

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

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CHAPTER 11: Employment (Job Readiness) Services

Section 11.3: Job Readiness

I. Policy Statement

This policy provides the guidelines for Job Readiness Services for a client who may need this service in order to obtain and achieve a successful employment outcome as listed on the client's most recent and approved Individualized Plan for Employment (IPE). Employment (Job Readiness) Services aids clients in exploring their employment options and to achieve employment readiness skills. These services should not be confused with a larger job placement effort. These services are stand-alone training opportunities.

II. Authority

Authority for policies contained in this document includes the following:

- Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3101 et seq.
- Title IV Amendments to the Rehabilitation Act of 1973, 29 U.S.C. § 701 et seq.
- State Vocational Rehabilitation Services Program, 34 C.F.R. §§:
 - Scope of vocational rehabilitation services for individuals with disabilities 361.48 (b)(6)
 - Comparable services and benefits 361.53 (a) and (c-e)
 - Participation of individuals in cost of services based on financial need 361.54 (b)(1-2)
 - United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-04,
 - Training Services Data Elements XII (H)
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4.
 - General considerations R6-4-201 (A)(1)(d)
 - Provision of VR services R-6-4-206 (C)
 - Service and provider standards, service authorizations equipment purchasing, Workers' Compensation R6-4-402 (B)(4)(a) and (5)
 - Economic need and similar benefits R6-4-403 (A)(1)(b)(vi) and (B)(2)(a)(ii) and (b)(ii)

III. Applicability

This applies to clients who must complete job readiness services to learn or improve the necessary skills, and abilities needed with or without supports in order to achieve a successful employment outcome.

IV. Standards

- A. Job readiness services comprise of:
 - 1. Career/Work exploration,
 - 2. Work Adjustment Training (WAT),
 - 3. Supported Education, and
 - 4. Job Readiness Training – Not Elsewhere Classified (NEC).
- B. Career/Work Exploration provides orientation to the work environment for the purpose of assisting clients with disabilities in understanding the meaning of work and value of work, deciding to pursue employment, or preparing for employment.
- C. Career/Work Exploration is different from employment services, employment, and retention due to the fact that it does not involve paid work and its purpose is not to achieve the IPE vocational goal.
- D. Work Adjustment Training (WAT) provides treatment and training in the meaning, values and demands of work; to develop positive attitudes toward work and develop functional characteristics necessary to achieve the IPE vocational goal.
- E. Work Adjustment Training (WAT) service is designed to:
 - 1. Provide training to foster an understanding of the meaning of work, develop skills, and good work habits, and
 - 2. Uses real work as a vehicle for the training; and aids in obtaining employment.
- F. Supported Education is intended for the purposes of providing one-time, temporary, or intermittent assistance to VR clients with significant disabilities who require assistance with registration, navigation, connecting with school resources or accessing needed accommodation services in educational settings.
- G. Supported Education is not educational tutoring, rehabilitation, or career counseling, or to be used for providing ongoing or continuous supports within the educational setting.

- H. Supported Education is provided by persons who are familiar with campus environments/processes and are qualified by their training, education, and experience to work with persons with significant abilities.
- I. Job Readiness Training NEC services are limited to single, short-term educational/training experiences such as:
 - 1. Individual classes about dressing/grooming, and/or
 - 2. Time management and career exploration provided at community colleges or in specialized training seminars.
- J. Job Readiness Training NEC services are generally used in a combination with work exploration, disability skills training programs, and orientation and adjustment to disability.

V. Procedure

- A. Refer to Standard Work, if available.
- B. Refer to RSA Allowable Services Spreadsheet, Work Adjustment Training (WAT) Service Specifications (MSP contract), the following VR contracts: Career Exploration, or Supported Education, and Section 16.1 Provider Requirements.
- C. For the provision of Work Adjustment Training (WAT) Services, the VR Counselor must complete the "MSP New Client Referral Form" (located on the MSP AZVRS State Portal via the Links tab in Libera) to submit the referral to Managed Service Provider (MSP) for service provider selection.
- D. Upon confirmation of service provider selection for Work Adjustment Training (WAT) Services, the agency Referral for Services form may be completed with additional pertinent information relating to the client and service provision to be provided directly to the service provider.
- E. For the provision of Career/Work Exploration and Supported Education services, the VR Counselor must complete the agency Referral for Services form.
- F. The VR Counselor must task the Purchasing Technician to create RSA Purchase Authorization(s) for the service listed in V. C or V.E as applicable.
- G. The Purchase Technician must submit the RSA Purchase Authorization for each service listed in V.C or V.E along with the referral information to the provider(s).
- H. For Job Readiness Training NEC, which is a non-contracted service, refer to RSA Contracts Unit for guidance on whether the service is to be procured via:
 - 1. Other procurement methods, or
 - 2. Direct payment to the client in the form of a CPA.

- I. Upon receipt of the provider's progress report, the VR Counselor must review the report for completeness, approve the provider's invoice and process for payment after confirming that the reporting documentation is complete.

VI. Documentation Requirements

The client's electronic case file must include the following:

- A. Vocational Counseling and Guidance Case notes.
- B. Referral Information.
- C. RSA Purchase Authorization(s).
- D. Provider progress reports (if applicable)