**JOB COACHING SERVICES**

**ATTACHMENT TO LETTER OF AGREEMENT**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name of Agency**

1. **PURPOSE.** This Attachment to the Letter of Agreement (LOA) between Vocational Rehabilitation (VR) and the Community Rehabilitation Provider (CRP) incorporates all terms and conditions of the LOA and applies to Job Coaching services, as described below.

This attachment applies to non-Supported Employment job coaching services. The LOA Attachment for Supported Employment describes the terms and conditions of job coaching activities supporting that service.

* 1. Job coaching services may be provided as an on-the-job support service on an individualized basis and depending on the client’s particular needs. Services may include:

a. Training a client on-the-job to perform a specific job duty,

b. Orienting a client to the work place, and/or

c. Assisting a client with developing positive work habits and positive behaviors with co-workers and supervisors.

* 1. Job coaching services are expected to result in competitive integrated employment. “Competitive integrated employment” means employment at a location typically found in the community (in the competitive labor market) where the individual:

a. Is compensated at a rate that is not less than either the federal or local minimum wage or the customary rate for the same or similar work performed by employees who are not individuals with disabilities and who have similar training, experience and skills;

b. Is eligible for the level of benefits provided to other employees who are not individuals with disabilities;

c. Interacts with fellow employees who are not individuals with a disability for the purpose of performing the job duties within the particular work unit and the entire work site and with other persons (customers, vendors, etc.) who are not individuals with disabilities, excluding CRP or other staff providing VR services, to the same extent as fellow employees who are not individuals with disabilities; and

d. Has the opportunity for advancement that is similar for other employees who are not individuals with disabilities and who have similar positions.

e. For self-employment, has income from a business that is comparable to the income of a similar business operated by an individual without a disability and who has similar training, experiences and skills.

1. **SCOPE OF SERVICES.**  A job coach will:
2. Provide on-site training to familiarize the client with specific job demands,
3. Assist the client to develop positive relationships with co-workers, supervisors and intercede when problems or difficulties become known,
4. Assist the client to develop a standard of production acceptable to the employer,
5. Identify and address problems that will affect the client's ability to maintain employment,
6. Implement the most effective, least intrusive techniques to help the client learn job skills including teaching client how to use available transportation to and from the job site,
7. Assist the client to become more independent by developing natural supports so that job coaching services can be successfully faded from the job site,
8. Provide disability awareness information to the client's supervisor and co-workers, and/or
9. Provide regular feedback to the VR Counselor regarding the client’s program.

**C. STAFF QUALIFICATIONS.** Job Coaches serving VR clients under this Letter of Agreement must:

1. Have a high school diploma or High School equivalency (HiSet) or general equivalency diploma (GED) with one (1) year of work experience.

2. Be able to thoroughly compose, prepare typed monthly reports, and submit them electronically,

3. Be able to work and communicate with the VR Counselor, client and employer in addressing support needs of the client at the work place,

4. Have a variety of job skills, and

5. Have six (6) months training and/or experience working with individuals with disabilities in teaching life skills and work tasks;

**E. REFERRAL PROCESS.** At the time of referral, the VR Counselor will provide the CRP with the following background information:

1. Referral Form,

2. Medical, psychological, training information as needed, and

3. A Vendor Purchase Order (VPO) describing the requested services including the number of hours authorized.

**F. FEES AND PAYMENT.** All required reports must be typed, completed thoroughly, and electronically submitted timely to VR on the forms provided. All services must be geared toward competitive integrated employment outcomes.

* 1. Vendor Purchase Order Processing. Vendor Purchase Orders will not be processed for payment until the required documentation (as outlined in Section F.2) is received by the VR Counselor.

2. Documentation Required for Payment:

a. Weekly Training Progress Reports (submitted to VR Counselors) for each week the client received services, and

b. A signed Vendor Purchase Order.

3. Fees.

a. Fee: The payment rate for Job Coaching services is $25 per hour. Partial hours will be rounded and paid to the nearest full hour.

b. Job coaching hours may include:

* + - * 1. The time required to gain personal knowledge of the client’s disability, functional limitations, and training strategies. Time to analyze the job and develop strategies to most effectively teach these job tasks to the client not to exceed ten (10) hours without VR Field Supervisor approval.
        2. Time spent participating in staffings.
        3. Job coaching services cannot exceed one-hundred and fifty (150) hours without VR Field Supervisor approval. If services are expected to reach or exceed one-hundred and fifty (150) hours, a staffing must be held when services reach one-hundred twenty five (125) hours to discuss the need for a time extension beyond one-hundred and fifty (150) hours. Include in the staffing the Job Coach, the VR Counselor, the VR Field Supervisor (optional) and VR client (when possible).
        4. Additional time extensions must be approved by the VR Field Supervisor in increments up to thirty (30) hours. Repeated extension requests will result in review of the appropriateness of the job placement.

4. Job coaching services cannot be authorized to be provided simultaneously by a single job coach to multiple clients.

**ACCEPTED:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_      \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CRP Director Signature                      Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name of CRP Director

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CRP Agency Name

**Tennessee Department of Human Services - Vocational Rehabilitation**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Signature Date