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### **CHAPTER 12 – COMMUNITY REHABILITATION PROGRAM (CRP)-BASED SERVICES**

#### **Federal Regulations**

[34 CFR 361.21](#) – Consultations regarding administration of state plan

[34 CFR 361.22](#) – Coordination with education officials

[34 CFR 363](#) – State Supported Employment Services

#### **State Rule**

[5 CSR 20-500](#)

### [Community Rehabilitation Program \(CRP\) Agreement](#)

#### **1200 GENERAL PROCEDURES (applies to all programs)**

- Document informed choice regarding CRP selection and services in the VR case folder.
- Make the Special Program notation in the case management system at the time the client starts the program.
- In providing quality customer service, contact with the client should be regular and ongoing to ensure satisfaction and progress as agreed upon in the IPE.
- Temporary/seasonal jobs must be approved by District Supervisor or Assistant District Supervisor.
- The counselor must verify with the client his/her satisfaction with the employment placement as agreed upon in the IPE and that it meets his/her interests, strengths and needs (i.e. support, wages, benefits, hours, etc.).

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- Verification and documentation of paid employment of at least minimum wage is required. Counselor must verify via a source independent from the CRP.
- The counselor is responsible for reviewing all reports and verifying the provision of services and authenticity of billing provided by the CRP to ensure compliance with the CRP/VR Agreement.
- A case may be Closed-Rehabilitated once the client has been employed for 90 days and the counselor has verified the client's satisfaction with employment. Counselor must verify the employment from a source independent from the CRP.
- The case file must reflect substantial services leading to a positive employment outcome before the case can be Closed-Rehabilitated.

## **1210 EMPLOYMENT SERVICES (ES) AND EMPLOYMENT SERVICES PLUS (ESP)**

### **Purpose/Initial Considerations**

- ES and ESP services are provided when the client is in need of individualized assistance in achieving their desired employment outcome.
- Has an agreed upon vocational direction.

### **Procedure**

- ES/ESP is not based on financial need. However, secondary services are based on financial need. When necessary, appropriate documentation should be in the financial section of the case file.
- The counselor is required to conduct a comprehensive assessment of the client's rehabilitation needs prior to scheduling a planning conference with a CRP. It is the counselor's responsibility to insure any questions on the reasonableness of employment are answered prior to the provision of ES/ESP.

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- A planning conference to include the counselor, CRP, client and the client's other supports (i.e. case manager, parent, guardian, school representative, etc.) must occur prior to the initiation of ES/ESP.
- Prior to a change in services from ES to SE, the case should be submitted to the Regional Manager Team for consideration.
- An Individualized Plan for Employment (IPE) will be developed, reviewed and agreed to with the client upon completion of the planning conference.
- Staffings should occur at least every 90 days during Job Development to facilitate progress towards an appropriate job placement.

## **1220 SUPPORTED EMPLOYMENT (SE)**

### **Purpose/Initial Considerations**

- Found in the CRP agreement

### **Procedure**

- SE is not based on financial need. However, secondary services are based on financial need. When necessary, appropriate documentation should be in the financial section of the case file.
- The counselor is required to conduct a comprehensive assessment of the client's rehabilitation needs. It is the counselor's responsibility to insure any questions on the reasonableness of employment are answered prior to the provision of SE.
- Vocational Planning Guide (VPG) – A VPG is initiated and completed by VR and presented to the CRP, along with other documentation, prior to the Vocational Planning Conference and authorization of SE.
- A Vocational Planning Conference to include the counselor, CRP, client and the client's other supports (i.e. case manager, parent, guardian,

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school representative, etc.) must occur prior to the authorization of SE and initiation of Discovery.

- Prior to a change in services from SE to ES, the case should be submitted to the Regional Manager Team for consideration.
- SE Job Development Plan (JDP) and Individualized Plan for Employment (IPE) – A meeting to include the counselor, CRP, client and the client's other supports (i.e. case manager, parent, guardian, school representative, etc.) is held to discuss the results of the discovery and exploration process, identify specific services, on and/or off site job supports, the extended service provider and, as appropriate, develop a JDP and IPE.
- Staffings should occur at least every 90 days during Job Development to facilitate progress towards an appropriate job placement.
- The client can be moved to Employed status when:
  - employed earning at least minimum wage
  - receiving extended services
  - receiving less than 26% of job supports or the client has completed nine months of receiving job supports
  - counselor has verified with the client his/her satisfaction with employment
- Quality Employment Incentive Payments can only be made to a CRP for a client whose successful employment outcome has been reached.

## **1230 INDIVIDUAL PLACEMENT WITH SUPPORTS (IPS)**

### **Purpose/Initial Considerations**

- Individual Placement with Supports (IPS) – IPS is a SE model that involves competitive employment with ongoing job supports for individuals with the most significant disabilities (MSD) due to serious mental illness who receive Comprehensive Psychiatric Services (CPS) and have a Department of Mental Health (DMH) case manager. IPS consists of vocational profile, job placement and individual job supports that lead to a successful competitive

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employment outcome. CRPs who offer IPS services must have each satellite location individually approved by VR.

<http://www.dartmouth.edu/~ips/>

- IPS uses a “fidelity” model adhering to these core principles:  
[http://www.dartmouth.edu/~ips/page30/styled-8/files/vr\\_handout\\_web\\_lowres.pdf](http://www.dartmouth.edu/~ips/page30/styled-8/files/vr_handout_web_lowres.pdf)
- The IPS program is a collaborative service with the Department of Mental Health (DMH) for individuals with a serious mental illness in order to help them obtain and maintain employment. The IPS approach is to place an individual into employment as soon as possible, placing less emphasis on the traditional concept of employment “readiness”.
- It is expected that nearly all referrals for IPS cases will come from the IPS provider agency. Referral from the IPS provider should include a considerable volume of information about the individual. The information provided by the IPS provider agency is expected to be sufficient to document the individual’s eligibility and classification as Most Significantly Disabled (MSD).

## Procedure

- IPS is not based on financial need. However, secondary services are based on financial need. When necessary, appropriate documentation should be in the financial section of the case file.
- An Individualized Plan for Employment (IPE) will be developed, reviewed and agreed to with the client. This should occur no later than the completion of the Vocational Profile.
- Staffings/Team Meetings/contact should occur as specified under IPS fidelity.
- IPS authorizations include milestones after placement, 30 and 90 days of employment. The Treatment Team must agree that an employment placement is the appropriate placement to consider for closure as Closed

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- Rehabilitated. Counselors must calculate these time periods beginning no sooner than the date of the IPE. This means that if an individual is working at the time of referral the time period calculations start with the IPE date. If the individual is not working at the time the IPE is developed, the time period calculations start with the first day of employment.

- The counselor is responsible for reviewing all reports and verifying with the client the provision of services and authenticity of billing provided by the CRP.

## **1240 TRANSITIONAL EMPLOYMENT (TE) OR EMPLOYEE DEVELOPMENT SUPPORT (EDS)**

### **Purpose/Initial Considerations**

Transitional Employment Services (TES) or Employee Development Support (EDS)

- For individuals with the Most Significant Disabilities (MSD).
- Involves placing clients with serious mental illness in temporary, competitive employment
- In this type of training program, the competitive work must be in an integrated work setting with ongoing support services for individuals with chronic mental illness, and include continuing sequential job placements until job permanency is achieved.

### **Procedure**

- Document suitability of Transitional Employment outcome indicating that due to pervasive and severe limitations and barriers to employment it has been determined that the most suitable goal for this individual at this time is TE employment with supports.
- TE is not based on financial need. However, secondary services are based on financial need. When necessary, appropriate documentation should be in the financial section of the case file.

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- An Individualized Plan for Employment (IPE) will be developed, reviewed and agreed to with the client.
- Staffings should occur at least every 90 days during Job Development to facilitate progress towards an appropriate job placement.

## **1250 EMPLOYMENT SKILLS TRAINING (EST) AT COMMUNITY REHABILITATION PROGRAMS**

### **Purpose/Initial Considerations**

- EST involves the use of short-term, individualized skills training and instruction in a specified career field. It incorporates classroom instruction, hands-on training and may include internships or apprenticeships
- Skills Training, and any training-related secondary services at CRPs are based upon financial need, and a search for comparable services/benefits will need to be conducted.
- Skills Training at CRPs may include the cost of tuition, fees, books/supplies, uniforms, tools/equipment, licensure/certification, or other training related costs required for participation in the training program.

### **Procedure**

- Completion of Training Program Comparison Form (if appropriate) is required in the VR case folder, as well as documentation of any comparable services and benefits.
- Financial information should be appropriately documented in the financial section of the case folder. Complete financial needs assessment and, if appropriate, a cost scenario.

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- An Individualized Plan for Employment (IPE) will be developed, reviewed and agreed to with the client. The counselor will review and discuss the client and provider roles/responsibilities, and overall training-related expectations during EST.
- Authorization can be issued upon completion of the IPE.
- Prepare authorizations in accordance with the appropriate fee listing which will show the total cost of training and cost per instructional period. Placement services are included in the training fee. ES services should not be authorized.
- The District Supervisor (or Counselor II and above as designated by the District Supervisor) will review and approve all individual item purchases with a cost greater than or equal to \$3000.00. The review process must occur prior to purchase. The District Supervisor (or Counselor II and above as designated by the District Supervisor) will document the approval by issuing the authorization for the purchase.
- Ensure appropriate referral information has been sent to the provider prior to the start date.
- Contact the provider and client to verify the start of services.
- Maintain appropriate contact with the client and provider to ensure satisfaction and progress as agreed upon in the IPE.
- The client can be moved to Employed status when:
  - Employed earning at least minimum wage
  - Counselor has verified with the client his/her satisfaction with employment.

## **1260 AUTHORIZATION AND BILLING**

- Refer to CRP Procedure Code Listing in the case management system to authorize all of the CRP-Based services.

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- All milestones will be authorized at the start of ES/ESP/SE/IPS/TES/EDS services unless otherwise agreed to by the team (Counselor, CRP, Client and the Client's other supports (i.e. case manager, parent, guardian, school representative, etc.)).
  - For any client returning to a provider for these services, refer to the CRP/VR Agreement for additional guidance on what to authorize.
- The link to the CRP-VR Agreement (above) also leads to the various attachments and billing forms.