**JOB READINESS/JOB DEVELOPMENT AND PLACEMENT SERVICES**

**ATTACHMENT TO LETTER OF AGREEMENT**

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**Name of Agency**

1. **PURPOSE.** Job readiness, job development and placement include services required to directly assist clients in preparing to apply and interview for potential employment. Job readiness and job development and placement services are considered successful when the client completes ninety (90) days of competitive integrated employment in a job that is consistent with the client’s strengths, resources, priorities, concerns, abilities, capabilities, interests, informed choice and economic self-sufficiency.
2. 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 legal 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. **SERVICES.**
   1. Job Readiness/training.
      1. Job readiness assessment and training may include, but is not limited to, addressing the following:
         1. Writing a resume;
         2. Completing a job application;
         3. Assistance in arranging for and preparing for job interviews;
         4. Workplace behaviors;
         5. Identifying transportation options;
         6. Personal appearance, attendance, and punctuality;
         7. Positive work attitudes, job performance, and safety practices;
         8. Interpersonal skills;
         9. Development of a personal budget;
         10. Individual and group counseling of clients on job seeking skills, development of a job seeking plan and retention skills;
         11. Instructingand assisting the client in the use of available resources on career choices and opportunities by utilizing job search resources such as the Occupational Outlook handbook, Jobs4TN, the ONet, Standard Occupational Classification (SOC), employment related videos, job fairs, and other similar resources; and/or
      2. Job readiness assessment/training services will result in completion of the following:
         1. Completed Job Readiness Assessment/Training Report;
         2. Client resume with list of references, and
         3. A Job Development and Placement Activity Plan:
2. The Job Development and Placement Activity Plan, which will be updated on a monthly basis, will serve as the guide for job placement activities until the client completes the job placement process.
3. The initial Job Development and Placement Activity Plan will identify ongoing barriers to employment and placement activities planned for the next month. Monthly updates will also include a record of activities from the previous month.
4. The Job Development and Placement Activity Plan must be signed by the Community Rehabilitation Provider (CRP) staff and the client.
   * 1. Job Readiness Training will not exceed twenty (20) business days. If necessary, the VR counselor may approve an extension by documenting the need in the case file.
   1. Job Development and Placement
      1. Job development and placement services are those services in which a CRP actively and directly assists the client in activities which lead to the client maintaining appropriate employment for at least ninety (90) days. “Appropriate” employment is:
         1. Consistent with the client’s strengths, resources, priorities, concerns, abilities, capabilities, interests, informed choice and economic self-sufficiency;
         2. In a competitive integrated employment, consistent with the client’s informed choice; and
         3. Described in the client’s Individual Plan for Employment (IPE) and/or subsequent amendments.

b. Job development and placement services include but are not limited to:

* + 1. Analysis of employment and economic trends;
    2. Technical assistance on removal of architectural, communication, transportation, and other barriers to employment;
    3. Collaboration with local American Job Centers and other State programs providing assistance with job placement;
    4. Job analysis and job restructuring;
    5. Working with the client to achieve satisfactory adjustment to a job;
    6. Assistance with resolution of problems or conflicts in the workplace;
    7. Working with the client to develop a list of potential employment opportunities;
    8. Contacting an employer on behalf of the client;
    9. Assisting the client with job applications/interviews;
    10. Assisting the client to revise their resume to target a specific employer/position; and/or
    11. Referring the client to a particular job if the client does not want the CRP to personally represent him/her; etc. Providing a client newspaper want ads or a generic job list or directing/referring the client to a Career Center is not considered “active and direct” involvement of the CRP.

c. The CRP will initiate a monthly case staffing for each client who has not started working. At the discretion of the VR counselor the staffing may be held in person, by phone or the VR counselor may determine the staffing is not needed for that particular month. The case staffing should include the client, CRP and the VR counselor. Other CRP staff, VR staff, professionals, and/or family members may attend as appropriate. The Job Development and Placement Activity Plan should be used to guide the staffing discussions. The staffing should focus on evaluating the success of actions taken by the CRP and client the previous month and to plan actions for the upcoming month.

d. The CRP will update the Job Development and Placement Activity Plan monthly and provide a copy of the updated plan to the VR counselor by the 5th of each month. The plan must clearly document not only the client’s activities but also detail how the CRP was actively and directly involved in the client’s job placement efforts. The Job Development and Placement Activity Plan should NOT be sent to the VR reports mailbox.

e. There is no set number of hours to be considered full or part time work. Full or part time work is based on the number of hours offered by an employer to any applicant for the position and the employer’s designation for the position as full or part time. However, part time placements of less than fifteen (15) hours must be reviewed by the VR District Supervisor for meeting all competitive integrated employment requirements and approved by the VR Regional Supervisor.

f. When a placement opportunity has been located, contact the VR counselor and report the placement information so that VR can approve placement which meets the definition for competitive integrated employment. VR must approve the placement in writing with supervisor approval when required.

**C. STAFF QUALIFICATIONS.** CRP staff serving VR clients under this LOA must have at least six (6) months of work experience working with individuals with disabilities **and** meet one (1) of the following:

1. A Masters or Bachelor’s degree from an accredited college or university and written documentation of one (1) year of successful experience in delivering employment related services **or**

2. An Associate’s degree from an accredited college or university or a high school diploma or High School equivalency (HiSet) or general equivalency diploma (GED) and written documentation of two (2) years of successful experience in delivering employment related services.

**D. REFERRAL PROCESS.**

1. As relevant or appropriate, the VR Counselor will provide the CRP with the following background information at the time of referral:

1. Completed referral form,
2. Completed VR intake documents including work and education history,
3. Copy of the client’s Individual Plan for Employment (IPE),
4. Medical, psychological, training information as needed, and
5. Vendor Purchase Order describing expected services.

2. Referrals may be made for Job Readiness, Job Development and Placement or both Job Readiness and Job Development and Placement services. The services included on the referral should be based on the needs of the client. If a referral does not include Job Readiness, the VR counselor must meet with the Job Development and Placement CRP to discuss the client’s situation. If, based on the discussion, the VR counselor determines the client does need Job Readiness a referral and Vendor Purchase Order will be prepared for Job Readiness services.

3. Job Placement – Initial and Job Placement – Final are considered a continuation of services. If the CRP has placed the client the same CRP should provide Job Placement - Final services. Likewise, if the CRP did not place the client, they will not be eligible to receive Job Placement – Final payments.

4. The Regional Supervisor, in consultation with the Program Specialists, may limit further referrals to a particular CRP based on VR program report reviews.

**E. 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.

Payment for services is based on the outcome of the service as documented in the appropriate reporting form. Incomplete reports and/or documentation must be addressed before payment is processed.

1. The Job Placement LOA is a performance based fee for service system. Therefore, separate Vendor Purchase Orders will be issued for the services requested.
2. Vendor Purchase Orders will not be processed for payment until the required documentation (as outlined below) is received by the counselor.
3. Job Readiness Training. The Vendor Purchase Order can be processed for payment as soon as the job readiness training is complete and the VR counselor receives the required documentation. Documentation should be submitted to the VR Counselor within ten (10) days of completion of Job readiness training services.
4. Fee: $500
5. Documentation required for payment:
   * + 1. Completed Job Readiness Training Report
       2. Copies of the client’s resume and list of references
       3. Completed Job Development and Placement Activity Plan
       4. Signed Vendor Purchase Order
6. Job Placement - Initial. The Vendor Purchase Order can be processed for payment after the client has completed forty-five (45) days of employment and the VR Counselor has received the required documentation.
   * + 1. Fee: The Job Placement - Initial forty-five (45) day fee is based on the significance of the client’s disability (Priority Category) according to the following.

|  |  |
| --- | --- |
| **PC1 or PC2** | **PC3 or PC4** |
| $1000 | $800 |

* + - 1. Documentation Required for Payment:
         1. Job Development and Placement Activity Plan for each month the client received Job Placement services. The Job Development and Placement Activity Plan must document the ongoing, active and direct services provided by the CRP. To receive credit for providing active and direct support, the monthly Job Development and Placement Activity Plan must clearly document that the CRP has met at least three of the following criteria:

Directly contacted an employer by phone or in person regarding a specific client, which resulted in employment.

Gave a specific employer lead to a client that resulted in the individual obtaining employment. Providing the client with a copy of a newspaper or other generic want ads does not meet this criterion.

Accompanied the client to another job service program (American Job Center, staffing agency, college career center or similar entity) which resulted in a job lead and placement of the client. The CRP must document their role and actions and not simply hand-off responsibility to the other agency.

Assisted the client with completing the application which led to employment.

Provided interview preparation and other assistance to help the client secure the specific job. Generic interview prep or mock interviews is considered a job readiness service and does not qualify for job placement payment. In order to qualify as a job placement service, the interview prep or other assistance must be geared to the specific employer/position to which the client has submitted an application (i.e. revising a generic resume and creating a targeted resume for a particular position, helping the client research the company/position and providing specific interview preparation for that particular company/position, etc.).

Provided a specific placement service requested by counselor that resulted in successful placement. This must be a valid service necessary for placement of the client. Examples may include activities such as transported or accompanied client to the job interview or discussed possibility of job restructuring or job sharing with employer.

* + - * 1. Job Placement Report
        2. Documentation verifying client’s employment (check stub, a timesheet signed by the employer, earnings statement, etc.)

* + - * 1. Signed Vendor Purchase Order
      1. In some limited circumstances, it may be appropriate to place a client within a CRP’s agency. The CRP will be paid one-half of the Job Placement – Initial component of the LOA ($500 for PC1/PC2 clients or $400 for PC3/PC4 clients) if the following conditions are met:
         1. Employment is appropriate and suitable in terms of job tasks, job interest, salary and benefits and meets the client’s employment objective.
         2. The job must not be created within the CRP for purposes of hiring a VR client being served under this LOA.
         3. The VR Regional Supervisor must approve the placement before the hire date and that approval must be in writing and made a part of the client’s VR case file and CRP case file with a copy being sent to the VR Grants, Contracts and Agreements unit.

d. The Job Placement - Initial fee is a one–time payment. If a placement does not lead to a successful closure and the client requires assistance for placement in another job there is no payment for the additional placement. The next payment milestone would be Job Placement – Final and Exceptional Wage Bonus (if applicable).

1. Job Placement – Final. The Vendor Purchase Order can be processed for payment after the client has completed ninety (90) days of employment and the VR counselor has received the required documentation.
2. Fee: The Job Placement – Final fee is based on the significance of the client’s disability (Priority Category) according to the following:

|  |  |
| --- | --- |
| **PC1 or PC2** | **PC3 or PC4** |
| $1500 | $1200 |

1. Documentation Required for Payment:
2. The monthly Job Development and Placement Activity Plans describing the CRPs Job Placement – Final activities completed since the job placement fee was paid
3. Documentation verifying client’s continued employment (check stub, a timesheet signed by the employer, earnings statement, etc.). This documentation must be dated after the 45th day of employment.
4. Signed Vendor Purchase Order.
5. If the client was placed within the CRP, the fee for Job Placement – Final will be one-half of the full rate ($750 for PC1/PC2 or $600 for PC3/PC4).
6. Exceptional Wage Bonus. If the placement results in the client earning more than $12 per hour and the client is working at least thirty (30) hours per week the CRP qualifies for an Exceptional Wage Bonus. The Vendor Purchase Order can be processed for payment after the client has completed ninety (90) days of employment and the counselor has received the required documentation.
7. Fee: $500
8. Documentation Required for Payment: Documentation verifying client’s wages.
9. Benefits Incentive. An incentive payment of $200 may be awarded to a CRP for a successful placement that includes employer paid comprehensive major medical insurance. In order for the insurance to qualify as employer paid, the employer must pay at least 51% of the premium. Supplemental insurance does not meet the requirement of this provision. The CRP must submit adequate documentation that the criterion/criteria have been met along with the bill requesting bonus payment(s) in addition to the established outcome fee. Possible sources of verification might be copies of the client’s pay stub or copies of the client’s valid health insurance card from a major insurer.
10. Post-employment Placement. If the client loses the job after VR has closed the case as successful and the VR Counselor determines Post-employment Services are required, the CRP shall be issued a VPO for $750 for a new placement. Post-employment services will be paid after the client has been in the new employment for at least 90 days. The new employment must meet all competitive integrated employment criteria.

**ACCEPTED:**

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**Name of Community Rehabilitation Provider**

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

CRP Director Signature                      Date

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

Printed Name of CRP Director

Tennessee Department of Human Services - Vocational Rehabilitation

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Authorized Signature Date