

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-11.4-v4

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CHAPTER 11: Employment (Job Readiness) Services

Section 11.4: Job Related Services

I. Policy Statement

This policy provides guidelines regarding the provision of Job-related services necessary for clients to achieve employment outcomes consistent with their strengths, resources, priorities, concerns, abilities, capabilities, and informed choice. Job-related services include job search assistance, job placement assistance, and on-the-job support services.

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)(12)
 - Comparable services and benefits 361.53 (b)(4)
 - Participation of individuals in cost of services based on financial need 361.54 (b)(3)(i)(E)
 - United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-04, Career Services Data Elements XII (D)(E)(F) G)(J) and (K)
- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4.
 - General considerations R6-4-201 (A)(1)(k)
 - Economic need and similar benefits R6-4-403 (A)(1)(b)(vii)(~~vi~~) and (B)(2)(b)(viii)

III. Applicability

This policy applies to clients that request assistance with job placement. The client must:

- A. Utilize public resources such as ARIZONA@WORK Centers that offer free of charge services (e.g. resume writing class, preparation for job interview classes, list of job openings, etc.).
- B. Maintain contact with the VR program as requested by VR staff (e.g. in person, via mail, email or phone) and actively participate in the VR program.
- C. Make consistent progress in achieving the intermediate objectives and specific employment outcome as identified on the IPE.
- D. Increase their knowledge and skills by actively participating in job search skills development activities.
- E. Apply for and find employment consistent with the employment outcome listed in the IPE.

In the event the client is unsuccessful with job related services, the client must:

- A. Meet with the VR counselor and contracted service provider to discuss the barriers and challenges and develop strategies to resolve the problems.
- B. Be job ready.

IV. Standards

- A. VR Counselors must determine the client is job ready prior to moving forward with job related services.
- B. Job Search Skills Development is used to assist a client with activities to ensure job readiness and to develop basic skills in preparation for obtaining employment.
- C. Job Search Assistance and Job Placement is used to assist a client in finding a job that is individualized to the client's work preferences and strengths and to ensure a good employer/employee match.
- D. Short Term Job Supports is used to assist a client who has been placed in employment to stabilize the placement and enhance job retention.
- E. Job related services are not subject to economic need.
- F. Job related services will not require the use of comparable benefits.
- G. Job related services are not to be confused with vocational evaluations/trial work assessments, work exploration contracts, disability-related skills training, or on-the-job training.
- H. Job-Related Services will be purchased only from contracted service providers.

- I. The VR Counselor must be involved and must support the client throughout the employment and placement process, including:
 - 1. Specific employment outcome planning,
 - 2. Deciding on an appropriate setting, and
 - 3. Placement in a specific job.
- J. The VR Counselor will provide the client with informed choice regarding VR contracted service providers.
- K. The VR Counselor must send a notice of case closure along with Appeal Rights upon the achievement of the agreed upon employment outcome and maintaining employment for 90 days as per Section 5.1.
- L. The VR Counselor must:
 - 1. Use contracted service providers when public resources such as the ARIZONA@WORK Centers are unable to meet the needs of VR clients.
 - 2. Contact the Contracts department to verify the current list of contracts.
 - 3. Purchase job related services only after an IPE is complete and a vocational goal is identified.
- M. Upon job placement, the counselor must:
 - 1. Complete VR Placement Information, and
 - 2. Maintain monthly contact with the client and vendor (if applicable) to ensure the client has maintained employment, employment stability, and progress, and that concerns have been addressed for no less than 90 days.

V. Procedure

- A. Refer to IV.H- K.
- B. Refer to Standard Work (if available).
- C. Refer to the RSA Allowable Services Spreadsheet, Contracts and Provider Requirements.
- D. 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 for Job Development and Retention (JDR) Services to Managed Service Provider (MSP) for service provider selection.
- E. Upon confirmation of service provider selection, 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.

- F. The VR Counselor must task the Purchasing Technician to create RSA Purchase Authorization for the service listed in V. D.
- G. The Purchasing Technician must submit the RSA Purchase Authorization for the service listed in V. D directly to MSP.
- H. Upon receipt of the provider's assessment 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.
- I. Upon the client's job placement, the VR Counselor must complete the VR Placement Information form. The Employment Information section of the VR Placement Information form must be completed for placement that supports the employment goal listed on the most recent IPE. If a client's job placement that is related to the IPE goal changes, the VR Placement form must be updated to reflect the most recent placement.

VI. Documentation Requirements

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

- A. Service planning meeting(s) with vendor(s),
- B. Monthly progress reports from vendor(s), and the client,
- C. All other documentation pertaining to the provision of these services.
- D. VR Placement Information form.