

**Florida Department of Education/Division of Vocational Rehabilitation
Consolidated Rate Contractor Question & Answer 2008**

Question/Concern: What are the new Employment and Supported Employment Services rates and when will they be effective?

Answer/Response: The new Employment and Supported Employment Services rates are described below and will be effective on October 1, 2008.

Employment Services: October 1, 2008 – September 30, 2009		\$5,000
Placement	25%	\$1,250
45 Days	25%	\$1,250
90 Days	50%	\$2,500
Employment Services: October 1, 2009		\$5,250 5% Increase
Placement	25%	\$1,312
45 Days	25%	\$1,313
90 Days	50%	\$2,625

Supported Employment Services: October 1, 2008 – September 30, 2009		\$7,700 10% Increase
Individual Career Plan	15%	\$1,155
Placement	15%	\$1,155
Stabilization	20%	\$1,540
Transition	20%	\$1,540
Employment Outcome	30%	\$2,310
Supported Employment Services: October 1, 2009		\$8,085 5% Increase
Individual Career Plan	15%	\$1,213
Placement	15%	\$1,213
Stabilization	20%	\$1,617
Transition	20%	\$1,617
Employment Outcome	30%	\$2,425

Question/Concern: What are the requirements for the new Supported Employment benchmark and will a form or format be provided?

Answer/Response: **Individual Career Plan:** The first benchmark for Supported Employment will involve the development of an Individual Career Plan. The Individual Career Plan will include:

1. Customer name, date of referral acceptance and targeted employment outcome,
2. an exploration of the customers current support system,
3. an analysis of the customers strengths and capacities in relation to the employment outcome identified in the VR Individualized Plan for Employment,
4. determination of anticipated supports, and how each will be provided, based upon the customers strengths and capacities and the employment outcome identified in the VR Individualized Plan for Employment ,
5. informants accessed in information gathering and Career Plan development processes; and
6. a plan for job development and implementation of supports

The Individual Career Plan will be submitted in narrative report format. All above described elements are required in the narrative report and submission will be on agency letterhead and include the signature and title of the person writing the report and date. Additionally, if the person writing the report is different from the person submitting the report, this needs to be differentiated and include both signatures, titles and date(s) of signature. The report is due within 30 working days of the date the customer referral has been accepted.

Question/Concern: Will a career plan be required for those individuals who were referred prior to October 1, 2008, but not yet placed?

Answer/Response: Yes, an Individual Career Plan will be required for all Supported Employment Services referrals that have not reached the placement benchmark prior to October 1, 2008. If the Individual Career Plan is not submitted within 30 working days after October 1, 2008, the benchmark can not be invoiced.

Question/Concern: How will benchmarks be paid for individuals who have already achieved certain benchmarks prior to October 1, 2008?

Answer/Response: The new Employment Services and Supported Employment Services rate will go into effect on 10/01/08. Any individuals who are placed and/or reach benchmarks prior to that date will be invoiced at our current rates. Any individuals who are placed and/or reach benchmarks after that date will be invoiced at our new rates. Let me provide you with an example:

Supported Employment Customer John Doe referred to your organization on 06/30/08,

Placement: 08/15/08, Invoiced at current rate

Stabilization: 09/02/08, Invoiced at current rate
 Transition (90 days): 12/02/08, Invoiced at (10/01/08) new rate
 Closure (150 days): 02/02/09, Invoice at (10/01/08) new rate

Employment Services Customer Jane Doe referred to your organization on 07/12/08,
 Placement: 07/20/08, Invoiced at current rate
 45 Days: 09/03/08, Invoiced at current rate
 90 days: 10/18/08, Invoiced at (10/01/08) new rate

This will be the case regardless of referral date. Your new contract, which you should receive within a couple weeks, will include new/updated NOA forms.

Question/Concern: When Employment Services are provided to an individual and that individual subsequently found a job on his/her own, can the contractor invoice for the placement benchmark given that the services necessary for the individual to obtain employment were provided?

Answer/Response: This determination is at the discretion of the Vocational Rehabilitation Counselor through review of contractor documentation and discussion with the individual customer. When it is determined substantial services were provided that assisted the customer in obtaining their own job placement, the benchmark will be paid.

Question/Concern: What are the new rates for Vocational Evaluation and when will the new rates be effective?

Answer/Response: The new rates for Vocational Evaluation are described below and will be effective on October 1, 2008.

Vocational Evaluation Services: October 1, 2008 – September 30, 2009		
Comprehensive Vocational Evaluation	\$715	10% Increase
On The Job Evaluation	\$1,375	10% Increase
Vocational Evaluation Services: October 1, 2009		
Comprehensive Vocational Evaluation	\$772	8% Increase
On The Job Evaluation	\$1,485	8% Increase

Question/Concern: Will Vocational Evaluation vendors continue to contract with Vocational Rehabilitation and if not, what will the requirements be for Vocational Evaluation vendors?

Answer/Response: No, beginning October 1, 2008 Vocational Evaluation vendors will not contract with Vocational Rehabilitation. Vocational Evaluators will have a vendor relationship with Vocational Rehabilitation.

The qualifications described below are for both Comprehensive Vocational Evaluation and On the Job Evaluation services.

Providers may be an individual, business or agency and must submit:

- A completed DVR Standard Vendor Application
- An official copy of the current certificate as a Vocational Evaluation Specialist (CVE) issued by the Commission on Certification of Work Adjustment and Vocational Evaluation Specialists (CCWAVES) for each individual who will be providing vocational evaluation services to DOE/DVR customers.
- Attestation of General Liability Insurance (minimum \$1,000,000) including errors and omissions coverage.

Those individuals, businesses or agencies desiring to provide Vocational Evaluation Services will be required to complete a DVR Standard Vendor Application, regardless of current/previous contractual relationship. The application must be accompanied by all necessary documentation. Referrals for Vocational Evaluation Services can not be received until the application and supporting documentation have been reviewed and approved by the DVR Vendor Certification Unit. The vendor application and documentation requirements for Vocational Evaluation will be available on Vendor page of Vocational Rehabilitation's website, www.rehabworks.org by August 29, 2008.

Question/Concern: Are Vocational Evaluations still being authorized or have they been suspended for a six month period?

Answer/Response: Vocational Evaluations have not been suspended for a six month period. Vocational Evaluations are sometimes, but not always, done during the eligibility assessment period to help determine eligibility and to help determine the number of functional limitations/capacities and the number of primary services needed, as well as the anticipated length of services.

Question/Concern: What criteria will Order of Selection be based on?

Answer/Response: Order of Selection is based on Functional Limitations/Functional Capacities; number of primary services required to reach employment goal; and length of time primary services will be needed. An Order of Selection Power point presentation is available on Vocational Rehabilitation's website, www.rehabworks.org, with specific slide addressing Functional Limitation/Functional Capacities.

Question/Concern: Will Order of Selection result in a suspension or substantial slow down of Vocational Evaluations given the fact that individuals with “most significant” disabilities will be served first?

Answer/Response: Vocational Rehabilitation can’t really predict the impact on the number of Vocational Evaluations at this time. It has been stated that VR Counselors order a Vocational Evaluation when there really is no need, so this service may have been over used in the past. Since Order of Selection will restrict the number of consumers in the system or pipeline of services, it seems likely that some reduction in the annual number of Vocational Evaluations will result. However, a substantial number of cases that would be less likely to be activated from the waiting list (not significantly disabled) may not have been cases that would typically be referred for Vocational Evaluation anyway.

Question/Concern: Has Vocational Rehabilitation discussed the issue of follow-along services with the Agency for Persons with Disabilities and are options being discussed as to how follow-along services can be continued in the current budgetary environment?

Answer/Response: Vocational Rehabilitation discusses this issue with the Agency for Persons with Disabilities, but this problem has not been resolved to date. With a new Director in place for the Agency for Persons with Disabilities, it would be timely for Vocational Rehabilitation to raise the issue again.

Providers may want to explore opportunities to provide services as an Employment Network (EN) under the new Ticket to Work Regulations.

Question/Concern: Order of Selection will presumably have the effect of referring more individuals with significant disabilities to Employment Services. Collapsing the Level II and III rates into one would reduce the rate below that paid for those with the most significant disabilities (Level III) at the very time Vocational Rehabilitation is planning to refer more of them. If the goal is to establish one uniform rate, it needs to be a rate no lower than that currently paid for Level III placements.

Answer/Response: The significance of disability (Category 1, 2, or 3) does not match the type I, II, or III Employment Services Definitions. This merging into one type and one rate was one of the recommendations of the PCG study. The rate is scheduled to increase after the first year, and any impact due to Order of Selection might not be felt until that time.

Question/Concern: Is a copy of the Individual Career Plan required when submitting the Notification of Approval (NOA) for that benchmark?

Answer/Response: While the Rate Contract does not specifically address the requirement of submitting a copy of the Individual Career Plan with the applicable NOA, the contract does state, Attachment C – Standard Terms and Conditions, II.B.3:

“provide access to and, at the request of DOE/DVR, to furnish whatever information is deemed necessary by DOE/DVR to be assured of satisfactory performance of the terms and conditions of the Contract...”

In order to ensure prompt review and payment of the benchmark in question, contractors will need to submit the Individual Career Plan along with the NOA(s) when submitting invoices to the Contract Liaison.

Question/Concern: My agency has received a referral and we have attempted to schedule an initial meeting in order to determine whether or not to accept the referral. Due to the customer's schedule the meeting can not be scheduled in time for us to return the referral (accepted or not) to the Vocational Rehabilitation Counselor within the 15 day requirement. Should we return the referral as “not accepted” and ask that it be re-referred?

Answer/Response: DVR would not suggest sending the referral back as “not accepted” in order to meet the 15 day requirement. This could potentially delay the customer receiving service for which he/she was referred. DVR would suggest that the attempts to schedule the initial meeting be documented and that such be communicated with the Vocational Rehabilitation Counselor. Additionally, when returning the referral (accepted or not) attaching the additional documentation will provide explanation during contract monitoring. It is further recommended that providers maintain copies of this same documentation in their own files.

It is important to note that the timeframes outlined in the contract are requirements. All contractors are strongly encouraged to adhere to these time frames. Repeated issues regarding time frames and/or any other contract requirement could result in cancellation of the contract.

Question/Concern: Can authorizations be paid across areas on one contract number?

Answer/Response: Yes. There is only one contract per provider regardless of the number of Areas served and services (Employment and/or Supported Employment services) provided. The current contract numbers (October 1, 2008 forward) should be the only numbers used in paying authorizations.

Question/Concern: Which RIMS Status will allow payment for the Individual Career Plan benchmark (Supported Employment)?

Answer/Response: The Individual Career Plan benchmark can now be paid under status 14, 20 or 22.

Question/Concern: Please clarify how the Notification of Approval (NOA) is to be completed.

Answer/Response: The example on pages 3 and 4 of this Q&A clarifies how the NOA should be completed.

STATE OF FLORIDA, DEPARTMENT OF EDUCATION
 DIVISION OF VOCATIONAL REHABILITATION
 NOTIFICATION OF APPROVAL – ATTACHMENT E (Page 1)
 E-FORMS AVAILABLE

Customer: Enter Name of Customer	Customer I.D. number: Enter Customer I.D. Number	DVR Counselor: Enter name of DVR Counselor
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RATE CONTRACT #: **Enter Contract Number**
 CONTRACTOR: **Enter Name of Provider**
 TELEPHONE #: **Enter Provider Telephone Number** FAX #: **Enter Provider Fax Number** E-Mail: **Enter Provider E-Mail Address**
 ADDRESS: **Enter Provider Address**

EMPLOYMENT SERVICES SECTION – Check Only Box Below and Provide Date Benchmark Was Achieved			
Service Fee Code	Program Approved (Check Only One)	Program Cost FFY 08/09 : \$5,000.00	Program Cost FFY 09/10: \$5,250.00 FFY 10/11: \$5,250.00
	Check the appropriate box you are billing and enter the actual date the benchmark was achieved.		
G10570	<input type="checkbox"/> Placement Date -- _____	\$1,250.00	\$1,312.00
G10571	<input type="checkbox"/> 45-Day Benchmark --	\$1,250.00	\$1,313.00)
G10572	<input type="checkbox"/> 90 Day Benchmark -- _____	\$2,500.00	\$2,625.00

SUPPORTED EMPLOYMENT SERVICES SECTION			
Service Fee Code	Program Approved (Check Only One)	Program Cost: FFY 08/09 \$7,700.00	Program Cost FFY 09/10: \$8,085.00 FFY 10/11: \$8,085.00
	Check the appropriate box for the benchmark you are billing.		
G10558	<input type="checkbox"/> Individual Career Plan	\$1,155.00	\$1,213.00
G10550	<input type="checkbox"/> Placement	\$1,155.00	\$1,213.00
G10551	<input type="checkbox"/> Stabilization	\$1,540.00	\$1,617.00
G10552	<input type="checkbox"/> Transition	\$1,540.00	\$1,617.00
G10553	<input type="checkbox"/> 150 Days of Stabilized Employment	\$2,310.00	\$2,425.00

NOTE: INCLUDE ALL APPLICABLE PREVIOUS BENCHMARK DATES) **Enter the Appropriate Date(s) for the actual date(s) the benchmark(s) was achieved.**

Date of Placement: _____ 90-Day (Transition) Date: _____
 Date of Stabilization _____ 150-Day Outcome Date: _____

TO BE COMPLETED FOR EMPLOYMENT AND SUPPORTED EMPLOYMENT SERVICES:
 Employer: **Name of the DVR Customer's Employer** Phone Number: **Telephone Number of Employer** _____
 Address: **Address of Employer** _____
 Job Title: **DVR Customer's Job Title** _____
 Weekly Hours: **# of Hours DVR Customer is Working** Hourly Wage: **Hourly wage DVR Customer is Receiving**
 Employer Paid Health Insurance Yes No Other Benefits: _____

I certify that the above services were provided and that the benchmark/outcome was achieved in accordance with the Contract, IPE, and Client Choice.

Contractor's Authorized Representative (printed Name): Printed Name of Provider's Authorized Representative
Signature and Date: Signature and Date of Signature of the Provider's Authorized Representative

THE REMAINDER OF THIS FORM IS TO BE COMPLETED BY THE DVR COUNSELOR

FOR DVR USE ONLY:

Check the appropriate line (Approve/Disapprove)

___ Disapproved for the following reason(s): *The NOA should not be approved if the progress report has not been received and/or the Counselor has concerns and/or unanswered questions regarding the services provided.*

___ Approved: I certify that the above services were provided and that the benchmark/outcome was achieved in accordance with the Contract, IPE, and Client Choice and authorize the Contract Liaison to make payment.

Counselor's Signature/Authorized Unit Representative : _____ Date: _____

VR Counselor Analyst Signature/Authorized Unit Representative: _____ Date: _____

IPE GOAL: Employment Outcome directly from DVR Customer's IPE Date: Date IPE signed

JOB OBTAINED: Name/Type of Job obtained by the Customer- This information is used to compare the job obtained to the actual IPE Goal.

DOE/DVR Monthly Progress Report(s) Received: Yes No Check the Appropriate box. *The NOA should not be approved if the progress report has not been received.*

VOCATIONAL EVALUATION

Question/Concern: The requirements for Vocational Evaluation include, “The Comprehensive Evaluation or On-the-Job Evaluation processes must be supervised by a Certified Vocational Evaluation Specialist (CVE). This includes selection and direct oversight of test instruments used, interpretation of test results which become a part of the final evaluation summary report, and that each evaluation report will be signed by the person who administered the test batteries as well as the CVE responsible for the conclusions and recommendations in the report.

Our organization does employ a CVE, but not in each of our offices throughout the state. How can we continue to provide Vocational Evaluation Services without incurring significant additional travel costs?

Answer/Response: Larger companies, with multiple offices throughout the state, can utilize paraprofessionals/technicians to conduct evaluations in remote locations and meet the requirement by having telephone consultation and report review by the CVE done centrally. The paraprofessional/technician must meet the same qualifications as established in August 2008:

- Graduation from high school and 2 years of experience in rehabilitation, vocational evaluation, social services or related human services programs; or
- Graduation from a 2 year associate program designed to prepare individuals for work in human services; or
- An equivalent combination of training and experience.