

SERVICE DESCRIPTION

APPENDIX E: EMPLOYMENT RELATED – JOB COACHING

Kansas Department for Children and Families

Rehabilitation Services

PAYMENT-FOR-PERFORMANCE – JOB COACHING

Rehabilitation Services (RS) is a state agency which provides vocational rehabilitation (VR) services to help people with disabilities achieve permanent, integrated, competitive employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. VR services are customized according to each consumer's needs and goals. The specific service(s) requested for any individual will be based upon the RS counselor analysis of all available information and data to determine the level and intensity of service needs. Job Coaching is often needed, either as an independent service or as an adjunct service to other services to assist and empower consumers to achieve their employment goals.

Community service providers who agree to provide these services will do so by meeting and/or exceeding the expectations delineated in this payment-for-performance service description before seeking remuneration.

The number of hours authorized and paid will be dependent upon the pre-authorization of the RS counselor for any individual. RS must pre-authorize any and all services before the contractor can expect payment for any services. Job Coaching is used as part of the overall placement process and may be authorized separately from other individualized service depending upon the needs of the individual consumer. When used in combination with placement services, it must be provided on the job site with the person being served (consumer) present and be directly related to the job unless the RS counselor gives prior approval for off-site services on an individual basis.

These services may be authorized by the RS counselor in conjunction with other individualized services, but **not** in conjunction with:

- Vocational assessment.
- Independent Living Assessment.

JOB COACHING

These services are individualized and intended to lead to successful movement toward employment, skill development, employment stabilization, and/or case closure in competitive, integrated employment (Status 26). Specific individualized services must

be defined in a written action plan that includes progress measures and anticipated contact time.

Services will be based upon the IPE and referral request and must include:

- A written action plan which complements the IPE and is approved by the RS counselor prior to service delivery
- Weekly reports to the RS counselor identifying services, progress, and details as listed in the approved action plan
- On-the-job support (When used in combination with placement services, must, with consumer approval, be provided on the job site with the person being served present and must be directly related to the job.)
- Services related directly to a specific job, usually provided face-to-face with the consumer

Services will be based upon the IPE and separate action plan and may include:

- Facilitating training opportunities to assist the consumer in learning specific job tasks and problem-solving skills.
- Working with the consumer to identify support needs, and then helping the consumer to become aware of natural supports and community resources, to develop a support network, and to learn to use the support network and community resources independently.
- Mentoring to assist the consumer in adjusting to the specific place of employment, and to support the consumer in appropriate interaction with the employer and co-workers.
- Long-term work orientation (beyond that described in the Placement plan).
- Short-term work orientation (if not receiving placement services).
- Facilitating social integration to achieve good co-worker relationships.
- Training on transportation options for maximum independence.
- Training on self-advocacy, especially related to requests for reasonable accommodations.
- Specific guidance to obtain and maintain employment if not combined with job development.
- Working with the employer, consumer and RS to analyze whether specific disability awareness training for supervisors and co-workers would be needed to facilitate the successful integration of the consumer into the workplace.
- Group skill training if approved by the RS counselor prorated for numbers of persons served (i.e. same hourly rate for time serving multiple consumers in one group – not hourly rate per person in group).
- Promoting a partnership between the consumer, the employer and RS.
- Seeking feedback from the consumer and employer on their satisfaction with the job and work performance.

Payment for Job Coaching will be authorized upon receipt of periodic billing from the contractor if the required periodic reports are up-to-date, the written action plan is being followed, and clear documentation is presented that the contractor has provided services as described in the consumer's individual written action plan.

GENERAL TERMS

Progress reports, usually at weekly intervals, are required unless a different frequency is approved by the RS counselor. Authorizations can be withdrawn by either party with a 15-day written notice. Once a 15-day notice is given, activity should cease and additional payments will not be made for unauthorized services.

In case of disagreement over payment between the RS counselor and contractor, the contractor may appeal to the RS Program Administrator for the Region. In case of continued dispute, the contractor may appeal to the RS Community Provider Manager.

PERFORMANCE EVALUATION

The purpose of Accountability Benchmarks is to provide parameters for RS staff and contractors to review progress and outcomes on a regular schedule so that the team can address any potential issues before they become significant problems for the contractor and/or consumer. The guidelines are established to help improve the potential for reaching successful outcomes by developing strategies for improvement rather than imposing negative consequences at the end of a review period. The expectation is that contractors providing Job Coaching services will, within 90 days, have 80% of the persons served completing their individual action plan objectives. Program evaluation data will be reviewed on a quarterly basis so both the contractor and RS staff are aware of the outcomes and will determine what, if any, action will be taken to ensure success for the persons served.

RELATED SERVICES

Guided Placement
Customized Placement
Community-Based Job Tryout