



## **I. PURPOSE**

The Missouri Department of Elementary and Secondary Education (DESE) has the authority to receive and expend vocational rehabilitation funds under the Rehabilitation Act of 1973, as amended, 34 CFR 363 for the purpose of providing Supported Employment (SE) services.

A Supported Employment Service Provider (SESP) is defined as a community rehabilitation program under agreement with the Division of Vocational Rehabilitation (VR) to provide supported employment services on a fee for service basis to persons with the most significant disabilities and meets the following criteria:

- Is privately or publicly owned not-for-profit.
- Shows evidence that extended services support is available from funding sources other than VR after time limited training is completed.
- Is accredited by one of the following national organizations:
  - The Council on Quality and Leadership in Supports for People with Disabilities.
  - The Rehabilitation Accreditation Commission (CARF) in the areas of Supported Employment (SE), [Job Development, Job Site Training and Job Supports](#). [Those interested in offering transition services must also be CARF accredited in Employment Transition Services.](#)
  - Joint Commission on Accreditation of Health Organizations (JCAHO).

New SESP's that meet all other necessary criteria will be allowed a one year period of time within which they should make application for accreditation - IF there is not an SESP meeting the needs of that area, [as established by VR.](#)

Until accreditation is obtained, service will be limited to the geographic area where a need is determined. Services will be limited to supported employment as defined in this Agreement.

The SESP agrees to provide services to eligible VR clients in compliance with the SESP Fee Schedule and/or 5 CSR 60-900.050. By accepting funds, the SESP agrees to the following conditions:

## **II . DURATION OF AGREEMENT**

This agreement shall remain in effect until [September 30, 2010](#), unless terminated in accordance with Section III of this agreement.

## **III. TERMINATION OF AGREEMENT**

This agreement can be terminated by either party with 30 days written notice. VR may initiate such action if services have not been utilized within the last year, if a vendor loses accreditation, [or is not in compliance with the requirements of this agreement.](#)

#### **IV. STANDARDS AND LIABILITY**

- The SESP assures that it meets or exceeds minimum standards for approval by DESE and as specified by The Council, CARF, or JCAHO.
- An SESP that provides transition services should be accredited in the area of Employment Transition Services at the time transition services have begun or when their next accreditation survey is performed.
- All SESP's are required to participate in scheduled partnering reviews and comply with the agreed upon recommendations and action plans. You will be advised of the review date by the VR regional director.
- The SESP shall carry adequate insurance for general liability and automobile liability coverage.

#### **V. CIVIL RIGHTS COMPLIANCE**

The SESP should be in compliance with Title VI of the Civil Rights Act of 1964 and the Rehabilitation Act of 1973 as amended.

#### **VI. AFFIRMATIVE ACTION**

The SESP shall take affirmative action to employ and advance in employment qualified individuals with disabilities covered under, and on the same terms and conditions as set forth in, Section 503 of the Rehabilitation Act.

#### **VII. ACCESSIBILITY**

The SESP assures compliance with the Architectural Barriers Act of 1968, with Section 504 of the Rehabilitation Act, as amended, and with the Americans with Disabilities Act.

#### **VIII. ELIGIBILITY AND ORDER OF SELECTION**

VR is unable to provide services to all eligible persons with a disability. A statewide order of selection has been implemented, and clients will be served based on the severity of their disability. In accordance with the following priority categories, individuals with the most significant disabilities will be selected first for the provision of VR services.

**Priority Category I**.....An individual with the most significant disability as defined.

**Priority Category II**.....An individual with a significant disability as defined.

**Priority Category III**....An individual with a disability as defined.

**Priority Category I:** An **Individual With The Most Significant Disability** is an individual with a significant disability who is seriously limited in three or more of the following functional areas:

- Self-care
- Communication
- Mobility
- Self-direction

- Work tolerance
- Work skills
- Interpersonal skills

**Priority Category II:** An **Individual With A Significant Disability** is an individual with a disability who has a severe physical or mental impairment that seriously limits one or more functional capacities in terms of an employment outcome:

- Self-care
  - Communication
  - Mobility
  - Self-direction
  - Work tolerance
  - Work skills
  - Interpersonal skills
- Whose vocational rehabilitation can be expected to require multiple VR services over an extended period of time.
  - Who has one or more physical or mental disabilities resulting from amputation; arthritis; autism; blindness; burn injury; cancer; cerebral palsy; cystic fibrosis; deafness; head injury; heart disease; hemiplegia; hemophilia; respiratory or pulmonary dysfunction; mental retardation; mental illness; multiple sclerosis; muscular dystrophy; musculoskeletal disorders; neurological disorders (including stroke or epilepsy); spinal cord conditions (including paraplegia or quadriplegia); sickle cell anemia; specific learning disability; end-stage renal disease; or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and VR needs to cause comparable substantial functional limitation.
  - An applicant who is determined eligible for Social Security Benefits Title II (SSDI) or Title XVI (SSI-D) of the Social Security Act is considered eligible and, at a minimum, a person with a significant disability.

**Priority Category III:** An **Individual With A Disability** is any individual:

- Who has a physical or mental impairment.
- Whose impairment constitutes or results in a substantial impediment to employment.
- Who can benefit in terms of an employment outcome from the provision of VR service.

## IX. DEFINITIONS

**Competitive Employment** means work:

- In the competitive labor market that is performed on a full-time or part-time basis in an integrated setting.
- For which a client is compensated at or above the minimum wage, but not less than the customary or usual wage paid by the employer for the same or similar work performed by persons who are not disabled.

**Extended Services** (follow along) means:

- Support services provided by a state agency, a private non-profit organization or any other appropriate resource, from funds other than those received from VR after an individual with **most** significant disabilities has made the transition from State VR agency support.
- Support services should include:
- At a minimum, twice-monthly monitoring at the work site of each client in supported employment to assess employment stability, (unless the IPE provides for off-site monitoring).
- The coordination or provision of specific services, at or away from the work site, that are needed to maintain employment stability. (If off-site monitoring is determined to be appropriate it must, at a minimum, consist of two meetings with the client each month).

**Integrated Work Setting** means job sites where either:

- Most employees are not disabled.
- The individual with the most significant disability interacts on a regular basis in the performance of job duties with employees who are not disabled.
- If an individual with a most significant disability is part of a distinct work group of only persons with disabilities, the work group consists of no more than eight individuals.
- If there are no other employees or the only other employees are part of a work group as described above, an individual with the most significant disability interacts on a regular basis in the performance of job duties with persons who are not disabled, including members of the general public.

The definition of “integrated work setting” may not be satisfied by contact between an individual with the most significant disability and individuals who provide on-going support services at the job site.

Federal Regulations identify integrated setting as:

- With respect to the provision of services . . . a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals other than non-disabled individuals who are providing services to those applicants or eligible individuals.
- With respect to an employment outcome . . . a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals, other than non-disabled individuals who are providing services to those applicants or eligible individuals, to the same extent that non-disabled individuals in comparable positions interact with other persons.

**Job Carving:** The systematic process of piecing components from one or more jobs at a workplace that, when combined, creates one new job position that a person with the most significant disability can perform.

**Supports is:**

- The process of focusing on existing community supports to enhance successful employment. May include: employer, residential, family, social, recreational, and transportation resources.
- At the work site, job coaching emphasis is given to provide support to clients with the most significant disabilities to include: encouraging co-workers relationships; managing limitations on the job or related to the job.

- Inclusion which allows for effective job coach fading, and increases the chance for job retention while reducing the need for outside ongoing extended services.

**Transitional Employment is:**

- A series of temporary job placements in competitive work for persons with serious and persistent mental illness.
- Competitive work that must be in an integrated work setting with ongoing support services for individuals with chronic mental illness.
- May include continuing sequential job placements until job permanency is achieved.

**X. SUPPORTED EMPLOYMENT**

Competitive employment in an integrated work setting with ongoing support services for individuals with the most significant disabilities . . .

- Consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individuals with ongoing support services 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 **most** significant disability.
- Who, because of the nature and severity of their disabilities, need intensive supported employment services and extended (**follow along**) services after transition in order to perform this work.
- Transitional employment for individuals with the most significant disabilities due to mental illness.

**SE Assessment**

- SESP will provide ongoing job support services to assist clients in securing and maintaining employment.
- The SE assessment will include recommendations with support needs.
- Full and partial assessments are available.
- SE assessment should be developed prior to an IPE. The assessment should include employment history, recommendations and vocational goal. The following criteria should be addressed through the use of interviews, observations, testing, and participation in work experience at community based sites:

**1. Job Interests:**

- Client's reported job interest (brief listing)

**2. Preferences (Desired by Client) - Questions to be considered:**

- Schedule....Days/Hours
- Environment....Indoor/Outdoor - With People/Alone
- Wage
- Other Identified Areas  
(Should also be addressed below in number 3. Conditions)

3. **Conditions (Should Have):**
  - Schedule...Days/Hours
  - Environment...Indoor/Outdoor - With People/Alone
  - Wage
  - Other Identified Areas  
(Should also be addressed above in number 2. Preferences)
  
4. **Outside Influences (If Applicable):**
  - Involved Family
  - Involved Agencies
  - Cultural Support/Influences
  
5. **Strengths/Abilities/Vocational Skills:**

Brief Summary - Address as Appropriate. Examples:

  - Grooming/Hygiene
  - Follows Directions
  - Accepts Supervision
  - Behavior
  - Work Quality
  - Academics
  - Learning Style
  - Independence
  - Problem Solving
  - Attention to Task
  - Stamina/Endurance
  - Physical Strength/Mobility
  - Other
  
6. **Employment Support Needs:**

Should address the need for support. Examples:

  - Grooming/Hygiene
  - Follows Directions
  - Accepts Supervision
  - Behavior
  - Work Quality
  - Academics
  - Learning Style
  - Independence
  - Problem Solving
  - Attention to Task
  - Stamina/Endurance
  - Physical Strength/Mobility
  - Work Speed
  - Other
  
7. **Job Specific Accommodations (If Applicable):**
  - Architectural Barriers
  - Technological Needs/Adaptive Equipment
  - Work Checklists
  - Communication Accommodations (Interpreter)

8. **Health and Safety Concerns:** (Brief Summary)
  - Medication Influence
  - Substance Abuse/Sobriety
  - Stability of Mental Illness
  - General Medical Conditions (Brief Summary)
  
9. **Legal Issues:** (Past/Present/Pending):
  - Probation/Parole
  - Criminal/Civil Matters (i.e. pending SS)
  - Felony/Misdemeanor Record
  
10. **Long Term Support:**
  - Yes/No/Pending
  - Name of Agency
  
11. **Financial:**
  - Indicate as appropriate
  
12. **Transportation:**
  - Primary
  - Back Up

#### **SE Individual**

- SESP will provide ongoing job support services to assist clients in securing and maintaining employment.
- SESP will provide, through a job coach, intensive one-on-one on-the-job training that is necessary to teach the employee both the job duties and the job-related responsibilities such as transportation, co-worker relationships, taking breaks, etc.
- The SESP will also provide advocacy, the facilitation of natural supports at the work site, and long-term extended services follow along upon completion of VR time-limited services.
- Job coaching may be utilized for 9 months, or when the client only requires job coaching services for 25% of the work time, whichever comes first.
- In individual SE models for persons with serious and persistent mental illness and supports/case management the 25% level does not apply. Instead the benchmark is the successful achievement of goals/objectives as outlined in the monthly progress reports, i.e. Monthly Progress Report - CES/SE Job Coaching or Monthly Progress Report - Job Development.

#### **SE Individual for Persons with Serious and Persistent Mental Illness**

Not to exceed 9 months or until client reaches a satisfactory level according to monthly progress reports.

- Includes appropriate job coaching and other support services, either at or away from the work site, that are necessary for a person who has a serious and persistent mental illness to remain employed. **Related to enhancing job retention, support services may include:**
  - Case management
  - Individual meetings
  - Group meetings

## SE Job Development

Designed to assist the most significantly disabled individuals with the job search process and may include the following:

- Instruction on job seeking skills and resume development.
- Identifying/developing job opportunities.
- Assisting with job application/interviews.
- Job readiness activities.
- Finding integrated competitive employment consistent with the needs outlined during the assessment.
- Assure a suitable job match between the client and the employer.
- Developing job supports and/or accommodations.
- Educating employers.
- A Placement and Support Plan is developed once a job has been secured that identifies the needs of both the client and the employer.
- Job development can either be full or partial.

## SE Task Analysis

The overall purpose of task analysis is to facilitate training. This is done in two ways:

- Focusing trainer attention on the specific job task.
- Collecting information to develop a training plan.

## XI. SUPPORTED EMPLOYMENT MODELS

For the purpose of VR these models will be divided into two groups:

- Supported Employment Individual (SEI) job coaching, [supports case management and Individual SE Model for Persons with Serious and Persistent Mental Illness](#).
- Supported Employment Group (SEG) enclaves, mobile crews, and benchwork.

### Individual Models

1. **Job Coach** - [A job coach provides employment services at the work site until the client meets employer criteria/job expectations.](#)
  - Intensive on-the-job training that is necessary to teach the employee both the job duties and job-related responsibilities:
    - transportation
    - [bus training](#)
    - coworker relationships
    - taking breaks
  - Facilitation of supports at the work site.
  - Advocacy services for the client with employer, supervision and coworkers to assure integration of the supported employee.

2. **Supports Case Management** - Includes job coaching as appropriate and other substantial support services, either at or away from the work site, that are necessary to remain employed a minimum of 8 weeks and not to exceed 12 weeks initially. Substantial support services may include, but are not limited to, the following:

- Initial on site support and job coaching.
- Supervisor and co-worker negotiations.
- Facilitation of non-agency staff in supporting the employee.
- Consumer advocacy.
- Coordination of team and/or individual meetings regarding short and long range goal planning.
- Coordination with employer on reasonable job accommodations.
- Coordination of appropriate community resources impacting a client's employment success.

**Minimum Expectations for Weekly Supports Case Management:**

- Work place orientation (can be on or off the work site)
- Plan of action to coordinate outside supports with documentation of progress
- Demonstrated client input and involvement with the SESP
- Documentation of substantial services

**When considering Supports Case Management:**

- A decision to provide this service should be made at the time of assessment, not at placement
- Intended for clients whose primary support needs are away from the work site
- Individual should have a most significant disability

**Supports Case Management Not Intended When:**

- Employer does not want a job coach at the work site but client needs that type of support
- Long-term follow-up is not available (not a substitute for long term support)
- Client only needs minimal follow up (1-2 phone calls per week)
- Client is receiving individual job coaching (not to be used concurrently with individual coaching)

3. **Individual SE Model for Persons with Serious and Persistent Mental Illness** - Includes job coaching as appropriate and other support services, either at or away from the work site, that are necessary for a person who has a serious and persistent mental illness to remain employed. Related to enhancing job retention, these support services may include:

- Case management
- Individual meetings
- Group meetings

## Group Models

1. **Enclave** - A supported employment enclave in the competitive labor market with a client compensated at or above minimum wage maintains many of the benefits of integrated employment while providing the continuous, ongoing support required by some individuals for long-term success.
  - A small group of workers, (not more than eight), with the most significant disabilities.
  - Employed in a community setting managed by a specially trained supervisor.
  - Payment for work performed is at or above minimum wage and is commensurate with pay to others within the host company doing the same type and amount of work.
  - Persons with the most significant disabilities work alongside others doing the same work, although limited work abilities and behavioral needs may require that workers be situated in proximity of each other to enhance training and supervision.
  - Workers with the most significant disabilities receive the same benefits as others in the company with respect to such procedures as working hours, lunch and break times, and performance evaluations.
2. **Mobile Crew** - As with the enclave model, the mobile crew provides the opportunity for continuous ongoing support while offering integrated employment.
  - A small crew or sets of crews having one supervisor and not more than eight per crew perform work in regular industry.
  - Payment for work is at or above minimum wage.
  - Typically, the workers in a mobile crew perform service operations for organizations, businesses, and individual community members.
3. **Benchwork Model** - The benchwork model is designed to provide employment in a service agency which also functions as a business enterprise.
  - Contract work is procured from firms and related industries at or above minimum wage.
  - Individual workers receive intensive training and supervision on contract tasks.
  - Operated as small, single purpose, not-for-profit corporations, companies using the benchwork model provide employment and related services to up to eight individuals with the most significant disabilities.
  - For a benchwork model to be considered, adequate integration should be assured.

## XII. COMMUNITY EMPLOYMENT SERVICES (CES)

- CES is not an alternative to supported employment.
- Time-limited vocational services [provided by SESP](#)s with an emphasis on individualized and community based programming that may include initial assessment, job development and short-term job coaching (100 hours or less). Depending on the needs of the individual, a person may receive any or all of the services.
- Assessment may include community employment sites as well as pencil and paper testing.
- Job readiness and job development may include job seeking skills instruction, job placement and on site task analysis.

- During job coaching a client may be trained at one site and upon completion of programming placed at another job site; or a client may be placed and trained in the actual job they will be working at upon completion of training. In either situation the services are time-limited and, at the conclusion of training, the client is expected to be working competitively without the need of ongoing supervision other than that provided by the employer.
- If at the end of a CES assessment, supported employment is determined to be the most appropriate service, a supported employment assessment should not also be provided. Job development would be the next service.

**CES Assessment - Full:**

- Intended for persons who don't meet criteria for supported employment but appears to need job development or job coaching.
- Determines the client's potential to engage in a program leading to competitive employment.
- Discuss potential type of employment as well as the suggested number of hours per week.
- Includes work experience at three community based sites for a minimum of four hours per site, or whatever deemed appropriate due to the disability.
- May include pencil and paper testing.
- Interview/intake conducted with SESP.
- Obtains and reviews employment history as well as past vocational assessments.

**CES Assessment - Partial:**

- Determines the client's potential to engage in a program leading to competitive employment.
- Discuss potential type of employment as well as the suggested number of hours per week.
- Obtains and reviews employment history as well as the suggested number of hours per week.
- Includes interview/intake conducted with SESP.
- May include pencil and paper testing.
- May include assessments at community based sites (the sites and hours should be negotiated).

**CES Job Coaching (100 hours or less):**

- The provision of on-the-job training that is necessary to teach the employee both the job duties and job-related responsibilities (i.e., transportation, co-worker relationships, taking breaks, etc.).
- The facilitation of supports at the work site.
- The provision of advocacy services for the client with employer, supervisor and co-workers to assure integration.
- The provision of services that include spot-checking on performance, employer satisfaction, job coaching/training in new duties, and other responsibilities that assures job retention.
- Extended services (follow along) are not required; however, follow up should be provided at 30, 60, and 90 days.

### **CES Job Development:**

- The job development component of job readiness involves the services of specialists who identify and cultivate job placement possibilities for persons in the community, brings suitable clients and employers together, and offers short-term follow up support. Job placement may occur at any time during the rehabilitation process.
- May include instruction on job seeking skills, identifying/developing job opportunities, providing onsite task analysis, and job readiness activities.
- Focuses on finding employment consistent with the needs outlined during assessment.
- A Placement and Support Plan is developed once a job has been secured that addresses the needs of both the client and the employer when job coaching is necessary.
- Full and partial job development is available.

### **XIII. PROVISION OF SERVICE**

VR may fund services under this program to any individual who:

1. Has been determined to be a person with the most significant disabilities, and for whom competitive employment has not traditionally occurred or has been interrupted or intermittent as a result of the disability.
2. Has been determined by assessment of rehabilitation potential, as defined in 29 USC §705 of the Act, to have:
  - The ability or potential to engage in a training program leading to supported employment.
  - A need for ongoing support services in order to perform competitive work.
  - The ability to work in a supported employment setting.

**Initial Supported Employment Assessment (SEA)** - An SEA should be **completed** prior to the development of an IPE. The assessment is required to address the criteria necessary to determine a client's appropriateness for supported employment.

- The assessment should be completed within two months for all clients.
- Any exceptions should be discussed and agreed upon by the counselor and SESP.

#### **The assessment and report shall:**

- a. **Determine whether a** client has the ability or potential to engage in a program leading to supported employment, including:
  - The suggested number of hours per week the client might be expected to work.
  - The suggested type of employment the client might be expected to pursue.
  - **Type of support with justification (individual job coaching, supports case management, CES).**
- b. Includes work experience at a minimum of three community based work sites for a minimum of four hours at each site unless one of the following exceptions occurs:
  - The client's disability precludes them from going to three sites.

- The client's disability precludes them from being in any one given site for at least four hours.
  - The client has sufficient existing information from that or other SESP's which includes past community based assessment sites. If this situation occurs, a partial assessment may be appropriate.
  - The assessment report shall include the name and description of the community work sites and the number of hours the individual worked at each site.
- c. If employment is recommended, complete a Job Development Plan.
- d. Name the extended service (follow along) provider.
- e. A staffing shall be conducted upon completion of the supported employment assessment and prior to the development of the IPE.
- f. The CES/SE Assessment Report shall be presented at the staffing. However, the Job Development Plan will be completed at the time of the staffing by the team members.

**The staffing should include:**

- Client
- VR counselor
- SESP Representative(s); (should be one who is knowledgeable of the client's strengths, weaknesses, potential, etc.)
- Parents or Guardian (if appropriate)
- Extended Service Provider Representative (if appropriate)
- DMH Case Manager (if appropriate)

**Job Development** - Job development may be authorized after:

- A determination has been made that supported employment services appear appropriate. This determination may be based upon a previous report (in VR file), or current assessment.
- A staffing and job development plan have been completed.
- A monthly job development progress report should be sent to the VR counselor. (Exception: For organizations that choose to provide weekly job development progress reports, a monthly report is not required).
- A staffing shall be conducted quarterly for all clients in job development who have not yet been placed on a job.
- A placement report will be submitted when the client has obtained employment.

**Task Analysis** is:

- Allowed as needed for a maximum of 16 hours, with or without the client at the work site after a job has been secured.
- Should be authorized concurrently with job development.

**Supported Employment Individual Plan for Employment (SE IPE):**

- Developed following the staffing after an appropriate job has been secured.
- Identifies authorized coaching services.
- A copy of the current SE IPE addendum shall be provided to the service provider.

**Continuation of Supported Employment Services**

- The initial goal shall be for VR funding to terminate within 320 hours or three months, whichever comes first.
- The SESP will initiate a formal staffing to include the client, VR counselor, appropriate SESP staff and, if possible, employer, extended service provider, and parent or guardian. The staffing will address:
  - Fading of job coaching
  - Work quality
  - Job satisfaction (client and employer satisfaction)
  - Need for continued support and availability of extended services/follow along
- Any service provided without prior written or verbal authorization by VR is the responsibility of the SESP.
- VR counselor approval is needed prior to any authorizations being issued beyond the initial three months. District supervisor should be consulted with any concerns regarding request for continuation.

**Extended Services/Follow Along -**

- Should be identified prior to the development of an IPE.
- Should be utilized when:
  - job coaching has exceeded nine months
  - The client requires less than 25% job coaching
- Provision of extended services (follow along) a minimum of twice a month with the client or employer.
- Individual SE models for persons with serious and persistent mental illness should be utilized when:
  - Job coaching exceeds nine months, or achieved the goals/objectives in their employment plan
  - The client reaches a satisfactory functioning level

**VR Case Closure -**

- Will occur when a client maintains employment more than 90 days after implementation of extended services/follow along (if available).

**Reports -**

- Progress for clients will be monitored through the applicable progress report.
- Progress reports for individual job coaches should show both the number of hours the client worked and the number of hours job coach has spent at the job site.
- **CES/SE Assessment Report (Includes Community Based Assessment Sites).**

The first half of the assessment may be billed at the end of the first month and will be sent with the second half of the assessment billing. Community Based Assessment Sites is to be sent with the CES/SE Assessment Report when billing the second half of the assessment fee.

- **A Reference Guide For CES/SE Assessment Report** may be used to assist in the completion of the CES/SE Assessment Report form.
- **Job Development Plan** is to be completed at the assessment staffing and will be used to clarify expectations and responsibilities. The Job Development Plan will be sent with the first half of job development billing. A quarterly staffing should be scheduled and noted on this plan.
- **Monthly Progress Report - Job Development**  
SESPs are required to report monthly to VR regarding job development activities. Weekly reports are not required; however some providers may choose to provide weekly information, thus not requiring them to provide an additional monthly report.
- **Placement and Support Plan** is intended to be written upon job implementation. It is required for billing the second half of job development. This form will only include information pertinent to the individual client. Some areas may not be addressed.
- **Monthly Progress Report - CES/SE Job Coaching** should be used to report on client needs and progress on the job. Not all areas listed should be addressed, only those specific to the individual's needs.

#### **XIV. CONSUMER SATISFACTION SURVEY**

- A consumer satisfaction survey should be requested from each client who receives services at the SESP.
- A report should be completed, based on the responses received, for each calendar year and should be submitted to the VR central office annually, by February 1.
- Report (one for each satellite shown on your SESP Fee Schedule) should consist of one percentage figure to answer the following questions:
  - Services have helped or will help me get a job. \_\_\_\_\_ %
  - Pleased with services and would recommend to others. \_\_\_\_\_ %
  - Overall satisfaction. \_\_\_\_\_ %

#### **XV. FEE SCHEDULE**

- Services to be provided for VR clients will appear on an SESP Fee Schedule, prepared by the VR central office, based on information provided by the SESP:
  - SESP = Name address phone TTY fax website
  - Name, title, phone and e-mail of Administrator
  - Referral/authorization contact person name, phone and e-mail
  - Holidays
  - List of counties served
  - Services offered and brief description of each

- Requests for the addition of new SESP, services, or expanded geographic areas of coverage should be submitted to the [coordinator of consumer affairs and/or coordinator of client services](#) for consideration. The VR central office will notify the SESP upon approval.
- A CRP/SESP Cost Analysis should be submitted for a new service or fee amount change to an existing program.
- Any request for change should be submitted to the VR regional manager no less than 30 days prior to the expected change. Fee increases will be granted no sooner than 12 months from the last fee increase.
- If an SESP discontinues a program or service, the SESP should notify the VR regional manager in writing no less than 30 days prior to the expected closing date. [SESP should notify the regional manager in writing of arrangements made for transfer of services and provision of extended services \(follow along\)](#).

## **XVI. COST OF LIVING ADJUSTMENT (COLA)**

Based on availability of funds VR will consider implementing a COLA based on the Consumer Price Index-Urban (CPI-U) rate.

If awarded, it will be applied to all core services shown on the current fee schedule. (Items not considered a core service include, but are not limited to: books/supplies, fees, meals, residential housing, tools and uniforms).

Services provided prior to the date increase is effective will be paid at the existing rate . . . services provided after the effective date will be paid at the newly calculated rate based on the CPI-U.

## **XVII. AUTHORIZATIONS**

At the time of referral and prior to start date, the VR counselor should provide the SESP with the following:

- [VR questionnaire](#)
- Health questionnaire
- Medical records
- [Initial report of contact](#)
- Eligibility statement
- Significantly disabled classification
- [IEP/diagnostic summary](#)
- CRP/SESP Referral Form

[A written authorization for services will be completed and sent to the SESP prior to the start of services.](#) Any exception should be discussed and agreed upon by the VR counselor and/or district supervisor and the SESP.

When a job has been developed for a client the following should be provided to the SESP:

- The SE IPE addendum
- An authorization for training services

If there is an increase in fees, the pre-existing authorization will be valid until all units have been used or until the ending date of the authorization expires, whichever comes first. [The fee to be used is the fee at the beginning of services.](#)

## **XVIII. TERMINATIONS**

A client may be terminated for:

- Failure to comply with the SESP's policies and procedures
- Failure to meet the requirements set forth in the client's IPE
- Client choice

Any decision to terminate a client's program requires:

- Formal notice by the initiating organization
- Notification to other involved parties as soon as possible

## **XIX. CANCELLATION**

- If only a portion of the fees are used, the remaining balance should be cancelled.
- If SESP notes on an invoice, "Final Billing," the cancellation will be handled internally by VR.
- When a client is not in services for four consecutive weeks and there is no additional billing needed, the SESP should contact the counselor to initiate cancellation for the balance of the authorization.

## **XX. OTHER SERVICES BASED ON FINANCIAL NEED**

- An SESP who agrees to serve as vendor of other services for a client will receive an authorization indicating the amount to be paid and the dates to be used by the SESP.
- Itemized receipts should accompany the billing invoice for services other than transportation.
- Maintenance will only be paid if the client is relocating more than 45 miles from their domicile. Exceptions may be made by the VR district supervisor if the client will suffer economic hardship.
- If an SESP advances maintenance and/or transportation monies to a client and the client is terminated by either the SESP or VR, the SESP is not expected to absorb the money advanced and may bill.
  - SESP should write on the final invoice, "Maintenance and/or transportation has/have been advanced and the client terminated early."

## **XXI. BILLING - SUPPORTED EMPLOYMENT AND COMMUNITY EMPLOYMENT SERVICES**

- [Submit bill with appropriate report.](#)
- [Billed services should coincide with dates on the authorization.](#)
- Bills may be submitted for payment using the VR authorization and/or [SESP invoice form.](#)
- All bills should be signed by the SESP but will not require the client's signature.
- Bills should be sent to the VR office address shown on the authorization.

**Assessment:**

- A partial flat fee should be paid for clients referred to VR who are currently in another one of their programs.
- If a CRP has provided comprehensive vocational evaluation which included community based sites and information necessary to complete a job development plan, then a supported employment assessment should be waived.
- The first half of a full assessment fee is payable at the end of the first month and shall include a progress report.
- The remaining half is payable at the end of the assessment, which includes the final assessment staffing and final assessment report.
- Full assessments of less than one month in duration are payable at the end of the assessment (including final assessment staffing) and should be submitted with the final assessment report.
- Partial assessments are subject to the same requirements and are payable at the end of assessment.
- Any exceptions should be discussed and agreed upon by the counselor and SESP.

**Job Development** will be based upon a flat fee.

- Half of the fee may be billed when job development is initiated and the balance may be billed when the client has been placed on a job.
- Only the first increment of the fee shall be paid for a client who initially sought individual job placement but is later placed in a group program.
- When a client is placed as an employee of the SESP, a full fee shall be paid for the placement.
- A partial fee may be paid for jobs of less than ten hours per week. Any exceptions can be discussed and agreed upon by the counselor and SESP.
- If repeat job placement is necessary within a year of the last job development authorization that resulted in placement, a partial fee for job development should be authorized if the following conditions are met:
  - Prior placement lasted at least four weeks
  - Has the potential to work competitively
- If an individual's placement lasts less than four weeks, it would be the responsibility of the SESP to continue placement services at no additional cost.
- If repeat job placement is necessary after a year of the last job development authorization that resulted in placement, a full fee should be authorized if the client has the potential to work competitively.
- If job placement occurs during assessment, the SESP, VR counselor and district supervisor will negotiate the remaining fees.

**Individual Models****SE Individual Job Coach Model:**

Not to exceed 9 months or 25% job coach time, whichever comes first. Amount authorized is anticipated number of hours for a 3 month period not to exceed 320 hours.

**Supports Case Management:**

Amount authorized is anticipated number of weeks. A minimum of 8 weeks not to exceed 12 weeks initially.

▪ **SE Individual for Persons with Serious and Persistent Mental Illness:**

Not to exceed 9 months or until client reaches a satisfactory level according to monthly progress reports. Authorize 16 weekly units at a time.

**Group Models**

- The first portion may be billed as job development is initiated and the balance may be billed when the client has been placed.
- Job development is not billable for a client placed initially in an existing group program.
- A partial fee may be paid for jobs of less than ten hours per week.

**Task Analysis**

- The amount of billable hours for task analysis is the number of hours the client will be working per day times two days (i.e., a client working 4 hours a day would be allowed 8 hours of billable task analysis . . . a client working 8 hours a day would be allowed 16 hours of billable task analysis).

**XXII. CARF ACCREDITATION**

- New SESP's that meet all other necessary criteria will be allowed a one year period of time within which they should make application for accreditation - IF there is not an SESP meeting the needs of that area, as established by VR.
- Within 30 days of receipt SESP's should provide the VR central office with a copy of their accreditation survey.
- For stand-alone organizations that are not affiliated with a larger parent organization, VR will reimburse CARF accreditation fees per the following:
  - SESP's who become CARF accredited prior to becoming a VR approved vendor are not eligible to receive reimbursement.
  - For SESP's that have earned **\$40,000 or less** from VR during the last 12 months, the maximum amount allowable for reimbursement will be for the intent to survey fee and up to two surveyors for two days:

Using these prices as an example:

Intent to survey fee .....	\$700
One surveyor for one day .....	\$1,000
Two surveyors for two days .....	<u>\$4,000</u>
Maximum amount allowable for reimbursement .....	\$4,700
Amount SESP received from VR during last 12 months .....	\$40,000
<u>Maximum amount SESP in this example would be reimbursed .....</u>	<u>\$4,700</u>

- For SESP that have earned less than the maximum amount allowable for reimbursement, the reimbursement rate cannot exceed the amount an SESP earned from VR during the last 12 months:

Using these prices as an example:

Intent to survey fee .....	\$700
One surveyor for one day .....	\$1,000
Two surveyors for two days .....	<u>\$4,000</u>
Maximum amount allowable for reimbursement .....	\$4,700
Amount SESP received from VR during last 12 months .....	\$500
<u>Maximum amount SESP in this example would be reimbursed .....</u>	<u>\$500</u>

- For SESP that have earned **\$40,001 - \$80,000** from VR during the last 12 months, reimbursement will be based on a sliding scale:

Using these prices as an example:

Intent to survey fee .....	\$700
One surveyor for one day .....	\$1,000
Two surveyors for two days .....	<u>\$4,000</u>
Maximum amount allowable for reimbursement .....	\$4,700

To Calculate Reimbursement:

Amount SESP received from VR during last 12 months .....	\$65,000
2.5% x number of \$1,000 over \$40,000 = <u>A</u> .....	62.5
<u>A</u> x Maximum amount allowable for reimbursement = <u>B</u> .....	\$2,937.50
Maximum amount allowable for reimbursement - <u>B</u> = .....	<u>\$1,762.50</u>
<u>Amount SESP in this example would be reimbursed</u>	

- SESP that have earned more than \$80,000 from VR during the last 12 months will not be reimbursed.

**XXIII. FINANCIAL RECORDS**

The SESP agrees to maintain financial records in accordance with generally accepted accounting principles as prescribed in Office of Management and Budget (OMB) Circular A-110, "Uniform Administrative Requirements or Grants and Agreements with Institutions of Higher Education, Hospitals and other Nonprofit Organizations."

**XXIV. AUDITS**

The SESP agrees to provide an annual audit of its financial records.

In addition, 34 CFR Subtitle A (also known as Education Department General Administration Requirements or EDGAR) requires nonprofit organizations to comply with the cost principles stated in OMB Circular A-122, "Cost Principles of Nonprofit Organizations."

The audit is to be performed by an individual or firm licensed by the Missouri State Board of Accountancy, in accordance with generally accepted auditing standards as promulgated by the American Institute of Certified Public Accountants and Government Auditing Standards as promulgated by the Comptroller General of the United States (also referred to as the "Yellow Book.")

The auditor's report package shall include:

- A report on the financial statements
- The financial statements and notes to the financial statements
- The Schedule of Federal Financial Assistance
- Internal controls
- Compliance
- The Schedule of Federal Financial Assistance
- A copy of any written audit findings shared with management and the management letter as appropriate
- A schedule of direct and allocated indirect costs and revenues by program for all services rendered by the SESP

The SESP shall make available all records, documents, reports and data to DVR and/or the Missouri State Auditor as deemed necessary for the proper administration of the program.

The audit report is to be received by the VR central office not later than 90 days following the close of the SESP's fiscal year. An extension not to exceed 60 days beyond the due date for receipt of the audit report may be granted upon receipt of a written request showing good cause from the SESP prior to the due date of the audit report.