

SERVICE DESCRIPTION

APPENDIX E: EMPLOYMENT RELATED - GUIDED PLACEMENT

KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES

Rehabilitation Services

PAYMENT-FOR-PERFORMANCE - GUIDED PLACEMENT

RATES: Action Plan - \$220, Monthly - \$275

Rehabilitation Services (RS) is a state agency which provides vocational rehabilitation (VR) services to help people with disabilities achieve permanent, integrated, competitive employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. VR services are customized according to each consumer's needs and goals. Guided Placement is often an essential VR service to empower consumers to achieve their employment goals.

The specific service(s) requested for any individual will be based upon the RS counselor analysis of all available information and data to determine the level and intensity of service needs.

Guided Placement is purposeful, direct, individualized consumer support to obtain work commensurate with the person's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. This service is designed for consumers who have demonstrated vocational skills through training or past work history; are able to describe job interests and skills; initiate job seeking tasks and identify job sources; prepare a resume; complete application forms; demonstrate effective interview skills and ability to describe past work experience and interest in learning the job; and have or can demonstrate the ability to successfully obtain employment opportunities through commonly used methods of job search, but still require minimal practice or support to carry out these steps in job seeking independently. Guided Placement must result in integrated, permanent, unsubsidized work consistent with the consumer's vocational objective and be based upon a written individual action plan.

A written individual action plan must be developed by the contractor and approved by the RS counselor. This action plan will describe the individual steps (actions) and objectives which will be taken to obtain integrated, competitive employment consistent with the consumer's IPE goals. This plan should include details for accommodations, job matching, follow along, and an analysis of the labor market. The contractor must communicate directly with the consumer and counselor to develop this plan and it must be in agreement with the consumer's informed choice.

Monthly reports are required, but the approved written individual action plan with specific action steps will determine if there is need for increased frequency and type of reports required per individual. Reports should specifically address any identified barriers or issues related to employment, training, skill development, services and

progress toward achieving integrated, competitive employment. The individual action plan can be modified, as necessary with consultation and agreement from the consumer and RS counselor. One expected outcome of this service will be that the consumer achieves permanent, integrated, competitive employment consistent with his/her strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

RS must pre-authorize any and all services before the contractor can expect payment for any services. The RS counselor will notify the contractor of a potential referral for services. It is expected that the contractor will accept or reject the referral for services within one week. Once the contractor accepts the referral, the RS counselor will authorize services for the consumer not to exceed 3 months per authorization until services are completed. However, payment for services will be made in one month increments based on acceptable progress or completion of services and documentation that the contractor has provided services as described in the consumer's individual action plan. The contractor will be paid monthly with the minimum expectation that substantial consumer contact* will be up to 2 hours per week with an average of approximately 8 hours per month.

- Individual variations may be approved through the regionally established exception process. Referral for Guided Placement services does not guarantee any other services will be authorized to the contractor.

The contractor will abide by the standards outlined in the Provider Agreement, including maintaining the capacity to perform the expected duties and maintaining qualified staff to achieve the stated goals and outcomes. Failure to achieve successful placement outcomes consistently within 90 days, or failure to achieve successful placement outcomes for at least 80% of referrals within a one-year period will result in a suspension of new referrals and possible termination of the agreement.

GUIDED PLACEMENT

Guided Placement must be integrated, permanent, unsubsidized work consistent with the consumer's vocational objective, skills, abilities and informed choice. Consumer and counselor must agree that the Guided Placement is consistent with the IPE goals. Guided Placement must occur within 90 days of the authorization or the authorization may be rescinded.

The consumer, contractor and counselor will agree on specific action steps for the job seeking process which may include services such as:

- ❖ Develop/refine a resume and cover letter
- ❖ Complete job applications
- ❖ Practice contacting employers
- ❖ Practice interviewing skills
- ❖ Identify job leads that match the consumer's skills, interests, and needs

- ❖ Demonstrate an understanding of disability, the ADA and rights in the interview setting.

A written action plan will describe the individual steps (actions) and objectives which will be taken to obtain integrated, competitive employment consistent with the consumer's IPE goals. Contact with the consumer and contractor must be no less than weekly. Monthly reports are required along with individual monthly reviews of progress and services. Payment for the individual written action plan will be made once the plan is approved, and subsequent payments will be authorized monthly based on acceptable progress or completion of services and documentation that the contractor has provided services as described in the consumer's individual action plan. The consumer signature must represent informed consent. The consumer is to be asked to sign only fully completed forms.

The last monthly payment will occur once placement has been uninterrupted and remains integrated, permanent, unsubsidized work consistent with the consumer's vocational objective, skills, abilities and informed choice for 10 consecutive work days and represents the maximum number of hours as identified on the IPE. A final report will be required which summarizes the status of the consumer on the job, including strengths, issues, concerns, and services expected to achieve successful closure. Payment will be made once the RS counselor verifies information with the consumer.

GENERAL TERMS

Weekly individual contact is expected in this service provision. Progress reports, at intervals no less than once per month, and potentially more frequently as requested by the RS counselor, are required. Individual authorizations can be withdrawn by either party with a 15-day written notice. Once a 15-day notice is given, activity should cease and additional payments will not be authorized for components reached via alternative methods. Payments will be authorized by the RS counselor as specified.

In case of disagreement over payment between the RS counselor and contractor, the contractor may appeal to the RS Program Administrator for the Region. In case of continued dispute, the contractor may appeal to the RS Community Provider Manager.

The contractor must consider all persons who are committed to job placement as an attainable goal. There is no guarantee of the number of authorizations to be provided by RS. Continued use of the services will be dependent upon the contractor's success in assisting the VR consumer to achieve competitive employment.

PERFORMANCE EVALUATION

The purpose of Accountability Benchmarks is to provide parameters for RS staff and contractors to review progress and outcomes on a regular schedule so that the team can address any potential issues before they become significant problems for the contractor and/or consumer. The guidelines are established to help improve the potential for reaching successful outcomes by developing strategies for improvement rather than

imposing negative consequences at the end of a review period. The expectation is that contractors providing Guided Placement will, within 90 days, have 80% of the persons served completing 10 working days on the placement as indicated on their individual action plans. Program evaluation data will be reviewed on a quarterly basis so both the contractor and RS staff are aware of the outcomes and will determine what, if any, action will be taken to ensure success for the persons served.

RELATED TERMS

* Substantial consumer contact = 90% of the total time excluding any travel time. Substantial consumer contact may include face-to-face meetings, one-to-one contact via electronic medium, and advocacy work directly related to the consumer's individual action plan. May also include necessary documentation of services related to the consumer's individual action plan. This does NOT include general staff meetings, travel time, or staff trainings.