

NC DIVISION OF SERVICES FOR THE BLIND POLICIES AND PROCEDURES VOCATIONAL REHABILITATION

Section:	W
Title:	Work Adjustment Training
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Work adjustment training is a vocational rehabilitation (VR) service that can be provided during an eligible individual's rehabilitation program to assist the individual in developing work skills, work habits, and job retention skills required to obtain and maintain employment. Work adjustment training includes activities to improve and increase productivity, attendance, punctuality, ability to work with others, ability to work under supervision, and work tolerance.

The N.C. Division of Services for the Blind (DSB) provides community-based work adjustment training purchased from any Community Rehabilitation Program (CRP) that is accredited by a public authority or professional organization (Commission on Accreditation of Rehabilitation Facilities, Council on Accreditation, or the Council on Quality Leadership). It is an outcome-based program involving a brief situational assessment, work adjustment plan development, job placement services and job coaching services.

This program is designed for eligible individuals who are ready to work (Status 20), but require intensive job placement services and initial on-the-job supports to be successful in employment. All services such as medical, adjustment to blindness, low vision and access technology, safe travel skills training (outside learning safe travel at the job site) and training services must be completed prior to referral for this service.

This program does not provide on-going support services, such as those provided through a Supported Employment Services (SES) (SE). A referral cannot be made to the CRP for job placement services only. Community-based employment will be competitive integrated employment in a business in the community and is outside any type of community rehabilitation facility.

The DSB VR counselor is actively involved in the training process from the time of referral until the DSB case closure. The DSB VR counselor will:

- make the referral to a CRP for community-based work adjustment training services by submitting a request for these services and appropriate diagnostic information,
- provide continued counseling and guidance (C&G), job development and placement, and other required services in conjunction with the CRP and
- meet with the CRP and the individual at the beginning of the referral process, at the end of the assessment and development of the work adjustment plan, and throughout the job placement and job coaching process.

The CRP will:

- conduct a short-term (usually no more than five days) situational assessment at the CRP facility or in the community,
- provide intensive job development and placement assistance with the individual until the individual is hired on a job in the community,
- provide intensive short-term job coaching at the job site to assist the individual in adapting to the work environment and in performing the job at the expected level, and
- provide written documentation of activity at least monthly to the DSB VR counselor throughout the community-based work adjustment training process.

Community-based Work Adjustment Training Milestones

The DSB VR counselor will authorize payment of tuition for the community-based work adjustment in phases that are called “milestones”. Invoices will be submitted by the CRP as each milestone occurs. Tuition for this program can be provided by DSB without regard to an individual’s financial eligibility. However, any ancillary services, such as transportation (transportation), maintenance, personal needs, work clothing, etc., will be based on Financial Responsibilities/Economic Need Requirements (DSB-4040-VR Economic Need Survey with instructions) for these services. The milestones are:

Milestone 1: Assessment and Work Adjustment Planning Services

Completion: The eligible individual has completed a situation assessment, and if recommended for work adjustment training, a work adjustment plan has been developed to identify the barriers to employment and the work and behavioral objectives to be achieved.

Payment rate is \$670.

Milestone 2: Job Development Services

Completion: The individual has completed applications with 10 different employers and three interviews with confirming documentation to referring VR counselor. If the individual is placed on a job prior to completing 10 applications and three interviews, the milestone is considered to be completed and payment can be made.

Payment rate is \$670.

Milestone 3: Job Placement Services

Completion: The eligible individual is placed on a job and has worked for 5 business days with confirming documentation to the VR counselor of placement and progress.

(Business day is a day in which the individual has actually worked on the job.)

Payment rate is \$2,630.

Incentive 1:

The individual is placed on a job by the CRP staff in 90 days or less from the date the individual begins the situational assessment.

The incentive payment rate is \$270. This can only be paid once per case.

Milestone 4: Job Coaching Services

Completion: The individual has learned the tasks of the job and has become comfortable with the work environment and coworkers. The job coach is spending no more than a weekly visit to the job site with regular documentation of progress, including feedback from the employer, to the DSB VR Counselor. DSB VR Case moves to Status 22.

Payment rate is \$2,630.

Milestone 5: Successful Employment Outcome (Status 26 Closure)

Completion: The eligible individual is considered successfully working without provision of substantial services for at least 90 days, and is closed by the DSB VR counselor in Status 26.

Payment rate is \$1,470.

Incentive 2:

The employer provides health insurance coverage at little or no cost to the individual, and the individual is eligible to be covered at the time of case closure. The incentive payment rate is \$270.

If the eligible individual loses the job before closure (26), the DSB VR counselor will review the case and circumstances surrounding the job loss:

1. If the loss is due to the individual's behavior, it may be determined that the individual needs more adjustment in the newly identified area and the case moves back at Milestone 3 and Milestone 4 at least once. Another option is for the VR counselor to consider a referral to supported employment for more intense services.
2. If the job loss is not the individual's fault, then the decision could be made to start at Milestone 3 to assist the individual in finding and maintaining another job.

These actions will require the approval of the DSB VR Supervisor. The repeated milestones can be done only one time. If the individual loses the second job, the DSB VR counselor should consider other options.