

American Indian Vocational Rehabilitation Training and Technical Assistance Center (AIVRTTAC)



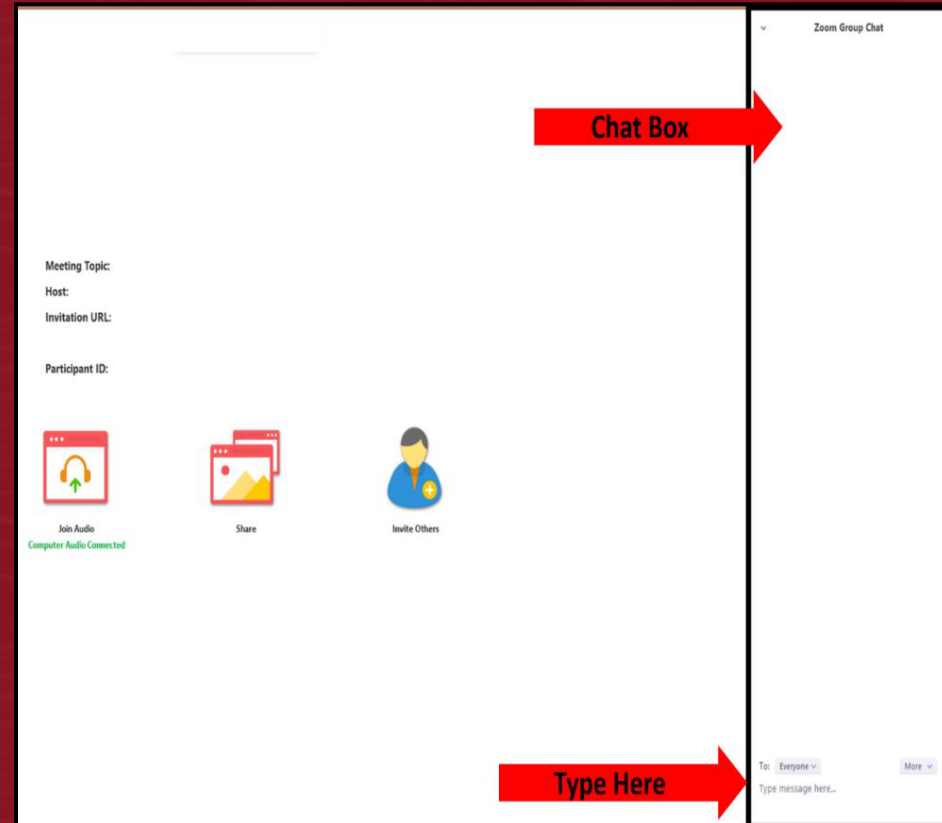
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Instructions

While in Zoom, please use the Chat Box on the bottom right of your screen and enter:

- Your Name and Job Title
- Your Program Name
- Name everyone that is joining you
- Your Tribe's Greeting

- If you are joining by phone use *6 to talk and *9 to raise your hand



General Guidelines for Participating through Zoom

- When someone is speaking and you want to chime in, enter your comments in the Chat Box.
- The narrator will respond to the Chat Box comments and provide you the opportunity to talk.
- Questions, comments, and recommendations are welcome.
- Everyone's experience is valued, please share, and allow time for others to share as well.

Webinar: VR Process: Provision of Services

August 4, 2020

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Learning Outcomes

Upon completion of the Webinar participants will be able

LO-1	Become familiar with the requirements of consumer service provision through the Individualized Plan for Employment (IPE) process
LO-2	Learn the required steps to extend and amend the consumer Individualized Plan for Employment (IPE)
LO-3	Understand the importance of correct case note documentation in the Provision of Vocational Rehabilitation Services

VR Process

Step 6: Provision of Services

Prior to collecting signatures on the IPE, the VR Counselor and Program Director (as required by program policy) will consult on the consumer's vocational goal, VR services (and vendors) identified to address the consumer's barriers to employment including comparable services and benefits, beginning and ending service dates, methods to assess and evaluate consumer progress, responsibilities of the AIVRS Program, and consumer and third-party services providers. Upon mutual approval of the IPE, signatures will be obtained to initiate the provision of VR services.

VR Process

Step 6: Provision of Services

(Continued 1)

Once the Individualized Plan for Employment is signed the VR counselor must:

- Retain the original IPE in the consumer file, and provide a copy to the consumer or representative, as well as a copy of the consumer rights and responsibilities,
- Provide a formal annual review of the IPE with the AIVRS consumer. Note: The IPE may be reviewed more often if necessary, at the request of the consumer or the VR counselor,
- At the time of annual review, assess the consumer's progress in achieving an employment goal, and if needed to amend the IPE,
- Must document the annual review in the case record with periodic review and case notes as they occur.

VR Process

Step 6: Provision of Services

(Continued 2)

IPE amendment:

An IPE amendment may occur at any time after the IPE has been finalized and approved. Circumstances may include changes in the following:

- The consumer's employment goal
- The AIVR services to be provided
- Vendor(s) for an identified service
- Extension in IPE completion dates
- Change in costs for consumer services
- Change in status of the case; or
- Change in consumer's disability condition

VR Process

Step 6: Provision of Services

(Continued 3)

In amending an IPE, the provisions related to informed choice must continue to be applied and appropriate approval from the AIVRS director must be obtained for all amendments. Any additional and/or new services or extending existing services will be determined based on the changing need of the consumer with a review of available comparable services and benefits. Amendments do not take effect until agreed to and signed by the consumer, and/or authorized representative, VR Counselor and/or director.

Once signed, the VR Counselor will:

- Provide a copy of the Amended IPE to the consumer, or authorized representative
- Retain the original copy of the approved IPE
- Amendment to be placed in the case record

VR Process

Step 6: Provision of Services

(Continued 4)

Any amendment to an IPE must provide an opportunity for the consumer to exercise informed choice in making changes to the employment goal, selection of VR services and service providers, beginning and ending dates of service provision, methods to procure the services, and responsibilities of the AIVRS Program, consumer and third-party agencies. Upon final approval of the IPE and signatures:

- Provide a copy of the amended IPE to the consumer, or authorized representative
- Retain the original copy of the approved IPE amendment to be placed in the case record
- Document in the case notes the date and purpose of the IPE amendment

VR Process

Step 6: Provision of Services

(Continued 5)

The goal of PROVISION OF CONSUMER VR SERVICES is to:

- Provide services that are equally accessible across the service area
- Provide services as needed to assist consumer in achieving their employment goal
- Examine need for changes to services as required to achieve employment outcome
- Diagnosis and/or treatment of Impairment(s)
- Complete any required assessments
- Provide Job Search/Job Placement/On the Job Supports as needed
- Provide Counseling and Guidance throughout the VR services case
- Provide any Employment Goods or Services
- Complete any required Vocational Training, or Other Services as needed

VR Process

Step 6: Provision of Services

(Continued 6)

See examples below of PROVISION OF SERVICES activities, resources and forms:

- List of services: i.e.: Counseling and Guidance, Traditional Healing Services, Training, Restoration, Transportation, etc.
- Intake to Post Employment pdf
- Authorization of Services (AIVRS program policy and procedure)
- Supervisor approval of services over \$500 (or AIVRS program policy and procedure)
- IPE amendment
- Non-allowable Costs
- Closure for Non-Employment reasons

VR Process

Step 6: Provision of Services

(Continued 7)

PROVISION OF SERVICES Checklist:

- Start date and completion date of services added to IPE
- Verify economic need of consumer prior to services (if required by Program policy)
- Maintain contact with consumer
- Consumer must actively participate in their approved services, making consistent progress towards achieving employment outcome or services will be discontinued
- Exploration of comparable benefits such as: Medicaid/Medicare, PELL grant or other available grants, Any non-merit based scholarship, Private or any other type of medical insurance, Veteran's Administration (for health care and rehabilitation center programming), Worker's Compensation (when the person has been injured on the job), or State funded child care

VR Process

Step 6: Provision of Services

(Continued 8)

PROVISION OF SERVICES Checklist cont.:

- Provision of Services case notes
- How informed choice was exercised prior to provision of services case note
- Expected outcome of goods and/or services case note
- IPE amendment if services are changed, deleted, completed or discontinued
- Authorization of payment for goods/services per program policy and procedure

Next: VR Process Step 7 - EMPLOYMENT/SUCCESSFUL CLOSURES

SAVE THE DATE!

Upcoming Webinars:

- Holistic Traditional Healing in Tribal VR
10-11:30 AM (MST)
August 25, 2020
- VR Process: Employment/Successful Closure
10-11:30 AM (MST)
August 27, 2020

End-of-Event Survey

Please do not forget to complete the webinar survey!
We need your feedback for continual improvement in the
AIVRTTAC training and technical assistance.

http://nau.co1.qualtrics.com/jfe/form/SV_9LhahFRRZwgdhhX

