

## **Job Development and Placement Services Guidelines and Payment Rates ND Division of Vocational Rehabilitation Effective: October 1, 2012**

### **I. BELIEFS AND VALUES**

Job Development and Placement Services are time limited services with the expectation that the client will become successfully employed in integrated, competitive employment. The provider's role is to assist the client in attaining the job and developing essential work skills. Once the work skills have been developed the provider will phase out and assist the client in developing natural supports. These services are **short-term** and are intended for those who require some support and assistance up front, but who will not require ongoing supports once the DVR case is closed.

Job Development and Placement Services emphasize the following beliefs and values:

- Individuals with disabilities are capable of being employed
- Individuals with disabilities who want to work have the same right to work and earn a living wage as people who do not have a disability
- Facilitating community employment allows individuals the fullest community participation
- Employment options are based upon preferences, skills and needs of the individual
- Employer/employee consultation and support is provided after a job has been found, but are time limited and are intended to begin phasing out once the individual becomes employed

Individuals identified for Job Development and Placement Services should demonstrate:

- The motivation, or desire to work
- They can be relied on to show up when they need to, and
- The capacity, either with or without support, to stay on task for a period of time generally associated with working

### **II. DEFINITIONS AND DESCRIPTIONS**

**Job Development** refers to direct employer services, outreach and in-person interactions with employers that leads to job offers and includes activities of prospecting, labor market analysis appointments and identification of employer's priority needs. DVR authorizes Job Development services when the DVR counselor determines the individual client need for third party representation to access employers. The provider staff may also be asked to assist the client with developing interviewing skills, resume writing, making initial contact with employers and learning correct follow up strategies with employers necessary to find employment on their own now and in the future.

**Job Placement** services are designed for clients who do not need intense preparation to enter the workforce. They have a signed Individualized Plan for Employment (IPE), and are job ready, but need assistance to find a job with short-term job coaching once employment is obtained. Clients accessing these services will not require long-term ongoing supports once their case is closed.

**Job Retention** is follow-along service provided as direct engagement with either the client or the employer, or both, to assist in maintaining and retaining the job after the job has begun. The job retention time period includes the 90 consecutive days after the job begins and until the client's file is eligible for a case closure as "Rehabilitated".

**Situational Assessment** is a process for assessing and evaluating work-related behaviors in a controlled environment. Although any type of task or situation may be used, real work is most often used in order to add relevance. Situational assessments are an optional service. The need for a situational assessment will be determined by the counselor on a case by case basis.

Depending on the extent of information available and the experiences of the service providers, case managers, counselors, or others with the client, it may be necessary to purchase a situational assessment.

The situational assessment is distinguished from other types of assessments due to the ability of the evaluator or provider to control and vary the task so the client can be assessed under a variety of conditions or situations. The findings are documented and a report is sent to the DVR counselor for review and approval for payment.

The purpose of the assessment is to identify an employment goal and determine the support required for the client to obtain and maintain employment. The assessment may also determine if the client will require either Job Placement services or if they should access Supported Employment. The assessment may identify issues such as:

- Availability and use of transportation
- Strengths and weaknesses in social behaviors
- Daily living skills
- Communication skills
- Grooming
- Money management
- Self-concept/motivational skills/understanding of personal skills and abilities
- Problem-solving abilities
- Dealing with conflict
- Identification of barriers and support options
- Identify opportunities for natural supports
- Target intervention levels
- Cost of supports/earnings
- Interests and transferable skills
- On-site situational assessments – On-site assessments will be required if the provider is otherwise unable to identify a vocational goal and alternative.

**Employment Proposal** is developed jointly by the provider and client. It outlines the job development, placement and training strategies that will be used to assist the client to become successfully employed. Acceptance of the employment proposal will be by both the DVR counselor and the client. A milestone payment is available to the provider once the proposal is approved and signed by the provider, counselor and client.

**Outcome Based Payment** is a payment made based on performance and/or milestones such as: acceptance of a client referral, securing a job placement, or upon eligibility for a case closure as successfully employed, "Rehabilitated".

### **III. DETERMINING IF A CLIENT REQUIRES JOB DEVELOPMENT AND PLACEMENT SERVICES**

It is the responsibility of the DVR counselor to determine the rehabilitation needs of the client and the appropriate services to meet those needs.

#### **The DVR Counselor will:**

1. Review existing data to determine rehabilitation needs of the client. The existing information could include, but is not limited to, medical and psychological records, interest inventories, personality and aptitude test results, work history, current labor market information, etc.
2. Provide essential support services necessary for the client to access the process.
3. To the extent necessary, provide appropriate assessment activities to obtain necessary additional data in order to make a determination of services.
4. Apply Cognitive Motivational tools and strategies to identify motivation to work. When motivation is a barrier to employment they will apply appropriate counseling intervention techniques before internal or external job development or placement services begin. They will assist clients to:
  - Have a clear idea of the type of job they wish to pursue
  - Consider what type of work environment would be the best fit
  - Use their personal and professional networks as a key component in their job search
5. Determine if the client will require short-term assistance to find and secure employment, with the understanding that supports will not be required to maintain employment once the DVR case is closed.
6. If Job Development and Placement Services are necessary for the client to secure employment, the DVR counselor will meet with the client. They will discuss with the client the need for services, the role of the provider in securing and maintaining employment, the referral process and how the client, provider staff and counselor will make timely progress towards reaching their employment goal outlined on the Individualized Plan for Employment (IPE).
7. The DVR counselor will give clients the names and contact information of the providers and let the consumer interview providers if they choose.

8. Once a provider is selected, a referral for Job Development and Placement Services will be made to the provider. The referral packet will include an authorization for services, completed referral form, and any supporting documentation. The IPE will also be included, defining the responsibilities of the client to ensure timely progress in reaching their employment goal. This should include how the client and counselor will evaluate the progress. The provider and client will then develop the employment proposal.
9. The counselor will meet with the provider and client to review and approve the employment proposal. All three will sign the employment proposal which will indicate approval and agreement.
10. Job development activities will commence after the employment proposal has been signed. Activities and timelines will be monitored monthly by the DVR counselor via a progress report from the provider. The report will outline employment activities initiated and completed by the provider and DVR client.

When contact is made informally, the DVR counselor will note contact by using the case management system.

#### **IV. PAYMENT RATES**

##### **Payment for Situational Assessments**

Payment for situational assessment services will be made the following way:

An authorization for \$250 will accompany the referral to the provider if a situational assessment is requested by the DVR counselor. The provider can bill \$250 per assessment, not to exceed three assessments. The number and nature of the assessments will be outlined in the referral packet forwarded to the provider agency prior to the start of services. Each specific job assessment will be considered one assessment. For example if the client is being assessed stocking at two different employment sites, each site is considered as a single, \$250 assessment. Or if the client is assessed for two different jobs at the same employment site, each job assessment is considered a single, \$250 assessment.

DVR may also purchase formal assessments, as necessary, from appropriate sources.

##### **Payment for Job Development and Placement Services**

Payment for these services is outcome/milestone based. They will be made upon reaching certain outcomes and milestones such as: acceptance of a client referral, approval of a completed employment proposal, job retention for 30 days and achievement of successful employment and VR case closure "Rehabilitated". Services provided for job development and placement services are no longer based on variable hourly rates.

The DVR counselor and provider will review the placement and progress to determine if they are appropriate and should continue. Progress reports must be received by DVR by the 15<sup>th</sup> of the month before payment can be made.

Providers will receive the final payment only after DVR is able to confirm that all closure criteria are met and the case can be closed as successfully employed, Status 26. If final payment is made and DVR is unable to close the case Status 26, the provider must refund the full amount of final payment to DVR.

**The attached flowchart outlines the reimbursement method for Situational Assessments and Job Development and Placement Services described above.**

**Payment if Job Loss Occurs Prior to Successful Closure** *(Not Displayed on the Flow Chart)*

If the client loses their job prior to being successfully employed for 90 days, the provider, DVR counselor and DVR Regional Administrator will meet to discuss the circumstances surrounding the job loss. Payment for replacement will be determined on a case-by-case basis. Factors to be considered include the reason for the job loss, if a new employment proposal is necessary, did the disability worsen, is there a new disability, etc. Depending on the situation, reimbursement will begin at one of the milestone amounts. To ensure statewide consistency, all situations where job loss occurs and reimbursement will exceed the original milestone payments, the additional payment will be approved by the DVR Chief of Field Services. The necessity of continuing this level of approval will be assessed every six months.

**Payment for Travel to Outlying Areas** *(Not Displayed on the Flow Chart)*

There are some circumstances where the client who is receiving Job Development and Placement Services lives in and desires to work in a rural community. In those instances where the provider must travel more than 20 miles one way outside of the metropolitan service area or city limits, whichever area is larger, DVR will authorize additional payment to the provider.

Payment will be based on the **approved state rate for mileage with the number of miles calculated according to GasBuddy.com**. The **number of required trips will be negotiated** between the provider and DVR counselor.

---

**V. PAYMENT FOR OTHER SHORT-TERM ON-THE-JOB SUPPORTS SEPARATE FROM JOB DEVELOPMENT AND PLACEMENT SERVICES.** *(Not Displayed on the Flow Chart)*

There may be certain, rare, circumstances where Job Development and Placements services are not necessary or appropriate but the individual does require some short-term on-the-job supports. Those on-the-job supports are provided to individuals who have attained employment, yet need short-term support services in order to stabilize their job placement and to enhance job retention. Such service may include Job Coaching, follow-up and any specific job retention service requested by the DVR counselor. Payment for this service is separate from than Job Development and Placement Service.

The DVR counselor will consider the required service to address the client's individualized barriers to employment and structure the intervention accordingly. Payment for this service will be consistent with the nature of each client's need for intervention.

On-the job supports as described above, whether prior to a successful rehabilitation or for post-employment services, will only be authorized by the DVR counselor with the approval of the VR Regional Administrator.

These services are short-term, and paid at a **statewide hourly rate of \$35.00**.

# Purchased Job Development and Placement Services North Dakota Division of Vocational Rehabilitation

(SFN's added 11/29/12)

