverage Bonus?**
   *The bonus will be paid if the DVR customer obtains a permanent, competitive and integrated job of 30 hours or more per week and the position includes employer-provided health Care benefits.*

6. **Does health care coverage have to begin with the customer's first day of paid employment before the bonus is paid?**
   *Payment of the Health Care Coverage Bonus does not have to wait until health care benefits go into effect. It is common for employers to offer health care with the benefit taking effect 90 days or later after the first day of employment.*

7. **Does the customer have to accept the health care benefits in order for the Health Care Coverage bonus to be paid?**
   *No, the customer does not have to accept the benefits for the CRP to receive the bonus payment.*

8. **There are three new bonuses related to Job Placement Services. When can I bill for each of these?**

   ***High Wage Bonus** – this bonus is the unique one as the CRP cannot invoice for this bonus until the customer has retained their job for 90 days. This is because we want to ensure that the customer has maintained the high wage for at least their first 90 days of employment. The CRP will need to work with the customer to gather evidence that their wage still meets the criteria for high wage.*
   ***Rapid Placement Bonus** – this bonus can be billed after the customer has completed their first full day of employment.*
   ***Rural Area Bonus** - this bonus can be billed after the customer has completed their first full day of employment. The CRP may choose to invoice for the Rapid Placement and/or Rural Area bonus at the same time they invoice for job placement.*
   ***Rural Placement Bonus** – this bonus has two parts. The CRP may claim one or both parts. The first is if the customer lives in a rural area and gets a job. The second is if the job itself is in a rural area. This bonus may be billed at the same time the CRP reports and invoices for job placement outcome.*

9. **Can I include the bonus reporting on the SDOR for Job Placement Outcome?**
   *Yes, for all but the high wage bonus (which can be billed after 90 days of employment), you can report and invoice for the bonus at the same time as Job Placement Outcome. The SDOR has a box for referencing that you are including bonus reporting. Please make it clear that you are reporting on several items, ensure that you include all details to show the bonus requirements are met, and include the amounts. Also remember to invoice for the bonuses. Please note that there will not be an AFP for you to reference for the bonus, because it is only produced if the bonus is claimed.*

10. **I can't find the bonus information in the CRP/IL Contract and it's not on the SDOP. Where is it?**
    *The bonus information can be found on the CRP/IL fee schedule.*

11. **A CRP reported that a DVR customer received a job offer, but then the employer rescinded the offer. The CRP had no explanation as to why the job offer was rescinded. Can the Job Placement Activity Fee be paid?**
    *Since the job offer was rescinded before the customer had the option of accepting or declining the job offer, it is not considered a valid job offer. No Job Placement Activity Fee would be paid in these circumstances.*

12. **A customer turned down a job offer. Can the Job Placement Activity Fee be paid?**
    *Yes. If there was a job offer, the CRP can still be paid the Activity Fee. The CRP is only paid one Activity Fee per Job Placement Service, so they would not be entitled to multiple Activity Fees for numerous job offers.*

13. **Starting on July 1, 2023, CRPs can look for seasonal and on-Call/intermittent jobs. Is that for anyone?**
    *No, the VRC and customer would have discussed these types of jobs ahead of time and the reasoning for and need for this type of work would be documented in the Vocational Assessment that DVR does with the customer and should be shared with you. The SDOP has a spot for the VRC to mark that it is acceptable to look for seasonal or on-Call/intermittent jobs for that customer. There are specific definitions for both seasonal and on-Call/intermittent in the CRP/IL contract.*

14. **What are On-the-Job Training Services?**
    *On-the-Job Training Services are a type of training provided to the customer in the work setting by the employer and paid for by DVR. These services are not paid to the CRP.*

15. **Can I be paid the outcome fee for job Placement even though the customer is still receiving On-the-Job Training?**
    *If OJT services are being provided by the employer and paid for by DVR, job placement is considered achieved when the OJT is completed. DVR will pay the CRP for job placement when the OJT is completed, and the placement has been achieved.*

16. **How do we verify employment for a customer when submitting the job placement SDOR?**
    *When job placement is successfully completed, in addition to the SDOR and Invoice, the CRP must provide one of the following methods of verification of employment:*
    - *A letter signed by the employer verifying DVR customer's first day of paid employment in a permanent, integrated and competitive job has been completed.*
    - *A copy of the DVR customer's pay statement.*
    - *Information from employer database systems indicating the individual's start date or wage.*

17. **The letter signed by the employer verifying the customer's employment is not on company letter head; is this acceptable?**
    *The CRP-IL contract does not require the employment verification be on official company letterhead.*

18. **The customer was offered a temporary position that could result in a permanent position; is this considered a successful placement?**
    *Not all temporary to permanent positions are acceptable. For the placement to be considered successful and warrant a payment, the temporary to permanent job placement must meet the following criteria:*

- *Employer's written verification that the employer's customary hiring practice is to start most of their permanent employees as temporary staff.*
- *Placement is in accordance with the SDOP and IPE.*
- *Customer agrees to placement.*

## Intensive Training Services

**Definition**

"Intensive Training Services" means one-on-one job skills training and support provided at the Supported Employment job site, including routine engagement either on site or through a hybrid of both Remote Service Delivery and in-person Intensive Training Services. Intensive Training Services are not meant to be provided fully remotely due to the nature of interaction with the employer to determine stability.

Intensive Training Services enable the customer to:

A. Attain Job Stabilization as determined by the Employer, the customer, the contractor and the VRC in on-the-job performance, with job supports.
B. Meet their employer's expected levels of work productivity.
C. Transition to long-term Extended Services provided by an entity other than DVR.

Intensive Training Services are only for DVR customers who:

A. Have an employment goal that requires Supported Employment.
B. Are working in a paid Integrated Work Setting or Customized Employment job.
C. Need to achieve job stabilization in their on-the-job performance to transition to long-term Extended Services as provided by an entity other than DVR.

**FAQs**

1. **Upon job placement, can Intensive Training and Job Retention Services both be provided for the same customer?**
   *No, Intensive Training and Job Retention Services cannot both be provided for the same customer. Intensive Training Services can only be provided for DVR customers who have an employment goal that requires supported employment. Job Retention Services are provided for DVR customers who have an employment goal that does not require supported employment.*

2. **I provided Job Placement Services to a customer, and I feel they need Intensive Training Services; how do I tell the VRC these services are necessary?**
   *You may let the VRC know. However, the VRC and customer determine that additional training supports are needed after job placement.*

3. **Can a customer receive Intensive Training Services from a different CRP, even though I provided the Job Placement Services?**
   *Yes, customers may choose a different vendor to provide ITS.*

4. **Can the service level for Intensive Training Services differ from the service level for job placement?**
   *Yes, a customer may have a different level of support needed for ITS. Service levels may change with each service.*

5. **Can I only provide Intensive Training Services for 90 days?**
   *Intensive Training Services are not limited to 90 days. ITS is considered complete when the customer attains job stabilization and can maintain satisfactory on-the-job performance and has transition to long-term employment supports (Extended Services) provided by an entity other than DVR.*

6. **Who determines when job stabilization is achieved?**
   *Job stabilization is determined by the employer, the customer, the CRP, and the DVR counselor through collaboration and communication. All parties agree that the needed supports are in place that will allow the customer to maintain satisfactory on-the-job performance.*

7. **How is job stabilization determined?**
   *Job stabilization is determined for each person in supported employment based on their unique circumstances. The VR counselor determines that the customer's work performance is stabilized with input from the customer, employer and extended service provider when:*
   - *The customer has reached the agreed-upon goal for the number of weekly hours worked, unless the customer and the VR counselor agree that the job represents substantial and suitable employment.*
   - *The customer has reached a maximum level of on-the-job employment and meets employer expectations.*
   - *The supports available are adequate for the customer to maintain stable employment and meet the employer's expected level of work productivity.*
   - *The customer has long-term employment supports available and is able to transition to these services to maintain job stability.*

8. **Can Intensive Training Services be provided remotely?**
   *Yes, some ITS services can now be provided remotely, however services should not be provided fully remotely. Remote services may be provided if the customer and VRC agree that remote services will meet the customer's needs and they have the appropriate technology and ability to use the technology. Services are not meant to be provided fully remotely, and communication and interaction with the employer is still expected to determine that the customer is achieving stability in their job.*

## Job Retention Services

### Definitions

Individualized job site training and support services that enable a customer to learn essential functions of the job and meet the employer's expected level of job performance for at least 90 calendar days after services are authorized.

Job Retention Services are authorized if DVR and the customer determine that additional training and supports are needed after job placement to ensure the customer learns essential job functions and retains continuous employment for 90 calendar days after Job Retention Services are authorized and started.

Job Retention Services are not authorized:

A. For customers with an employment goal that requires supported employment.
B. For customers who received Job Placement Services and OJT Services that are paid by DVR to the employer. A VR Supervisor may approve exceptions for authorizations for Job Retention Services for customers who received Job Placement Services and OJT Services

## FAQs

1. **Upon job placement can Job Retention and Intensive Training Services both be provided for the same customer?**
   *No, Job Retention Services and Intensive Training Services cannot both be provided for the same customer. Job Retention Services can only be provided for DVR customers who have an employment goal that does not require supported employment. Intensive Training Services can only be provided for DVR customers who have an employment goal that requires supported employment.*

2. **I provided Job Placement Services to a customer, and I feel they need Intensive Training Services; how do I tell the VRC these services are necessary?**
   *The counselor and customer determine that additional training supports are needed after job placement in order to learn the essential functions of their job and retain their job.*

3. **Can a customer receive Job Retention Services from a different CRP, even though I provided the Job Placement Services?**
   *Yes, customers may choose a different vendor to provide Job Retention Services.*

4. **Can the service level for Job Retention Services differ from the service level for job placement?**
   *Yes, a customer may have a different level of support needed for Job Retention Services. Service levels may change with each service.*

5. **Must the 90 calendar days of Job Retention be continuous?**
   *The contract states the CRP is required to provide intervention to ensure the customer continues to meet the employer's expected level of job performance and retains continuous employment for 90 calendar days after Job Retention Services are authorized and started.*

   *If Job Retention Services are interrupted due to furloughs, or other interruptions caused by COVID-19, the VRC/VRS will evaluate the circumstance on a case-by-case basis and may choose to make a partial payment for the service. The service can then be initiated when the customer is allowed to return to work and be provided for 90 continuous calendar days.*

6. **A part-time job was located by the CRP for a DVR customer and Job Retention Services were provided for that position. Later, the customer was offered and accepted a full-time position with the same employer and will need Job Retention Services. Can DVR provide Job Retention Services a second time for the customer with the same employer?**
   *Since the full-time position is a new job for the customer, Job Retention Services may be authorized. DVR and the customer may determine that additional training and supports are needed to ensure the customer learns essential functions of the job and retains their employment for 90 calendar days past the point of the first day of paid employment in the new position.*

7. **Can Job Retention Services be performed remotely?**
   *Job Retention Services may be provided remotely if the VRC and customer agree that it will meet the customer's needs. Some or all services may be provided remotely if agreed upon, and the customer has the technology and the ability to use the technology. Communication with the employer is still expected and the services must still assist the customer in learning their essential job functions and maintaining their job for at least 90 days.*

## Supported Employment

**Definitions**

Supported Employment services support individuals with the most significant disabilities including youth with most significant disabilities who need intensive services and supports to achieve an employment outcome. Customers are determined eligible for Supported Employment services pursuant to WAC 388-891A-1010.

"Extended Services" means ongoing support services and other appropriate services needed to support an individual with a most significant disability in supported employment; such services are provided by a state agency, a private nonprofit organization, employer, or any other appropriate resource, from funds other than DVR funds, after an individual with a most significant disability has made the transition from support provided by DVR.

## Youth Extended Services

**Definition**

In the VR process for customers receiving supported employment services, the final phase of VR service provision after job placement and stabilization is the transition from time-limited support services to extended services. Extended services are ongoing support services, typically paid for by either the DSHS Developmental Disabilities Administration, through county DD programs, or the Foundational Community Supports program administered by the Washington State Health Care Authority.

Following an update to chapter 388-891A WAC Vocational Rehabilitation Services for Individuals with Disabilitites, which aligns state and federal rules after WIOA, DVR may pay for the provision of extended services under certain conditions. Specifically, DVR may pay to provide extended services when all of the following apply for a customer:

1) the customer is a "youth with a most significant disability" as defined in WAC 388-891A-0010 (19), meaning that they are not younger than 14 years of age and not older than 24 years of age, and receiving supported employment services.
2) the counselor and customer have discussed whether continued time-limited supported employment services would be appropriate, and both have determined that no further time-limited supported employment services are needed to support and maintain their supported employment before they transition to extended services.
3) no other source of extended services is available for the customer.

**Related Washington Administrative Code (WAC):**
WAC 388-891A-1050 What are extended services?
WAC 388-891A-1060 Who provides the extended services I need?
WAC 388-891A-1075 What is required for me to change from time-limited support services to extended services?

## FAQs

1. **Is this service in the contract?**
   *Yes, it was added July 1, 2023, and the name was changed from "Extended Services" to "Youth Extended Services" to better reflect the purpose of this service.*

2. **What is the fee structure for Extended Services?**
   *This service has an associated Youth Extended Services Service Delivery Outcome Plan that authorizes up to 26 hours per month of extended services at the rate of $105.00 hour. The VRC will enter the maximum amount of hours per month allowed and the dates of service.*

3. **Who decides the number of hours and length of time for the SDOP?**
   *The VRC will determine, in consultation with the customer, the maximum number of hours authorized per month, and the length of time the service will be provided. This may be adjusted with ongoing input from the customer and CRP.*

4. **What if the customer needs more than 26 hours per month of supports on the job while using Youth Extended Services?**
   *The maximum number of hours permitted on the SDOP for Youth Extended Services is 26 hours per month. The limit and the fee associated with the service align with the typical maximum hours provided for in county DD contracts for employment providers for individual employment. If more than 26 hours per month are needed for a customer, the VRC should document the requirement for more service hours and staff the case with their supervisor to request an exception to this maximum.*

5. **What should be included in the Service Delivery Outcome Report?**
   *Please document what on-site support/training you performed, including dates and hours of all activities provided. The hours authorized are the maximum per month – CRP will bill for the actual number of hours utilized each month in support of the customer.*

*The Service Delivery Outcome Plan also requires the contractor to report that the customer is able to maintain satisfactory on-the-job performance with the quantity and type of long-term employment supports that are available to the customer from an Extended Services provider, and to document if a source of Extended Services other than DVR has been identified.*

6. **Are Youth Extended Services provided in place of Intensive Training Services?**
   *No. Youth Extended Services are provided after the customer has reached stability and no longer needs time limited Intensive Training Services, and if they meet the criteria in number 7, below.*

7. **Can <u>any</u> DVR customer who does not have Extended Supports available from outside agencies utilize Youth Extended Services?**
   *No. Youth Extended Services are provided only in the following circumstance:*
   *1) the customer is a "youth with a most significant disability," meaning that they are 24 years of age or younger and receiving supported employment services.*
   *2) the counselor and customer have discussed whether continued time-limited supported employment services would be appropriate, and both have determined that no further time-limited supported employment services are needed to support and maintain their supported employment before they transition to extended services.*
   *3) no other source of extended services is available for the customer.*

8. **When do DVR Youth Extended Services end?**
   1) *When the youth has transitioned to Extended Services provided by funding other than DVR (such as Developmental Disabilities Administration waiver, Foundational Community Supports, natural supports, or other).*
   2) *The youth no longer meets the established age limit (turns 25).*
   3) *Has received the services for a period of four years.*

## Off-Site Psycho-Social Job Support Services

**Definition**

"Off-Site Psycho-Social Job Support Services" means regular therapeutic interaction with a customer who needs services to address mental health or psycho-social related barriers to employment and does not require on-site or task related services. Off-Site Psycho-Social Job Support Services shall enable the individual to maintain satisfactory job performance and successful interactions with others at the workplace. This interaction occurs away from the customer's workplace to assist the individual in areas such as, but not limited to, the following:

- Adjusting and adapting to the work environment and/or the stresses of working.
- Maintaining a punctual work schedule and/or adjusting to any changes in their schedule.
- Positively accepting supervision and direction.
- Maintaining positive interpersonal relationships and/or communicating effectively with their supervisor, co-workers and others whom they shall interact with at the workplace.
- Recognizing and changing psycho-social behaviors they exhibit at their workplace that impede or compromise their job performance and/or ability to interact with others.
- Recognizing and addressing the escalation of any anxiety or stress symptoms that impede or

compromise their job performance and/or ability to interact with others.
- Adjusting to other significant changes in lifestyle or personal circumstances that occur because of their employment.

There are two Off-Site Psycho-Social Job Support Services: Supported Employment and Non-Supported Employment.

**Off-Site Psycho-Social Job Support Services- *Non-Supported* Employment** shall be authorized when:
- The DVR customer has received CRP Job Placement and employment is accomplished.
- A VRC and DVR customer determine the customer is in need of Off-Site Psycho-Social Support Services and does not require supported employment services.
- The customer needs off-site support that is not related to learning direct work tasks but related to handling the psycho-social aspects of work.
- The VR Counselor and DVR customer determine additional psycho-social job support is needed away from the individual's workplace to ensure:
    - The DVR customer successfully adjusts to the work environment.
    - The DVR customer retains continuous employment for 90 calendar days after Off-Site Psycho-Social Job Support Non-Supported Employment services are authorized and started.

**Off-Site Psycho-Social Job Support Services- *Supported* Employment** shall be authorized when:
- The DVR customer has received a CRP Job Placement and employment is accomplished.
- A DVR customer is in need of Off-Site Psycho-Social Job Support Services and requires Supported Employment Services.
- The customer needs off-site support that is not related to learning direct work tasks, but related to handling the psychosocial aspects of work.
- The VR Counselor and the DVR customer determine additional psycho-social support is needed away from the individual's workplace to ensure:
    - The DVR customer successfully adjusts to the work environment.
    - The DVR customer achieves stabilization in the job in the job and has transitioned to extended services.

## FAQ

1. **Can any CRP provide Off-Site Psycho-Social Job Support Services (Non-Supported or Supported Employment)?**
   *No. Qualifications of CRP Staff Providing Off-Site Psycho-Social Job Support Services (Supported Employment or Non-Supported Employment) are as follows:*

   *Each staff person in your organization that will provide Off-Site Psycho-Social Job Support Services must meet one of the following qualifications, or be directly supervised by an employee with one of the following qualifications listed below:*

   (a) *Certified Rehabilitation Counselor by the Commission of Rehabilitation Counselor Certification.*

(b) *Mental Health Credentialing, by Washington State Department of Health. One of the following credentials is acceptable:*
   i. *Mental Health Counselor Associates License.*
   ii. *Mental Health Counselor Associate Temporary Practice Permit.*
   iii. *Mental Health Counselor Certificate.*
   iv. *Mental Health Counselor License.*
   v. *Mental Health Counselor Temporary Practice Permit.*

## Pre-Employment Transition Services

Pre-ETS Services provided through the CRP/IL contract are only provided to students who are on a DVR caseload. This means that student will have an open DVR case and is eligible for DVR services (as opposed to "potentially eligible" students who are not on a caseload). These services are career exploration and are not intended to help the student find a job. They are used to help them find out what they like and dislike, and eventually lead to a job goal as they proceed through services.

**Definitions related to all CRP/IL Pre-ETS services**

"Student" means an individual, ages of 14 through 21, with an IEP that includes post-secondary transition planning, a Section 504 Plan, or a documented disability who is attending or enrolled in a secondary, postsecondary, or other recognized education program.

**Note:**

In the CRP/IL Contract, when the term "student" is used, we are referring to a student with a disability as defined under IDEA.

**FAQs**

1. **Are all reports for CRP Pre-ETS services written directly to the student?**
   *Yes, reports for Pre-ETS services only (WBLE, WRT, Informational Interview, Job Shadow) should be written directly to the student and in non-evaluative language. Reports should be shared with the student to help them in their career exploration and learning process.*

2. **Is the CRP responsible for making sure the areas of interest are coordinated with the student's school?**
   *No, that is the VRC's job and they should have coordinated prior to initiating the referral for the service.*

## Work Based Learning Experience

**Definitions**

"Work-Based Learning Experience" means activities where a student is placed into a competitive, integrated work setting where they get paid the Washington state or local minimum wage, whichever is higher, to perform a non-permanent job at an employer's work site in accordance with Washington State Teen Worker rules established by the Department of Labor and Industries. WBLE is not intended to be a permanent placement.

A. WBLE-A is a work-based learning experience at 11+ hours per week over a period of 4-6 weeks.

B. WBLE-B is a work-based learning experience at 11+ hours per week over a period of 7-9 weeks.
C. WBLE-C" is a work-based learning experience at 11+ hours per week over a period of 10-12 weeks.

Work-Based Learning Experience Requirements:

A. Students participating in Work-Based Learning Experiences shall be paid an hourly wage by the contractor at the rate of the prevailing Washington state or local minimum wage, whichever is greater.
B. The student shall be placed in a competitive, integrated workplace setting based on their areas of vocational interest, which shall be outside of the traditional school setting and not at a CRP site.
C. Contractor activities shall include developing the site; helping the student plan and access transportation to the site; providing workplace readiness instruction (e.g., grooming, social skills, appropriate workplace behavior and other goals commensurate with individual student needs); collecting employer feedback; post-WBL debriefing with student.
D. The contractor shall maintain accurate time sheets that document the dates and hours that a student participates in a Work-Based Learning Experience.
E. Work-Based Learning Experiences are not considered assessments.
F. Work-Based Learning Experiences do not include job placement or job retention.

**FAQs**

1. **How old does a student need to be to participate in a Work Based Learning Experience?**
   *Students ages 16-21 (up until their 22nd birthday) may participate in a WBLE. Students under the age of 16 are not allowed to participate due to teen labor laws.*

2. **What paperwork goes along with a Work Based Learning Experience ?**
   *There are some extra pieces of documentation that go with a WBLE. Here are the associated items that may be included:*
   a. *SDOP – there is always an SDOP for CRP services, and WBLE has its own, one for each level, A, B or C.*
   b. *Work Based Learning Agreement – this form is provided by the VRC when the service is initiated and the parts the VRC can fill in should be addressed at the SDOP coordination meeting. The CRP will complete this form as they develop the site and learn all the information necessary to complete the form.*
   c. *Parent Authorization for Summer Work – this is a form that the VRC will provide if the student is under age 18 and is completing their WBLE in the summer months. This form will require employer input.*

3. **Who pays the student's wages?**
   *There are several ways to ensure the student gets paid.*
   a. *The CRP may pay the student's wage and invoice DVR. They would take the student on their payroll and assume liability and payroll responsibilities for the student. CRP pays at least minimum wage to the student. They may add a 15% admin cost to the hourly wage for administrative fees. The CRP may bill DVR at regular intervals or at the end of the WBLE.*
   b. *The employer may pay the student's wage and invoice DVR. The employer would take the*

*student on their payroll and assume liability and payroll responsibilities for the student. The employer must become a vendor for the State of Washington and the VRC can assist them in that process. The employer may invoice DVR at regular intervals or at the end of the WBLE.*

c. *The employer may hire the student for the duration of the WBLE and pay wages directly to the student with no reimbursement.*

4. **Is the goal of a Work Based Learning Experience to get a job or to assess the student?**
*The goal of a WBLE is neither of these. The goal is career exploration. That means that the goal is not to get a permanent job or even a temp job. It is designed for the student to gain experience and exposure to work and what it is like to get paid for a job. For that reason, it is also not an assessment, and the report should not be written like an assessment.*

5. **What if the tudent ends up getting a permanent job from their Work Based Learning Experience?**
*There are times when a job results from a WBLE. If this happens, the CRP is not paid for placement, or any bonuses related to job placement. If needed, DVR may provide Job Retention or Intensive Training Services, which may or may not be contracted with the same CRP.*

## Work Readiness Training

**Definitions**

"Workplace Readiness Training" means training to acquire or enhance commonly expected skills that employers seek from most employees. Workplace readiness skills are a set of skills and behaviors that are necessary for any job, sometimes called soft skills, employability skills or job readiness skills.

A. WRT– A provides on-site Workplace Readiness Training for 4-6 weeks.
B. WRT– B provides on-site workplace readiness training for 7-9 weeks.
C. WRT– C provides on-site workplace readiness training for 10-12 weeks.
D. WRT – D provides off-site stand-alone workplace readiness training for a student not in conjunction with a WBLE. The goal is to learn appropriate work-related skills and behaviors outside of or prior to the WBLE.

### Workplace Readiness Training Requirements:

The contractor shall provide on-site Workplace Readiness Training for students participating in a Work-Based Learning Experience when the student requires additional support to learn appropriate worksite behaviors.

- Workplace readiness training shall include but is not limited to:
  - Instruction in communication and interpersonal skills.
  - Orientation and mobility training.
  - Understanding employer expectations for punctuality and performance.
  - 'Soft' skills necessary for employment.
- Specific workplace readiness goals for this experience developed in collaboration with the DVR VRC, and the student's school transition Individual Education Plan (or other school –based transition IEP or other school-based transition overall goals.
- The service is not intended as traditional job coaching to teach job-specific tasks.

**FAQs**

1. **When providing WRT, does the CRP need to be on-site the entire time the student is participating in the WBLE?**
   *No, the CRP does not need to be at the job site the entirety of the time the student is participating in their WBLE. They only need to be there as appropriate to ensure things are going well and to work on the identified WRT goals.*
2. **Is WRT-D new? How does it work?**
   *WRT-D was added to the CRP/IL Contract that started July 1, 2023. This option allows a CRP to work with a student either before they go into a WBLE or if they never do a WBLE. Some students may need WRT before they even start a WBLE, and this service offers an opportunity for that to happen if needed. This service will be initiated by the VRC.*
3. **If I am contracted to do a WRT-D, how much time should I spend on the services and what should we work on?**
   *Stand-alone WRT-D shall be no less than 15 and no more than 20 hours of direct service to learn appropriate work behaviors listed on the Service Delivery Outcome Plan. All hours of work with the student shall be documented on the Service Delivery Outcome Report*

## Informational Interview

**Definition**

"Informational interview" means activities where a student has an informal conversation with someone working in a career area or job that interests the student, who gives information and advice. It is for the purpose of research and is not expected to be a job interview or to find job openings.

### Intent of Service:

(A) To provide up to three informational interviews to a student with a disability for the purposes of career exploration.
(B) Each informational interview should last between 30-60 minutes.
(C) The informational interview should be located at a business or organization not related or connected to the contractor's own agency.
(D) Specific areas of interest will be identified in coordination with the student's school and will be listed on the SDOP.

## Job Shadow

**Definition**

"Job Shadow" means activities where a student works with an employee for a period of time to learn about new aspects of the job, organization and behaviors or competencies related to the job.

### Intent of Service:

(A) To provide up to 10 hours (1-5 hours per Job Shadow) of Job Shadow experiences to a student with a disability for the purposes of career exploration.
(B) Each Job Shadow consists of one to five-hour observations at a business in the community that are consistent with the student's interests.
(C) The Job Shadow should be located at a business or organization not related/connected to the contractor's own agency.
(D) Specific areas of interest will be identified in coordination with the student's school and will be listed on the SDOP.

## Mandatory Training for CRP Staff

13 courses developed for CRPs by WISE, can be on the DVR Website
https://www.dshs.wa.gov/dvr/dvr-supported-employment-training

Certificates of completion for each training module shall be retained in the employee's personnel file and be made available to DVR upon request. A template certificate is available on the training site as a courtesy, although you may create your own certificate.

**FAQ**

1. **My staff recently completed these trainings in 2022. Do they have to take the courses again?**
   *Yes. The contractor's current direct client service providers and program staff shall complete all 13 courses within 12 months of the contract start date.*
   *Newly hired employees are required to complete all 13 courses within 90 days of the employee's hire date*.

## Independent Living Services

**Definitions**

"IL Skills Training Services" means services to develop a customer's skills and abilities to mitigate or eliminate their IL barriers to employment.
"IL Work-Related Systems Access Services" means services to the customer to assist in accessing and utilizing public support systems.
"IL Evaluation" means an evaluation process to identify a customer's IL strengths, limitations and needs for IL Skills Training or IL Work-Related Systems Access Services.
"IL Pre-ETS Self Advocacy Training" means activities intended to help a student gain self-advocacy skills, including problem-solving strategies, assertiveness training, strategies for exercising civil rights and self-determination strategies. Self-advocacy includes an individual's ability to effectively communicate, convey, negotiate or assert their own interests and/or desires.

**FAQs**

1. **Do individual staff have to be qualified to provide IL Services?**

*Yes, there are individual personnel qualifications that the CRP employee must meet prior to providing IL Services. DVR will evaluate each submission of qualifications and approve/deny based on the information provided.*

2. **I have staff that have been approved to provide IL Services, can they supervise someone who has not been approved?**
   *No, only individuals who have been approved by DVR may provide IL Services.*

3. **Can I use IL Service hours for report writing?**
   *No, IL Services are paid only for time that directly pertains to the delivery of services. DVR will not pay for time involved in developing the SDOP or report writing.*

4. **Does DVR pay for travel expenses for IL Services?**
   *It is possible that DVR can pay for travel expenses for IL Service. This would need to be discussed and authorized by the VRC you are working with. The best practice is to discuss it at the meeting to sign the SDOP and discuss services.*

5. **Can I be paid a partial payment for IL Services?**
   *Because IL Services are paid hourly, there is not an option for partial payment for Skill Training or Work-Related Systems Access. It may be possible to receive partial payment for an IL Evaluation that was incomplete for reasons outside of the IL Vendor's control. Please work with your VRC/VRS to determine if partial payment is an option.*