

Client Services Manual

2700 REHABILITATION PROGRAM DEVELOPMENT

2701 Informed Choice. The Counselor will develop a collaborative relationship with the client and will assist the individual in identifying goals, services, and service providers in assessing relevant factors related to each option. The Counselor of record will provide or assist the client in acquiring information necessary to make an informed choice regarding selection of the vocational goal, objectives, services, and service providers that are suitable and meet the client's needs.

2702 Comprehensive Assessment. To the extent possible, the vocational goal, intermediate objectives, and the nature and scope of rehabilitation services to be included in the client's *Individualized Plan for Employment* (IPE) will be determined based on data used for the assessment of eligibility and priority for services. To prepare the IPE, the Counselor will conduct a comprehensive assessment of the career goals, unique strengths, resources, priorities, interests, and needs (including the need for supported employment services) of an eligible individual in the most integrated setting possible, consistent with the client's informed choice.

2702.1 Scope of Assessment. The comprehensive assessment:

A. Is limited to information that is necessary to identify the rehabilitation needs of the eligible client and to develop the rehabilitation plan and vocational goal;

B. Uses as a primary source of such information to the maximum extent possible and appropriate and in accordance with confidentiality requirements existing information including that provided by the client, client's family, and educational agencies;

C. May include an analysis of pertinent medical, psychiatric, psychological, neuropsychological, vocational, educational, cultural, social, recreational, environmental factors, and related functional capacities that affect the client's employment and rehabilitation needs; and,

D. May include an assessment through provision of assistive technology services of the client's capacities to perform in work and home environments,

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including in an integrated setting to the maximum extent feasible consistent with the individual's informed choice. (Section 3700 Rehabilitation Technology)

2702.2 Factors for Consideration in Comprehensive Assessment. Along with other psychological, medical, and/or vocational diagnostic evaluations, extensive assessment services may be utilized to assist the Counselor in determining the most appropriate vocational pursuits. Comprehensive assessment and evaluation information are available in the following forms:

A. *Transferable skills analysis:* The client's transferable skills (skills, aptitudes, and abilities) and previous training should always be considered during comprehensive assessment. The Counselor will evaluate past job experiences, previous training, and assessment information (academic, aptitude, psychological, and achievement).

B. *Job Analysis:* The job or job range the client is considering, especially in cases where training is being considered, should be one for which there will be a placement demand when the client completes training. If placement is not available in the local area, the client must be willing to relocate to facilitate placement. The Counselor and client must consider carefully the range outlook. The Counselor will document discussion with the client of resources to be utilized to support the availability of employment.

C. *Career Inhibiting Legal Concerns:* If the client has a felony conviction or another legal history situation resulting in career-related issues and is considering an occupation that requires licensure/certification, there may be a question whether s/he may be licensed/certified owing to the criminal record. In such case, the Counselor will clarify the matter with the appropriate state licensing/certification board. The Counselor will not approve a vocational goal selection or training when the client will not be able to obtain the necessary licensure/certification.

2702.3 Types of Assessments. Along with other psychological, medical, and/or vocational diagnostic evaluations, extensive assessment services may be utilized to assist the Counselor in determining the most appropriate vocational pursuits. Comprehensive evaluations are available in the following forms:

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A. *Vocational Evaluation.* The vocational evaluation provides a comprehensive, intensive evaluation of work potential to assist in determining the specific job or range of jobs for which the client is best suited considering the individual's capabilities, limitations, interests, work habits, and employment locale. The evaluation is conducted through use of psychometric testing, work samples, behavior observation, learning styles assessment, transferability of job skills assessment, functional capacities study, and/or career exploration.

B. *Functional Capacities Study.* This evaluation provides information about the client's physical or functional abilities and limitations by assessing mobility, work positioning, strength, range of motion, and endurance. The study must be completed by a licensed occupational or physical therapist.

C. *Community Based Assessment.* This service provides the client having a significant or most significant disability with the opportunity to observe and/or explore different jobs at community business sites to assist making an informed choice toward determining a vocational goal. In planning this service, the Counselor must consider that the:

1. Service be provided in a community integrated, competitive work setting.

2. Amount of service to be authorized should be based on the client's previous work history and stated preferences. The vendor's service plan may include four hours of interview time with the client and family members. Observation of the work site is limited to four hours per site. The plan must include at least two work-based training (observation and/or actual training) experiences but no more than 24 hours per work site. The interview and work experiences may not exceed a total of 90 hours and must be completed within 90 days. Additional time may be requested by exception through supervisory channels to the District Manager.

3. Assessment is completed by an acknowledged Division community rehabilitation program or service provider.

4. Community based assessment may be arranged in a paid or unpaid work environment. If the service is provided in an unpaid environment, the Counselor must obtain written documentation on the *Trial Work Contract* that the client, client's parent, guardian, or legal representative agrees to the individual's

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participation in non–paid work settings. Additionally, the Counselor will complete the *Statement of Certification for Unpaid Work Based Training Program* and the *Unpaid Work–Based Training Report*. The CRP must submit the *CRP Service Plan* to the Counselor. If the service is provided as a paid experience, then the entity paying the client will then take on the liability of the client being in that work site.

D. *Work Skills Assessment*. This service is utilized for clients who have a general idea of a specific vocational goal, but it is unclear if the individual can meet the daily demands of work. This service can be utilized to determine a vocational goal but only in one specific vocational area. In planning this activity, the Counselor must consider that the service:

1. Can be provided in a community or facility based integrated setting. The assessment may not exceed 90 hours and must be completed within 90 days. Additional time may be requested by exception through supervisory channels to the District Manager.
2. Can be a paid or unpaid experience. If the service is provided in an unpaid environment, the Counselor must obtain written documentation on the *Trial Work Contract* that the client, client’s parent, guardian, or legal representative agrees to the individual’s participation in non–paid work settings. Additionally, the Counselor will complete the *Statement of Certification for Unpaid Work Based Training Program* and the *Unpaid Work–Based Training Report*. The CRP must submit the *CRP Service Plan* to the Counselor. If the service is provided as a paid experience the entity paying the client will then take on the liability of the client being in that work site.
3. Allows the individual to be assessed in one vocational area; and,
4. Allows the individual to be assessed for a number of consecutive days in a consistent work site.

2702.4 Plan Development Timeframe. The maximum time permitted to develop and complete the IPE will be 90 days following the determination of eligibility. Plan Development for Transition students has additional components and has been outlined in *Section 4000 Transition Programs*.

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2702.5 Plan Development Extension. Exceptional and unforeseen circumstances beyond the control of the Counselor may preclude completion of the Plan within 90 days. The Counselor will notify the client or client's representative of those circumstances and mutually agree to an extension for an additional 90 days. Prior to electronically signing the Plan Extension form, the Counselor will provide documentation in *Actions/Details* that indicate communication and agreement with the client or the client's representative regarding the Extension and detailing the exceptional, unforeseen circumstances that prohibit Plan completion. Once the extension is signed by the Counselor, it will be filed in the client's case record.

2703 IPE Development Guidance. The IPE is a vehicle for combining the client's informed participation and the Counselor's expertise in a way that clearly outlines a strategy for confronting the primary issues and reaching the individual's rehabilitation goal. Therefore, the complexity of the comprehensive assessment and the IPE will vary depending on the client's needs and limitations.

2703.1 Services in Integrated Setting. Each VR service provided under an IPE will occur in the most integrated setting that is both appropriate for the service and consistent with the client's informed choice and functional capacities.

2703.2 Planning. The Counselor will facilitate, arrange, coordinate, and monitor as necessary for timely delivery of services included in the IPE. The Counselor should make every effort to be proactive rather than reactive in-service delivery by anticipating service needs to the extent possible and preventing unnecessary service interruptions and delays through appropriate case management, and vocational counseling, and guidance.

2703.3 Relevance to Vocational Outcome. In completing the IPE, a relationship should exist between services rendered and the vocational outcome expected in that the services are necessary and will have a positive effect on the client's preparation for or placement in employment.

2703.4 Supportive Services. During the program formulation phase, the Division can provide a limited scope of supportive services such as transportation, short term maintenance, and other similar sorts of assistance that do not improve the client's functional capacities. If, however, it is determined that a hand splint or some other assistive device is needed for adequate appraisal of an eligible individual's functional and vocational limitations and rehabilitation potential, such

services may be provided during the assessment. Supportive services provided in Status 10 are not subject to the consideration of economic need unless actual devices and/or aids are purchased. All fiscal records related to this purchase should be filed in the fiscal section of the case folder and thoroughly explained in *Actions/Details*.

2703.5 Case Recording

A. *Certificate of Significance of Disability*. The electronic caseload management system requires that the appropriate certificate be completed prior to IPE development.

B. *IPE Approval*. The IPE is subject to review at the supervisor's discretion.

C. *Specificity of Vocational Goal*. The Counselor should enter the title of the specific job in which the client will be placed. If the specific job title is unknown, the Counselor will enter a general occupational route. Although the Counselor has considerable latitude regarding the vocational goal, entries should be as specific as possible. If the goal changes from a general area to a specific area, an amendment to the IPE is required.

D. *Documenting Client's Views*. The Counselor will make every effort to ensure that the views of the client or, as appropriate, the client's representative, are recorded in the section provided for *Client Comments* on the IPE or the Amended IPE.

E. *Notice of Rights and Responsibilities*. The client is given a written explanation of the individual's rights and responsibilities concurrent with completion of IPE development.

F. *Documentation of Significant Events*. The Counselor should record any significant events related to IPE implementation or about the client's progress toward a rehabilitation goal in the section provided for *Actions/Details*.

2704 Individualized Plan for Employment (IPE)

2704.1 Rehabilitation Services Provided Under IPE. Rehabilitation services shall be provided in accordance with an IPE developed with the eligible

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client. Services provided under an IPE will be required for and directly related to the employment goal. Services will be provided within a vocational counseling and guidance relationship in the most integrated setting possible and must have a substantial and positive impact on the client's employment outcome. All services provided under an IPE are subject to the Division's economic resource policies unless specifically cited as exclusions in policy. All services included in the IPE shall be provided in accordance with the prearranged agreement with the client except in circumstances where changes in funding or policies necessitate a revision to the planned services. Upon initial completion of the IPE, the Counselor will advise the client that the IPE is not a binding contract for services and that services outlined on the IPE may be subject to changes in law, Division funding and policies, or administrative approval for certain services.

2704.2 IPE Development

A. *Facilitating Client's Participation.* The Counselor will offer information and technical assistance to eligible clients and/or their representatives as needed to facilitate their full participation as partners in designing and carrying out rehabilitation efforts, including IPE development. Information offered will include *Options for Developing an Individualized Plan for Employment*.

B. *IPE Developed by Client.* When the eligible client desires to develop all or part of the IPE, the Counselor will provide to the client and/or the client's representative a copy of the *IPE Self-Completed Form* published by the Division to assist in this endeavor. The self-explanatory form booklet contains necessary instructions and descriptions of various IPE components.

1. The client and/or client's representative may address any or all required components of the IPE using any format they find most suitable except that all proposed components must be submitted in writing.

2. Should the client and/or client's representative desire to develop an entire IPE for review by the Counselor, IPE components proposed by the client and/or client's representative also will be supported by a written statement addressing required components of the program explanation statement discussed earlier in this section.

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3. After the client and/or client's representative and Counselor agree on all components of the proposed IPE, the Counselor will assist the client and/or client's representative in documenting the IPE by transposing the provisions of those components to forms designated by the Division.

4. All documents submitted to the Division by the client and/or the client's representative regarding IPE development will be filed with the IPE in the case folder.

C. *Approval.* The client or, as appropriate, the client's representative, and the Counselor shall sign and date the IPE and any amendment(s) indicating that:

1. *Client's Agreement.* The terms of the IPE and the client's rights and responsibilities have been explained and are agreed to by the client or, as appropriate, the client's representative.

2. *Counselor's Approval.* The Counselor to whom plan authority has been delegated has approved the IPE. Otherwise, the IPE will be submitted to the supervisor for approval and signature.

2704.3 Contents. The IPE will be documented by the Counselor using form(s) designated by the Division and will include the following components:

A. *Employment Goal.* The IPE shall be developed to achieve the client's rehabilitation goal for employment, consistent with that individual's unique strengths, resources, priorities, needs, concerns, abilities, and capabilities. The rehabilitation goal will be based on the assessment for determining eligibility and priority of services, assessment for determining rehabilitation needs, and the client's informed choice.

B. *Timeframe.* Under the section "I expect to achieve my goal by...", the date entered will be the estimated date of case closure, based on completion of rehabilitation services and 90 days consecutive employment in the vocational goal.

C. *Intermediate Goals.* Intermediate rehabilitation goals will support attainment of the rehabilitation goal and shall be based on the assessment for determining rehabilitation needs and consistent with the client's informed choice.

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D. *Intermediate Objectives and Specific Services.* The specific rehabilitation services to be provided shall be included on the IPE. The following sections will be completed:

1. “*Services I will need*”;
2. “*Who will provide the services*”;
3. “*Who will pay*”;
4. “*Beginning date of services*”; and,
5. “*Ending date of services.*”

E. *Comparable Services and Benefits.* Other sources or benefits that are available to pay in whole or in part for the cost of rehabilitation services shall be indicated.

F. *Evaluation Criteria.* Evaluation will be completed on each intermediate objective. The method and schedule will be based on objective criteria and nature of the service provided.

G. *Post–Employment Services (Vocational Rehabilitation).* The client’s need for post–employment services and, if appropriate, extended services will be indicated.

H. *Financial Arrangements.* Based on the client’s financial resources, the IPE will inform the individual of personal responsibilities regarding any financial arrangements.

I. *Client Comments.* The client or, as appropriate, the client’s representative, will be provided an opportunity to describe how the individual was informed about and involved in choosing among alternative goals, objectives, services, entities providing such services, and methods used to provide or procure such services, and to express personal views concerning the rehabilitation goals, objectives, and services.

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J. *IPE for Supported Employment.* For clients with the most significant disabilities for whom supported employment with ongoing support has been determined to be appropriate, each IPE shall contain:

1. All information appearing in the “*Contents*” paragraph;
2. Selection of the Supported Employment box;
3. A vocational goal;
4. Supported employment as an intermediate objective;
5. A description of the time-limited services to be provided by the Division, not to exceed 100 hours within a 24-month period;
6. Identification of the client’s weekly work goal (stated in terms of hours per week), which reflects the individual’s vocational potential at the time of transition to extended services; and,
7. A description of the extended services needed, identification of state, federal, or private programs that will provide the continuing support and a determination that continuing support is available. In the event that identification of the source is not possible when the IPE is developed, a statement shall be included explaining the basis for concluding that there is a reasonable expectation that services will become available.

2704.4 Program Explanation Statement. It is essential that the case record clearly and fully reflect the foundations upon which the vocational rehabilitation (VR) planning effort will be based, most especially the information and reasoning that shaped the plan and the contributions that the client and the Division will make toward its successful implementation. The program explanation statement is crucial because it provides the only documentation in the case record at the time of IPE development that comprehensively addresses all relevant factors and considerations that led to the vocational choice. Included may be the client’s past work history, educational background, transferable work skills, intellectual capacities, interests, assessments, evaluations, and other relevant information. However, the program explanation must include the following information:

- A. Explain how and why the vocational goal and planned services were

selected;

B. Explain job prospects, placement plans, and placement services that will be required, including a description of efforts to be made by the client and Counselor in obtaining employment; and,

C. Utilization of comparable benefits.

2704.5 Client's Rights and Responsibilities. The Counselor shall advise the client of the individual's rights and responsibilities to include information concerning:

A. The Client Assistance Program;

B. The appeal process;

C. Confidentiality of personal information;

D. Client responsibilities associated with participation in the rehabilitation program; and,

E. Financial participation of the client in the cost of services, as appropriate. The Counselor also shall inform the client that services are subject to funding availability and that the Division will not pay for services that have not been pre-approved and pre-authorized by a signed, written purchase document.

2704.6 Copy of IPE. Immediately upon signature of all parties, the Counselor shall provide the client or, as appropriate, the client's representative, with a printed copy of the IPE and any amendments. Based upon the need and request of the client, the Counselor shall provide a copy of the IPE in Braille or other appropriate mode of communication within 15 working days of required signatures. To the maximum extent possible, arrangements will be made for provision of the IPE in the client's native language or, if appropriate, the individual's representative. The original IPE will be maintained in the client's record of services.

2704.7 Periodic Reviews of Progress. The case will contain documentation of the results of periodic reviews of the client's progress toward achievement of the rehabilitation objectives outlined on the IPE.

2704.8 Annual Review. The IPE shall be reviewed as often as necessary, but no less than annually. Each client or, as appropriate, the client's representative will be offered an opportunity to review the program and jointly redevelop and agree to its terms.

2705 IPE Amendment

A. *When Required.* The IPE will be amended when:

1. Major service(s) is/are deleted and/or added;
2. The vocational goal is revised;
3. There is a change in financial participation;
4. There is a change in the client's responsibilities as an active participant in the rehabilitation effort;
5. The client requests other substantive changes;
6. The client changes vocational goals, changes jobs, or changes employers; and/or,
7. The *IPE* Employment Goal and SOC code does not match the *Status 22 Employment Verification* Employment Goal and SOC due to a change in vocational goal. The IPE will be amended with the most recent Status 22 Employment Goal and SOC as appropriate and compatible with the client's disability. Once the case is moved to Status 22 the client will maintain employment with the same employer, for 90 days to ensure stability and satisfaction of the employment outcome and rehabilitation services are no longer needed.

B. *When Not Required.* An amendment to the IPE is not required for provision of minor services. Minor services provided must be documented in the case record.

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C. *Procedure.* Changes to the IPE will be designated as “Amendment” and include the amendment number. Revisions or amendments to the IPE will not take effect until all parties agree to and sign the IPE amendment. Immediately upon signature of all parties, the Counselor shall provide the client or, as appropriate, the client’s representative, with a printed copy of the IPE amendment(s).

2706 Ineligibility Determined After IPE Development. After IPE development, if the client is determined no longer eligible for rehabilitation services, procedures pertaining to ineligibility and closure of the record of services will be followed. (Section 3000 Closure).