**State of New Jersey**

**Department of Labor and Workforce Development (LWD)**

**Division of Vocational Rehabilitation Services (DVRS)**

**Community Rehabilitation Programs Unit (CRP)**

**Procedural Guidelines for**

**Job Coaching Services and Billable Hour Policy**

**March 2012**

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March 21, 2012

Dear Colleagues and Community Partners:

It is with great pleasure that I am able to introduce the Revised Edition of the 2012 Procedural Guidelines for Job Coaching Services and Billable Hour Policy. This booklet includes updated supported employment and job coaching policy, along with revised reporting forms and instructions. The Community Rehabilitation Programs (CRP) Unit along with members of the APSE Board of Directors and the State Rehabilitation Council worked together on these documents to ensure that the policies and reporting requirements addressed herein reflected the current trends, issues and needs of clients, counselors, providers and employers.

As you read this document, it is our intention that the best practices of supported employment and job coaching services are readily discerned and highlighted. We hope that this booklet serves as guide and reference to the wonderful and often challenging work that we do, matching DVRS clients with meaningful and satisfying employment, as well as, providing the ongoing support necessary for job retention and advancement.

If there are any policies, practices or forms, that require further clarification - or if you have any suggestions - please do not hesitate to contact the CRP Unit in the Division’s Central Office for assistance. Thank you for your continued support and collaboration.

Sincerely,



Alice Hunnicutt, Director

Division of Vocational Rehabilitation Services

**NEW JERSEY DIVISION OF VOCATIONAL REHABILITATION SERVICES (DVRS)**

**PROCEDURAL GUIDELINES FOR JOB COACHING SERVICES**

**& BILLABLE HOUR POLICY**

**INTRODUCTION**

The purpose of this memorandum is to update job coaching policies and procedures for 2012, including billable hour policy. Over the past decade, the provision of job coaching services to DVRS clients has continued to undergo significant expansion and evolution in terms of the number of clients served, the addition of new programs and staff, and the advent of new trainings and techniques. At the present time, the provision of job coaching services utilizes approximately 25% of the DVRS field services budget and with new staff on board, both on the DVRS and programmatic side, it is essential that fresh and comprehensive guidelines be developed for the delivery of this service. In a time of tight budgets, the sheer size of the expenditure in the job coaching services category calls for increased accountability, responsibility, efficiency and effectiveness, in its delivery. Additionally, the internet is a new and indispensable job development tool, and its role and usage in the job coaching process had not yet been addressed in previous memorandums.

These guidelines pertain to policies, procedures and billable hours for all DVRS purchased Job Coaching Services which would include those services provided in the following phases and specialty areas:

* Pre-Placement Job Coaching
* Time-Limited Job Coaching (TLJC)
* Supported Employment (SE) Intensive Job Coaching
* American Sign Language (ASL) Job Coaching
* Long-Term Follow-Along (LTFA) – Regular and ASL

Please refer to the following **index** as to the subjects covered in this memo:

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3. Clients Appropriate for Job Coaching Services
4. Supported Employment / Most Significant Disabilities
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7. Long-Term Follow-Along (LTFA)
8. Job Re-Stabilization and Re-Placement Services Within LTFA
9. The LTFA client and Re-Application for Services at the local DVRS Office

**A. FEE FOR SERVICE / BILLABLE HOUR MODEL**

**A-1) DESCRIPTION**

DVRS purchases job coaching services based on the Fee-For-Service / billable hour model, paying a set hourly fee to vendors for the provision of pre-approved job coaching activities. Basically, approved job coaching activities are paid based on delivery time and not the specifics of the activity itself. For example, the activity of meeting with an employer on an individual client’s behalf, facilitating natural supports or providing the client with the direct training on how to perform their job duties, are all very

different activities but paid at the same hourly rate.

The exception to NJ DVRS’ FFS/billable hour model is the 22 programs operated by contractual agreement with the DMHAS.

A job coach engages in a wide range of activities during their workday, some of which are billable to DVRS and some are not. In order to avoid any misunderstandings or billing errors, it is important for all parties involved in the job coaching vending (the job coaching program) and payment approval process (DVRS staff) to understand this model and to know what is, and what is not, a billable activity. An activity may be directly related to providing an individual with job coaching services but not be billable – report writing and job coach travel are prime examples.

At the present time, the standard rate DVRS provides to general job coaching vendors for all approved job coaching activities is $51.00 per hour. A portion of this fee was calculated to capture some non-billable activity costs, such report writing and job coach travel**.**

The only exceptions to the standard rate of $51.00 an hour rate is for ASL job coaching, which is now set at $66.00 per hour for Pre-Placement, SE Intensive JC, and TLJC, and $68.00 per hour for LTFA.

The FFS / billable hour model, which is process and time oriented, is most often contrasted with the milestone or benchmark model. This latter model is based on the vendor receiving a set fee for the achievement of specific outcomes with the client. Job coaching vendors may be paid set amounts for the completion of the intake process, job placement, and job retention for 30 days, 90 days, etc., regardless of the service hours provided.

**A-2) TIMED, PURPOSEFUL AND WELL-DESCRIBED ACTIVITIES**

The billable hour model is used in many professions, and regular, daily note taking is a common practice, with those notes providing a solid, trusty foundation for later, periodic and more formal reporting. Given the operational requirements of the FFS / billable hour model, it is incumbent on the job coach to track, time and document their activities on an ongoing basis. Job coaches must be aware when they are engaged in billable activities or not, and record the time used as soon as practicable, preferably soon after they occur. Job coaches must not make guesses as to the time used or rely on memory a day or more after the activity. Time spent on interruptions during billable activities must be deducted. Job coaching logs and reports must be in sufficient detail to accurately describe the specific activities performed and services rendered to justify the billable hours charged.

**A-3) CLIENTS APPROPRIATE FOR JOB COACHING SERVICES**

Clients in need of traditional job development and placement assistance such as can be provided by the DVRS Counselor and/or One-Stop Career Center, or other train and place model programs, should not be referred for job coaching. Clients of job coaching services must have significant or most significant disabilities and related impediments to employment. Appropriate clients require the more intense level of service intervention and support that a job coach provides. However, all DVRS case services are provided on an individual basis and ultimately depend upon individual needs. This is an important point in terms of billing, as the billable job coaching hour entails specific kinds of services that match an appropriate client’s needs, and serving inappropriate clients with this model may result in questionable billing. If a client is determined to be in need of job coaching services, they are referred to a job coaching agency, and the next question in the rehabilitation process is whether the client will need supported employment or time-limited job coaching after the pre-placement phase.

**A-4) SUPPORTED EMPLOYMENT / MOST SIGNIFICANT DISABILITIES**

According New Jersey Administrative Code (NJAC 12:51) and the Code of Federal Regulations (CFR 34-361), Supported Employment means competitive work in integrated work settings or employment in integrated work settings in which individuals are working towards competitive employment for individuals with the most significant disabilities for whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disability, and who because of the nature and significance of their disability need extensive supported employment and extended services after transition (LTFA).

In addition, Supported Employment Services means on-going support services and other appropriate services needed to support and maintain an individual with a most significant disability in supported employment for a period not to exceed 18 months of Title 1 (local office) services, unless special circumstances exist and a longer period is required to achieve job stabilization (when intensive on-site job coaching services end and extended services begin) and transition into extended services. The extension beyond 18 months must be jointly agreed to by the individual and the DVRS Counselor in order to achieve the rehabilitation objectives identified in the Individualized Plan for Employment (IPE).

Supported Employment and Time-Limited Job Coaching are very similar services, with one major exception. The client in Supported Employment is projected to require extended supports for quite possibly the life of the job, under the Long-Term Follow-Along (LTFA) program or similar funding arrangement such as provided for by the Division of Developmental Disabilities.

The decision as to whether the client will receive Supported Employment Services or Time Limited Services is the responsibility of the DVRS counselor in conjunction with the client and the job coach. This decision can be made at any time in the process and can also be reversed depending upon client needs, but it is most often made during the PRE-IPE meeting. As with any DVRS service, that service is contingent upon supervisory approval.

This decision of SE vs. TLJC service appropriateness is an important one and needs to be addressed in a direct manner between the DVRS Counselor, client, job coach and other stakeholders. Unfortunately, severe limitations in the LTFA budget, which is funded by the state and monitored by the DVRS Central Office, now preclude a laissez-faire approach to this decision.

In some instances, the SE or TLJC decision has been made without much thought and even granted automatically depending upon the DVRS counselor’s or vendors preference. Rather, this decision must be based on individual need and a solid rationale. The client should not receive the extended services of supported employment simply as a form of insurance should they encounter difficulties.

Again, when a time-limited appropriate client is designated as a supported employment client and receives unnecessary job coaching under a LTFA program, there often is a readily observable service/need mismatch that causes inappropriate job coaching activity and billing. LTFA clients not in need of extended services only drain the limited financial resources of this state funded LTFA program which is reauthorized (or not) on an annual basis.

Below in this section and the next are diagrams of the process of supported employment and time-limited job coaching. Both begin service delivery with pre-placement services. Once a job match is secured and job placement made the next phase is coaching, either intensive or time-limited. Coaching continues until job stabilization is reached for both intensive and time-limited. Upon job stabilization long-term follow-along begins for supported employment services. Once clients reach ninety days in LTFA cases may be closed successful as rehabilitated. Time-limited cases that reach job stabilization may be closed successful after employed ninety days.

**PRE-PLACEMENT 🡪 INTENSIVE JOB COACHING 🡪 STABILIZATION 🡪 LTFA 🡪**

**REHABILITATED**

**A-5) TIME-LIMITED JOB COACHING / SIGNIFICANT DISABILITIES**

Time-limited job coaching is typically for clients that require pre-placement services - the one-on-one front end job match assistance - followed by direct training services provided by the job coach. The time-limited appropriate client needs the assistance of the job coach to learn his or her job duties and make the initial adjustment to the job in order to achieve job stabilization, but the client is basically independent thereafter.

**PRE-PLACEMENT 🡪 TIME-LIMITED JOB COACHING 🡪 STABILIZATION 🡪 REHABILITATED**

**A-6) JOB COACH AND DVRS COUNSELOR TRAINING**

Job Coaching is a professional discipline that requires training to know, understand and implement appropriate job development and coaching activities. A well-trained job coach will be able to initiate and engage in activities within this service model that meet the client’s employment needs and that are billable.

On the other hand, the service delivery limitations of an untrained job coach will result in questionable activities. A job coach that does not know appropriate job coaching methods and goals may resort to repetitive, limited and unproductive activities in line with the traditional train and place job development model that was found to be unsuccessful with people with the most significant disabilities.

Additionally, the DVRS Counselor requires training to understand the concept of job coaching, including the differentiation between time-limited and supported employment services. The DVRS Counselor must provide the client with informed choice about the nature of these services, make appropriate referrals for job coaching, participate in and monitor the process, verify the appropriateness of the billing and reporting, and sign off on the payment voucher.

**A-7) MUTUAL AGREEMENT AND ONGOING COMMUNICATION**

Billable activities are initiated by mutual agreement of client, DVRS Counselor and job coach by means of ongoing communication, conferencing and service team meetings at key points in the job coaching and vocational rehabilitation process. The DVRS Counselor must be kept up to date on the job coaches activities with their mutual clients, and remain engaged in the process. Any activity which may be considered questionable should be discussed with the DVRS Counselor for prior authorization.

If the client is in LTFA, the assigned PPDS/LTFA Manager should be contacted for technical consultation and prior authorization for activities requiring ten or more units of service. Open cases within LTFA awaiting successful case closure that have changes in disposition must be communicated to the Counselor and LTFA Manager.

**A-8) SERVICE TEAM MEETINGS**

Service team meetings are an integral component of job coaching services where the counselor, client, job coach, and other stakeholders discuss case disposition and service delivery. Continuation and changes in service delivery are discussed as well as ongoing or new client issues and needs. Counselors are being encouraged to have service team meeting prior to authorizing more than **40** **Pre-Placement** hours or more than **80** **Time-Limited** or **SE** **Intensive Job Coaching** units of service.

**A-9) BILLABLE JOB COACHING ACTIVITIES**

Ideally, billable activities focus on and are made up of community based face-to-face contacts with the client, and meetings with an employer or with collaborating partners and natural supports on the client’s behalf. The job coach engages in hands-on, side-by-side job search activities, customized job development, direct training, job adjustment training and counseling, job success strategies and interventions, and then fades out as job stabilization occurs. With that said, job coaching activities need to be viewed in the context of the total activity mix – certain activities like internet deskwork are certainly necessary, but should not constitute the bulk of a job coaches billing activities.

The following billable job coaching activities are broken out by their phase in the job coaching process. Not all possible billable and non-billable activities or scenarios are addressed by this list, which is intended to serve as a general guide.

1. **PRE-PLACEMENT**
2. Referral processing, including record reviews, discussion with and questions for DVRS Counselor.
3. Initial, progress, and service team meetings with client, DVRS Counselor and family, advocates and agencies.
4. The intake interview and vocational profile development.
5. Community based vocational/situational assessment, job try-outs, job sampling and working interviews with good prospects for a job offer: maximum 10 units of service.
6. Virtual job development with required follow-up, networking and relationship building with prospective employers
7. Phone contacts and e-mails with prospective employers on behalf of individual client. The contacts must be specific to the individual and have job match potential.
8. Phone contacts with employers, the DVRS Counselor, client, family and partners, intended to foster job development activities on behalf of a specific client.
9. Job seeking skills development and training – interviewing, resume, cover and thank-you letter writing/revising assistance with client or on behalf of client.
10. Interview preparation including employer research, appropriate attire/hygiene/presentation and role-play.
11. Structured and well-planned community based job development with and for the individual client.
12. Meeting with an employer on behalf of an individual client regarding potential job opportunities.
13. Job/task analysis on behalf of client with prospective employer to negotiate job placement.
14. Customized job development including job carving/restructuring plan and negotiation with employer.
15. Accompanying client to scheduled job interview.
16. Assisting the client with completing on-line and paper job applications and personality/character testing followed by direct employer contact. Completing job application process on client’s behalf when needed.
17. Conferences/service team meetings for technical consultation with the client’s DVRS Counselor.
18. Two missed scheduled appointments with client up to 15 minutes wait time with documented follow-up to DVRS Counselor and client.
19. Arranging and coordinating appropriate transportation services and travel training for a specific job.
20. Internet employer research and job searches on behalf of a specific client that go directly to the employer’s job listings.
21. Assistance with required drug screening and background checks by a prospective employer.
22. Referral assistance/advocacy to community supports and services (housing, transportation, mental/medical, financial) that is directly related to successful job placement. Job coach may accompany client for initial information if required for service linkage. **Advance approval from DVRS Counselor is required**.
23. **JOB COACHING (SE INTENSIVE AND TIME-LIMITED)**
24. Orientation and new hire activities to assist the client’s entry into new employment, including assistance with required documentation completion and new employee training.
25. On site job coaching and direct training on job duties and tasks to employer job performance standards.
26. Task competency support including the development of compensatory strategies, interventions, jigs, accommodations, and natural supports to optimize job performance and achieve job stabilization.
27. Travel training to and from the job and home.
28. Negotiation with an employer on behalf of an individual client regarding current employment issues/concerns including job/task analysis to increase job duties and work hours.
29. Off job site contact meetings and telephone contact with client when employer restricts meetings on site or as mutually agreed upon per informed client choice.
30. Conferences and service team meetings with the employer, DVRS Counselor, client, family, collaborating partners
31. Technical consultation with DVRS Counselor.
32. Referral assistance and advocacy in order to assist the client to obtain necessary and required community supports and services (housing, transportation, mental/medical, financial) that are directly related to successful job maintenance/retention. Job coach may accompany client for initial information if required for service linkage. **Advance approval from DVRS Counselor is required.**
33. **LONG-TERM FOLLOW-ALONG**
34. Continued on and off site job contact visits to maintain job stabilization and the engagement of natural supports.
35. Task analysis with option of job trial on behalf of client with employer to negotiate an increase of job duties and work hours.
36. Conferences/service team meetings with the employer, DVRS Counselor, client, family, and collaborating partners for first 90 days in LTFA or until successful rehabilitation case closure by the DVRS Counselor.
37. Technical consultation with DVRS Counselor for first 90 days in LTFA or until successful rehabilitation case closure by the DVRS Counselor.
38. Job re-stabilization and job replacement that require approval of assigned PPDS/LTFA Manager in Central Office for ten or more units of service.

**A-10) NON-BILLABLE JOB COACHING ACTIVITIES**

1. Time spent on report writing, general e-mailing, and requests for units of service.
2. Non-purposeful e-mails and phone calls including leaving messages to DVRS Counselor, clients, employers, family, and collaborating partners.
3. Three or more missed client appointments.
4. Job coach travel unless it is the travel training of the client to begin a specific job.
5. Any time spent with the client without written authorization and authorized Payment Voucher from DVRS.
6. Job search for additional employment opportunities when work hours at current job placement are reduced.
7. Temporary, seasonal, and volunteer work without opportunity for permanent job offer. **Advance approval from the DVRS Counselor is required** if client needs these community-based work experiences for assessment and career exploration towards successful competitive employment.
8. Time spent in discussion or preparing documents to meet non DVRS agency requirements, such as IHP’s or Community Care Waiver Plans, unless it is for identifiable vocational rehabilitation/work purposes, such as formulating IRWE plans with SSA. **Advance approval from the DVRS Counselor is required**.
9. Poorly planned job development activities.
10. Time spent on general internet surfing and “virtual job development” for any available job with no follow-up contact with employer. The job coach must directly access appropriate job opening sites for individual clients.
11. End of payment voucher documentation and report writing.

**B. JOB COACHING PROCEDURES**

**B-1) INFORMED CHOICE AND REFERRAL PROCESS**

The DVRS Counselor will provide the client with informed choice in their selection of a job coaching vendor. The client, job coach and/or vendor point of contact, and the DVRS Counselor will communicate with one another at the beginning of the referral process to clarify mutual expectations, outline the basic pre-placement plan and discuss the activities that will take place in the pre-placement phase. The DVRS Counselor will forward the referral packet to the job coach and/or agency point of contact. The packet will include:

1. Cover letter or referral form that should include client contact information, history of disability(s), education, employment and legal background and other pertinent client job match considerations, barriers, issues or concerns.
2. Evaluation reports and first party records including medical, mental health and learning.
3. Appropriate releases.
4. Resume and sample cover letter, if available.
5. IPE if it has been completed.
6. Initial payment voucher for 20 units of service is the standard issue. However, this allotment may vary depending upon individual needs and circumstances.

**B-2) PRE-ESTABLISHED VOCATIONAL GOAL / IPE**

When pre-placement activities are delivered to a client with an existing IPE, the client will already have a general, specific or perhaps well-established vocational goal. A well-established vocational goal will have been derived through credible assessment methods, such as vocational evaluations, previous employments, etc. The status of the vocational goal in terms of its flexibility to change, or change in the light of new job opportunities will have an impact upon the pre-placement activities, as the assessment components of the job coaching vocational goal assessment methodology will be less necessary and activities can focus on job development. Needed pre-placement hours can be estimated with that in mind. The job coach can discuss the vocational goal and its flexibility with the client and DVRS counselor. Billable hours must be in keeping with the IPE, of which the job coach and client gets a copy. The DVRS Counselor must be advised and in agreement with any changes to the original job goal by the client and job coach. The IPE goal must be amended when there are changes requested.

Once the client is hired, needed SE intensive or time-limited job coaching activities and responsibilities can be outlined, including an estimate of the number of job coaching hours required for job stabilization. A plan for authorizations can be established accordingly.

**B-3) VOCATIONAL GOAL AND IPE DEVELOPMENT DURING OR AS A RESULT OF PRE-PLACEMENT ACTIVITIES**

Pre-placement may also be used as a diagnostic service, and may be provided in application or preferably eligibility status. A significant part of job coaching and supported employment services methodology includes vocational assessment and vocational goal development, leading to the hallmark of job coaching and supported employment - the job match. In this case, the DVRS Counselor is encouraged to develop the IPE just prior to the start of the client’s employment. At the Pre-IPE conference or teleconference, the team – consisting of the client, job coach, DVRS Counselor and other stakeholders can review the particulars of the pending employment and come to agreement as to the satisfactoriness of the vocational goal, including duties, wages, hours and benefits. Informed client choice is further emphasized by this approach. Needed intensive or time-limited job coaching activities and responsibilities can be outlined, including an estimate of the number of job coaching hours required for job stabilization. Billable hours must be in keeping with the IPE, of which the client and job coach gets a copy.

**B-4) REGULAR COMMUNICATION AND MILESTONE/SERVICE TEAM MEETINGS**

Service team meetings or teleconferences are critical to the successful job development, placement, retention and rehabilitation of clients into the world of work. Service team meetings are advisable at referral and they are recommended prior to the need for more than **40 to 50 Pre-Placement hours**, and **80 to 100 Intensive or Time-Limited Job Coaching hours**. The goal of the service team meetings would be to enhance accountability, troubleshoot issues, and consider team approaches and develop new service or job coaching activity strategies.

**B-5) REQUIRED REPORTING FORMS**

1. DVRS SE/TLJC Activity Report.
2. DVRS SE/TLJC Log for Placement Activities.
3. DVRS SE/TLJC Intervention Plan and Service Log.
4. Verification of Transition to Extended Services & the Need for DVRS Long-Term Follow-Along Funding (LTFA).

**C. SELECTED TOPICS**

**C-1) JOB COACH AND DVRS COUNSELOR TRAINING**

The entire service delivery system of supported employment and job coaching is based on a thorough understanding of the definition of the “place and train model” and “evidenced based practice”. All staff should meet core competencies in human services and business and industry needs.

According to the New Jersey Administrative Code (NJAC 12:51) - Personnel Administration and Staff Development - Providers of supported employment and job coaching services are required to implement policies to reflect the agency’s commitment to recruit, manage, develop and retain appropriate personnel to meet the needs of the people served and contribute to the accomplishment of the organization’s mission in conformance with CARF, Section I, Article E. Professional job coaches shall have an AA degree in Human Services or the rehabilitation related field from an accredited college, or three years of related experience.

Job coaches are expected to complete the supported employment certificate series offered by TACE and/or UMDNJ-The Elizabeth M. Boggs Center. The Integrated Employment Institute trainings are tailored to meeting the specific needs of clients with serious and persistent mental illness. By Federal mandate DVRS Counselors are required to have an advanced degree/certification and competency in rehabilitation counseling or related field at hire. DVRS Counselors are encouraged to complete TACE supported employment training to augment competencies for this service.

**C-2) DVRS ELIGIBILITY AND SERVICES**

It is the DVRS Counselor’s responsibility to determine client eligibility and discuss any additional services with the client or other interested and appropriate parties. At eligibility clients are determined to be Most Significantly Disabled, Significantly Disabled or All Other Eligible by the DVRS Counselor. Eligibility determination is based on a thorough review of all available medical records/documentation and vocational assessments and how client’s disability results in substantial impediment/barrier to employment. If the job coach determines that additional services may be beneficial to the client, they are advised to discuss those services with the DVRS Counselor first.

**C-3) AMERICAN SIGN LANGUAGE (ASL) AND JOB COACHING**

Job coaches that are proficient in ASL and are providing job coaching to clients, who communicate by means of ASL, are to be paid at the current billing rate for this service. SCPI is a nationally recognized certification of ASL proficiency, and the SLCE is a commensurate test provided by NJDVRS**.** Job coaches that have passed SCPI certification or SLCE test at the intermediate level will be communicated to the field offices by the CRP Unit for information and billing purposes. Job coaches that have not passed SCPI certification or SLCE test at the intermediate level are not to be paid at the ASL rate.

**C-4) TRANSITION: SCHOOL TO CAREER**

Until the client graduates or permanently separates from school, it is the school’s responsibility to fund any job exploration, structured learning experiences and coaching services. Schools are encouraged, when developing the Individualized Educational Plan (IEP), to include trial work periods and/or community based vocational assessments. Hopefully, when a client leaves school, he or she is ready to enter employment. When job coaching services are listed in the IPE with the chosen provider the appropriate units of service may be authorized within two weeks prior to graduation and the referral made to the provider.

**C-5) DIVISION OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS)**

In order to better serve individuals with mental illness, DVRS has a contract and partnership with DMHAS in which we jointly fund 22 supported employment programs in every county throughout the state. This contract and funding is handled through Central Office, obviating the need for the DVRS Counselor to generate a payment voucher to the program or monitor billable hours. All other policies and procedures remain in effect. However, as these DMHAS providers are monitored by their own Division and may employ differing approaches and concepts to their job coaching services, it is important for the DVRS Counselor to closely monitor the services they provide to our mutual clients to ensure quality services commensurate with the DVRS mission.

**C-6) DIVISION OF DEVELOPMENTAL DISABILTIES (DDD)**

DVRS has agreed to fund Pre-Placement and Supported Employment Intensive Job Coaching and Time-Limited Job Coaching. DDD has agreed to fund DDD clients in their Long-Term Follow-Along (LTFA). Consequently, and to avoid any interruptions in services and vendors, DDD clients should be referred to DDD contracted and eligible supported employment providers for job coaching services. DVRS Counselors are requested to inquire about client DDD eligibility during the intake interview and discuss this option when considering possible SE vendors.

**C-7) LONG-TERM FOLLOW-ALONG SERVICES (LTFA)**

As mentioned previously, the LTFA program is the final phase of the supported employment process, and is also generically called extended services (not to be confused with extended employment). LTFA includes the need for the continuation of ongoing support services after job stabilization is achieved with the goal of meeting clients support needs as they arise for the term of employment in a particular job. In LTFA, the job coach is mandated to visit or have contact with the client at least twice per month.

The LTFA program is totally state funded, by annual appropriation. The LTFA program is administered by DVRS’ Central Office in Trenton and a Program Planning and Development Specialist (PPDS) is assigned to manage the many aspects of this program. The PPDS/LTFA Manager monitors the completeness and accuracy of all monthly billing, reporting, and verification forms. DVRS’ Central Office also maintains a database that operates as a case management system for all LTFA clients. Basic information pertaining to each LTFA client in the program is maintained in a database, and updated on a monthly basis in conjunction with the monthly LTFA billing and reporting. This database generates management reports often used to manage the LTFA budget, measure service provision and rehabilitation outcomes, and demonstrate program effectiveness.

**C-8) JOB RE-STABILIZATION AND RE-PLACEMENT SERVICES WITHIN LTFA**

Re-stabilization services within the LTFA program are available to assist clients on the job with additional intensive job coaching training due to jeopardy of job loss or job advancement, including possibly more extensive skills acquisition training required by additional tasks or job duties.

Re-placement services within LTFA are available to assist clients who have experienced job loss due to lay off, termination or self-termination. The assigned PPDS/LTFA Manager must receive a written e-mail justification by the requesting LTFA vendor prior to approval and authorization of an initial ten units of job coaching service, and subsequent requests for additional units. The DVRS SE/TLJC Intervention Plan and Service Log must be submitted after the utilization of the initial ten units of service, and after the completion of each subsequent request for additional units of service.

**C-9) THE LTFA CLIENT AND RE-APPLICATION FOR SERVICES AT THE LOCAL DVRS OFFICE**

Ideally, we would like to provide all the support services that a LTFA client needs within the context of the LTFA program’s re-stabilization and re-placement component. Sometimes, however, the hours of job coaching service needed to adequately and successfully address those issues exceeds LTFA funding parameters, and the case needs to be referred to and reopened by the local office. There may also be instances where the individual’s rehabilitation needs have changed, necessitating the need for a new referral to the local DVRS office for non-job coaching services.

In all instances, the LTFA Manager/PPDS and the DVRS Counselor will communicate with one another as to when the client’s case needs to be reopened in the local office. The LTFA Manager must be consulted prior to any reopening, to maintain the integrity of the LTFA program, and allow for the full exploration of all service options remaining and available within the LTFA program, thus avoiding costly and time-consuming inefficiency.

If it is decided that the client’s case needs to be reopened in the local office, the DVRS Counselor has two options: to open the client’s case in post-employment services or to open a new application entirely. Post-employment services are utilized when the client’s rehabilitation needs do not require a complex and comprehensive provision of services and are therefore limited in scope and duration. If more comprehensive services are required, then a new rehabilitation effort should be considered. If post-employment services are chosen then a redetermination of eligibility is not required, and the additional job coaching is provided under an amended individualized plan for employment.

**Attachments**

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1. Supported Employment & Time-Limited Job Coaching Referral Form
2. Reporting Forms
3. DVRS SE/TLJC Activity Report
4. DVRS SE/TLJC Log for Placement Activities
5. DVRS SE/TLJC Intervention Plan and Service Log
6. Long-Term Follow-Along Forms
7. Verification of Transition to Extended SE Services & the Need for DVRS Long-Term Follow-Along Funding (LTFA)
8. Rehabilitation Services Administration (RSA) Disability Coding
9. Instructional Guides
10. DVRS SE/TLJC Activity Report
11. DVRS SE/TLJC Log for Placement Activities
12. DVRS SE/TLJC Intervention Plan and Service Log
13. Verification of Transition to Extended SE Services & the Need for DVRS Long-Term Follow-Along Funding (LTFA)

State of New Jersey

Department of Labor and Workforce Development

Division of Vocational Rehabilitation Services

**Supported Employment/Time-Limited Job Coaching**

**Referral Form**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DVRS Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_Counselor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone #\_\_\_\_\_\_\_\_\_\_

Provider:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone #’s: Home\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Residential Program (if applicable) circle one: Y N

If yes, Program/Contact Info: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Payment Voucher (PV) enclosed (circle one): PP SE Int. JC TLJC None

Number of Units/Hours of Service (circle one): 10 20 Other\_\_ PV #\_\_\_\_\_\_\_\_\_\_\_

Individualized Plan for Employment (IPE) enclosed (circle one) Y N

If IPE *not* enclosed state why \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vocational Interest(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Release of Record Authorization(s) included (circle one) Y N

Records enclosed (circle one): Y N Type:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Disability(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Highest Level of Education completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Criminal History (circle one): Y N

If responded YES, describe dates, details, current status: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Work History (competitive/job sampling/volunteer):

Employer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dates employed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dates employed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dates employed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Valid Driver’s License (circle one): Y N Personal Vehicle (circle one): Y N

Able to utilize public transportation independently (circle one): Y N

Other special transportation services (circle one): Y N

If responded YES, then provide name of service: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Initial Service Team Meeting requested (circle one): Y N

*\*Please contact Counselor to schedule*

Comments and Considerations:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**DVRS SE/TLJC ACTIVITY REPORT**

Client Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Report Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reporting Period (dates covered by report): From \_\_\_\_\_\_\_\_\_\_ To \_\_\_\_\_\_\_\_\_\_ DVRS Invoice #: \_\_\_\_\_\_\_\_\_\_

Total Hours Billed on Invoice: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Total Hours/Units of Service used to date \_\_\_\_\_\_\_\_\_\_\_\_

DVRS Counselor/Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Provider Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Contact Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Job Goal/Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What current areas/issues need to be addressed in order to make a successful job match (pre-placement), complete job training (including time-limited job coaching or supported employment intensive job coaching) and achieve job stabilization for long-term follow-along?

2. What activities/interventions/strategies/accommodations need to be done to address the above areas/issues?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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3. If suitable employment has not been obtained (pre-placement), is this person still an appropriate candidate for competitive employment with or without supports at this time? If not explain why.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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4. Other comments relating to employability issues and concerns.

5. Service Team Meeting requested: Yes / No (circle one)

6. Number of hours requested (if any): \_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Type of hours requested (if any): (circle one)

*Additional Pre-placement Initial Intensive Additional Intensive*

*Initial Time-Limited Additional Time-Limited*

8. Employment Information (if applicable):

Employer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employment Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Schedule\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Client’s Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Total hours worked per week: \_\_\_\_\_\_\_\_\_

Wage per *hour* or *week* (circle one) $\_\_\_\_\_\_\_\_\_\_\_\_\_ Medical Benefits: Yes / No (circle one)

If medical benefits provided list type and start date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Attach **Log for Placement Activities** when requesting *additional pre-placement hours or when completing a pre-placement invoice with no additional hours requested.*
* Attach **Log for Placement Activities** and **Upper Section of Service Plan** when requesting *initial* *intensive/time-limited job coaching hours*
* Attach **Service Plan (fully completed)** when requesting *additional intensive/time-limited hours, when entering follow-along status or when completing intensive/time-limited hours with no additional hours needed.*

# DVRS SE/TLJC Log for Placement Activities

# (Include with Activity Report for all billable pre-placement and re-placement hours)

Client Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Employment Goal\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DVRS Counselor / DVRS Office \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DVRS Invoice (PV) #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reporting Period from: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Provider Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Completed By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Date/Coach**  **Time**  **(Start/**  **End)** | **Activity - Describe Billable Activity**  *(When documenting employer contacts include the employer name and contact person.)*  **Refer to Procedural Guidelines for Job Coaching Services & Billable Hours** | **Time Spent in each Activity** | | | |
| **I/A** | **CJD** | **JSA** | **JS** |
| Date:  Coach:  Start:  End: |  |  |  |  |  |
| Date:  Coach:  Start:  End: |  |  |  |  |  |
| Date:  Coach:  Start:  End: |  |  |  |  |  |
| Date:  Coach:  Start:  End: |  |  |  |  |  |
| Date:  Coach:  Start:  End: |  |  |  |  |  |
| Date:  Coach:  Start:  End: |  |  |  |  |  |
| **Total Hours Used (By Activity)** | |  |  |  |  |
| **Total Hours Used on Log** | |  | |

**Key: I/A =** *Intake/Assessment* **CJD =** *Customized Job Development* **JSA =** *Job Site Analysis* **JS =** *Job Sampling*

**DVRS SE/TLJC Intervention Plan and Service Log**

**\**To be used for Re-stabilization activities & DDD Long-Term Follow-Along***

Client Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Employer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DVRS/DDD Invoice/MIS #: \_\_\_\_\_\_\_\_\_Total Hrs Billed on Invoice: \_\_\_\_\_\_\_

DVRS/DDD Counselor/Case Manager/Office: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reporting Period from: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Provider Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_Completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Follow-along Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Intensive/Time Limited Coaching Completion Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Expected Job Performance** | | | **Employee Performance** | Intervention Plan (Include individual(s) responsible for the plan) |
|  | | |  |  |
| **Date** | **# Hours** | **Progress of Each Intervention and Job Coach/Employment Specialist(s) Activities**  ***Refer to Procedural Guidelines for Job Coaching Services & Billable Hour Model*** | | |
| Date:  Coach: | Start: End:  Total: |  | | |

**DVRS SE/TLJC Intervention Plan and Service Log (Continued)**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_VR Counselor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_VR Invoice #\_\_\_\_\_\_\_\_Page #:\_\_\_\_

|  |  |  |
| --- | --- | --- |
| **Date** | **# Hours** | **Progress of Each Intervention and Employment Specialist(s) Activities** |
| Date:  Coach: | Start:  End:  Total: |  |
| Date:  Coach: | Start:  End:  Total: |  |
| Date:  Coach: | Start:  End:  Total: |  |
| Date:  Coach: | Start:  End:  Total: |  |
| Date:  Coach: | Start:  End:  Total: |  |
| Date:  Coach: | Start:  End:  Total: |  |

**Verification of Transition to Extended SE Services & the**

**Need for DVRS Long-Term Follow-Along Funding (LTFA)**

DVRS Supported Employment LTFA Provider:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| Provider Name | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Client Name Full SSN (Required) |  |
| The above named individual received supported employment services to reach a supported employment outcome. There is no other funding source available for extended SE services. Intensive SE services ended or are scheduled to end:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| Month – Day – Year | |

Service is billable to the following LTFA account/rate (*check as applicable*):

\_\_\_\_\_\_\_\_Regular \_\_\_\_\_\_\_\_\_ASL

RSA Disability Coding (4 digit codes):

Primary \_\_\_\_\_\_\_ Secondary\_\_\_\_\_\_\_\_ Additional\_\_\_\_\_\_\_

The DVRS Counselor verifies:

* Job stabilization has been achieved
* The client will require two follow-along contacts per month in order to maintain employment; and
* An initial LTFA Service Plan has been developed.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **DVRS / CBVI Counselor Signature** |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **(print name)** |

**1) Copy to provider for submission with monthly billing.**

**2) Keep copy for DVRS case file.**

**3) Providers keep copy.**

**DISABILITY CODING**

Rehabilitation Services Administration (RSA) DISABILITY CODES are comprised of 4 DIGITS:

First two digits identify the **impairment** in function; second two digits identify the **cause** of the impairment.

|  |  |
| --- | --- |
| CODES FOR DISABILITY IMPAIRMENT | CODES FOR CAUSES/SOURCE OF IMPAIRMENTS |
| **Codes for Impairments**  00 – No impairment  **Sensory/Communicative Impairments**  01 – Blindness  02 – Other Visual Impairments  03 – Deafness, Primary Communication Visual  04 – Deafness, Primary Communication Auditory  05 – Hearing Loss, Primary Communication Visual  06 – Hearing Loss, Primary Communication Auditory  07 – Other Hearing Impairments (Tinnitus, Meniere’s  Disease Hyperacusis, etc.)  08 – Deaf Blindness  09 – Communicative Impairments  (expressive/receptive)  **Physical Impairments**  10 – Mobility Orthopedic/Neurological Impairments  11 – Manipulation/Dexterity Orthopedic/Neurological  Impairments  12 – Both mobility and Manipulation/Dexterity  Orthopedic/Neurological Impairments  13 – Other Orthopedic Impairments (e.g. limited range of  motion)  14 – Respiratory Impairments  15 – General Physical Debilitation (fatigue, weakness,  pain, etc)  16 – Other physical Impairments (not listed above)  **Mental Impairments**  17 - Cognitive impairments **REG VERIFICATION**  **ONLY - NOT TO BE USED AS MH**  **VERIFICATION** (impairments involving  learning, thinking, processing information and  concentration)  18 - Psychosocial Impairments interpersonal and  behavioral impairments, difficulty coping)  19 - Other Mental Impairments | 00 – Cause unknown  01 – Accident/Injury (other than TBI or SCI)  02 – Alcohol Abuse or Dependence  03 – Amputations  04 – Anxiety Disorders  05 – Arthritis and Rheumatism  06 – Asthma and other Allergies  07 – Attention-Deficit Hyperactive Disorder (ADHD)  08 – Autism  09 – Blood Disorders  10 – Cancer  11 – Cardiac and other conditions of the circulatory  system  12 – Cerebral Palsy  13 – Congenital Condition or Birth Injury  14 – Cystic Fibrosis  15 – Depressive and other Mood Disorders  16 – Diabetes Mellitus  17 – Digestive  18 – Drug Abuse or Dependence  (other than alcohol)  19 – Eating Disorders (e.g. anorexia, bulimia or  compulsive overeating)  20 – End-Stage Renal Disease and other Genitourinary  System Disorders  21 – Epilepsy  22 – HIV and AIDS  23 – Immune Deficiencies excluding HIV/AIDS  24 - Mental Illness (not listed elsewhere)  25 – Mental Retardation  26 – Multiple Sclerosis  27 – Muscular Dystrophy  28 - Parkinson’s Disease and other Neurological  Disorders  29 – Personality Disorders  30 – Physical Disorders/Conditions (not listed elsewhere)  31 – Polio  32 – Respiratory Disorders other tan Cystic Fibrosis or  Asthma  33 – Schizophrenia and other Psychotic Disorders  34 – Specific Learning Disabilities  35 – Spinal Cord Injury (SCI)  36 – Stroke  37 – Traumatic Brain Injury (TBI) |

Instructional Guide: DVRS SE/TLJC Activity Report

This report should be completed to document what is being done to assist the client to obtain or maintain employment, issues preventing the person from being employed, what will be tried that is new and what activities need to be continued. It will also document employment information for the client. Refer to the Procedural Guidelines for Job Coaching Services & Billable Hour Policy.

**Process:**

This report should be sent to DVRS when:

1. Requesting additional pre-placement hours

2. Completing pre-placement services

3. Requesting initial intensive/time-limited job coaching hours

4. Requesting additional intensive/time-limited job coaching hours

5. Completing intensive/time-limited job coaching services

**Documentation:**

* Be sure to fully complete identifying information requested on this form.
* The *DVRS invoice #* is the last 6 digits in the box identified as *number* which is located slightly below and to the right of the state seal on the invoice form.
* If reporting pre-placement hours, the *Job Goal/Job Title* should match the goal indicated on the DVRS Individualized Plan for Employment (IPE). If this goal does not match the IPE goal contact the DVRS counselor. Once employed, this space should reflect the title of the current job held by the client. Note: If this *Job Title* is unrelated to what the *Job Goal* was the DVRS Counselor should be contacted.

**Question 1**

* Indicate barriers to employment, training needs, support needs, education requirements, skill development, etc. necessary for the client to obtain an appropriate job match or if employed to achieve job stabilization and long-term follow-along status.
* Indicate the areas and issues that you anticipate will need to be addressed either prior to employment or on/off the job site in order for the client to be successful at work.

**Question 2**

* Indicate additional activities, accommodations, interventions or strategies that will be put into place in order for pre-placement or intensive/time-limited job coaching services to be successful

**Question 3**

* Respond yes or no to the first sentence in this question.
* If the client is not or is no longer a candidate for employment at this time provide rationale for this decision.

**Question 4**

* Indicate any additional comments, observations, concerns, etc. you have regarding this individual.

**Question 5**

* Indicate if a service team meeting is being requested by responding yes or no.

**Question 6**

* Indicate number additional hours requested (if any)

**Question 7**

* Circle the type of hours requested (if any) – pre-placement (to continue job search), initial intensive, initial time-limited job coaching (when employment is found), additional intensive, or additional time-limited job coaching (when additional training, support, etc. on the job is required or for follow-along status to be achieved),

**Question 8**

* Provide this information only when requesting initial job coach hours or if a job has changed while intensive/time-limited job coaching hours are being provided. Detail the information requested about the specific job.

**Checklist**

* Check the appropriate box.

**Instructional Guide: DVRS SE/TLJC Log for Placement Activities**

This log is completed to document billable pre-placement and re-placement activities listing the dates, # of hours & activity provided. Cross-reference the Procedural Guidelines for Job Coaching Services & Billable Hour Policy when needed.

**Process:**

This report should be sent to DVRS when:

1. Requesting additional pre-placement hours.

2. Completing a pre-placement invoice with no additional hours requested.

3. Requesting initial intensive or time-limited job coaching hours.

**Definitions of Pre-Placement Activities for the Purpose of this Document:**

**Intake/Assessment (I/A)** – collection and analysis of information, usually including history, interests, preferences, skills, knowledge, strengths, support needs, travel skills, etc., about the person receiving services in order to facilitate a job match.

**Customized Job Development (CJD)** –using assessment information to target jobs available in the local labor market and link the person seeking employment with job opportunities consistent with their interests, abilities and identified work goal. Some activities may include meeting with employers, proposing a potential employee to the employer, job carving, job restructuring, improving marketability of the person seeking employment, addressing employment match barriers, etc.

**Job Site Analysis (JSA)** – gathering information about a specific position by listing job tasks/responsibilities and assessing skills and knowledge necessary to meet the requirements and perform job duties. The work culture, level of support/supervision available, and general work environment are also assessed.

**Job Sampling (JS)** – an evaluation process, also known as situational assessment or community based vocational assessment, conducted in a competitive work setting to determine interests, preferences, skills, knowledge, strengths, support needs, etc.

**Documentation:** Be sure to fully complete identifying information requested on this form.

The *DVRS invoice #* is the last 6 digits in the box identified as *number* which is located slightly below and to the right of the state seal on the invoice form.

The *Employment Goal* should match the goal indicated on the DVRS Individualized Plan for Employment (IPE) or in referral information provided by the DVRS counselor. If this goal does not match the DVRS goal contact the DVRS counselor.

**Date/Job Coach/Start & End Times:** Write the date(s), job coach, start and end time(s) for each activity that is documented in the “Activity” column.

**Activity - Describe Billable Activity:** Describe what was actually done on the date(s) and times that correspond to that activity. Be specific about the service provided and include contact information and any areas that require follow-up.

**Time Spent in Each Activity (I/A, CJD, JSA, JS):** Break down the time spent on each activity (see above definitions) described in the “Activity” column. The total # of hours for all activities in one row should add up to the number of hours identified in the “Time: From - To” column.

**Total Hours Used (by Activity) and Total Hours Used on Log:** Add hours by activity and provide a total of billable hours in the rows identified.

Instructional Guide:

DVRS SE/TLJC Intervention Plan and Service Log

**This report should be completed to**:

* document the need for and use of intensive/time-limited job coaching and re-stabilization hours.
* identify barriers to achieving job stabilization and follow-along status and strategies to deal with these barriers.
* describe how long-term follow-along status will be achieved.
* identify potential barriers to success when considering a position for a person receiving services and develop a proposal to an employer.
* promote consistency of the methods utilized by job coaches/employment specialists, employers, residential staff, family, the person receiving services, etc. to address barriers.
* provide specific, documented areas to check up on when providing long-term follow-along services.
* document DDD Long-Term Follow-Along services.

#### PROCESS

This report should be completed when:

* A potential job match is being considered.
* Documenting billable services during the intensive/time limited job coaching phase of training.
* Documenting billable services once the client has reached long-term follow-along status.

These reports should be sent to the DVRS counselor when:

* Requesting initial or additional intensive/time-limited job coaching hours.
* The client has reached long-term follow-along status and for the 1st 90 days/3 months after long-term follow-along is achieved.
* *\*Please note that, although the* ***Intervention Plan and Service Log*** *does not need to be sent to the DVRS counselor after 3 months of long-term follow-along support, completed reports should continue to be placed in the records of the person receiving services and provided to the assigned PPDS in Central Office upon request.*

When are different sections of the form completed?

* Always complete the identifying information at the top of the *Intervention Plan and Service Log.*
* Fill out the three columns below the identifying information (*Expected Job Performance, Employee Performance, and Intervention Plan Columns*) of the *Intervention Plan and Service Log* when requesting initial intensive/time-limited job coaching hours.
* Fill out the three columns below the identifying information and the “Service Log” following those columns (*Date, # Hours including start and end time, Progress of Each Intervention and Job Coach/Employment Specialist(s) Activities*) of the *Intervention Plan and Service Log* when requesting additional intensive/time-limited job coaching hours and when the client enters long-term follow-along status.

##### ***DOCUMENTATION***

* Be sure to fully complete identifying information requested on this form and indicate the *Client Name, VR Counselor, VR Invoice #, and Page #* on any additional pages utilized.
* The *Client’s Job Title* should match the goal indicated on the DVRS Individualized Plan for Employment (IPE). If this does not match the IPE goal, contact the DVRS counselor.
* The *DVRS invoice #* is the last 6 digits in the box identified as *number* which is located slightly below and to the right of the state seal on the invoice form.
* Please note that multiple days of provided service can be reported on one *Intervention Plan and Service Log*. **Be sure to address each intervention and all activities associated with each intervention on the “Service Log” portion of the *Intervention Plan and Service Log***.

**Expected Job Performance:**

* Identify tasks, duties, areas, etc. that the person receiving services is having difficulty performing.
* How would the areas that are currently difficult for the person receiving services be performed in order to meet employer standards, do the job as required, or meet goals/objectives?
* List what should be done in various areas so that tasks, duties, etc. are performed correctly.

**Employee Performance:**

* For **each** task, duty, area, etc. listed under *Expected Job Performance* identify the level the person receiving services is actually completing that task, duty, area, etc.
* List the way the person receiving services works in required areas and performs job tasks, duties, etc.

**Intervention Plan:**

* What can be done to bridge the gap between the standard listed under *Expected Job Performance* and the person receiving service’s performance listed under *Employee Performance*?
  + What job modification (i.e., altering or changing the work environment/work station or providing a tool/jig), if any, will be implemented to assist the person receiving services in meeting the expected job performance listed in the first column?
  + What job restructuring (i.e., the addition, deletion, or sequence change of a job task(s) or changing/adjusting the procedure for the position), if any, will be implemented to assist the person receiving services in meeting the expected job performance listed in the first column?
  + What training (i.e., breaking down the steps of a job task to be performed and providing instruction), if any, will be implemented to assist the person receiving services in meeting the expected job performance listed in the first column?
* Indicate interventions that can be used when the employment specialist is no longer providing intensive support by utilizing natural supports and fading out prompting.
* There should be a plan to address **each** discrepancy listed in the first two columns.
* Include information about who will be responsible for making sure the interventions are carried out (e.g., the person receiving services, co-workers, supervisors, family, residential staff, employment specialist, etc.) for **each** intervention.

##### Progress of Each Intervention and Job Coach/Employment Specialist(s) Activities

* Indicate the dates, coach along with the number of hours including the start and end times that services have been provided.
* What did the job coach/employment specialist do to facilitate, evaluate, implement, or make sure that **each** intervention is in place and working and that **each** expected job performance is being met? – Can be accomplished through observations, hands-on assistance/facilitation, conversations with the person receiving services, supervisors, co-workers, etc.
* How did the interventions work that day?
* Indicate which company employee or employees, if any, met with the Job Coach/Employment Specialist and note the outcome of the contact(s).
* Please note that **each** discrepancy identified in the columns must be addressed in the “Service Log”.

**Additional Information:**

* As a job coach/employment specialist notices that the person receiving services is having difficulty with a task, duty, area, etc. that isn’t already listed as a discrepancy or as the person receiving services is assigned new tasks, expected to meet a higher standard, sets new goals/objectives, etc. discrepancies should be added to the columns under the identifying information section.
* Once it has been determined that a goal/objective has been met because the task, duty, area, etc. is no longer an issue and has been successfully completed by the person receiving services on a regular basis, it can be indicated in the “Service Log” that the expected job performance is consistently being met in that area and will no longer be included on the *Intervention Plan and Service Log*. That particular discrepancy can be removed from future *Intervention Plan and Service Log* documents.

**General Comments:**

* Comments about additional information that may not fit into the *Intervention Plan and Service Log* can be included in this section (use a blank sheet of paper to include additional comments that do not fit in this area.)

**Instructional Guide: Verification of Transition to Extended SE Services & the Need for DVRS Long-Term Follow-Along Funding (LTFA)**

1. Verification of Transition to Extended SE Services & the Need for DVRS Long-Term Follow-Along Funding will be initiated by the SE vendor. **If DDD registered client, contact DDD Case Manager/Fiscal Monitor to arrange DDD LTFA funding.**
2. The SE vendor completes all information listed:
   1. Provider Name;
   2. Client Name;
   3. Full 9-digits of SSN; Required for DDD-MOU
   4. Date Intensive SE services ended/scheduled to end
   5. Account/rate LTFA to be billed Regular/ASL; and
   6. RSA Disability Code(s).
3. After completion of the form by the SE vendor, it will be sent to the DVRS Counselor who had worked with the client for verification.
4. The Counselor will verify that the client:
   1. Has been provided with SE intensive job coaching by DVRS;
   2. Has no other extended service funding source identified and available;
   3. Is in an individual placement;
   4. Ensure all information noted is accurate and complete; and
   5. Revise and/or complete missing information.
5. Counselor will sign verification form and return to the SE vendor. A copy of verification will be retained in the DVRS local office case record.
6. The SE Vendor will attach a signed copy of verification with the month’s voucher and billing report for submission to the DVRS Central Office to the attention of the assigned Program Planning and Development Specialist (PPDS) managing LTFA.