

CSG Client Services Guide	Date Issued 2/15/19	Subject Community Rehabilitation Program Services	Section 1200
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Section 1200 COMMUNITY REHABILITATION PROGRAM SERVICES

1200 GENERAL PROCEDURES (applies to all programs)

- Document informed choice regarding CRP selection and services in the VR case file.
- The counselor is required to conduct a comprehensive assessment of the client's rehabilitation needs prior to the development of the individualized plan for employment (IPE). See [CSG Section 500](#) for further guidance.
- Ensure appropriate referral information has been sent to the CRP prior to the start date.
- 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.

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- In providing quality customer service, contact with the CRP should be regular and ongoing to support progress toward meeting the goals identified 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 (e.g., support, wages, benefits, hours, etc.).
- Verification and documentation of paid employment of at least minimum wage in a competitive integrated setting 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 agreement.
- A case may be Closed-Rehabilitated once the client has been employed in a competitive integrated setting for more than 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)

1210.1 Purpose/Initial Considerations

- Review the CRP agreement specific to Employment Services and Employment Services Plus.
- ES/ESP is not based on financial need.
 - When necessary, secondary services (maintenance, transportation, etc.) may be provided.
 - Secondary services are based on financial need. See financial need guidance in [CSG Section 600](#) for further information.

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1210.2 Procedure

- A Vocational Planning Guide (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 ES/ESP. See [CSG Section 500](#) for VPG information.
- A planning conference to include the counselor, CRP, client and the client's other supports (e.g., case manager, parent, guardian, school representative, etc.) should occur prior to the development of the IPE.
- Upon completion of the planning conference, an IPE is developed, reviewed with and signed by the client and/or guardian as appropriate.
- Upon VR's approval of the IPE, an authorization may be issued and the CRP notified services may begin.
- Staffings should occur at least every 90 days during Job Development to facilitate progress toward an appropriate job placement.
- The client can be moved to Employed status when:
 - employed in a competitive integrated setting;
 - the counselor has verified with the client his/her satisfaction with employment.

1220 SUPPORTED EMPLOYMENT (SE)

1220.1 Purpose/Initial Considerations

- Review the CRP agreement specific to SE.
- SE is for individuals with the most significant disabilities.
- SE is not based on financial need.
 - When necessary, secondary services (maintenance, transportation, etc.) may be provided.
 - Secondary services are based on financial need. See financial need guidance in [CSG Section 600](#) for further information.

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1220.2 Procedure

- 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. See [CSG Section 500](#) for VPG information.
- A planning conference to include the counselor, CRP, client and the client's other supports (e.g., case manager, parent, guardian, school representative, etc.) is held prior to the authorization of Discovery and Exploration.

NOTE: Discovery and Exploration is for individuals with the most significant disabilities who are seeking SE services.

- Upon completion of Discovery and Exploration, a meeting involving the counselor, CRP, client and the client's other supports is held to discuss how the results will support the development of meaningful SE service delivery.
- Upon development and approval of the IPE, an authorization may be issued and the CRP notified that services may begin.
- Staffings should occur at least every 90 days during Job Development to facilitate progress toward an appropriate job placement.
- The client can be moved to Employed status when:
 - employed in a competitive integrated setting;
 - receiving extended services;
 - receiving job supports less than 26% of the hours worked; and
 - the counselor has verified with the client his/her satisfaction with employment.
- If the client has received on the job supports (coaching) for 24 months and cannot move to Employed status, consult with the regional manager to determine an appropriate course of action.

1230 INDIVIDUAL PLACEMENT WITH SUPPORTS (IPS)

1230.1 Purpose/Initial Considerations

- Review the CRP agreement specific to IPS.

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- IPS is an SE model for individuals with serious and persistent mental illness or co-occurring mental illness and substance use disorder who receive services from a Department of Mental Health/Behavioral Health Division--Community Mental Health Center administration agent, affiliate or addiction treatment program. IPS is for individuals with the most significant disabilities.
- IPS is not based on financial need.
 - When necessary, secondary services (maintenance, transportation, etc.) may be provided.
 - Secondary services are based on financial need. See financial need guidance in [CSG Section 600](#) for further information.

1230.2 Procedure

- Upon receipt of a referral for IPS from the approved IPS provider, an IPE is developed, reviewed with and signed by the client and/or guardian as appropriate.
- Upon VR's approval of the IPE, an authorization may be issued and the CRP notified services may begin.
- Staffings should occur at least every 90 days, or as frequently as needed, during Job Development to facilitate progress toward an appropriate job placement.
- The IPS team, including the client, will decide when a suitable job match has occurred.

1240 EMPLOYMENT SKILLS TRAINING (EST)

1240.1 Purpose/Initial Considerations

- Review the CRP agreement specific to EST.
- Skills Training, and any training-related secondary services at CRPs, are based upon financial need. A search for comparable services/benefits will need to be conducted prior to authorizing EST services.

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1240.2 Procedure

- Document cost comparison of training programs, if applicable, using the Training Program Comparison form, Cost Scenarios or a case note. Document any comparable services and benefits, if available.
- Financial information should be appropriately documented in the case file. Complete financial needs assessment and, if appropriate, a cost scenario.
 - When necessary, secondary services (maintenance, transportation, etc.) may be provided.
 - Secondary services are based on financial need. See financial need guidance in [CSG Section 600](#) for further information.
- An IPE is developed, reviewed with and signed by the client and/or guardian as appropriate.
- Upon VR's approval of the IPE, an authorization may be issued and the CRP notified services may begin.
- 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 and as such ES services should not be authorized.
- Staffings should occur at least every 90 days during Job Development to facilitate progress toward an appropriate job placement.
- The client can be moved to Employed status when:
 - employed in a competitive integrated setting;
 - the counselor has verified with the client his/her satisfaction with employment.

1250 EMPLOYER-BASED TRANSITION TRAINING/PROJECT SEARCH (EBTT/PS)

1250.1 Purpose/Initial Considerations

- Review the CRP agreement specific to EBTT/PS.
- EBTT/PS are one-year school-to-work transition training programs for VR-eligible youths (age 18 – 21) with the most significant disabilities who are

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enrolled in a public school district with an approved EBTT/PS program, have completed credits necessary for graduation, are in their fifth and final year of high school and have a goal of obtaining competitive integrated employment.

- EBTT is not based on financial need.
 - Secondary services are based on financial need and may be provided when required by the employer. See financial need guidance in [CSG Section 600](#) for further information.
 - The client or school district is responsible for transportation to/from the EBTT/PS site.

1250.2 Procedure

- The counselor should obtain input from the CRP, client and the client's other supports (e.g., case manager, parent, guardian, school representative, etc.) prior to the development of the IPE.
- An IPE is developed, reviewed with and signed by the client and/or guardian as appropriate.
- Upon VR's approval of the IPE, an authorization may be issued and the CRP notified services may begin.
- Staffings should occur as specified in the CRP agreement.

1260 SUMMER WORK EXPERIENCE PROGRAM

1260.1 Purpose/Initial Considerations

- Review the CRP agreement specific to the Summer Work Experience Program.
- The Summer Work Experience Program is a brief work-based learning experience with supports in a competitive integrated setting for high school students with disabilities entering their final year of high school.
- The Summer Work Experience Program is not based on financial need.
 - When necessary, secondary services (maintenance, transportation, etc.) may be provided.

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- Secondary services are based on financial need. See financial need guidance in [CSG Section 600](#) for further information.

1260.2 Procedure

- The counselor should obtain input from the CRP, client and the client's other supports (e.g., case manager, parent, guardian, school representative, etc.) prior to the development of the IPE.
- An IPE is developed, reviewed with and signed by the client and/or guardian as appropriate.
- Upon VR's approval of the IPE, an authorization may be issued and the CRP notified services may begin.
- Upon completion of the Summer Work Experience Program, it is recommended the final report be reviewed with designated personnel at the client's school to facilitate planning of ongoing services.
- Staffings should occur during the last week of the Summer Work Experience Program.

1270 AUTHORIZATION OF SERVICES AND BILLING

- Refer to the Procedure Code listing in the case management system to authorize CRP services.
- Individual milestones within each CRP program are authorized as a group.
 - In rare situations, exceptions to this practice may occur and should be discussed with the district supervisor and/or regional manager.
 - Any exceptions must be well documented and supported in the client case file.
- The link to the CRP Agreement above also leads to Frequently Asked Questions (FAQs) and attachments specific to authorization of services (Attachment C) and billing (Attachment D).
- Prior to reauthorization of specific services and/or authorization of services designed to assist in retaining employment, refer to the CRP Agreement (Attachment C and FAQs) for additional guidance on what to authorize.