

**STAR Provider Q & A**  
**Answers to Questions posed by Providers**

Q. So the referral has to come from the school?

A. Yes, STAR Referrals are made by the school. The referrals are processed by VR then sent to providers in the usual manner.

Q. What about early release days as a time to serve STAR students?

A. Yes, providers may meet with students, in a group setting or individually after school, evenings, weekends, or during any vacations or breaks. Providers may only meet with students during school hours if it does not interfere with students' required curriculum.

Q. So, a student can essentially return for more than one session?

A. Yes, necessary services, especially Work Experiences, can be accessed more than once. Pre-placement training should not be more than once before placement services.

Q. Who, at the school, does the student ask for assistance with getting the referral to VR?

A. Students will be directed to see the individual who has been identified as the School District Representative responsible for making STAR Referrals.

Q. Are students in the STAR program then linked to a Supported Employment Referral by VR for vendors?

A. No, if a STAR Participant requires Supported Employment, he/she will be encouraged to apply to VR where this can be included on the IPE if he/she is determined eligible and SE is identified as a required service.

Q. We can get referrals from schools in any area?

A. Referrals and/or authorizations will come from VR, not the schools. Students will have informed choice in selecting the provider for requested services. Providers are encouraged to send program materials (flyers, brochures, etc.) to local VR Staff for them to distribute and review with students. Only send your materials to the units covering your areas to make sure you are not sent an authorization or referral out of your service area.

Q. Can all VR contracted agencies participate?

A. Yes, as long as you are an approved VR Provider for the services in question. Providers will need to meet the requirements outlined in the Vendor Requirements Qualification Manual to provide Pre-ETS. This information can be found at: [http://www.rehabworks.org/vendors\\_new.shtml](http://www.rehabworks.org/vendors_new.shtml).

Q. What is the difference between Supported Employment" and Placement services?

A. Pre-Employment Transition Services are limited to Career Exploration Assessment, Pre-Placement Training, Community Based Work Experiences, and Self-Advocacy Training. STAR services are designed for students who are self-directed and require little support to access or participate in these services. Supported Employment services are typically required by individuals with the most significant disabilities and who need ongoing support to prepare for or maintain employment.

Q. How will the referrals be disbursed to providers?

A. STAR authorizations and referrals will be delivered as they normally are by REBA, Referral, or authorizations. STAR Provider referrals and authorizations are identical to Provider referrals and authorizations for VR services. Referrals and/or authorizations depend on the Pre-ETS that the student chooses. Who is chosen to provide the services depends on student's informed choice.

Q. Is there a Provider application to provide these?

A. There is no additional application for STAR. You have to be an approved VR Provider for the services in question. Your information will be shared with the students and families when they are selecting a service provider.

Q. What about private or home schooled students who don't have IEP. They have to go regular VR route?

A. If students have never had an IEP or 504 Plan, then yes. However, students attending a private school under a McKay Scholarship and have had an IEP or 504 Plan, may access STAR services but getting referred by the SDR from the public school district.

Q. Do we need to reach out to the schools or will the schools contact the providers?

A. VR Staff will share Provider information with students and/or families when selecting Providers for requested services. The schools are not involved in provider selection.

**Updated:**

**Q. Can students in Postsecondary education receive Pre-Employment Transition Services (Pre-ETS)?**

A. Until further notice, students with disabilities, in Postsecondary education or training, can receive Pre-ETS as long as they have applied and are found eligible for VR services.

Q. If you are offering PPT to postsecondary students are there restrictions on when the training can take place?

A. No

Q. What do private school participants do if they do not have an IEP or 504 Plan?

A. They must apply to VR to receive Pre-Employment Transition Services.

Q. Must we be a provider contractor or can we be an individual vendor?

A. You must be a provider/vendor with VR and approved for the services you wish to provide. Please go to [rehabworks.org](http://rehabworks.org) and click on the "New Vendors" link. There, you will find the Vendor Qualification Manual that provides information on requirements for vendors. You will also find a contact number should you have questions regarding the services you are already approved to deliver.

Q. Are the vendors still being reimburse through VR?

A. Yes, Providers who offer Pre-ETS for STAR students get paid the same way they do for regular VR services.

Q. Are providers of Voc. Rehab. only the ones providing the STAR Services to the students?

A. Yes, STAR is the program VR uses to deliver Pre-Employment Transition Services without students having to apply to or be found eligible for VR services.

Q. What are the staff qualifications to provide STAR services?

A. The STAR program uses the same VR Providers and services as the traditional VR Program. Please

review the Vendor Registration Qualification Manual which can be found at:  
[http://www.rehabworks.org/vendors\\_new.shtml](http://www.rehabworks.org/vendors_new.shtml)

Q. Are we billing for each time they elect to participate in Pre-Employment Training program?

A. No, STAR services are referred and authorized in the same manner as other VR services.

Q. Can private school students use McKay eligibility for STAR referral?

A. Yes

Q. Are referrals through REBA or any type of authorization?

A. All service referrals are processed the same way whether through STAR or “Traditional” VR. STAR Referrals and authorizations will come through the same process as if it were a VR Referral and authorization.

Q. Is this contact the school to work counselor?

A. The STAR Contact at VR is the VR Youth Tech and will be identified on the STAR Referrals and authorizations.

Q. Does the designated school district contact make the referral only to VR or to the providers doing STAR services?

A. All STAR Referrals will come directly into VR. No referrals from school districts will go directly to the providers.

Q. Will Providers still be able to provide the 20-hour pre-placement classes? Or will that be given to the schools now?

A. Yes, providers will still be able to provide Pre-Placement Trainings. This includes School Districts who apply to be providers for this service. The students will have informed choice to choose which provider they wish to go with.

Q. So, it is a separate STAR contract?

A. No, STAR is made of Pre-Employment Transition Services which include: Career Exploration Counseling, Work Readiness Training, Community-Based Work Experiences, Self-Advocacy Training (coming soon). Each service is separate and the provider must be an approved VR Provider/Vendor for the service in question.

Q. Is the STAR Pre-employment training (20 hrs) the same as what we offer now?

A. Yes, providers will offer the same as is already offered.

Q. Can we go to the students’ school to provide the training, instead of them coming to us?

A. Yes. Providers should work with schools to make these logistical arrangements. Keep in mind policies and procedures will vary from district to district. Providers should also consider public meeting places if their office is not convenient or the school is not available. These can include: libraries, Boys and/or Girls Club, Big Brother/Big Sister Agencies, YMCA, Faith-Based Organization meetings rooms, Community Centers, etc.

Q. So please clarify - though we are a current provider of SE, ES, OJT, we must now also apply as a STAR vendor?

A. No, current VR Providers don’t have to take any additional steps to provide services through STAR. You only need to apply or have an additional service added if you are not already approved to provide

any specific Pre-ETS.

Q. How do you apply to provide employment services which would include pre-placement training and OJTs to youth?

A. For vendors who wish to provide employment services (including pre-placement training, supportive employment and on the job training) they need to email Adline Norwood at [Vremploymentserviceproviders@vr.fldoe.org](mailto:Vremploymentserviceproviders@vr.fldoe.org), to request an application. They must already have a 501c3 private nonprofit status. They can also call 866-580-7438 and ask for Adline if they have questions.

Q. What is the maximum of hours students can work?

A. Providers should follow youth labor laws when engaging youth in work experiences. You may find this information at <http://www.myfloridalicense.com/dbpr/reg/childlabor/documents/childlaborposter0709.pdf>. There is a recommended minimum, of 24 hours, for youth OJTs. The length of OJT should be based on the anticipated outcome of the work experience. Students should have this opportunity to gain hands-on experience, practice employability and social skills, build relationships, build their resume, be able to make informed decisions about job interests, etc.

Q. How will the student's entire team, IEP, Parents, etc. be involved? Will parents have to agree to this service?

A. If students are under 18, parents/guardians MUST be involved. Parent involvement of students over 18 is strongly encouraged. Parents or age of majority students must give permission for the referral to be made and will be required to participate in the STAR meeting with VR Youth Techs. VR information may be reviewed at IEP meetings, if it hasn't been introduced before, and Pre-ETS may be discussed. The School District Representative making the referral, may be directly connected to the student and IEP/504 Team ensuring their input on service recommendations will be captured.

Q. How will STAR work with students who attend charter or private schools or who are home schooled?

A. Charter schools function under a public school district. In those instances, the POC will be able to assign Charter School staff to make the referrals. There are however, a number of Charter Schools already identified with POCs. These schools include: FAU Lab School, FSU Lab School, FAMU Lab School, UF Lab School, FL VS, FSDB, and Lake Whales Charter School.

There are a number of students with disabilities in private or faith-based schools who, if they have or have had an IEP or 504 Plan, or are attending the school under a McKay Scholarship, can be referred for STAR Services. Since our only mechanism is for school districts to make STAR referrals, these referrals will go through the district. In this situation, the POC will be able to assign the private school staff, like they do for other schools so that they can make their own referrals in STAR and not have to go through the public school system. Each private school will be added, when requested, so that they can make their own referrals.

Referrals for students who are homeschooled are the responsibility of their home district and should be submitted by the School District Representative who is selected to submit referrals for the student's home school.

Q. The system you describe implies that the training will be individual training, not group training. Is that correct?

A. No. Pre-Placement Training can have anywhere from 10-12 students (max) participating at a time. We do not state a minimum. Some services such as assessments and work experiences will likely be individualized, based on the nature of the service. The 10-12 applies to the Self-Advocacy Training as well.

Q. During the first WIOA group VR Counselors struggled with regular OJT vs WIOA OJT is there a way to change the of the OJT component?

A. With adult OJTs, the goal is employment. With Youth OJTs, it is for career exploration purposes. Youth OJTs are identified using a "Y" code whereas the adult OJT is identified using different codes. Youth OJTs have been reviewed and will continue to be as needed with VR staff. If you are finding difficulties with specific staff, please let me know so we can provide TA to help resolve the confusion or issue.

Q. We as providers have difficulty billing for traditional ES benchmarks if the PPT benchmarks is not satisfied or successful. As such, we usually request separate referral for PPT, but DVR counselors have difficulty creating the said separate referral in REBA. The counselor had a hard differentiating the two.

A. Provider contract were revised to allow for the separate referral and billing of PPT for youth. If you encounter difficulty, contact the VR Administrator for technical assistance.

Q. Is this the same curriculum as pre placement?

A. Yes, the curriculum for both STAR and the "Traditional" Pre-Placement Training is the same.

Q. Do we need to let our contract liaison know we are doing STAR Services?

A. If you are not already offering Pre-Placement Services you will want to register to do so. Contract Liaisons will have access to this information already, but you are more than welcome to notify them.

Q. What is the policy should a transition student, for whatever reason, completes the 20-hour class but did not sign the Report Detail and Survey. Then becomes unreachable. Are signatures on both forms still required, or is there an exception?

A. Yes. Signatures are required. If having difficulty, contact the VR Youth Tech to see if he/she can provide assistance. Staff will work to assure complete processing of payments before additional services are offered.

Q. Does STAR Program always begin with the 20 hour PPT or does it go straight into employment services?

A. STAR services, like all other VR services are based on informed choice. Students will select the service(s) they wish to have and choose among Providers. They will receive guidance on these choices, but it is their decision. If students choose to go right into a work experience and find themselves unsuccessful, they will be guided to consider PPT to help them learn skills required to be successful in the next work experience.

Q. What is the payment rate for services?

A.

Benchmark	Service	Amount
Work Readiness Training	Pre-Placement Training	\$302.00
Work Experiences (OJT)	OJT Plan and Agreement	\$980.00

	OJT Final Report	\$653.00
	OJT Reimbursement to Employer	Varies, but no less than the prevailing minimum wage
Career Assessments	Psychological (Aptitude and Interest ONLY)	\$81.62
	Comprehensive Vocational Evaluation	\$849.00
	On-the Job Evaluation	\$1,485.00
	Discovery I	\$1,750.00
	Discovery II	\$39.00/hour (up to 15 hours)

Q. Are the students who participate in a Y-code OJT paid an hourly rate?

A. The employer of record is able to submit for wages reimbursement including applicable costs for Workers' Compensation, FICA, etc.

Q. Is the OJT an option to be paid or unpaid?

A. An OJT can be paid or unpaid, though paid experiences are strongly encouraged.

Q. Can the student have more than one OJT?

A. Yes

Q. Are for-profit companies allowed to register as vendors for the star program?

A. No, providers must meet legislative requirements to be an approved VR. (i.e.: Providers must be not-for-profit entities).

Q. Can a student or family member choose the vendor?

A. Students and/or parents/guardians if the student is under 18 will choose the provider.

Q. If we get 1 referral at a time from VR, how long until we get 10-12 for a class?

A. Referrals to Providers will depend on how many students are referred by the School Districts and if the Provider is selected by the student. The process will be more expedited as students do not have an eligibility determination made or require an IPE to be developed. Service authorizations and referrals to providers will be processed quickly by VR Youth Techs to ensure you receive the numbers to run "full" classes.

Q. Is there expected to be a significant flow of referrals coming around the same time to allow the vendor time to schedule these students in a class?

A. We anticipate STAR Referrals from school districts to start slow, giving them time to identify the School District Representative, provide information to students and families, and begin entering referrals. VR staff have received their training and are all set to quickly process these STAR Referrals.

Q. Will VR pay for ASL interpreters during PPT?

A. Currently, students in STAR will not have access to interpreters to access or participate in STAR services. If the student is a VR Customer, ASL interpreting may be available.

Q. What is the major difference between STAR program and regular pre-placement training? Can STAR members and Pre-placement classes be integrated or must they remain separate?

A. There is no difference in the service. Yes, STAR and Traditional VR PPT students can share a class.

Q. How can we train in a group setting if we don't have enough referrals to create a group training? Can we then just do one on one training?

A. There is no minimum however, there is a maximum (12) students allowed in each PPT. Providers are able to have any number fewer than 12 in their classes. This would also apply to Self-Advocacy Training.

Q. Can you please repeat the titles of the usual contacts in the school districts?

A. Point of Contact (POC) who is the ESE Director and School District Representative (SDR) who may be an ESE Teacher, Staffing/Transition Specialist, Paraprofessional, or Guidance Counselor.

Q. Where do we find the curriculum guidelines for Self-Advocacy classes? How do we get approved to provide this?

A. The curriculum expectations and rubric will be posted on the Vendor STAR Provider page found at RehabWorks.org. You may contact Vendor Registration to add this service as long as you meet the requirements (ES or certified educator) once it is approved.

Q. Is the Self-Advocacy Training going to be a standalone class or combined with the work readiness training?

A. Self-Advocacy Training is a standalone service included in the list of Pre-Employment Transition Services students can choose from.

Q. Who at the Local VR office responds to the Portal? Will each counselor get a caseload?

A. The VR Youth Tech will be assigned to STAR Referrals. Counselors will not be involved in STAR Referrals at this time. The VR Supervisor assigns students to the VR Youth Tech.

Q. Do STAR students get assistance with transportation such as payment for Para transit from VR if the school cannot provide the location or transportation?

A. Not currently. If students require VR assistance with transportation, interpreters, assistive technology or devices, etc. they must apply to VR, be determined eligible, and develop an IPE.

Q. When we get the referral from VR will we know if they came through traditional VR services (have an IPE) or STAR?

A. There will not be a designation because they are the same. Whether the student is a VR Customer or STAR Participant, they will have the same Pre-Employment Transition Services. There will be no priority given between STAR and Traditional VR Participants.

Q. What is the difference between the Self-Advocacy Trainings and additional components

A. The Self-Advocacy Trainings are made up of 2 product-driven courses developed for individuals who require knowledge and skills to speak up for themselves and make decisions that affect their lives.

These courses are designed for individuals to gain self-awareness about their skills, abilities, needs and interests, then be able to effectively communicate them to potential employers. Course 1 may be used

as a standalone program. Course 2 is a continuation where self-determination is addressed and skills learned are applied to a real-life setting. Extension activities are available for VR Customers with an IPE who require more intensive support to complete their course deliverables.

Q. When are you expecting the Self-Advocacy referrals to start?

A. As soon as all of the training is complete.

Q. Is the VR youth Tech located at the school or has an office with other VR counselors?

A. The VR Youth Tech will be located at the local VR Office but will be going out to assigned schools on regularly scheduled days.

Q. Who are the STAR Administrators we can contact with questions?

Name	Email Address	Telephone
*Sheila Ward	<a href="mailto:Sheila.Ward@vr.fldoe.org">Sheila.Ward@vr.fldoe.org</a>	850-245-3347
Kirk Hall	<a href="mailto:Kirk.Hall@VR.fldoe.org">Kirk.Hall@VR.fldoe.org</a>	850-245-3360
Carmen Dupoint	<a href="mailto:Carmen.Dupoint@vr.fldoe.org">Carmen.Dupoint@vr.fldoe.org</a>	850-245-3299
Jan Pearce	<a href="mailto:Jan.Pearce@vr.fldoe.org">Jan.Pearce@vr.fldoe.org</a>	850-245-3302
Regina Rice	<a href="mailto:Regina.Rice@vr.fldoe.org">Regina.Rice@vr.fldoe.org</a>	850-245-3471

\*Primary contact

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