

## **SERVICE DESCRIPTION**

### **APPENDIX E: MILESTONE PAYMENT – IPE CASE COORDINATION**

#### **KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES**

##### **Rehabilitation Services**

##### **MILESTONE PAYMENT – INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE) CASE COORDINATION**

Rehabilitation Services (RS) is the State vocational rehabilitation (VR) agency. VR services 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 Customer's needs and goals.

RS seeks to contract with public/private service providers and/or organizations/businesses (hereinafter referred to as the Contractor) for the provision of Individualized Plan for Employment (IPE) case coordination services.

The need for such services will be determined on a regional basis by the Rehabilitation Services Program Administrator. The intent of this contract solicitation is to develop auxiliary Customer Support Services that are Customer-driven, Counselor-driven and outcome-oriented.

The Contractor should propose a specific payment to cover each milestone identified in the service description. (This milestone payment model specifies points of payment linked to the provision of specific services and submission of the related progress reports.) The milestone amounts are based upon the agreement with the specific Contractor may vary by community or region.

##### **INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE) CASE COORDINATION**

Successful provision of this Customer Support Service relies on collaboration to form a partnership among the Customer, the VR Counselor and the Contractor to assist the Customer in making progress on his/her IPE and achieving the employment goal.

##### **Milestone 1: (Rate Negotiated) Referral to Contractor**

**Use Service code 028**

The referral process is intended to:

- ❖ Provide an opportunity for the Customer, Counselor and Contractor to determine if the Contractor's services are an effective resource to assist the Customer in meeting his/her IPE objectives and vocational goal.

- ❖ Provide information to the Contractor about the Individualized Plan for Employment (IPE), which has already been developed and signed, and the Customer's need for support and follow-along services related to the successful implementation of the IPE.

The Referral Milestone Payment will be made at the time the Contractor accepts the referral, and when the Customer, Counselor and Contractor agree to a scope of services statement and a start date for services. A referral payment is made one time per Contractor per Customer during the life of the existing case, not per service.

**Milestone 2: (Rate Negotiated)**

Use Service Code 029

**Case coordination services in quarterly intervals**

Customer support and follow-along services must include the following:

- ❖ At least monthly contact with the Customer to monitor progress on achieving IPE objectives and the vocational goal, and, in coordination with the counselor, to proactively address issues which may arise. More frequent contact may be necessary when initiating a new phase of the IPE, starting a new service, or when the Customer's circumstances change.
- ❖ Provision of agreed upon support services involving direct customer contact, such as:
  - Regular contact to encourage progress and success.
  - Identification of transportation or other support service options.
  - Instruction in self-advocacy.
  - Facilitation of peer support.
  - Facilitation of access to community supports and services.
  - Collection of required documentation, such as school reports and grades, materials received reports, and signatures on IPE amendments.
  - Coordination of accommodations.
  - Orientation to campus and community.
  - Assistance to identify housing.
  - Financial aid processing.
  - Development of tutoring options.
  - Coordination of enrollment, degree planning, and transcript analysis.
  - Identification of available technology resources.
- ❖ Coordination with the customer to schedule appointments
- ❖ Referral and linkage to community services that support the Customer to achieve the employment outcome.
- ❖ Monthly progress reports submitted to the Counselor which provide:
  - Specific information about services provided and frequency of contact with the Customer.
  - The Contractor's analysis of the Customer's progress.
  - Identification of any trends or issues which may impact the success of the Customer and IPE.
  - Recommendations to address issues, if any.
  - Identification of additional service needs, if any, to facilitate successful completion of the

IPE.

- Documentation of the Customer's informed decision-making.
  - Identification of next steps.
- ❖ Immediate notification to the Counselor when there is a change in the Customer's circumstances or progress which might negatively impact continuation of the case.

The Counselor will monitor progress reports to assure accomplishment of the objectives and employment goal. Payment for services will be authorized at quarterly intervals once the Counselor has received the required monthly reports and is satisfied that the reporting/service criteria have been met for that interval. Milestone 2 may be authorized multiple times consistent with the timetable of the IPE.

## **GENERAL TERMS**

After establishment of a contract, referrals may be withdrawn by either party with 15-day written notice. Payments will be authorized by the RS Counselor as specified for each milestone. In case of disagreement regarding 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 accepting all referrals eligible for VR services who are seeking competitive employment goals. There is no guarantee of the number of referrals to be provided by RS. Continued use of the services will be dependent upon the VR Customers and Counselors satisfaction of service provision. This service cannot be used to supplant or duplicate any other service currently being provided.

## **RELATED CONTRACT SOLICITATIONS**

- ❖ Individualized Plan for Employment Research
- ❖ Purchasing Support