Discovery and Exploration

1. Can the CRP be paid for Discovery and Exploration if the client accepts a job prior to completion of Discovery and Exploration?

Yes if the service(s) was provided and appropriately documented.

2. What is a Community Based Assessment (CBA)?
A CBA assesses the individual's abilities, capabilities, and capacity to perform in competitive integrated work situations. CBA's should be consistent with the informed choice and rehabilitation needs of the individual.

3. Can multiple community based assessments occur at the same location?
Yes, in some situations the rehabilitation needs of the individual may require multiple community based assessments at the same location.

4. Does Discovery and Exploration always include community based Assessments?
Yes, there should be at least two.

5. How will a CRP know if Discovery and Exploration is being done under a Trial Work Plan or after a VR eligibility decision has been made?
When a referral for Discovery and Exploration is made as a part of a Trial Work Plan, it's important that the VR counselor communicates this to the CRP, so that service expectations are not misunderstood.

6. Is the client/guardian required to sign the Discovery and Exploration Service Plan and Discovery and Exploration Final Report?
Yes. In the Discovery and Exploration Final Report, the signature is found on Addendum A or B, whichever is appropriate.

7. What labor laws and regulations should I be aware of when assisting people through Discovery and Exploration?
The US Department of Labor provides guidance on services to workers with disabilities who are enrolled in individual rehabilitation programs. See the attached link for more information:
https://www.dol.gov/whd/FOH/FOH_Ch64.pdf

8. Are there scenarios where multiple CBAs might not be necessary as a part of Discovery and Exploration?
In general all Discovery and Exploration participants should receive access to at least two CBA's. Any exceptions require Regional Manager approval.

General

1. Do Supported Employment extended services (follow along) need to be determined prior to the CRP providing placement/supports?
Yes

2. Whose responsibility is it to secure extended services (follow along)?
The CRP will ensure that extended services will be provided.

3. Are extended services still required if on the job supports were not provided by the CRP as employer did not allow supports?
Yes

4. If a client is referred to VR with a job and they need supports, what milestones get authorized?
The VRC is required to conduct their Comprehensive Assessment. If the employment is appropriate, the VRC should authorize: Job supports, Independent Employment (30), and Successful Employment Outcome(90).

5. Can self-employment be provided within the SE model?
No, these are mutually exclusive services.

6. Can OJT be provided instead of supports in the SE model?
As these are two mutually exclusive services, OJT would not be provided as part of the SE Model.

7. Whose responsibility is it to conduct Benefits Planning?
The VR/CRP/Client team is charged to give the client as much information as needed to understand the financial impact of going to work.

8. If a client relocates to another region; but continues services with the same CRP (ie. different location), would we reauthorize all milestones?
No, you would only authorize those milestones not already billed.

9. If a client completes a service, but fails to sign the necessary forms for billing, can services be billed?
If the VRC can verify that the service was provided and the VR District Supervisor agrees, then a case note explaining the circumstances must be completed prior to VR paying the bill.

10. Can any milestones be billed multiple times during the life of the case?
No, only hourly Job Supports can be authorized multiple times to the same CRP.

11. Can a client move from SE to ES/ESP?
Based on client's individualized needs, it's possible to move from SE to ES/ESP. When these situations occur, the VR District Supervisor and Regional Manager should be consulted.

12. What happens if a client in the SE model accepts a job where job supports are not able to be provided?
A conversation should take place between the CRP, counselor, client, VR District Supervisor, and/or Regional Manager, to discuss the client's support needs at that particular job site.
If these needs are able to be met in the absence of job supports, services would continue using the SE model with the SE outcome payments.

13. Why is it important that VR provide a complete referral packet to include the VPG?
Receipt of a complete referral packet decreases redundancy and time spent gathering information, allowing the CRP to act with a sense of urgency to initiate services.

14. Does VR need to provide the CRP a copy of the clients IPE when referring for services?
Yes, the IPE is an important part of a complete referral packet.

15. What are the accepted ways to obtain a client signature on an amended IPE?
The first (preferred) option is to obtain the client's written signature in person or by fax.
A second option is to send the amended IPE to the client in an email and have the client respond via email that they are in agreement to the change. The email from the client indicating agreement with the amended changes would be incorporated into the client record.

Placement

1. When does the employment outcome clock start for people receiving job supports?
Clock may begin when job supports fall below 26% of hours worked.

2. When does the employment outcome clock start for people who do NOT receive job supports?
Clock may begin the first day on the job.

3. What is needed for the verification of 3 days of employment?
A copy of the pay check stub should be provided. If not available, the following exceptions can be used: **1)** letter generated from the employer; 2**)** verification from the Work Number can be submitted.

4. Can the VR counselor serve as the source of independent verification of employment on behalf of a CRP?
If the methods referenced in question # 3 above has been exhausted then VR staff may verify billable placement. A written request from the CRP documenting unsuccessful attempts to reach the client or employer is required for verification.

5. If a temporary job has been approved by the VR District Supervisor, when would placement begin?
After three days of paid employment.

6. Are there a minimum number of hours required to constitute a placement?
No, the placement should meet the individualized need of the client.

Supports and Successful Outcome

1. What is the difference between being employed 90 days and achieving a successful employment outcome?
Being employed 90 days is only one of three required components to close a case successfully. The three components are:

- The employment outcome is consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
- The individual has maintained employment not less than 90 days.
- After 90 days, the individual and the VR counselor must agree that the employment outcome is satisfactory and the individual is performing well.

2. Can you bill coaching prior to billing placement?
Coaching can be billed prior to the billing of placement as long as there has been a signed IPE and agreement from the team on the placement.

3. Can you bill coaching if client loses the job in less than 3 days of paid employment?
Yes, as long as there has been a signed IPE and the team agreed to the placement.

4. If IPE is written after the job started, can the CRP bill supports?
Supports cannot be billed for any services provided which precede the client's signature date on the IPE. Only those supports provided on or after the signed IPE are billable.

5. What if there are different job coaches providing job supports, is more than one form required?
Yes, a SE Daily Job Supports form is required for each job coach who has provided supports within the month.

6. What if a client refuses to sign the SE daily support log?
If this occurs, a conversation should occur between the VRC, CRP, and client as soon as possible to discuss this refusal.

7. How does the CRP report the client has achieved independent employment?
A variety of methods can be used: phone call, email, etc. Timely notification is required prior to sending the monthly progress report.

8. What are examples of activities that *are* billable for off-site support?
This support is always a work related interaction directly with the client. Examples of activities that are billable could include but not be limited to: bus training, appropriate hygiene and dress for work, or interpersonal problem solving.

9. What are examples of activities that are *not* billable for off-site support?
Examples of activities that are not billable would include provider meetings or staffing; phone calls to discuss support strategies or client progress; completion of agency or VR paperwork or reports, and CRP staff travel time.

10. When is it appropriate for a CRP to bill for job supports over a lunch break?
Job Supports can only be billed when a service has been provided. If a job coach provides supports to a client during a lunch break, a CRP may bill for that time as Off-site supports. If the job coach is taking a break during that time, then he/she is not providing a service during that time; and thus, a CRP may not bill. Note that total coaching hours cannot be greater than the total hours worked for that month.

11. Is transporting a client to the job site, billable as off-site support?
No

12. Can job coaching be made available following completion of EBTT/Project Search?
EBTT/Project Search is a distinct service from Supported Employment. EBTT/Project Search is a training program which includes job placement. In situations where job coaching is being considered following completion of EBTT/Project Search, the VR District Supervisor and/or Regional Manager should be consulted.

13. As a CRP, what should I do if I know the authorized hours for job coaching are running out?
Job coaching services should only be provided under a current authorization. If additional hours are needed, please contact the VR counselor to discuss the rational for continued job coaching.

14. What do I do if I am working a client who has "24 hour line of sight supervision"?
"24 hour line of sight supervision" is typically a condition of Department of Mental Health services. It's important that DMH staff is involved in service planning, and conversations are held to discuss the impact this might have on employment. "24 hour line of sight supervision" does not exclusively preclude someone from participating in VR services.

Summer Work Experience

1. Can VR pay for employer required pre-requisites?
Yes, if it's required to assess an individual's ability to meet employer requirements (e.g., TB tests and background checks), these services can be authorized as an assessment and are not subject to financial means testing. On the other hand, secondary services that are required to participate (e.g., transportation, tools, uniforms) are subject to financial means testing, as they are with all other services.

2. When working with a student who is receiving social security benefits, what impact might the summer work experience have on their monthly benefits?
Every situation is unique; however The Social Security Administration has developed guidance pertaining to this issue, which can be found at the following link: https://www.ssa.gov/ssi/spotlights/spot-student-earned-income.htm

3. Can a student who has participated in the summer work experience also participate in subsequent CRP services?
Yes, in order to inform the need for additional CRP services, the VR counselor should evaluate all available information to determine what services the client requires to meet their vocational goal.

Financial

1. Can a CRP continue billable services even though VR's authorization dates have expired or money is no longer available?
No. The authorization serves as VR's commitment to pay for services. The CRP and VRC share responsibility in communicating about the needs of the client when services are expected to continue. An amendment must be issued prior to continuation of the service(s).

2. What is The Work Number?
This is an employment verification service provided through Equifax and serves as an acceptable means of verifying clients' placement. There is a fee associated with this service. www.theworknumber.com

3. When is a CRP required to provide a pay check stub?
The pay check stub is an acceptable form of independent verification for placement. For placement services, the pay check stub must show that the client has had three days of paid employment.

4. Are Monthly Progress Reports required even if a milestone payment is not being billed for a particular month?
The CRP Agreement requires reports on clients' monthly progress regardless of whether a milestone is being billed. It is acceptable for a CRP to email the Monthly Progress Report to the VRC provided the subject is clearly identified as "Monthly Progress Report".

5. The State of Missouri allows two years for vendors to bill after a service has been provided. If an invoice is received prior to the two-year limit, but lacks the required supporting documentation, can VR pay?
No. The invoice must be complete and be accompanied by supporting documentation to be ***payable*** prior to the two year limit. *See Attachment D – Billing for Services*. In addition, if the VRC is unable to verify the service, VR is unable to pay the invoice. As a result, timely billing is encouraged.

6. When a CRP provides transportation monies to a client, does the signed verification require a date with the client's signature?
No. However, if a date accompanies a client's signature, it must fall within the authorization service dates.

7. What happens when VR is verifying a client's signature and it does not match other signatures of the client in the VR case file?
VR must verify the service prior to making payment. The CRP may be asked to provide additional documentation to verify that services were provided.

8. Can VR pay for maintenance or transportation services if the CRP is unable to provide a receipt/supporting documentation, respectively?
No. The receipt/supporting documentation is required to verify the purchase. *Copies of receipts are acceptable.*

9. Can VR reimburse a CRP for sales tax?
No. Tax exemptions should be utilized as appropriate by a CRP when purchasing items on behalf of a client.