Case Flow

1. Selection of Community Rehabilitation Provider (CRP)
   1. Client Selects CRP via Client Choice Meetings or CRP Fair
   2. For Progressive Employment clients CRP selected via Jobsville
2. Prior Authorization- The VRC will request prior-authorization of CRP services by submitting the *Authorization Request and Approval Form* to the Support Staff. The Support Staff will create the requested Authorizations as outlined in the IPE and forward them electronically to the VRC to be included in the referral packet. The VRC must request three months of authorizations for Job Development at once (one authorization for each of the next three months). The VRC may choose to request either one month, or up to three months, at a time for all other CRP services.
3. Referral to CRP
   1. Referral for Employment Provider Services form will be completed by VRC.
   2. An Authorization for Payment will be included in the referral packet.
   3. Referral date will be defined as the date listed on the referral form, or the date the referral form was emailed to the CRP, whichever is the latest date.
   4. VRC will include a copy of a signed Confidential Release of Information form, a copy of the Individualized Plan for Employment (IPE) and other supporting documents as needed in the referral packet. A signed release from client must be in place prior to the referral meeting.
   5. VRC will email referral documents to the CRP within seven business days of receiving the signed release form.
   6. VRC will notify the CRP of a time to meet, in person (preferred) or by phone, to complete the Referral Meeting.
4. Referral Meeting – This is a meeting between the VR counselor and the CRP, in person (preferred), phone, or through video conferencing. In this meeting, the VRC will identify the specific services that will be authorized for the next three months, and will schedule a time for the three month review. During this meeting, information is shared with the CRP concerning the following:
   1. Review of Comprehensive Assessment of Rehabilitative Needs (CARNS)
   2. Review of VR Individualized Plan for Employment (IPE)
   3. Authorizations may include:
5. Job Development – VRC will authorize the first three months of job development; the standard is 8 hours per month.
6. Job Search Assistance (JSSI, Labor Market Survey, Job Analysis)
7. Job Readiness Training (Job Skills Trg, Transitional Emp-Clubhouse)
8. Customized Employment
9. Technical Assistance Services (Business Consultation)
10. Assessment (DPG, CBSA, ATH)
11. Pre-Employment Transition Services
12. Job Coaching- Short-Term
13. Remote area travel if applicable
14. Job Development for Population Specific Certification/Competency
15. Job Coaching for Population Specific Certification/Competency
16. Other authorized services

The CRP Intake Meeting should not take place until after the Referral Meeting, so that the CRP and VRC have had an opportunity to discuss the referral packet prior to starting services.

*Note: The Referral Meeting is required for all Employment Provider Services with the exception of:*

* *Progressive Employment*
* *Pre-Employment Transition Services (Pre-ETS)*

1. CRP Intake Meeting & Plan for Employment Provider Services – Upon receipt of the *Referral for Employment Provider Services* form, and after the Referral Meeting, the CRP will meet in person with the client to complete their agency’s intake procedures, and to write the *CRP Plan for Employment Provider Services* (which includes a client and CRP action plan; and must be signed and dated by the Employment Specialist, Client, and guardian if applicable). The vocational goal on the *CRP Plan for Employment Provider Services* must match the goal identified in the VR Individualized Plan for Employment (IPE).
   1. CRP will provide a copy of the completed *CRP Plan for Employment Provider Services* form to the client.
   2. CRP will submit to the VRC the completed *CRP Plan for Employment Provider Services.* (The *CRP Plan for Employment Provider Services* should be sent via email directly to the VRC – it should NOT go to the CRPBilling email address.)
   3. VRC will review and approve, if appropriate, the *CRP Plan for Employment Provider Services.* If the VRC has questions or concerns regarding the plan s/he will contact the CRP as soon as possible.

*Note: The CRP Plan for Employment Provider Services is required for all Employment Provider Services with the exception of:*

* *Progressive Employment*
* *Pre-Employment Transition Services (Pre-ETS)*

*In the case of the above two services the CRP and VRC will come to agreement on the services to be provided, but the CRP Plan for Employment Provider Services is not required.*

1. To Request Changes- Once the authorizations have been received by the CRP, if the CRP wishes to request additional service hours (beyond a 25% increase), or wishes to add or delete services, the CRP must contact the VRC for preauthorization. The CRP will not be reimbursed for service hours that have not been pre-authorized. This applies to all Employment Provider Services.
2. *Progress Report for Employment Provider Services* - This report is to be used for all employment provider services, with the exception of:

* Discovering Personal Genius (DPG)- use *DPG Staging Record(updated monthly) including cover sheet*
* Community Based Situational Assessment (CBSA) or Assessment to Hire (ATH)-use the *CBSA-ATH Multi-use form*.

*Note: For Progressive Employment clients CRPs submit the Progress Report for Employment Provider Services monthly and complete a Progressive Employment survey monkey on line at the end of the assessment. The CBSA-ATH multi use form is not required.*

The *Progress Report for Employment Provider Services* details information on the services provided, identifies client progress and barriers encountered during that month, and offers recommendations for activities that may result in successful employment.

* 1. The CRP will submit the completed *Progress Report for Employment Provider Services* form electronically to the CRPBilling email address, each month by the 10th of the month, along with the applicable Authorization/Invoice after services have been rendered, as outlined and defined in the CRP contract.

1. Meeting to review the *Progress Report for Employment Provider Services* - This meeting is to be held three months (or sooner if needed) after the Referral for Employment Provider Services and (at least) every 3 months thereafter. It is a meeting between the client, VR counselor, and the CRP; in person (preferred), by phone, or through video conferencing. (If the client or guardian is unable to attend this meeting then it may proceed but every effort should be made to include them in this process.) With 3 months of CRP services concluded, this meeting should include a review of the preceding *Progress Reports for Employment Provider Services* and a candid discussion about the progress or lack of progress towards employment; in order to determine the CRP services moving forward. The team should determine whether there is a need to change specific CRP services, change the CRP or Employment Specialist, revise the employment goal, or discontinue all services.

If a decision is made to continue with CRP services, the VRC will identify the prior-authorized services that are required for the next 3 months and will schedule time for a 6 month review of the *Progress Reports for Employment Provider Services*.

During these meetings, the following must also be reviewed and revised as needed:

1. Comprehensive Assessment of Rehabilitative Needs (CARNS)
2. VR Individualized Plan for Employment (IPE)
3. *CRP Plan for Employment Provider Services*
4. Authorizations for up to 3 months of CRP services, which may include:
5. Job Development (1-3 mos as determined by VRC)
6. Job Search Assistance (JSSI, Labor Market Survey, Job Analysis)
7. Job Readiness Training (Job Skills Trg, Transitional Emp-Clubhouse)
8. Customized Employment
9. Technical Assistance Services (Business Consultation)
10. Assessment (DPG, CBSA, ATH)
11. Pre-Employment Transition Services
12. Job Coaching- Short-Term
13. Remote area travel if applicable
14. Job Development for Population Specific Certification/Competency
15. Job Coaching for Population Specific Certification/Competency
16. Other authorized services
17. Prior Authorization- The VRC will again request prior-authorization of CRP services by submitting the Authorization Request and Approval Form to their Support Staff. The Support Staff will create the requested authorizations as outlined in the IPE and forward them electronically to the CRP. The VRC must request three months of authorizations for Job Development at once (one authorization for each of the next three months). The VRC may choose to request either one month, or up to three months at a time for all other CRP services.
18. Monthly Report and Authorization- The CRP will continue to submit the completed *Progress Report for Employment Provider Services* form electronically to the CRPBilling email address, each month by the 10th of the month, along with the applicable Authorization/Invoice after services have been rendered, as outlined and defined in the CRP contract.
19. Meeting to review the *Progress Report for Employment Provider Services* – 6 month review. This is a meeting similar to the review of the *Progress Report for Employment Provider Services* that occurred at 3 months. The difference is that a review by the Casework Supervisor (CWS) is required for continued job development beyond six months. The VRC can choose to consult with their CWS either before or after this meeting, but must do so before continuation of Job Development services past six months. *Note: This CWS review requirement applies only to job development services.*
20. Continued- The cycle then continues as described above; with the VRC sending monthly prior-authorizations for services (or three months’ authorizations for Job Development), the CRP submitting the *Progress Report for Employment Provider Services* and applicable Authorization/Invoice to the CRPBilling email address each month, the VRC paying requested authorizations/invoices each month, and the team reconvening for a review of the *Progress Reports for Employment Provider Services* every three months to determine next steps.

**Employment**

1. Notify- The CRP will email (and call) the VRC in order to notify them that the client has received a firm job offer.
2. The VRC, after checking in with the client, will talk to the CRP and then evaluate to ensure that the job matches the VR IPE goal; fits the client’s skills, interests and abilities; and the client is able to perform the essential functions of the job (with or without accommodations). The VRC and CRP will also come to general agreement on the amount of job coaching that will be needed, and the plan for fading job coaching over time. In those cases where no job coaching is needed, they will come to agreement on how often the CRP will check in with the client.
3. If there is agreement that this is a viable placement, the CRP will then submit to the VRC the *CRP Employment Placement Report*. (This should be sent via email directly to the VRC – it should NOT go to the CRPBilling email address.) If there is agreement that this is a viable placement, the VRC and CRP should also discuss and agree upon the referral and placement dates, to determine whether the CRP will be eligible for a placement bonus at successful closure.
4. Successful VR Closure- Once the client has been successfully placed for a minimum of 90 days, has received Long-Term supports for a minimum of 90 days (if applicable), and is stable in the position, the CRP will submit to the VRC the *CRP Employment 90+ Days Report*. (This should be sent via email directly to the VRC – it should NOT go to the CRPBilling email address.)
   1. If the CRP is eligible for a Placement Bonus, the VRC will then request a Confirming Authorization for the appropriate amount. (Please see page 2 of the *CRP Employment Closure Report* for the correct Placement Bonus amounts.)
   2. If the client is receiving SSI/SSDI benefits; and has been earning at the Substantial Gainful Activity (SGA) level for at least three months; and those earning are expected to continue-then the CRP is eligible for a SGA bonus. The CRP must submit documentation of SGA to the VRC. The VRC will then request a Confirming Authorization for $1000.