

## **4100 COMMUNITY REHABILITATION PROGRAMS AND SERVICE PROVIDERS**

**4101 General.** This section provides the information, guidance, and instructions most often needed by the Counselor when serving clients with significant or most significant disabilities who need services from community rehabilitation programs (CRP) and other service providers (SP) such as centers for independent living (CIL). The section provides information about the policies and procedures related to services the Division purchases from acknowledged CRP and/or SP within West Virginia.

**4102 Overview.** An acknowledged CRP and/or SP may provide directly or facilitate the provision of services for clients with significant and most significant disabilities that will enable them to maximize their opportunities for employment. The Division seeks the following vocational rehabilitation (VR) services from vendors: assessment for determining eligibility and VR needs, prevocational services, work adjustment, job development, placement and retention services, supported employment, and extended supported employment services.

### **4103 Agency Organization for CRP and SP**

**4103.1 State Office.** Primary responsibility for establishing and maintaining formal relationships with the state's network of CRP and SP is vested in the Rehabilitation Programs Unit which:

A. Provides guidance and assistance to established CRP and SP and ensures that those CRP and SP meet Division guidelines from the vendor acknowledgment process.

B. Provides technical assistance to potential vendors seeking acknowledgment to provide services for Division clients.

C. Maintains and monitors the Division's vendor acknowledgment process, formal agreements, and standards with each acknowledged CRP and SP. The acknowledgment process and/or formal agreements identify the mutual responsibilities of each party and contain information pertaining to authorization of services, payment procedures, and reporting requirements.

D. Reviews requests to increase fees for services. Based upon the reviews, the Unit recommends fee schedule modifications.

**4103.2 State Advisory Committee on CRP.** Established by state statute, this committee includes representatives of state and nongovernmental agencies. Its members advise the Division about issues concerned with the establishment, operation, or utilization of VR services and facilities.

**4103.3 Division Liaison Representatives.** District Managers will assign a liaison representative to each CRP and SP acknowledged to serve Division clients. The mission of the liaison representative is to help develop the capability of the CRP and SP to serve Division clients, enhance communication between the CRP, SP, and Division at all levels of operation, facilitate utilization of the CRP and SP, and collaborate with CRP and SP staff members in serving Division clients enrolled with the CRP and SP. Functions frequently performed by liaison representatives include, but are not limited to:

- A. Providing information about Division programs, policies, and procedures to the CRP or SP and vice versa, including extended supported employment services;
- B. Apprising Division staff members about potential issues that may have a substantial impact on the relationship between the Division and a CRP or SP;
- C. Hearing client complaints and assisting the client and the CRP or SP (or the client and the Division as appropriate) to resolve them;
- D. If requested, serving as an advisor or consultant to the CRP or SP governing body, (which may include attending meetings of the governing body); and,
- E. Providing information to Division staff members that assists them to utilize the CRP or SP fully and effectively.

**4103.4 Vendor Acknowledgment.** Before any Division client may be referred for services, the CRP or SP must be acknowledged by the Division and be in active compliance with all guidelines or acknowledgment requirements that are applicable to its program of services. Acknowledgment is documented by a signed vendor acknowledgment from the Division Director and listing of the CRP or SP in the directory.

## **4104 General Casework Guidelines**

**4104.1 Overview.** In order for the client, parent, guardian, or legal representative to make an informed choice about goals, objectives, services, and vendors, the decision making and service delivery processes must involve frequent written and oral communication between the client, Counselor, and vendor. Any reference to the client's decision-making opportunities and rights throughout this manual section also includes parent, guardian, or legal representative if the client is involved with such legal relationship(s). The following material outlines the roles of the Counselor and vendor in facilitating both written and oral communication to ensure that the client receives effective and efficient service delivery.

### **4104.2 Counselor Responsibilities**

A. *Client Orientation.* During the case development process, the Counselor should:

1. Explain why referral to a CRP or SP is being considered;
2. Describe and explain services of the acknowledged CRP or SP that could benefit the client;
3. Review each CRP or SP's admissions criteria;
4. Review each CRP or SP's brochures or other informational materials; and,
5. Offer to arrange a tour of the CRP or SP(s).

B. *Referral.* When the client chooses a CRP or SP, the Counselor will complete a referral form showing the client's name, services requested, and questions and objectives to be addressed. Accompanying the referral form and with a properly completed and signed *Authorization for Release of Information* form from the client, the Counselor may share case file information that will enable the client and CRP or SP staff member to develop a *CRP Service Plan*. Such information may include, but is not limited to, medical reports, psychological reports or summaries, physical restrictions, medications the client takes, and sections of the client's *Individualized Plan for Employment (IPE)* as appropriate.

C. *Plan Development Meeting.* After the client has been referred to the CRP, the Counselor will schedule a face-to-face planning meeting to assist in

the development of the CRP plan and to review any expectations regarding the provision of CRP services for which the client has been referred. Meeting time is limited to two hours, but up to four hours of additional meeting time may be approved by the District Manager at one hour per CRP plan amendment for those clients needing multiple services.

D. *Authorizing Services.* Should the client desire to participate in the service(s), the Counselor will prepare an *Authorization* and send it to the provider prior to the individual's arrival for service(s). The amount of service(s) to be authorized should be based on the client's previous employment history, stated preference, and assessed needs. The Counselor periodically will contact the client to determine satisfaction with service(s) provided by the vendor.

### **4104.3 Community Rehabilitation Program/Service Provider Responsibilities**

A. *Initial Assessment.* The CRP/SP will conduct an initial assessment based on questions and objectives provided by the client and Counselor.

B. *CRP Plan.* Based on the initial assessment, the client, parent, guardian, or legal representative, Counselor, and vendor will develop a *Service Plan*, during the face-to-face meeting, identifying specific measurable goals/objectives, methods/techniques to be utilized to achieve the goals/ objectives, dates for achieving the goals, staff person(s) assigned to carry out the plan, and regular dates for plan review. The client and Counselor must receive a copy of the plan within ten working days after the client signs and dates it.

C. *Progress Report.* Normally the vendor will conduct a staffing to review the client's *Service Plan* and progress. The client, Counselor, and appropriate vendor staff person(s) should participate in the staffing. The client and Counselor must receive a copy of the monthly progress report within ten working days of the next month. The report should include:

1. Work and behavioral objectives addressed during the month;
2. Explanation of results achieved;
3. Client's work productivity (percentage of standard if applicable) and wages earned;

4. Overall assessment of the client's progress in reaching goals/objectives;

5. The client's assessment of progress; and,

6. Recommendations.

D. *Service Completion.* Immediately after completion of the service(s) and/or upon exiting the CRP or SP, the vendor must complete a written *Service(s) Completion Summary* listing the service(s) in which the client participated, outcome(s) of those service(s), and recommendations for other services if applicable. The client and Counselor must receive a copy of the summary report within five working days after service completion or upon leaving the CRP or SP.

**4105 Extended Employment.** In accordance with the Rehabilitation Act Amendments of 1998, extended employment means work in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act. For purposes of this section, the Division defines extended employment occurring within a sheltered setting. Individuals choosing to work in a sheltered employment setting may not be closed rehabilitated in Status 26 since sheltered employment does not meet federal guidelines for an employment outcome. If an individual makes an informed choice to enter sheltered employment in a non-integrated setting, the Counselor will refer that person to an appropriate sheltered employment program. Before making the referral, the Counselor must:

A. Explain to the individual that the purpose of the VR program is to assist individuals to achieve an employment outcome in an integrated setting;

B. Provide the individual with information concerning the availability of VR services and employment options in integrated settings;

C. Inform the individual that s/he may apply for VR services from the Division should s/he subsequently choose to pursue employment in an integrated setting; and,

D. As appropriate, refer the individual to the Social Security Administration (SSA) in order to obtain information concerning the ability of individuals with disabilities to work while receiving SSA benefits.