

## **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 consumers 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 consumers 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 consumers.

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 Division Liaison Representatives.** District Managers will assign a liaison representative to each CRP and SP acknowledged to serve Division consumers. The mission of the liaison representative is to help develop the capability of the CRP and SP to serve Division consumers, 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 consumers 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 consumer complaints and assisting the consumer and the CRP or SP (or the consumer 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.

**4103.3 Vendor Acknowledgment.** Before any Division consumer 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 consumer, 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 consumer, Counselor, and vendor. Any reference to the consumer's decision-making opportunities and rights throughout this manual section also includes parent, guardian, or legal representative if the consumer 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 consumer receives effective and efficient service delivery.

### **4104.2 Counselor Responsibilities**

A. *Consumer 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 consumer;
3. Review each CRP or SP's admissions criteria; materials; and,
4. Review each CRP or SP's brochures or other informational
5. Offer to arrange a tour of the CRP or SP(s).

B. *Referral.* When the consumer chooses a CRP or SP, the Counselor will complete a referral form showing the consumer'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 consumer, the Counselor may share case file information that will enable the consumer 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 consumer takes, and sections of the consumer's *Individualized Plan for Employment (IPE)* as appropriate.

A. *Plan Development Meeting.* After the consumer 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 consumer has been referred. Meeting time is limited to six hours, but up to two hours of additional meeting time may be approved by the District Manager at one hour per CRP plan amendment for those consumers needing multiple services.

B. *Authorizing Services.* Should the consumer 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 consumer's previous employment history, stated preference, and assessed needs. The Counselor periodically will contact the consumer 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 consumer and Counselor.

B. *CRP Plan.* Based on the initial assessment, the consumer, 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 consumer and Counselor must receive a copy of the plan within ten working days after the consumer signs and dates it.

C. *Progress Report.* Normally the vendor will conduct a staffing to review the consumer's *Service Plan* and progress. The consumer, Counselor, and appropriate vendor staff person(s) should participate in the staffing. The

consumer 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. Consumer's work productivity (percentage of standard if applicable) and wages earned;
4. Overall assessment of the consumer's progress in reaching goals/objectives;
5. The consumer'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 consumer participated, outcome(s) of those service(s), and recommendations for other services if applicable. The consumer and Counselor must receive a copy of the summary report within five working days after service completion or upon leaving the CRP or SP.

