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# FY 2015

# Employment Services Webinar Series

# Introduction to DRS Employment Services

This is a webinar for both DARS staff and DRS Providers.

This webinar is the introduction webinar and is a prerequisite for all other webinars in the series.

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## Slide 1; Introduction

This slide is the title slide for the Webinar and includes the title of the presentation: Introduction to DRS Employment Services.

This is a webinar for both DARS staff and DRS Providers.

This webinar is a prerequisite for all other webinars in the series.

The webinar will provide an Orientation to Webinar Series including how to use the forms and handouts, a message from Assistant Commissioner Ms. Fuller, and information on Employment Premium Services.

## Slide 2; Subject Matter Experts

Welcome to the Employment Services webinar series. This will be the first webinar in the series. The purpose of this webinar is to review the changes to both the Rehabilitation Program Manual (RPM) and Standards for Providers (SFP) to be published and implemented on December 16, 2014.

This slide lists the Subject Matter Experts for the webinar material. The Subject Matter Experts include:

Sue-Ellen Woodlief

Program Specialist for Community Rehabilitation Programs (CRP) and Employment Services.

Email address is Sue-ellen.woodlief@dars.state.tx.us

Phone number is 512-424-4689.

Best method to contact me is via email.

Jean Genevie

Program Specialist for Customized Employment and Vocational Rehabilitation

Email is jean.genevie@dars.state.tx.us.

Phone number is 512-424-4502

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## Slide 3; Narrator

This slide lists the narrator assisting in the delivery of the training. His name is Luke Stollings. Please do not contact Luke for policy and procedure questions.

## Slide 4; Webinar Topics

Webinar Topics:

* Orientations to Webinar Series
* Message from the Assistant Commissioner Ms. Fuller
* How to use the Webinar Handouts and DARS Forms
* Contract Guidelines and Responsibilities
* Employment Service Overview
* Employment Premium Service

## Slide 5; Orientation

Section title slide: Orientation to Webinar Series

## Slide 6; Getting Credit for Attendance

Each DARS staff watching the webinar as a group, needs to sign the unit regional or central office sign in sheet for each webinar in the series to gain credit for attendance. If viewing the webinar individually, at your desk, you will need to follow the link found on the last slide to get credit for attendance. Each DARS staff should take the evaluation survey after watching each webinar. The evaluation survey is being administered by DARS Center of Learning Management (CLM). The results of the survey will assist us in identifying additional training needs. CRP staff can view the trainings free of charge accessing the UNTWISE website. If the CRP staff would like to receive CEU credits, they need to register with UNTWISE through on demand trainings, take the course test, and pay any required fees.

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## Slide 7; Questions and Answers

Subject Matter Experts will be available to answer questions after the webinar. As a unit or individual call into one of the “Subject Matter Expert Calls” to discuss questions. If you are watching this webinar after the rollout, contact one of the “Subject Matter Experts” directly by email.

A Frequently Asked Questions handout-FAQ will be compiled and will be available in the Counselor Toolbox.

## Slide 8; Questions and Answers

During the webinar there will be questions to answer within each training section.

1. Read the question,
2. Please pause the webinar,
3. Answer the question, and
4. Continue the webinar.

## Slide 9; Message from the Assistant Commissioner

Section title slide: Message from the Assistant Commissioner Ms. Fuller.

Welcome, everyone. This is Cheryl Fuller, Assistant Commissioner of the DARS Division for Rehabilitation Services.

The purpose of this webinar series is to provide information and assistance to DARS staff and DARS providers. While counselors lead the vocational rehabilitation process in partnership with the consumer, all DARS staff and DARS providers serve an important role in helping our consumers to achieve their employment goals. We work as a team, and we do that best when everyone understands the goal and the processes and policies we use to achieve it.

There are three objectives for the webinars:

To provide you with information and instructions on Employment services purchased from providers;

To give you tools that help us be consistent in how we determine when and what services to purchase from providers; and

To provide instruction on how DARS will verify achievement of all required deliverables prior to authorizing payments to providers.

Before I turn it over to Sue Ellen and Jean, I would like to go over some of the key points that are included in the material they will cover.

As you know, Employment Services help our consumers get and keep a job. They are an important part of what we do to support our consumers and we want to make sure that we consistently provide these services in a manner that aligns with policy, applies best practices and, most importantly, gets the right results for our consumers.

Prior to referring a consumer to a provider, we will initiate an individualized “Assessing and Planning” process for each consumer. That means DARS will work to identify and consider each consumer’s abilities, disabilities, functional limitations, support needs and interests. We will also take into consideration factors related to the employment goal, work conditions, work culture and job responsibilities as well as the services necessary for a consumer to prepare for, obtain and maintain competitive, integrated employment.

Consumers should be Job Ready before referral to a CRP for job placement.

In today’s webinar, we will go over policy changes and new services, and as we do, we will look at some of the steps that you can follow to make sure we are providing the services effectively and in compliance with the new policies and standards.

As we are purchasing services, we have a responsibility to ensure that we do so in compliance with purchasing policies. We also have a responsibility to be good stewards of the taxpayers’ dollars and work to ensure that good value results from the purchases. DARS will not just pay a provider – we will ensure that our consumers are benefitting from the services and that the providers are meeting their contract deliverables as required by the Standards for Providers manual.

Providers will need to verify that their reports and other documentation clearly capture the individualized services provided to a consumer. This documentation should also help show that they are providing services in accordance with the Standards for Providers manual, their contract and as described by the Purchase Orders issued to authorize the specific services provided to individual consumers.

DRS will only purchase services that are appropriately individualized. It is essential that each consumer’s employment goals and employment conditions incorporate the consumer’s disability needs, interests, preferences, capabilities and resources.

In this webinar, you will hear more about a number of changes in the Standards for Providers (SFP) manual and the Rehabilitation Policy Manual (RPM).

The changes incorporate recommendations from both the *Renewal Process* and the Employment Services workgroup; serve to better meet the needs of our consumers; assist in the achievement of Key Performance Measures; and support compliance with federal regulations and RSA requirements.

These changes also took into consideration: What strategies would assist us in achieving successful outcomes; and how we could incorporate current best practices in the provision of employment services.

Some of the highlights to the changes include:

The addition of goals to Job Coaching/Job Skills Training; added details to clarify non-negotiable and negotiable employment conditions, which are now included in both Bundled Job Placement Services and Supported Employment Services; the addition of a new service called Non-bundled Job Placement is introduced for consumers who only need assistance with certain aspects of preparing for the job search. These services include interview training and resume development and are intended for consumers that DARS staff will assist in gaining a job.

New services called Employment Premium Services which are optional services that have been added to reward providers who maintain a specialty credential in order to work with a specific disability group or have assisted a consumer in overcoming an identified employment barrier such as a felony criminal record.

The retirement of the Career and Community Support Analysis (CCSA) and the implementation of the Supported Employment Assessment in its place.

Good communication between DRS and provider staff will be essential to ensure the continued effectiveness of our consumer services during this policy transition period. We all share the responsibility for effective communication, so I ask DARS and CRP staff to regularly and routinely communicate with each other to stay up-to-date with the consumer’s needs and progress.

I hope you will find this webinar to be informative and beneficial. Thank you for the work you do in partnership with our consumers to help them achieve meaningful, integrated and competitive employment at a living wage.

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## Slide 10; How To

Subsection Title Slide: How to use Webinar Handouts and DARS Forms

## Slide 11; Webinars and Handouts

It is recommended that copies of all supplemental handouts are printed prior to listening to any of the webinar.

A link to the Webinar and handouts will be stored:

* + In the “link” handout found in the Adobe Connect Presentation;
	+ In the Counselor Toolbox under Employment Services. <http://tinyurl.com/DRSEmplServ>
	+ On the UNTWISE website; and
	+ On the DRS Provider Manual and Forms webpage.

## Slide 12; Handouts Will Include

This slide lists the types of supplemental handouts that will be referenced in each webinar:

* RPM and/or SFP sections
* Forms
* Diagrams
* Case Studies
* Exercises and
* Examples

Handouts used in each webinar will be reviewed at the beginning of each webinar.

## Slide 13; RPM & SFP

When you look at this slide you will notice a graphic that represents a page currently found in Chapter 9 of the RPM. On the page you will notice a section that is boxed in and has a light green background. Anything in the RPM that is boxed in and has a light green back represents content that is a mirror image of the content within the Standards for Providers.

We are trying this concept to assist staff in referring to the content in the Standards for Providers which is an extension of the provider’s contract. In the past you would have to follow a link to the Standards for Providers to gain access to the information in the Standards for Providers when reading policy in the RPM. Hopefully, this innovation will also assist in matching the content in both the RPM and Standards for Providers so that there are no discrepancies.

Let Jean Genevie, Michelle McCall, the Center for Policy and External Relations (CPER) or Sue-Ellen Woodief know if you like this concept or have other recommendations. As DARS employees, we have to ensure we reference the Standards for Providers when approving and authorizing payment for any service provided to our consumers. We should also use the Standards for Providers to educate and work with providers because as I said earlier, the Standards for Providers is an extension of the Employment Services Provider’s, also known as CRPs, contract.

## Slide 14; RPM & SFP

When you look at this slide you will notice a graphic that represents a page currently found both in Chapter 9 of the RPM and Chapter 8 of the Standards for Providers. This page represents the “Key Terms” section which includes numerous definitions used in the delivery of Employment Services. All DARS staff should use these definitions when communicating with each other and with providers to ensure we are all using words that have the same meaning.

An example is Supported Employment which has many different definitions. The Department of Aging and Disability Services (DADS) and Department of State Health Services (DSHS) use very different definitions of Supported Employment than what the Code of Federal Regulations (CFR) has for Vocational Agencies.

Please be sure to take time to review the definitions. If you notice that a definition is missing let us know and we will get it added as appropriate.

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## Slide 15; DARS Referral Forms

Job Coaching/Job Skills Training, Bundled Job Placement Services, Non-bundled Job Placement Services and Supported Employment Services now have a DARS Referral form. The DARS Referral forms must be used by DARS Staff when making a referral to an Employment Service Provider to work with a consumer. A CRP will no longer be able to use Referral Forms generated by their business.

The use of the referral forms will assist in the use of a consistent process in communicating needed information about consumers to the Employment Services Provider. Please remember that referral forms that are emailed must be sent via encrypted email because both the referral and the attachment will contain personal identifiable information.

Some of the referral forms also communicate what and how service(s) must be implemented for the service(s) to be eligible for invoicing. For example the referral for Job Skills Training/Job Coaching contains goals that DARS staff must identify to be addressed in the delivery of the service provided by the Job Skills Trainer/Job Coach.

## Slide 16; DARS Forms

We have new directions/instructions for forms used in Employment Services.

* All forms must be completed electronically (typed).
* If forms submitted via email, the email must be encrypted.
* Write narrative summaries in paragraph form in clear, descriptive English.
* Review the form carefully and leave no blanks. Enter N/A if not applicable (for example, if a service is not addressed or provided).
* Make certain all standards have been met before submitting this form with an invoice for payment.
* Gain all required signatures.

Employment Service forms will also contain specific instructions for completion of each specific form. Please follow these instructions, because the forms and the invoice will be returned to the Employment Service Provider when the directions are not followed.

Remember DARS Forms are a requirement of the Standards for Providers which is an extension to the provider’s contract.

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## Slide 17; DARS Forms

On this slide you will see a screen shot of a form that shows the “grayed” section of a form that represents the DARS only section.

We have added and/or expanded the DARS only section of many of the forms. The DARS only section is to assist DARS staff in ensuring that DARS verifies achievement of all required deliverables prior to processing invoices submitted by providers.

You may notice that many of the questions are similar to the deliverables listed in the Standards for Providers, RPM Chapter 9 and in RPM Chapter 19: Technical Information and References.

When processing a form submitted with an invoice from the provider, DARS staff needs to answer all questions in the “DARS Only Sections.”

This section can also be useful to Employment Providers to review prior to submitting a form with an invoice to ensure everything is completed correctly.

## Slide 18; Example of Credential Section

This slide shows the Credential Section of a DARS Form. You will notice that DARS staff will use this section to verify that the CRP staff person maintains the required UNTWISE credentials for the service being provided or that a valid Temporary Wavier has been submitted. See the “green” boxed area of the form.

The DRS staff making the verification will record their name in the “red” boxed area.

The form also instructs staff of the process to follow if the CRP staff does not meet the required credential requirements. See the “blue” boxed area of the form.

## Slide 19; Example of Deaf Premium Verification Sections

This slide shows the Deaf Premium Verification Section of a DARS Form.

For DARS consumers who require a person who communicates with the use of sign language and this need has been indicated through a Purchase Order, this section of the form will verify if the CRP staff person maintains one of the required certifications or credentials.

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The Job Placement Specialist or Supported Employment Specialist must prove proficiency in sign language by evidence of holding one of the below:

* a Board of Interpreters for the Deaf (BEI) certification,
* a Registry of Interpreters for the Deaf (RID) certification, or
* a SLPI rating of intermediate plus. Employment Services Provider is eligible for DEAF Service Premium.

A copy of the certification/credential must be attached to the invoice.

The DRS staff making the verification will record their name in the “red” boxed area.

The form also instructs staff of the process to follow if the staff does not meet the requirements. See the “blue” boxed area of the form.

## Slide 20; Example of DARS Approval Section

This slide shows the DARS Approval Section for the form and service.

This section will be different for each form and will align with the required deliverables outlined in the Standards for Providers for the service.

The DARS only section is to assist DARS staff in ensuring that DARS verifies achievement of all required deliverables prior to processing invoices submitted by providers.

The hope is that this section of the form will assist DARS so that when we purchase services, we are ensuring that we are following purchasing policies and receiving good value for the dollars DARS spends. In other words, we are not just paying the provider – we are ensuring that our consumers are benefiting from the services and the providers are meeting the deliverables required by the Standards for Providers.

Examples of questions include:

* For Job Placement
	+ were all the non-negotiable employment conditions achieved and
	+ does the placement match the employment goal on the DARS3431?

This section should assist in the process of building improved business relationships that improve outcomes for our consumers.

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## Slide 21; Consumer Signatures on Forms

All forms requiring a consumer signature **must** have signature gained at the **conclusion** of the service.

If the consumer has a DARS Representative or a legal guardian that person must also sign the form as required by policy.

## Slide 22; Question

Question

When communicating with CRP staff it is important that we use the definitions found in “Key Terms” of the RPM and SFP.

True or False

## Slide 23; Answer

Answer: True. When communicating with CRP staff it is important that we use the definitions found in “Key Terms” of the RPM and SFP.

## Slide 24; Question

Question

A CRP is not required to use the DARS Referral Forms for Bundled Job Placement, Non-Bundled Job Placement, Job Coaching or Supported Employment.

True or False

## Slide 25; Answer

Answer: False. A CRP is required to use the DARS Referral Forms for Bundled Job Placement, Non-Bundled Job Placement, Job Coaching or Supported Employment.

## Slide 26; Question

Question

All Job Placement, Job Coaching and Supported Employment forms must be completed electronically.

True or False

## Slide 27; Answer

Answer: True. All Job Placement, Job Coaching and Supported Employment forms must be completed electronically.

## Slide 28; Question

Question

All forms submitted via email must be encrypted.

True or False

## Slide 29; Answer

Answer: True. All forms submitted via email must be encrypted.

## Slide 30; Contract Guidelines and Responsibilities

Section Title slide: Contract Guidelines and Responsibilities

## Slide 31; Authorization of Services

A provider cannot provide any services to a consumer without a purchase order. The “start dates” and “end dates” on the purchase order must include the dates of the service that are being provided.

If a purchase order is changed for any reason the provider must retain both the old and the revised purchase order in their files. It is not sufficient for DARS staff to just tell provider I have changed the purchase order in the DARS system.

Remember DARS is not authorized to pay any invoice unless all terms and deliverables have been achieved as prescribed in the bi-lateral contract, purchase order and the Standards for Providers.

## Slide 32; Service Delivery

Both DARS staff and DARS Providers must refer to the Standards for Providers (SFP) to ensure all requirements are being achieved. The Standards for Providers is an extension of the provider’s contract. A provider’s failure to meet the requirements/deliverables outlined in the SFP is a breach of contract. If an invoice is paid in error, and later it is identified that the provider did not meet the requirements as written in the Standards, any monies received by the CRP from DARS can be recouped. This means the provider would have to pay DARS back the funds they received.

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It is the responsibility of both the provider and of DARS staff to stay updated on any changes made to the Standards. Changes are posted on the provider’s webpage for 30 days prior to implementation.

Please notice that Employment Services are now found in Chapter 8, instead of Chapter 2 of the Standards.

## Slide 33; DRS Contract Services Modification

On the rare occasion, a service may need to be purchased that alters the service definition and deliverable as prescribed in the Standards for providers to meet a consumer’s individual needs a DARS3472 must be completed. A DARS3472 must be reviewed by the Area Manager and approved by signature of the Regional Director or Assistant Commissioner to allow any changes to the required deliverables or services definitions. This level of approval is required because the DARS3472 is altering the contract between DARS and the provider.

Examples of when the DARS3472 is used:

1. to purchase a Job Placement Benchmark more than once from one or more than one provider for the same consumer,
2. to increase the total number of Job Coaching hours to be over 200 hours.

The completed and approved DARS3472 must be submitted with the invoice, and kept in both the DARS and CRP’s consumer file.

## Slide 34; Employment Provider Staff Requirements

All staff working for a CRP must have a current, up to date DARS3455 on file with the provider’s DARS Contract Manager, and in the provider’s personnel file for the employee. The DARS3455 must contain all UNTWISE credentials and disability related credentials, such as for the Deaf, (for example Board of Interpreters for the Deaf Certification) that the staff person maintains.

When DARS staff conduct, visits to a provider or when a provider is monitored the DARS staff will verify, the CRP’s DARS3455 forms to ensure they are up to date for every employee.

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## Slide 35; Temporary Waiver of CRP Credentials

When a CRP provider loses a credentialed staff member, an exception to use a non-credentialed staff member to provide contracted services may be approved. The waiver is now specific to the CRP and staff member named on the [DARS3490, Temporary Waiver of CRP Credentials](http://www.dars.state.tx.us/providerforms/DARS3490.doc).

The temporary waiver is allowed only when it is necessary to avoid a break in essential services being provided by the CRP to a DARS consumer, and in the best interest of the consumer.

The waiver applies to the following credentials:

* Job Coach and Job Skills Trainer,
* Job Placement Specialist,
* Supported Employment Specialist, and
* CRP Director of Employment Services.

To request an exception, the CRP Director must submit a completed [DARS3490, Temporary Waiver of CRP Credentials](http://www.dars.state.tx.us/providerforms/DARS3490.doc) form to the DARS Contract Manager.

A copy of the approved DARS3490 must be kept in the

* DRS consumer’s file,
* CRP consumer’s file, and
* DARS contract manager's file.

A copy of the DARS3490 should accompany any invoice for which a non-credentialed CRP staff member provided services.

The DARS3490 must be approved before the non-credentialed staff person provides any direct services to a DARS consumer.

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## Slide 36; Temporary Waiver of CRP Credentials

The DARS3490, Temporary Waiver of CRP Credentials must be approved by both the Regional Director or Assistant Commissioner and the Contract Administration Manager who is currently Susan Durso. The “red” box indicates where the approvals are recorded on the form.

The “blue” box shows where the expiration dates for each credential is recorded on the form.

## Slide 37; Question

Question

DARS is only authorized to pay an invoice when the Provider

A. meets all specifications in the Bi-lateral contract,

B. meets all specifications in the Purchase Order

C. meets all specifications in the Standards for the Providers

D. All the above.

## Slide 38; Answer

Answer: D. DARS is only authorized to pay an invoice when the Provide meets all specifications in the Bi-lateral contract, meets all specifications in the Purchase Order and meets all specifications in the Standards for the Providers.

## Slide 39; Question

Question

A DARS3472 must be

A. reviewed by the Area Manager and approved by signature of the Regional Director or Assistant Commissioner,

B. reviewed by the Area Manager only,

C. approved and submitted with the invoice for payment,

D. kept in both the DARS and CRP’s consumer file after being approved,

E. A, C, and D.

## Slide 40; Answer

Answer: E. A DARS3472 must be reviewed by the Area Manager and approved by signature of the Regional Director or Assistant Commissioner, approved and submitted with the invoice for payment and kept in both the DARS and CRP’s consumer file after being approved.

## Slide 41; Question

Question

A [DARS3490, Temporary Waiver of CRP Credentials](http://www.dars.state.tx.us/providerforms/DARS3490.doc) is specific to both the CRP and the Staff Member.

True or False

## Slide 42; Answer

Answer: True. A [DARS3490, Temporary Waiver of CRP Credentials](http://www.dars.state.tx.us/providerforms/DARS3490.doc) is specific to both the CRP and the Staff Member.

## Slide 43; Employment Services Overview

Section title slide: Employment Services Overview

## Slide 44; Employment Services

Employment assistance is one of the primary services DRS Counselors offer to consumers. It is provided by both DARS Staff and providers. A counselor works with each consumer to identify and individualize their employment assistance and employment services he/she will receive and participate in to achieve the consumer’s Individual Plan for Employment (IPE). Chapter 8 of the Standards for Providers includes the services definitions and required deliverable for services purchased from the employment services providers.

## Slide 45; Employment Assistance

Employment assistance from the consumer’s point of view includes planning and providing services to prepare them for work, helping them secure employment, and assisting them in retaining or regaining employment.

DARS goal is to help the consumer become a qualified applicant for his or her chosen career.

Success depends on matching the qualifications of an applicant with the requirements of the business.

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## Slide 46; Code of Federal Regulations

The Code of Federal Regulations (CFR) is a piece of legislation that impacts Employment Services DARS provides to consumers. On this slide you will find 3 bullets describing CFR 34 Section 361.5 (b) (16).

* The vocational rehabilitation program helps eligible people with disabilities enter employment.
* An employment outcome for the VR program consists of entering or retaining full-time or, if appropriate, part-time competitive employment in the integrated work setting in the labor market.
* The employment must be consistent with the consumer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

## Slide 47; Employment Service Facts

Employment Service Facts

As a result of the services rendered by the Employment Service Provider, the consumer is adequately prepared to seek employment and is placed in a job that is consistent with his or her:

* + - unique strengths, interests, abilities, and capabilities;
		- desired employment conditions, and
		- employment goal.

There is a reasonable expectation that the job the consumer gains are permanent rather than temporary.

If a consumer has either a Consumer Representative or a court appointed guardian with assigned power to make decisions on behalf of the consumer, he or she shall be included in the decision related to employment.

Remember that a CRP cannot change an Employment Goal of a consumer without first getting a new DARS1833, Bundled Job Placement Service Plan and Benchmark Status Report or the DARS1613, Supported Employment Services Plan—Part 1 completed. Updating the IPE does not replace the requirement of updating the DARS1833 or DARS1613.

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## Slide 48; Employment Service Providers

Employment Service Providers (ESP) can provide the following:

* + Non-bundled Job Placement Services such as resume or interview training.
	+ Bundled Job Placement Services which includes Basic Job Placement and Enhanced Job Placement
	+ Job Skills Training/Job Coaching
	+ Supported Employment Services

There will be a webinar on each of these services and we recommend you view these webinars prior to purchasing or providing these services for a consumer.

## Slide 49; Continuum of Wage Employment

When you look at this slide you will notice a graphic that represents the “Poster” supplemental handout titled *Continuum of Wage Employment*. I recommend you refer to this document in this and future webinars and add notes to it. The handout is to summarize all Employment Services related to a consumer gaining a Job earning a wage being paid by an employer.

There are 5 columns that represent wage employment related services

* + Counselor Directed Placement- Yellow Column
	+ Non-bundled Job Placement Services- Purple Column
	+ Bundled Basic Job Placement Services- Green Column
	+ Bundled Enhanced Job Placement Services- Orange Column
	+ Supported Employment Services- Light Blue Column

This document does not contain services related to training or to Self-Employment. In future webinars you will learn about the services described in each of the columns. On the slides that follow we will review the content of Wage Employment Continuum introduction found in the first “clear” cell of the supplemental handout.

## Slide 50; Continuum of Wage Employment

The first cell in the table of the supplemental Handout Wage Employment Continuum states the following. I am going to read it so that individuals with vision disabilities can become familiar with the content of the handout.

Assessing and planning is completed throughout the case and prior to the referral to any service within the Wage Employment Continuum.

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Assessing and planning addresses the following:

* Establishment of Employment Goal;
* Identification of the consumer’s
	+ - interests,
		- aptitudes, and
		- values, etc.
* Identification of the Labor Market Realities including:
	+ - skills,
		- education,
		- certifications,
		- licenses, or credentials required for the occupation,
		- earning projections,
		- work conditions and availability of employment.

## Slide 51; Wage Employment Continuum

The first cell in the table of the supplemental Handout Wage Employment Continuum continued.

The consumer should have completed any services or training related to

* + disability issues,
	+ vocational adjustment,
	+ interpersonal skills training, skills training or post-secondary training and
	+ workforce readiness.

Wage employment or wage earners are people who are in employment situations that are covered under the Fair Labor Standards Act (FLSA). These are salaried or hourly workers who are paid by the hour. <http://www.dol.gov/whd/flsa/>.

People who are self-employed or who are issued a 1099 from the IRS, instead of a W2, are not wage earners.

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## Slide 52; Question

Question

The Code of Federal Regulations (CFR) states

A. The vocational rehabilitation program helps eligible people with disabilities enter employment.

B. An employment outcome for the VR program consists of entering or retaining full-time or, if appropriate, part-time competitive employment in the integrated labor market.

C. The employment must be consistent with the consumer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

D. All the Above

## Slide 53; Answer

Answer: D. The Code of Federal Regulations (CFR) states: The vocational rehabilitation program helps eligible people with disabilities enter employment. An employment outcome for the VR program consists of entering or retaining full-time or, if appropriate, part-time competitive employment in the integrated labor market. The employment must be consistent with the consumer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

## Slide 54; Employment Premium Services

Section title slide: Employment Premium Services-RPM 9.3.3 and SFP 8.4

## Slide 55; Employment Premium Services

Employment Premium Services are services that can be purchased in addition to a core Employment Services such as Bundled or Non-bundled Job Placement services or Supported Employment Services.

Employment Premium Services are used for consumers who required services from credentialed CRP staff to work with certain disability groups such as deafness or to address certain employment barriers such as felony criminal background.

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## Slide 56; Criminal Background Premium

For a consumer’s case to be eligible for the Criminal Background Premium, DARS must have a Criminal Background Check (CBC) on file that indicates the consumer has

* + a felony criminal conviction, or
	+ a guilty plea with deferred adjudication for a felony criminal offense, or
	+ a no-contest plea with deferred adjudication for a felony criminal offense.

We cannot purchase the Criminal Background Premium for any other circumstances.

In order for the provider to be eligible for the Criminal Background Premium the DARS1833, Bundled Job Placement Service Plan and Benchmark Status Report or the DARS1613, Supported Employment Services Plan—Part 1 must indicate the need for the service and a purchase order must be issued for the service. The premium is paid at the achievement of the final benchmark.

## Slide 57; Deaf Service Premium

An Employment Service Provider is eligible for the Deaf Services Premium when a consumer uses manual sign language to communicate and the Job Placement Specialist or Supported Employment Specialist providing the service to consumers is proficient with sign-language skills.

The Job Placement Specialist or Supported Employment Specialist must prove proficiency in sign language by evidence of either holding a

* + Board of Interpreters for the Deaf (BEI) certification,
	+ a Registry of Interpreters for the Deaf (RID) certification, or
	+ a SLPI rating of intermediate plus.

In order for the provider to be eligible for the Deaf Premium the DARS1833, Bundled Job Placement Service Plan and Benchmark Status Report or the DARS1613, Supported Employment Services Plan—Part 1 must indicate the need for this service and a purchase order must be issued for the service. The premium is paid at the achievement of the final benchmark.

When the invoice is submitted proof of the certification is required such as a copy of the staff person credentials.

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## Slide 58; Professional Placement Premium

An Employment Service Provider is eligible for a Professional Placement Premium when the position gained by the consumer requires the completion of at least a bachelor's degree. The DARS1833, Bundled Job Placement Service Plan and Benchmark Status Report or the DARS1613, Supported Employment Services Plan—Part 1 must indicate the need for this service and a purchase order must be issued for the service. The premium is paid at the achievement of the final benchmark. The employee's job description or job posting must state the position requires a bachelor's degree or higher and proof of this job description or job posting must be attached to the invoice.

## Slide 59; Wage Premium

An Employment Service Provider is eligible for Wage Premium when the position gained by the consumer has earnings of a regular gross wage of $16 per hour, without overtime pay, for more than 20 hours per week.

Again, the DARS1833, Bundled Job Placement Service Plan and Benchmark Status Report or the DARS1613, Supported Employment Services Plan—Part 1 must indicate the need for this service and a purchase order must be issued for the service.

The premium is paid at the achievement of the final benchmark.

Proof of the consumer’s earnings and average hours worked per week must be submitted such as an itemized pay stub when the service is invoiced.

## Slide 60; Employment Premium Services

VRCs can purchase Employment Premium Services from contracted providers when a consumer can positively benefit from the service, but is NOT required to do so.

One or multiple Employment Premium Services can be purchased for a consumer.

For example: if the consumer meets the criteria for the Deaf Service Premium and Criminal Background Premium and the VRC determines both Premium services are necessary for the consumer’s success, both can be purchased.

Employment Premium Fees are paid after the achievement of that last benchmark in the service or when all service deliverables are met.

## Slide 61; Employment Premium Services

When a DARS Counselor decides to purchase an Employment Premium Service, it must be authorized by a Purchase Order prior to placement and be indicated on the following forms:

* + DARS 1833, Bundled Job Placement Services Placement Plan and Benchmark Status Report or
	+ DARS 1613 Supported Employment Service Plan, or
	+ DARS1871, Summary of Non-Bundled Job Placement Service Report.

The form must indicate that this service is going to be purchased.

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## Slide 62; Employment Premium Services

This slide shows the Eligible Premium Section of the Bundled Job Placement Service Plan and Benchmark Status Report.

The “red” box outlines where the form must indicate that a premium service is included the Job Placement Plan.

The “blue” box outlines where the form must indicate the achievement of the required deliverables has been meet at the achievement of the final benchmark.

The “yellow” box is where DRS staff will verify the deliverables have been achieved and the invoice can be paid.

The Supported Employment Services Plan Part 1 looks the same in this section.

## Slide 63; Employment Premium Services

This slide lists the fees DARS will be paying for Premium Services.

Bundled Basic Job Placement Services, Enhanced Job Placement Services and Supported Employment will pay the following:

* Professional Placement Premium—$500.00 after the completion of all benchmarks
* Wage Premium-$500.00 after the completion of all benchmarks
* Criminal Background Premium—$500.00 after the completion of all benchmarks

For Deaf Service Premium DARS will pay:

* Bundled Basic Job Placement—$1,065.00
* Bundled Enhanced Job Placement— $1,420.00
* Supported Employment at completion Benchmark 1b—$533.00
* Supported Employment at completion of Benchmark 6—$3,550.00
* Non-Bundled Job Placement Services—$142.00

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## Slide 64; Question

Question and Answer

If a Counselor decides to purchase an Employment Premium Services it must be indicated on the:

A. DARS 1833, Bundled Job Placement Services Placement Plan and Benchmark Status Report or DARS 1613 Supported Employment Service Plan or DARS1871, Summary of Non-Bundled Job Placement Service Report only and the purchase order

B.DARS 1833, Bundled Job Placement Services Placement Plan and Benchmark Status Report only

C. DARS 1613, Supported Employment Service Plan only

D. DARS1871, Summary of Non-Bundled Job Placement Service Report only

E. Purchase Order only

## Slide 65; Answer

Answer: A. DARS 1833, Bundled Job Placement Services Placement Plan and Benchmark Status Report or DARS 1613 Supported Employment Service Plan or DARS1871, Summary of Non-Bundled Job Placement Service Report only and the purchase order.

## Slide 66; Question

Question and Answer

A consumer must have earnings of a gross wage of $16 per hour for more than 20 hours per week for an Employment Provider to be eligible for the Wage Premium.

True or False

## Slide 67; Answer

Answer: True. A consumer must have earnings of a gross wage of $16 per hour for more than 20 hours per week for an Employment Provider to be eligible for the Wage Premium.

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## Slide 68; Thank You

Thank you for participating in the Webinar.

Please take the course evaluation so that we can identify any additional training needs.

If you have questions, please call your Subject Matter Expert (SME).

## Slide 69; Getting Credit

Thank you for attending this webinar. For Employment Service Providers only, contact UNTWISE to obtain employment service provider credential contact hours for this program.

Visit <http://wise.unt.edu/on-demand> for details. <http://darsnet/services/clmonline/MAPS_CLM/asp/esw3Final.asp>

Note: It may take up to two weeks for this training to appear on your CLM training record.

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