

Service Descriptions for Providers

South Dakota Division of Rehabilitation Services & Service to the Blind and Visually Impaired

This document identifies the descriptions and guidelines of services commonly used by the local Division of Rehabilitation (DRS) and Service to the Blind and Visually Impaired (SBVI) offices. This document is released to providers for guidance in services commonly purchased by DRS and SBVI offices.

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TRAINING

PROVIDER TRAINING ON YesLMS

Below is a list of trainings available On Demand on the LMS that are recommended for all employment specialists.

- Ethics
 - Ethics for Community Rehabilitation Providers
 - Thinking Ethically: Avoiding Common Pitfalls
- Human Services 101
 - Intersecting Identities, Power, Privilege, and Implications for VR
 - Overview of the Americans with Disabilities Act
 - Disability Language and Etiquette
- VR Services
 - Provider Training: Professionalism in the Workplace
 - Provider Training: Strategies that Facilitate Natural Supports
 - Provider Training: Accommodations in the Workplace
 - Provider Training: Assistive Technology in the Workplace
 - Provider Training: Assisting Job Seekers with Disclosure
 - Provider Training: What is the Role of the Job Coach?
 - Provider Training: Job Coaching Strategies-Teaching Skills, Fading, Etc.
 - Ticket to Work

While these are recommended for all employment specialists, providers are welcome to access any trainings available on-demand on YesLMS.

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PROVIDER ETHICS/ETHICS TRAINING

Providers of employment services encounter a variety of unique situations that could pose a potential ethical dilemma or necessitate ethical decision making to handle the situation appropriately. Boundaries, individualized connections, billing, etc. all pose situations where information is needed on how to handle the situation in the most effective, and most ethical way possible. If a provider encounters an ethical issue in working with clients or employers, it is encouraged that they consult with their local district supervisor.

Due to this unique need, the division(s) have partnered with Griffin Hammis to develop a six-part training series called Provider Ethics Series on YesLMS. These trainings cover information including

1. Increasing risk mitigation techniques
2. Minimizing liability concerns
3. Training on how to handle specific situations that may arise
4. Additional options for CEU's needed for CESP Certification

This training is required for all employment service providers to ensure that everyone providing services in coordination with Vocational Rehabilitation has received the same training and information on how to handle situations where ethical decision making may be needed. Upon completion of each part of the series, providers will receive a certificate of completion that will need to be turned into the DRS Training Specialist. Providers should complete this six-part training series within six months of their start date. If this is not complete, DHS reserves the right to hold billing until the training is complete and verification has been received.

If you have a unique scenario that is outside of these guidelines, please consult with the counselor and local district supervisor.

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SERVICES FOR EMPLOYMENT SERVICE PROVIDERS

PRE-AUTHORIZATION OF SERVICES

All services provided by Employment Service Providers must be pre-authorized by the VR Counselor unless noted otherwise in this manual. Ideally, the provider should also have an authorization outlining the services to be provided and the units of service available before beginning services with an individual unless there is a unique situation discussed with the counselor.

If you encounter a situation where you feel an individual you are serving needs more/additional services beyond what is authorized, you should consult with the counselor before services are provided. Billing for services provided outside of the authorization limits and without consultation with the counselor may be declined.

Pre-authorization of services is essential for program budget and planning as well as best-practice service provision for the individuals we serve. Should you ever have a question about services authorized, please consult with the counselor.

If you have a unique scenario that is outside of these guidelines, please consult with the counselor and local district supervisor.

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INFORMED CHOICE

Vocational Rehabilitation counselors provide services to individuals helping them to exercise informed choice.

Informed choice is a decision-making process that occurs throughout the individual's experiences in the VR Program. Each applicant and eligible client must be informed, through appropriate modes of communication about the opportunities to exercise informed choice throughout VR process. Implementation of informed choice should ensure that the individual or if appropriate, the individual, through his or her representative:

- Make decisions related to the assessment process and to the selection of employment goal, services, providers, the setting for service provision, and methods for procuring services;

- Discuss available options to make choices or, to the extent possible, the opportunity to create new options that will meet the individual's specific rehabilitation needs;
- Has access to sufficient information about the consequences of various options;
- Has skills for evaluating the information and for making decisions, or, to the extent possible, the opportunity to develop such skills or support and assistance in carrying out these functions;
- Makes decisions in ways that reflect the individuals strengths, resources, priorities, concerns, abilities, capabilities, and interests: and
- Takes personal responsibility, to the extent possible, for implementing the chosen options.

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JOB READINESS CLASS (previously Pre-Employment Classes)

Job training class is group instruction to help individuals prepare for future employment. It may include training or experiences to help the clients

- learn interviewing techniques,
- fill out job applications,
- complete a resume,
- obtain references,
- explore job preparation activities like
 - volunteering
 - mentoring
 - job shadow experiences
 - interest and aptitude testing

If an individual has highly individualized needs, job readiness training can also be done on a one-on-one basis.

This is an hourly service that can be billed per the rates listed on the [Current Fee Schedule](#) following non-CESP/CESP certifications. Training for job readiness should be completed during the typical workday and will not be eligible for evening, weekend, and holiday rate increases. If multiple clients are attending the training, the billing should be distributed among participants. For example, if the class has 4 attendees and the class lasts for one hour, .25 hours should be billed to each client.

If you are providing job readiness training and have a unique scenario that is outside of these guidelines, please consult with the counselor and local district supervisor.

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REQUIRED ACCOMMODATIONS DURING SERVICE DELIVERY

Individuals receiving services from Vocational Rehabilitation need a variety of accommodations to receive services from VR and in employment. It is the responsibility of employment providers to understand accommodations, be aware of accommodations needed for their clients, and to ensure that

appropriate/individualized accommodations are provided to each client they work with. This could include, but is not limited to

- Providing services in spaces that can accommodate wheelchairs/limited mobility and have access to an accessible bathroom.
- Providing an ASL Interpreter for individuals who are deaf or hard of hearing (this will be authorized through VR, but the provider will need to ensure that the interpreter is available for meetings)
- Providing low-vision aids or large print documents to individuals with low-vision
- Allowing for use of assistive technology such as a document reader for individuals with low vision or who have difficulties with reading/reading comprehension
- Understanding impact of medications on individuals with mental health and accommodating scheduling, length of meetings, etc.

This is not an exhaustive list. The accommodations needed for an individual to be successful in employment are as unique as the individuals themselves and should be provided accordingly.

If you are providing an accommodation that requires additional providers to be involved (such as an ASL interpreter), please coordinate services with your counselor. Some general provisions for other providers who will be billing for their services are

- Providers will be reimbursed at the current DHS fee rates for each service
- Invoices for services must include the date of service/time of services/amount being billed/for whom the services were provided
- Billable time can include time spent on travel per the travel compensation section below
- Billable time does not include time doing reporting, creating invoices, etc. There is room in the hourly/unit rate intended to cover these activities.
- For ASL Interpreters, if a client is a no-show for an appointment or cancel with less than a 24-hr notice, the interpreters are allowed to bill for all hours originally scheduled as long as the counselor is immediate notified.

For more information on Assistive Technology/Universal Design, please see the training “Universal Design, Assistive Technology, and UDL” on the YesLMS website.

If you have questions about accommodations, please contact your counselor or local district supervisor.

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PROVIDER SERVICE QUICK REFERENCE GUIDE

Below are a list of the common services, acronyms, and brief definitions of the services frequently authorized by Vocational Rehabilitation. For more information on these services, please reference the sections below.

Name of Service	Acronym	Description of Service
Assistive Technology	AT	Any product, whether commercially manufactured or homemade, that helps you overcome a functional limitation. Devices can be as simple as pencil grips or as sophisticated as cars with driver adaptations. These devices ensure access and full participation in the community, school, workplace and home.
Situational Assessment	SA	Situational Assessments are un-paid experiences provided to help individuals explore different types of jobs and to provide a means of doing real-world assessments on individuals skills, abilities, interests, and potential needs in different types of jobs or environments. These are frequently authorized for individuals who have limited work experience, haven't worked in a long time, or who are looking at exploring work they haven't done before.
Employment Skills Program	ESP	ESP can provide up to 250 hours of paid employment and is used to help the client gain work experience, training, and build basic job skills.
Employment Services	ES	Employment Services are individualized services provided in an independent setting that enables the client to prepare, obtain, and/or maintain their employment. These may include but are not limited to: assisting the individual with resume writing, interview skills, assistance with purchasing appropriate clothing for interviews, providing disability training to employers, on-on-one job preparation training, etc. These services are separate from the job placement activities which are covered under the Job Placement Package.
Job Placement Package	JPP	Job placement package/job placement hourly are service provided to help the individual become employed. This could include, but is not limited to, interview prep, completion of applications, completion of resumes, coordination with employers, ect. These services are unique to the individual to meet their needs.
Job Coaching	JC	Job coaching services are time-limited services needed to support individuals with more significant limitations learn tasks for their employment. The job coach should work with the employer to learn the job skills then begin training the client. Then, the job coach trains the client one-on-one initially and gradually fading out as the client becomes more independent with the job tasks.

Job Coaching-SE	JCSE	This service is job coaching specifically for those that meet our definition of Supported Employment- generally those that are receiving services through HCBS or state mental health funding.
Employment Follow Along/Follow Along	FA	Follow-Along Services are individualized services provided in an independent setting that enables the client to maintain their employment as this occurs after placement has occurred. These services are necessary for monitoring the individual after starting a job. The length of services is based on the individual's needs to assure smooth transition into employment.
Mental Health Outcome	MHO	Mental Health Outcome is an alternative to traditional job placement services specifically for people with significant mental illness. It provides extra time and services needed to ensure success. Essentially, job placement service in a more specialized form.
Customized Employment	CE	Customized Employment (CE) means: Individualizing the employment relationship between employees and employers in ways that meet the needs of both. It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer. It may include employment developed through job carving, self-employment or entrepreneurial initiatives, or other job development or restructuring strategies that result in job responsibilities being customized and individually negotiated to fit the needs of individuals with a disability. Note: Only providers who have completed CE training are allowed to provide and bill for CE services.
Supported Employment	SE	Supported employment services are designed to help an individual with the most significant disabilities work in the community alongside individuals who do not have disabilities. These individuals receive training and the necessary ongoing support to help maintain their employment.
Ticket to Work	TTW	Supports career development for people ages 18 through 64 who receive Social Security disability benefits and want to work. The Ticket Program is free and voluntary. It helps people with disabilities move toward financial independence and connects them with the services and support they need to succeed in the workforce. TTW also provides payment to state agencies when clients meet certain milestones. In SD, these payments are split with participating providers for individuals that have a Plan for Sustaining Employment in place.
Transition to Extended Services	TES	Transition to Extended Services is an incentive that can be paid to the long-term services providers once

	<p>employment supports needed for the individual to maintain their employment are added to their service plans when they are getting ready to transition off the time-limited VR supports. This is to ensure that long-term services are in place to support the individual in employment even after their case is closed with VR</p>
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EMPLOYMENT SKILLS TRAINING

Employment Skills Training is instruction to help prepare individuals for competitive integrated employment. This service is appropriate for individuals with limited employment experience or who have limitations in skills needed for basic job readiness is to be individualized based upon the person’s unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

The training is typically 12 weeks in length or less depending on the counselor and client direction. Additional time in training can approved by the District Supervisor or the Division Assistant Director if necessary. The training can be full time-30 hours a week-or can be pro-rated to half time for programs less than 30 hours a week. The Employment Skills Training must have measurable objectives and outcomes from the training program and MUST include job preparation classes that provides training on interviewing, completing applications, and other job seeking skills.

Providers of this service need to have their program approved by the State Office by providing a thorough written description of the program to be provided, logistics of the program (location, schedule, training plan, etc.), and credentials of the person who will be leading the training.

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SITUATIONAL ASSESSMENT

Situational assessments are the observations of people performing work in real-world settings to assess the persons skills, preferences, and support needs in that environment. It involves a practice of observing, evaluating, and reporting over a period. During this assessment, a client’s behavior and work performance in a job situation and interaction with other employees is observed. This type of evaluation helps the client learn the role of a worker and allows the evaluator to assess many more work behaviors than can be explored with standardized vocational testing approaches.

Requirements

For situational assessments to be effective, an appropriate work site must be utilized, adequate supervision provided, and a means to gather information must be established prior to the experience. Situational assessments funded by DRS and SBVI must include the following requirements:

1. Work site must be with a business in the community meeting the requirements of a competitive integrated employment

2. Work site must meet the client's interest and choice
3. Work site must not be part of an enclave, mobile crew or other group models.
4. Client must perform the work duties as part of the assessment. Receiving a tour or observing a job is not considered part of a situational assessment unless approved by the counselor; and
5. Observations and comments will be recorded on a Situational Assessment Form (Options 1 or 2).

Hours Authorized

The number of hours authorized needs to be individualized based upon the employment setting, difficulty of the job, individual's stamina, and other potential factors. The billable time for a situational assessment is the actual amount of time the provider spends with the client at the job site or gathering information from the employer for input in assessment. Up to 10 situational assessment hours can be authorized by the counselor to allow the provider time to develop assessment sites. The counselor needs to be contacted by the provider for approval when more than 10 hours have been utilized on trying to develop sites for the situational assessment(s). Additional hours can be authorized at the counselor's discretion up to a maximum of 25 hours.

What Happens When the Situational Assessment Turns Into Permanent Employment?

Occasionally situational assessments will turn into permanent employment. If the situational assessment results in permanent employment, the provider will receive an authorization for job placement package (if not already authorized), and successful placement and all job placement incentives that are met can be billed at the appropriate time. Please refer to the [Job Placement Services](#) section for more information about these services or when incentives can be billed.

Insurance Coverage

The most significant barrier to establish a situational assessment site is the employer's concern around liability in the event that the individual gets hurt while onsite. The state carries insurance to cover individuals receiving situational assessments and other services from VR, and the policy can be found in Forms on FACES or obtained from the State Office if an employer requests a copy. This policy will cover \$10,000 for medical expenses and \$5,000 for death benefits. Only DRS or SBVI clients who are authorized for a situational assessment are covered under this policy. This includes individuals being served through the outcome-based mental health contracts.

In the event a client gets injured or dies during a situational assessment, please contact the DRS or SBVI Assistant Director immediately. An "Accident Claim Form" needs to be obtained from the State Office and completed as soon as possible and returned to the State Office.

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JOB PLACEMENT SERVICES FOR STUDENTS WITH DISABILITIES

There are situations where the Vocational Rehabilitation Counselor will purchase job placement services for students with disabilities while they are attending high school or post-secondary education to provide supports on a job while they are completing training related to their employment goal.

Job placement services can be provided to students under these scenarios.

1. The student is in secondary education, not in their final year, and is not receiving 504 or IEP services.
 - a. Employment Skills Program

OR

- b. Employer Paid Work Experience/Transition Placement Package (no incentives)-see below
2. The student is in secondary education, not in their final year, and is participating in an employer paid work experience.
 - a. Transition Placement Package (no incentives)-see below
3. The student is in secondary education, in their final year, and moving into the workforce following graduation.
 - a. Traditional Job Placement Package WITH incentives-see below
4. The student is in post-secondary education.
 - a. Traditional Job Placement Package WITHOUT incentives-see below
5. Other unique scenarios approved by the counselor.

If the student is NOT in their final year of secondary, Summer Transition Placement Package, follow along, and job coaching can be authorized if a comparable service is not available. No incentives (aside from placement) will be paid in this scenario. NOTE: this should be used only if approved by the counselor and after exhaustion of all other options.

If the student is in their final year of secondary and does not plan on continuing with any postsecondary training, the provider would be eligible to be reimbursed for the placement and any applicable incentives if all the following conditions are met:

- Client is hired by the employer that was obtained from their Project Skills work experience, where applicable.
- Employment outcome meets the requirement of the competitive integrated employment.
- The individual is working at least 10 hours a week.
- 60 day and 26 closure incentives are met.
- Service provider provides a minimum of 10 hours paid by VR for employment services, job coaching and/or follow along services to assist the student maintain their employment; and

- Services are pre-authorized to the provider.

If the student is in post-secondary education, then the hourly job placement services and placement incentives can be authorized. If a placement is made, the placement and any applicable incentives can be paid EXCEPT the 26-Closure incentive as it assumed that this job will not be permanent.

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SUPPORTED EDUCATION SERVICES

Supported Education Services are provided in coordination with VR post-secondary assistance for any student who needs additional assistance with the transition to post-secondary. This can include any services necessary during a semester to assist an individual to successfully complete a postsecondary educational program. A variety of services and supports may be provided under this category at the discretion of the client and counselor. These services are purchased from existing providers (including case managers or other staff) when approved by the District Supervisor. Examples may consist of:

- Providing mental-health related Follow Along throughout schooling to contribute to academic success
- Assisting a student with finding their classroom before the classes start;
- Assisting the client with needed independent living supports;
- Taking the student to meet with the Disability Coordinator or Financial Needs office; or
- Helping the student arrange transportation services.

This service is provided as an hourly service using the regular annual rates with number of hours authorized to be determined by the counselor. The level and type of service needed by the client will be discussed with the team and indicated on the plan to provide consistency in expectation and to ensure the student is receiving required assistance.

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EMPLOYMENT SKILLS PROGRAM

The Employment Skills Program (ESP helps build job skills and enhance work experience for people with a variety of barriers. The ESP modeled the forms and procedures of the Project Skills program and can provide up to 250 hours of paid employment through the division with some flexibility per the discretion of the counselor. The table below describes how each model is authorized.

Description	Method 1-for Clients Receiving MHO Services Only (Watertown/Sioux Falls)	Method 2-Clients Receiving Traditional/CE Services (Will be used in most instances)
	MH Provider who follows the outcome payment structure (i.e., SEMHC, HSA)	Providers who follow traditional fee for service structure (i.e., Private Providers)
Develop Employment Skills Job Site	Typically, 10 hours of Job Placement services but can be more if approved by Counselor	Typically, 10 hours of Job Placement services but can be more if approved by Counselor
Employment Skills Program	ESP 1 & ESP2 (rates on sheet)	Job Coaching & Follow along
If job becomes permanent	Contract Service package	Traditional Job Placement
Incentives	MHO Placement Package Incentives-applicable when the client has been on employers payroll for two weeks.	Traditional Job Placement Package Incentives-applicable when the client has been on employers payroll for one week
Type of client	Mental Illness with limited or poor work history	Youth with disabilities who are not on an IEP or adults with severe impairments and with limited or poor work history
Approval	VR Counselor	VR Counselor
Authorization of client hours worked	In units of 25 hours with a maximum of 250 hours. Employment Experience Wages and Benefits are combined. 110 Other funds are the funding source; vendor is DRS or SBVI.	250 hours with flexibility per counselor. Employment Experience Wages and Benefits are combined and based on the current fee schedule. 110 Other funds are the funding source; vendor is DRS or SBVI.
Authorization for Vendor Services	ESP1 is up to 4 units of 25 hours. ESP2 is up to 6 units of 25. The vendor is the provider who is doing the service, and the funding source is Supported Employment or the 110 funds from the DRS/SBVI District Office.	The service on the authorization is job coaching or follow along for the actual time the provider is at the job site. The vendor is the provider who is doing the service, and the funding source is Supported Employment or the 110 funds from the DRS/SBVI District Office.
Reports from provider	Monthly tracking progress and hours. The format should be developed between provider and VR Counselor.	Monthly tracking progress and hours. The format should be developed between provider and VR Counselor.

(ESP1) - Employment Skills Program first 100 hours

This service category and rate is for the first 100 hours of the Employment Skills Program (Project Skills) for a specific employment experience. The billing is for the completion of units of 25 hours of paid work experience. All individuals must be pre-approved by the VR Counselor to participate in this service category.

(ESP2) - Employment Skills Program >100 hours

This service category and rate is for the Employment Skills Program (Project Skills) for a specific employment experience beyond the first 100 hours. The billing is for the completion of units of 25 hours of paid work experience. All individuals must be pre-approved by the VR Counselor to participate in this service category.

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EMPLOYMENT SERVICES

Employment Services are individualized services outside of the traditional services authorized that are necessary for the client to prepare, obtain, and/or maintain their employment. Employment Services may also include services provided during a comprehensive assessment but are separate from Situational Assessment evaluation hours. **The VR Counselor should be specific on the IPE regarding what services are being requested through Employment Services AND communicate this thoroughly to the provider.** If you receive an authorization including Employment Services will no description of what these services are to be used for, please contact the authorizing counselor for clarification before provision of services. Employment Services may include but are not limited to:

- Assisting the individual with extensive resume writing
 - Basic resume writing is included in JPP services
- Extensive interview preparation skills
 - Basic interview prep is included in JPP services
- Assistance with purchasing appropriate clothing for interviews
- Providing disability training to employers
- On-on-one job preparation training, etc.
- This service could also include meetings requested by the VR Counselor
- And more based on individual client need

These services are separate from the job placement activities which are covered under the Job Placement Package.

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JOB PLACEMENT SERVICES

Job placement services include assisting the client in finding employment at or above minimum wage and in competitive integrated employment setting. Placement services will consist of a maximum of 25 hours of job placement related activities per job placement package authorization or successful placement of the client into competitive integrated employment. The following service components are all considered parts of a job placement package, but the scope of services must

be individualized to best assist the client to obtain competitive integrated employment. The counselor and client should identify which of the following placement services are needed to obtain employment. The provider should individualize the placement services based upon these needs. Job placement package services can include the following as needed by the client.

- Collaboration with employment agencies.
- Employer contact and job development.
- Task analysis and job restructuring.
- Job negotiation and job carving with an employer.
- Individual instruction in job seeking skills, identification of current and potential job openings and development of a job seeking plan.
- Individual counseling on job retention skills.
- Personal assistance in conducting job interviews.
- Assistance with basic resume building or development of a master application
 - **Up to 5 hours of JPP services can be used for interview prep and resume development. If more time will be needed to assist the individual with this, ES services can be used.**
- Consulting and advising on job adjustment and/or client/employer conflicts.
- Orienting the client to job demands
- Helping the client advocate for and education an employer on their abilities and needs in the workplace

There should be a periodic review of the job seeking plan and related job placement services. A written report should be furnished to the rehabilitation counselor monthly, including an itemized description of services, date of service, time spent providing services, and a summary of services with future recommendations.

Below is a description of the different billable parts of the Job Placement Package, including information on when they can be billed.

***** Successful Placement**

The fee rate for a successful placement will be paid to the provider after the individual placed has worked a minimum of “one work week” where the employment is competitive integrated employment and at least minimum wage. This “one work week” will be based upon the average number of hours the individual will be working each week on a regular basis. Example: For an individual who was hired for a job that is 40 hours per week, this would mean they would be required to maintain employment for 40 hours before placement is paid. For an individual who was hired for a job that is 18 hours per week, this would mean they would be required to maintain employment for 18 hours before successful placement is paid. If the schedule varies, it will be based upon an average work week. For example, if the person is hired to work 15 to 20 hours per week, they would be required to work 17 hours before the placement is paid.

This incentive is paid only after the counselor has reviewed the placement to ensure that the employment meets the employment goal established by the client. The counselor has the discretion regarding whether to pay when the placement is for “significantly” fewer hours than the stated employment goal on the Individualized Plan for Employment (IPE) or is significantly different than the stated employment goal on the IPE. For example, if a client stated a goal of 30 hours per week but the placement is for 15 hours per week, payment for the placement can be authorized by the counselor if the client expresses satisfaction with the placement. However, if the client still wants a 30 hour per week job, it is not considered that placement has occurred until that goal is reached, either with a new job at that number of hours or with a second placement so that the total number of hours worked per week is satisfactory to the client. If the client continues to work at the job with fewer hours for more than 90 days, the counselor should further review the goal with the client and determine if they are in fact satisfied with the job and successful placement and closure can occur.

Job placements that are less than 10 hours per week must be reviewed by the Assistant Director or District Supervisor and may be approved on a case-by-case basis.

Additionally, successful placement should be employment that is consistent with the individual’s strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. The placement should be in the most integrated setting possible, consistent with the individual’s informed choice. This fee rate is not contingent upon the case being closed successfully rehabilitated.

***** Employed for 60 days**

An incentive will be paid if the individual maintains employment for 60 consecutive days following them being entered in employed status by the VR Counselor. Successfully Employed closure (AKA 26 closure) does NOT need to take place for this incentive to be paid and this can be billed as soon as the client has been employed successfully for 60 days. Note: The 60 days does not start until the counselor as entered the individual into employed status.

***** Successfully Employed Closure (AKA 26 closure)**

An incentive will be paid when the individual is closed successfully by the counselor after at least 90 days of successful employment. District Supervisors can approve payment of this incentive under certain circumstances even when the case is not being immediately closed successfully employed by the VR Counselor. Closures for seasonal employment can be approved if it can be demonstrated that employment is on-going employment. These situations must be approved by the District Supervisor.

***** Employed for 60 days & Successful Employed closure (AKA 26 closure) without Job Placement Services**

In addition to being available with a regular job placement package, the Employed for 60 days and Successful Employed closure incentives may be planned and authorized without the placement incentive when the client is already employed or has recently obtained employment without the services of a provider when

approved by the VR counselor. If supports such as job coaching, follow along, or other supports result in successful employment for a minimum of 60 days and the case is closed successfully by the counselor, the incentives for Employed for 60 days & Successful Employed Closure (without Job Placement) may be paid if planned for and authorized and/or approved by the counselor.

***** Wages Incentives**

- **Wages Incentive – Level I**

A wage incentive will be paid if the individual's income, at the time of the Successfully Employed Closure, meets or exceeds 40% above the State of South Dakota minimum hourly wage rate. This incentive is NOT paid at placement, only when the case is successfully closed.

- **Wage Incentive – Level II**

A wage incentive will be paid if the individual's income, at the time of the Successfully Employed Closure, meets or exceeds 60% above the State of South Dakota minimum hourly wage rate. This incentive is NOT paid at placement, only when the case is successfully closed.

NOTE: If client meets Level II wages, both Level I and Level II incentives will be paid.

***** Social Security Recipient Incentive**

To assist Social Security recipients in increasing their hours and wages, a referral to a Benefits Specialist for benefit analysis and on-going education by the VR counselor should take place. This will allow for full understanding of the Social Security Administration (SSA) incentives and will serve to reduce dependency on benefits and improve the client's quality of life.

- **Social Security Recipient Incentive I**

An incentive will be paid at the time of the Successfully Employed closure (AKA 26 closure), if the client is a Social Security Recipient and is working at Trial Work Level (TWL) or higher. This incentive is NOT paid at placement, only when the case is successfully closed.

- **Social Security Recipient Incentive II**

An incentive will be paid at the time of the Successfully Employed closure (AKA 26 closure), if the client is a Social Security Recipient and working at Substantial Gainful Activity (SGA) or higher. This incentive is NOT paid at placement, only when the case is successfully closed.

NOTE: If the client is working at TWL and working at SGA, both Incentives I and II will be paid. Also, providers may collect on both the Wage incentives and the SSA incentives.

***** Unsuccessful Placement**

The fee rate for an unsuccessful placement should be paid to the provider when they have completed 25 hours of job placement, (or less if services are ending before provision of all hours) and the individual has not obtained competitive integrated employment that is consistent with the individual's strengths, resources,

priorities, concerns, abilities, capabilities, interests, and informed choice. Billing for this case is provided for the number of hours provided under the placement at a pro-rated hourly rate established by the division. For cases of unsuccessful placement that cross fiscal years, billing by the provider should be done at the annual service rate in which most of the time was spent in providing the service.

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JOB PLACEMENT HOURLY SERVICES

Job placement hourly service is a service provided to help individuals obtain employment that are in unique scenarios where other placement services aren't available. This service does not include incentives for placement or any of the closure incentives described above. These are authorized on a case-by-case basis by the counselor based on the unique needs of an individual. If you are working with someone who has hourly job placement service authorized and you have questions, please consult the counselor.

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JOB COACHING SERVICES

Job coaching is an hourly, time-limited service intended to support individuals with employment by providing a skilled trainer (job coach) to help them learn tasks related to their job. The length of services depends on individual's needs and is provided on a case-by-case basis.

The job coach should work with the employer to learn the job skills and then begin training the client working one-on-one initially and gradually fading out as the client becomes more proficient in their tasks. When determining how many job coaching hours are needed, the VR Counselor will consider the job coach recommendations, the job requirements, the skill level of the client, and the severity of the disability. If you are working with someone who is receiving job coaching, and you feel that they may require more job coaching hours than initially authorized, contact the counselor before the hours are expended to discuss the possibility of authorizing more job coaching hours.

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FOLLOW-ALONG SERVICES

Follow long is an individualized, hourly, time-limited service intended to support individuals in maintaining their employment after placement has occurred. This service typically includes monitoring employment success and progress through meaningful check-ins with the client and employer. The length of services is based on the individual's needs to assure smooth transition into employment. If this service is needed long-term, a referral must be made to a more appropriate long-term funding source and Transition to Extended Services (TES) incentive paid where appropriate. If you are working with someone who is receiving follow along, and you feel that they may require more follow along hours than initially authorized, contact the counselor before the hours are expended to discuss the possibility of authorizing more follow along hours.

CUSTOMIZED EMPLOYMENT

Customized Employment (CE) is a placement service based on an individualized exploration of the strengths, needs, and interests of an individual and the specific needs of an employer. It may include employment developed through job carving, self-employment or entrepreneurial initiatives, or other job development or restructuring strategies that result in job responsibilities being customized and individually negotiated to fit the needs of individuals with a disability.

The Essential Elements of Customized Employment

- Negotiation of job duties with the employer.
- Individualization, involving a job for one person.
- Negotiated pay of at least the minimum wage.
- CE occurs in businesses in the community (not on the provider's payroll) that meets the requirement of Competitive Integrated Employment or in businesses owned by the individual.
- CE facilitates mutually beneficial voluntary employment relationships.
- A qualitative "no fail" process that presumes that all individuals can work and includes discovery of the employment seeker to determine the employment seeker's strengths needs and interests.
- Customized self-employment or customized wage employment, as chosen by the individual.
- CE is best used to meet the needs of employment seekers with disabilities who have not been or are unlikely to be successful with traditional or supported employment.

Vocational Rehabilitation Funding for Customized Employment

The Vocational Rehabilitation program can fund Customized Employment (including Discovery) from providers who:

- have completed the Customized Employment ACRE Certification
- Utilize CE Discovery and Job Placement documentation templated
- Receive prior approval from the VR Counselor for Customized Employment services

Candidates for Customized Employment

Customized Employment can benefit most individuals and does not exclude anyone that could benefit from this level of service. Vocational Rehabilitation has prioritized this service and funding for individuals who meet the following categories;

- have the most significant disabilities;
- would not be successful in employment even with supported employment;
- would require the job to be carved out from a current position, and negotiated to meet the employer's needs or be a business within a business concept;
- be eligible or receive long term supports

Discovery

Discovery is a thorough exploration of a job seeker to better determine how to proceed with the next step, Job Development. Discovery is never used to assess what the employment seeker can and cannot do before deciding whether to authorize more services and assumes employability with needed supports from the start of the process. If VR is to pay for Discovery, VR Counselors must be involved before starting Discovery, services pre-authorized and be included in the part of the individuals team.

The Discovery process consists of six steps and all must be fully completed and evaluated by the VR counselor/Discovery Fidelity Administrator to be considered a successful discovery process that is ready to proceed to Job Negotiation/Placement and Job Maintenance. Discovery should take 20-40 hours over a five to nine-week timeframe. Timeliness in completing steps is essential to keep the process moving forward. Discovery will be authorized and billed using the current fee rate in the following service categories:

- Initial Discovery (Stages 1-4) will be authorized billed at an hourly rate with 30 hours initially authorized. Additional hours can be authorized if needed and only actual hours of services can be billed.
- Vocational Profile (Stage 5) is authorized and billed at a flat service rate.
- Job Development Planning Meeting (Stage 6) is authorized and billed at a flat service rate.
- CE Visual Resume (optional) is authorized and billed at a flat service rate.
 - Requirements needed to bill for the resume include (at minimum)
 - The individuals three theme's with descriptions of why it is a theme for the person
 - Important to/Needed Supports
 - At least three pictures taken throughout the Discovery Process
 - Quotes from references
 - VR Counselors can provide a sample resume at providers request.

Billing of CE services should be done monthly for **completed** stages of the discovery process. While the full Discovery Staging Record does not need to be submitted each month, the information that will be eventually included in the DSR should be put on the regular monthly reports to submit with the billing. Once all six stages are complete, the full Discovery Staging record should be submitted to the VR counselor for review and approval before the job search process begins.

Job Development/Negotiation/Customization

This process involves contacting employers in the community to develop competitive integrated employment opportunities for the individual based on information gained during the discovery process. This service will include selecting an employer and negotiating wages, supports, and job duties that are mutually beneficial for the job seeker and employer. This portion of services occurs in the business community with the job seeker involved as they desire. The role of the employment specialist in this part of the process is multi-layered and critical for success. This person should have exceptional skills (developed through ACRE training) in getting to know clients, contacting/communicating with businesses, and

negotiation. This process is unique compared to typical job search practices as it works under the assumptions that providers should avoid job openings and view the job seeker as the primary customer. This process should include the following elements.

- Determining essential vs. ideal job features with the job seeker/teem
- Creating a presentation of Customized Employment for providers for consistency
- Using connections in business to build awareness of CE
- Using strategies to help businesses identify their needs
- Creating and emphasizing an informational relationship with the employer
- Creating a customized job description based on the job seekers goals and identified business needs
- Disclosing personal information about the job seeker on their terms
- Negotiating a support plan with providers

Customized Employment Job Development, Negotiation, and Customization will be authorized and billed using the current fee rate in the following service categories:

- Job Development, Negotiation, and Customization will be authorized and billed at an hourly rate with 30 hours initially authorized. Additional hours can be authorized if needed and only actual hours of services can be billed.
- Job Placement Incentives
 - Successful Job Placement
 - Employed for 60 days
 - Successful VR case closure
 - Equal or greater than 20 hours of employment per week (billed at time of VR Closure with verification of hours); and
 - Wage is equal or greater than 20% over current minimum wage (billed at time of VR Closure with verification of earnings).

Employment Training and Supports

Individuals participating in Customized Employment will need Job Coaching, Follow Along and on-going long term supports. The Vocational Rehabilitation program can authorize and fund the necessary job coaching and follow along to train the individual on the job tasks and help them acclimate to the employment. Funding from the Vocational Rehabilitation Program is time limited and long-term supports must be identified early in the Customized Employment process.

Allowable Billings for Customized Employment

What can be billed to VR:

- Staff time who have completed the Customized Employment training or currently in training;
- Hourly rate to schedule/arrange/conduct interviews with family, friends, home visits;
- Time spent on neighborhood mapping;
- Time spent on meetings including the VR Counselor;

- Hourly time (not mileage) when the CE staff person is taking the person served to a site for discovery activities;
- Mileage and 80% hourly rate when CE staff person is traveling 20 or more miles out of city limits to conduct discovery activity; and
- 25% higher rate when the discovery process needs to happen on weekends, holidays or after 5pm.

What cannot be billed to VR:

- Staff meetings that do not include the VR Counselor;
- Time spent on report writing and billings (other than neighborhood mapping)
- Stage 3 discovery activities that do not meet the requirements.
 - Familiar activities in non-integrated settings unless approved by the counselor
 - Unfamiliar activities in non-integrated settings
 - Use of pre-established job sampling sites not individualized to the individuals emerging themes
 - Experiences done as an assessment of the person's skills/weaknesses to find out what they can or cannot do

It is important to remember that the VR Counselor, guardians, and most importantly the individual needs to be included in the customized employment process/discussions to help promote the person's successful employment.

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MENTAL HEALTH OUTCOME SERVICES

The Mental Health Outcome Service (MHO) is authorized to provide job search, job placement, and job maintenance supports specific to the needs of individuals with significant mental health diagnosis. The description of service categories is listed below and used with Mental Health Centers who have a contract with the Division of Rehabilitation Services.

Services continue after 60 hours without employment

Employment services will be provided for a maximum of 60 hours unless it is determined by the VR Counselor and provider that services should continue. This category is reimbursed in increments of 20 hours when an individual has not obtained employment they've maintained for two weeks or more. This total amount will be paid in three different payments upon provision and documentation showing 20, 40, and 60 hours of job placement service provided. This category is not billable once successful placement after two weeks of employment has been billed.

Successful Placement

This category is reimbursed when an individual has been successfully employed for two weeks. In many situations, the VR Counselor may determine the individual to be "Stable in Employment" at this time. This is a counselor decision and depends upon how well the client is performing the job duties and meeting the employer requirements. This can only be billed once per MHO Service authorization.

Successfully Employed Closure (AKA 26 closure)

This category includes any or all the following services an individual may need to become successfully employed; Job Placement, Job Coaching, Follow Along, Employment Services, and more as determined by the individual and their team. Successful employment must be at or above minimum wage, in competitive integrated employment, and with a minimum of 10 hours per week. Individuals working less than 10 hours per week will require District Supervisor approval for reimbursement. Closures for seasonal employment can be approved if it can be demonstrated that employment is on-going employment. These situations must be approved by the District Supervisor.

Wages Incentives

- **Wages Incentive – Level I**

A wage incentive will be paid if the individual's income, at the time of the Successfully Employed Closure, meets or exceeds 40% above the State of South Dakota minimum hourly wage rate. This incentive is NOT paid at placement, only when the case is successfully closed.

- **Wage Incentive – Level II**

A wage incentive will be paid if the individual's income, at the time of the Successfully Employed Closure, meets or exceeds 60% above the State of South Dakota minimum hourly wage rate. This incentive is NOT paid at placement, only when the case is successfully closed.

NOTE: If client meets Level II wages, both Level I and Level II incentives will be paid.

Social Security Recipient Incentive

To assist Social Security recipients in increasing their hours and wages, a referral to a Benefits Specialist for benefit analysis and on-going education by the VR counselor should take place. This will allow for full understanding of the Social Security Administration (SSA) incentives and will serve to reduce dependency on benefits and improve the client's quality of life.

- **Social Security Recipient Incentive I**

An incentive will be paid at the time of the Successfully Employed closure (AKA 26 closure), if the client is a Social Security Recipient and is working at Trial Work Level (TWL) or higher. This incentive is NOT paid at placement, only when the case is successfully closed.

- **Social Security Recipient Incentive II**

An incentive will be paid at the time of the Successfully Employed closure (AKA 26 closure), if the client is a Social Security Recipient and working at Substantial Gainful Activity (SGA) or higher. This incentive is NOT paid at placement, only when the case is successfully closed.

NOTE: If the client is working at TWL and working at SGA, both Incentives I and II will be paid. Also, providers may collect on both the Wage incentives and the SSA incentives.

Employed 3 months after Successfully Employed Closure

This category is reimbursable when an individual is still employed 3 months after the VR case has been successfully closed.

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SUPPORTED EMPLOYMENT

Supported Employment services are job maintenance services provided to people who have significant limitations and who require a high level of support (job training, assistance building natural supports, job coaching, etc.) to maintain successful employment in the community.

Typically, supported employment services are provided through significant, individualized job coaching and follow along services.

Revised 04/2024

TRANSITION TO EXTENDED SERVICES

To help individuals more effectively transition to needed long-term supports following the time limited supports through VR Services, the Division will be reimbursing for a Transition to Extended Services process.

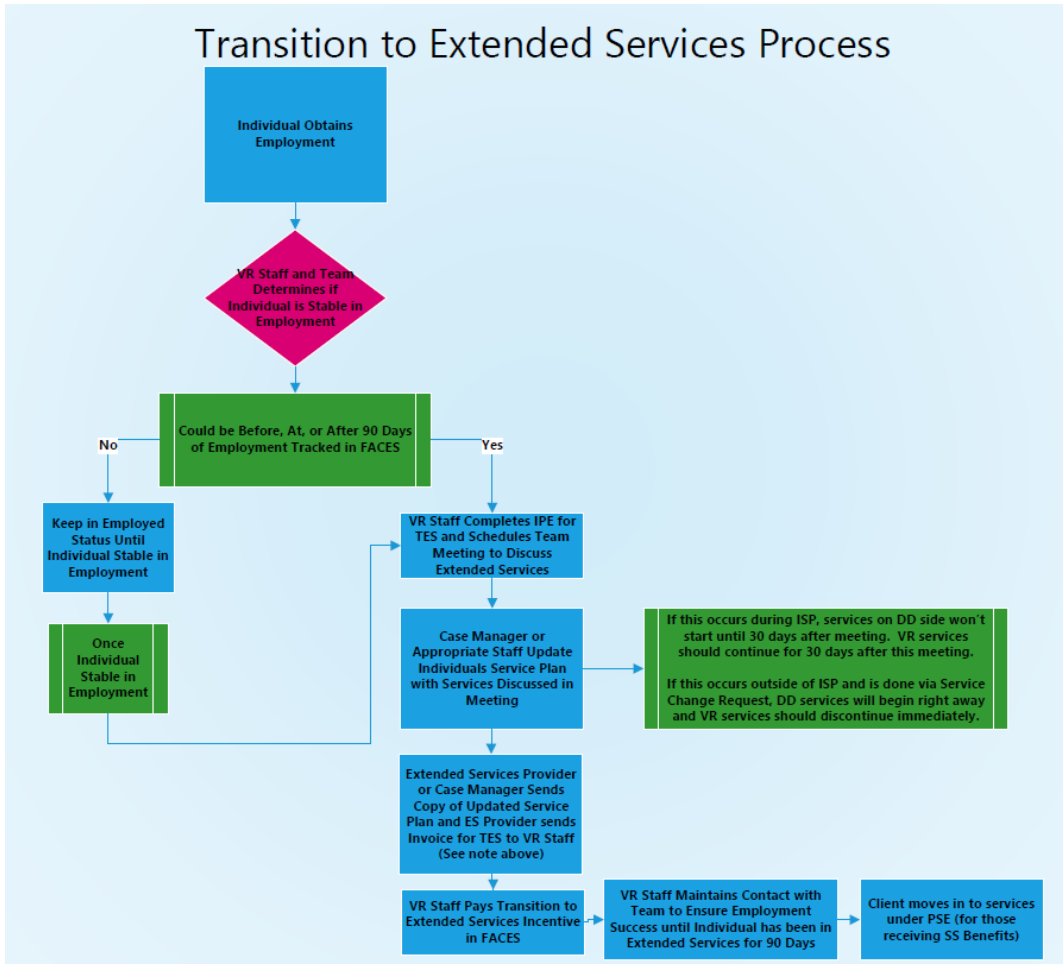
For Supported Employment VR clients who receive Job Placement and Follow Along or Job Coaching services, Transition to Extended Services can be paid to the provider who is providing the long-term support services. This will be authorized on a separate authorization when the provider who will be providing the long-term supports/getting the payment has been identified.

The payment can be processed (with invoice) when there is a documented meeting with the VR client, provider, and Case Manager (if there is a Case Manager) detailing the type, amount, frequency and start date of the services to be provided for the VR client to maintain their Competitive Integrated Employment. This will typically be follow-along type services. VR staff should also get documentation indicating that these services have been added to the individuals service plan.

The VR case cannot be closed until the VR client has been on the extended services for 90 days. Cases will be open much longer than the typical 90 days when cases are moving from VR to Extended Services for VR supports. This means that unless the provider/long-term support provider are the same, there will be instances where a person is being supported by a provider and separate agency at the same time. In these situations, the provider may assist the long-term support provider with making contacts with the employer, learning processes that have been put in place, and anything else that would ease the transition from one provider to another.

For clarification on the ideal process that a case will go through for TES, please refer to the flowchart below.

Transition to Extended Services Process



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CLOSURE/PLAN FOR SUSTAINING EMPLOYMENT

The Plan for Sustaining Employment serves as a contract between the provider, individual, and VR to ensure that the appropriate on-going supports are provided. The Plan for Sustaining employment outlines that follow along should occur monthly. If the team does not feel that this is appropriate and follow along should happen less/more frequently, this should be clarified on the PSE. If it's not clarified on the PSE, follow along should be completed monthly.

The follow along outlined under the Plan for Sustaining Employment should continue until the person is no longer meeting SGA, and therefore, no longer eligible for TTW payments. If the individual or business requests a decrease or stoppage of follow along or it ends for other reasons, please communicate this to the state office. This means that any reimbursements for this individual will end.

Incentives can be paid at closure as outlined throughout the document. The timing of closure of a VR case is highly variable and dependent on the client, their employment, and any other extenuating circumstances related to the person's employment. No two VR cases will look the same. If you have questions about the closure for a client, please consult with the counselor.

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DOCUMENTATION AND BILLING

DOCUMENTATION

Documentation is an essential part of the rehabilitation service process. Documentation helps

- Verify billable services
- Provide info to team members
- Informs decisions and next steps

Tips for completing good documentation include

- Using strengths based/Person Centered language
- Writing notes as soon as possible after visit
- Read note shortly after contact for accuracy/proofreading
- State what you observed with description but not judgement/bias
- Edit for unnecessary words/information
- Share info with team-ask "I am I capturing this correctly?"
- Reflect on documentation-does this help us make decisions moving forward?

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BILLABLE TIME

Services reimbursed on hourly rates are for the time spent providing direct services for the client and are billed in 15-minute increments. Billable time includes the time spent on travel as described below. Time spent in writing reports and other non-service activities are already part of the hourly costs and should not be included in time billed for services.

The number of hours authorized for hourly services will be individualized based on client need considering things such as the employment setting, difficulty of the job, individual support needs, and other potential factors.

Billable time can include the provider's time involved in meetings if the VR Counselor has requested the meeting. Meeting time should be billed under a currently approved hourly service or Employment Services. Vocational Rehabilitation will allow one-fourth hour as billable time when the client has missed a scheduled meeting. The provider must attempt to contact the client and notify the VR Counselor of a missed meeting. In-person or virtual meetings with the VR Counselor about a specific client's situation are billable time.

Periodic reporting/staffing with the VR staff on multiple clients is reporting and not billable time. Discussions on job development or job coaching strategies to newer Employment Specialists is not billable time as the VR staff are providing staff training/mentoring services. Unique situations that providers feel could warrant billing for time need to be approved by the VR Counselor. See the chart of

examples below for clarification on communications that can be billed or not per this guidance.

Sending the client an individual text message, voice message, email, etc. are all examples of contacts that do not take 15 minutes and are not typically billable time. Exceptions to this would be emailing back and forth with a client (documented/billed in individual client case), texting back and forth with a client (documented/billed in individual client case), or making multiple phone calls with clients that do not answer (documented in each case/billed in one) for a time period of 15 minutes or more. No more than 1 hour per day can be billed for these kinds of contacts.

Case notes need to reflect work that was done and conversations that were had with clients to allow counselor the ability to verify time being billed.

Example Case Note/Situation	Billable?
Client was a no show for an appointment. Provider followed up with text/left voicemail in attempt to meet or reschedule but did not get a response.	Yes, can bill .25 hour.
Provider texted client to check in and see how work was going and got no response.	Not billable
Provider texted client to check in and see how work was going, and client said "good." With no other response.	Not billable; communication did not last/require 15 minutes or more worth of time.
Provider called to check in with a client. Client didn't answer so provider left a voicemail asking client to call them back.	Not billable
Provider called to schedule an appointment. Appointment scheduled with client for 12/30/2020	Not billable; if nothing else was discussed, this communication did not last/require 15 minutes or more worth of time.
Provider sent client an email to check in and see how work was going.	Not billable
Provider sent client an email to check in and see how work was going. Client responded and said everything was going well and that they didn't have any questions or concerns at this time.	Not billable
Provider sent client a text to check in and see how things were going at work. Client said things were going well and that they would be off this Friday due to their daycare being closed. Provider asked client how they had gone about requesting time off and confirmed that client had followed company policy to request this leave. Provider and client discussed possible alternatives for daycare in the future when daycare is closed, and client expressed that in the future, their mom may be able to watch their children, but that she had an appointment that she couldn't miss on this particular Friday. Client followed up and said that she	Billable. This conversation likely took close to 15 minutes or more to complete. If in doubt, look at times texts were sent/received to get a better idea of how long the

<p>appreciated her employers understanding in allowing her a day off in their first month of work as she's been let go for similar things in the past. Provider reinforced clients following of policy to request leave and having good communication with employer contributing the flexibility she received this time. Client was encouraged to contact provider if anything more came up.</p>	<p>communication took. Can submit copies of text messages to confirm time conversing with client.</p>
<p>Provider texted client to check in on how client was doing on job search with no response. Also texted (multiple clients initials) to check in with no response. Billing on this case as a total of 15 minutes were spent reaching out to clients to check in.</p>	<p>Yes, this is billable on <u>one case</u> but attempt at contact should be included for each client and noted that billing was made under another client.</p>
<p>Client emailed that he applied for an Administrative Specialist position with Zeal Center. I looked over his application and emailed a response. I emailed Zeal Center explaining OJT and ESP along with a letter of support for the client. I emailed the client informing him that I sent an email to Zeal Center. I also forwarded the email regarding the Police Records Clerk position. I received an email from staff from Zeal Center saying that they already offered the job to a top candidate. She said client has an impressive resume and will keep it on file should another opportunity arise. I sent staff a response and forward the email to the client.</p>	<p>Yes-all emails be thorough documentation showing work that was done.</p>
<p>Client emailed that he has an interview with Avera for a Patient Service Rep on Monday. I emailed asking if he would like to practice interview questions. Client responded and said he would, preferably Friday at 1:30. I emailed that 1:30 works. Client emailed later and said that he applied for First Impressions/Admin Asst with SFalls Chamber of Commerce. I looked over 5 files he attached and emailed a response.</p>	<p>Yes</p>
<p>Provider called client to see how work was going and to offer her a ride on Wednesday if needed. It is Veteran's Day and there is no bus. She left a voicemail.</p>	<p>No</p>
<p>Provider contacted client to see how work was going. She left a message</p>	<p>No</p>
<p>I called the client, but we had a bad connection, so we were not able to visit. I texted the client instead and asked him how work was going. He responded and said, "good."</p>	<p>No</p>
<p>I called client and made an appointment for next week. We will meet next Tuesday at 10a at Perkins to discuss her job search plan.</p>	<p>No</p>
<p>Client texted that she has been sick since Saturday and wanted to cancel our Tuesday meeting. I asked her to give me a call when she is feeling better.</p>	<p>No.</p>

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BILLABLE TIME FOR CLIENT TRANSPORTATION

The Vocational Rehabilitation Program will cover provider's billable time in transporting applicants/clients to and from the job site for the following situations:

- During situational assessments if the applicant/client does not have transportation or does not know how to use the transportation system. If a public transportation system is available, the assessment can include the individual's ability to utilize the public transportation system.
- During the first two weeks when the job starts if the client does not have transportation or does not know how to use the transportation system. After the initial two weeks, the client should have in place an ongoing transportation system or work with the VR Counselor for other transportation arrangements.

Travel for these instances will be billed per the guidance in the "Compensation for Travel" section below.

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COMPENSATION FOR TRAVEL

Cost for local travel is included in all fee rates. To support services in rural areas and compensate these additional costs, the following reimbursement procedure has been established:

- Reimbursement is allowable for mileage and travel time when authorized services are provided at a location of 10 miles from the provider's office. The provider should coordinate travel to serve multiple clients if possible.
 - Traveling 10 miles cumulatively cannot be billed. Travel can be billed when the destination is 10 miles from the providers office
- Travel time will be reimbursed at 80% of the current fee rate.
- Reimbursement must be authorized by the counselor prior to the start of services.

Travel time will be calculated from starting location to ending location. Mileage will be paid in accordance with the rates and rules established by the South Dakota State Board of Finance Travel Regulations. For billing purposes, the submitted report must include the amount of time traveled and number of miles traveled.

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BILLING CHECKLIST

Completing billing and providing required reports/documentation to DRS/SBVI offices should be completed on a regular basis, **ideally monthly**. This allows the counselor to better monitor the case and minimizes errors in the billing and payment process.

Hourly Services (with report):

- Job Coaching
- Follow Along

- Situational Assessment
- Employment Services

Job Placement Services: At Time of Placement (with report and with employment memo):

- Successful Placement
 - After 1 “work week” has occurred and if meets goal of the client on IPE

Job Placement Services: After 60 Days of Employment:

- Employed for 60 Days Incentive
 - Successful Employment Closure does not need to take place for this to be billed

Job Placement Incentives: At Time of Closure:

- Wages Incentives – Level I or Level II or both (Only at time of Successful Employed Closure, if client’s income meets or exceeds 40% or 60% above the State of South Dakota minimum hourly wage rate or both)
- Social Security Recipient Incentives – Incentives I or II or both (Only at time of Successful Employment Closure, if the client is a Social Security Recipient and working at the TWP or SGA levels or both)
- Successful 26 Closure once case is successfully closed by VR Counselor

Unsuccessful Placement (with report):

- After 25 hours of job placement services provided without the client obtaining Competitive Integrated Employment OR the client choosing to discontinue placement services before employment is secured
- Services can be prorated on a per hour basis for allowable job placement services leading to Competitive Integrated Employment. For cases that cross fiscal years, the billing should be done at the annual service rate in which most of the time was spent providing the service.

Revised 04/2024

SPECIAL RATES

Evening, Weekend, and Holiday Rates

To help increase availability of services occasionally required outside of normal business hours and to ensure adequate reimbursement to providers offering their services after hours, the Division of Rehabilitation Services and Service to the Blind and Visually Impaired offers an evening, weekend, and holiday rate for certain services. This rate can be billed when the services are provided in-person and are required outside of the traditional Monday-Friday, 8a-5p work schedule. Services to be included in the evening, weekend, and holiday rates would be

- Job coaching
- Follow along
- Customized Employment Hourly services
- Situational Assessment

Holiday's included in the "holiday" rate include

- New Year's Day
- Martin Luther King Jr Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Native American Day
- Veterans Day
- Thanksgiving
- Christmas

With pre-approval by the VR counselor and clear documentation of hours worked, a 25% higher rate than the established rate for the service and providers qualifications can be used when provided outside typical office hours. Pre-approval from counselor to bill this higher rate must be documented in case notes to accompany billing for these services. Note: Pre-approval does not need to occur for each individual instance but rather for the situation as a whole. For example, if a client is hired and begins work all over the weekend where the provider is not able to obtain pre-approval from the counselor, post-approval can be obtained for billing the higher rate instead.

Example: If a client gets a job in a factory and works over-night, counselors can pre-approve that services can be provided at the after-hours rate as needed for the entire case not just individual instances where services may need to be provided outside of typical business hours.

BUT

If this client typically works during the day but picks up an occasional evening/weekend shift where services are needed, this will need approved each time the unique incidence occurs.

Because these services may already be authorized and in a plan before the need for the evening, weekend, and holiday rate is needed, approval of the higher rate after completion of an IPE/Authorization should also be documented in the individual's case notes in VRFACES. No other changes to authorizations or IPE's will be necessary.

Services provided in a virtual manner or at the convenience of the provider/client/business outside of regular hours will not be eligible to be billed for at the higher rate. When providing and billing for evening, weekend, and holiday rates, please consider the following

- Is the service required outside of business hours to help the client to be successful in employment?
- Could services provided during traditional hours satisfy the clients need for assistance?

Underserved Territory Incentive

The Underserved Territory Incentive helps provide consistent, adequate services in areas typically not served or underserved by employment service providers. Providers will be able bill an additional amount indicated on the plan and authorization **after providing 10 hours of direct services to the client**. This is to provide coverage of extra expenses incurred in serving more rural/underserved areas of South Dakota as an incentive to increase services in these areas. If a provider is providing Vocational Rehabilitation services in the following counties or in other areas upon District Supervisor approval, they will be eligible to receive this incentive. This will be in addition, not in place of, compensation for travel.

The counties included in this incentive include Bennet County, Campbell County, Clark County (southern part), Clay County (outside of Vermillion), Corson County, Day County, Dewey County, Edmunds County, Faulk County, Haakon County, Hand County, Harding County, Hyde County, Jackson County, Jones County, Kingsbury County (Western part), Lincoln County (southern part), Marshall County, McPherson County, Mellette County, Oglala Lakota County, Perkins County, Potter County, Roberts County, Spink, Sully County, Todd County, Turner County, Union County, Walworth County and Ziebach County. **While this is a general outline, if you have a unique situation where you feel you have an underserved area outside of these counties, Underserved Territory Incentives can be provided per consultation with the VR Counselor/District Supervisor.**

Certified Employment Support Professional (CESP) Rates

To reimburse providers with higher skills and education related to the provision of employment services to individuals with disabilities, the Division of Rehabilitation and Service to the Blind and Visually Impaired will allow a 25% higher rate to be billed above established rates for all VR services for those that have received their Certified Employment Support Professional (CESP) certification. Standard rates will still apply for those that choose to not pursue certification or who have not yet achieved their certification. If agencies have both certified and non-certified staff, they will need to bill at different rates based on which provider completed a service and their certification status.

To support this initiative, the State Vocational Rehabilitation Programs will

- Provide trainings on provider core competencies
- Provide Competitive Integrated Employment ACRE Training to help individuals prepare for their exam.
 - Typically, you have to work in Employment Services for one year before sitting for the CESP exam, but if you take the CIE ACRE training offered through Griffin Hammis, that time is reduced to 9 months instead. Below is the link to the CESP Certification Handbook for more information.
 - <https://apse.org/wp-content/uploads/2021/06/Candidate-Handbook-Updated-June-2021.pdf>

For additional information on CESP Requirements/Process, please refer to the APSE website. <https://apse.org/wp-content/uploads/2021/06/Candidate-Handbook-Updated-June-2021.pdf>

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Ticket to Work Reimbursements/Plan for Sustaining Employment

The Plan for Sustaining Employment is the agreement with the individual, Vocational Rehabilitation, and provider in providing the supports and future distribution of payments from Ticket to Work Reimbursements. This arrangement with the providers establishes payment sharing 50/50 of Ticket to Work Milestones. All Milestone payments will be shared with providers for payments received on or after 10/1/2021. The Division of Rehabilitation Services handles all the processing of the Ticket to Work records and issues payments to providers after each quarter. Additional information can be obtained at the Vocational Rehabilitation District Office or the State Office at 605-773-3195.

For more information on Substantial Gainful Activity, follow the link [here](#).

For more information the Milestone Payment System, follow the link [here](#).

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CURRENT FEE SCHEDULE

The most recent fee schedule can also be found at the [DHS website](#) and should be referred to regularly for potential changes as that will be updated regularly while this document may not be.

VR Provider Service Rates	Unit	Fee Rate	CESP	Page in Manual
Comprehensive Vocational Evaluation	Package	\$ 1,650.10	\$ 2062.62	
Limited Vocational Evaluation	Package	\$ 756.35	\$ 945.44	
Employment Services	Hour	\$ 49.73	\$ 62.17	Pg 13
Evening, Weekend, and Holiday Rates (25% High than Rate Normally Billed)	Hour	\$ 62.16	\$ 77.70	Pg 34
Situational Assessment	Hour	\$ 49.73	\$ 62.17	Pg 9
Situational Assessment Turns into Permanent Employment	Utilize JP Package/Incentives			Pg 11
Job Coaching/Job Coaching-SE	Hour	\$ 49.73	\$ 62.17	Pg 17
Employment Follow Along	Hour	\$ 49.73	\$ 62.17	Pg 17
Job Placement Hourly Rate	Hour	\$ 49.73	\$ 62.17	Pg 17
Independent Living Evaluation & Training	Hour	\$ 49.73	\$ 62.17	-
Employment Skills Training - Full Time	Week	\$ 411.74	\$ 514.67	Pg 8
Employment Skills Training - Half Time	Week	\$ 218.34	\$ 283.84	Pg 8
Job Development/Placement Packages		Fee Rates	CESP	
Successful Individual Placement	Package	\$ 1017.53	\$ 1,271.61	Pg 14
Employed for 60 days	Package	\$ 303.93	\$ 379.91	Pg 14
Successful 26 closure	Package	\$ 303.93	\$ 379.91	Pg 14
Wages Incentive - Level I (Hourly wage 40% above minimum wage)	Package	\$ 151.96	\$ 189.96	Pg 14

Wages Incentive Level II (Hourly wage 60% above minimum wage)	Package	\$ 151.96	\$ 189.96	Pg 14
Social Security Recipient Incentive I (Monthly earnings >= Trial Work Level)	Package	\$ 151.96	\$ 189.96	Pg 14
Social Security Recipient Incentive II (Monthly earnings >= SGA)	Package	\$ 151.96	\$ 189.96	Pg 14
JPP Maximum Fee		\$ 2,233.22	\$ 2,791.53	Pg 14
Underserved Territory Incentive	Package	\$ 607.84	\$ 759.80	Pg 30
If the service does not result in a placement into competitive integrated employment but 25 hours of service have been provided, this amount can be billed.	Package	\$ 804.00	\$ 1005.00	Pg 14
If the individual does not complete the service, does not become employed, and less than 25 hours were provided, this rate can be billed for the hours provided.	Hour	\$ 32.15	\$ 40.18	Pg 14
Transition to Extended Services	Unit	\$ 1,215.70	\$ 1,215.70	Pg 24
Summer Transition Placement Package	Unit	\$ 993.69	\$ 1,242.11	Pg 11
Mental Health Outcome Services		Fee Rate	CESP	Pg 22
Mental Health Outcome Package Total	Package	\$ 6,073.87	\$ 7592.34	Pg 22
Successful Placement	Package	\$ 1,109.67	\$ 1,387.09	Pg 22
Successful 26 Closure	Package	\$ 2,581.05	\$ 3,226.31	Pg 22
60 hours and continued services	Package	\$ 790.45	\$ 988.07	Pg 22
Wages Incentive - Level I	Package	\$ 151.96	\$ 189.96	Pg 22
Wages Incentive - Level II	Package	\$ 151.96	\$ 189.96	Pg 22
Social Security Recipient Incentive I	Package	\$ 151.96	\$ 189.96	Pg 22
Social Security Recipient Incentive II	Package	\$ 151.96	\$ 189.96	Pg 22
Incentive for Employed 3 Months After 26	Package	\$ 984.84	\$ 1,231.05	Pg 22
Supported Educational Services	Hourly	\$ 49.73	\$ 61.17	Pg 22
Employment Skills Program I	Unit	\$ 424.26	\$ 530.32	Pg 22
Employment Skills Program II	Unit	\$ 169.02	\$ 211.28	Pg 22
Customized Employment Services		Fee Rate	CESP	Pg 19
Initial Discovery (Stages 1-4) - 30 Hours Authorized	Hourly	\$ 54.69	\$ 68.37	Pg 19
Vocational Profile (Stage 5)	Flat Rate	\$ 373.58	\$ 466.97	Pg 19
Job Development Planning Meeting (Stage 6)	Flat Rate	\$ 373.58	\$ 466.97	Pg 19
CE Visual Resume (Optional)	Flat Rate	\$ 373.58	\$ 466.97	Pg 19
CE Job Development, Negotiation, and Customization - 30 Hours	Hourly	\$ 54.69	\$ 68.37	Pg 19
CE Follow Along - SE	Hourly	\$ 49.73	\$ 62.17	Pg 19
CE Job Coaching - SE	Hourly	\$ 49.73	\$ 62.17	Pg 19

CE Incentives (Services included below)	Package	\$ 1,541.77	\$ 1,927.21	Pg 19
CE Job Placement	Package	\$ 311.30	\$ 389.13	Pg 19
CE Hours Per Week (Greater than 20)	Package	\$ 311.30	\$ 389.13	Pg 19
CE Wage (Greater than 20% Minimum Wage)	Package	\$ 311.30	\$ 389.13	Pg 19
CE Employed 60 Days	Package	\$ 303.93	\$ 379.91	Pg 19
CE Successful VR Case Closure	Package	\$ 303.93	\$ 379.91	Pg 19
Other Services		Fee Rate	CESP	
Job Readiness Classes	Hourly	\$ 29.91	\$ 37.39	Pg 5
Transition to Extended Services	Unit	\$ 1,215.70	\$ 1,519.62	Pg 24

Transportation Mileage is \$.51/mile and time for transportation is 80% of service rate. All services must be pre-authorized by the Vocational Rehabilitation Counselor. Please refer to "Service Descriptions for Vocational Rehabilitation Providers" for requirements and billings of these services found at <https://dhs.sd.gov/rehabservices/providerresources.aspx>.

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FORMS AND EXAMPLES FOR PROVIDERS

Below are a list of commonly used/needed forms used by Employment Service Providers along with some examples of how to complete the forms. These forms can also be obtained by visiting the [SD DHS website](#) or by requesting copies from your local VR office.

Documents on the website that are linked here

- Job Provider Billing Template
 - [CESP](#)
 - [Non-CESP](#)
- Customized Employment Billing Template
 - [CESP](#)
 - [Non-CESP](#)
- [Provider Reports](#)
- [Provider Report PCT](#)
- [Employment Skills Program Manual](#)
- [Sample Milestone Payments for CE](#)
- [VR Employment Memo](#)

Other documents/resources that may be requested from your local VR office

- Situational Assessment Form
- Employment Skills Program Packet
- OJT Billing Form
- OJT Progress Report

- OJT Worksite Agreement Form
- Skills Program Brochure
- CE Staging Record
- Example CE Discovery Staging Record
- Example CE Visual Resume
- Guidance Job Coaching for Businesses
- Guidance Project Skills Talking Points with Schools
- Person Centered Thinking Manual
- Client Certified Provider

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