

DARS Vendor Agreement APPENDIX B

PROVISION OF SHORT-TERM TRAINING PROGRAMS

This Appendix defines general expectations applicable to the provision of the following short-term training programs purchased by DRS Vocational Counselors: Situational Assessment (SA), Work Adjustment Training (WAT), and Skills Training.

I. SCOPE OF SERVICES

- A. The Vendor shall provide the following services to eligible individuals in accordance with CARF standards. Vendors in contiguous states serving Virginia consumers must meet the requirements of the VR agency in their state:
 1. **Situational Assessment** – The purpose of a Situational Assessment is to assist the client and DRS counselor in determining vocational options, direction, goals and training strategies. In a situational assessment, the individual completes work tasks in one or more competitive employment environments in the community. A key question for deciding on a situational assessment might be: “What barriers and strengths impact this consumer’s success in the community?” Situational assessments help counselors and employment specialists determine consumer preferences for particular job sites, as well as the specific types and level of supports necessary. The Vendor must provide information about the individual’s ability to function in an on-site job training program leading to supported employment; need for on-going support services in order to perform competitive work; and ability to work in an integrated employment setting at the time of placement. Situational assessment for supported employment is distinctly different from facility or center-based assessments and traditional vocational evaluation.
 2. **Work Adjustment Training** – is a training program. It is conducted in an integrated setting that allows DARS consumers the opportunity to learn positive work habits and behaviors, improve work tolerance, and develop strategies to improve a client’s ability to maintain integrated, competitive employment. Clients participating in Work Adjustment activities must be paid a commensurate wage but no less than minimum wage. The Vendor shall provide planned and structured training in an integrated work setting in order to assist the individual in the development of general work habits, attitudes, and behaviors appropriate for a work environment. The specific emphasis of which is determined by the long- and short-term vocational objectives identified by the DRS Counselor and established in the individual’s IPE.
 3. **Skills Training** – the Vendor shall provide occupational skills training based on an approved program curriculum that utilizes qualified training personnel. Skills’ training is an organized program in which a person acquires the skills necessary for a specific job family. Examples of types of skills that apply under this vendorship are janitorial, clerical, computer, and retail. The organization should identify and annually review placement opportunities specific to each training course.
- B. The Vendor shall establish, with the active involvement of the consumer and referring counselor, a services plan that includes the following, as appropriate: specific need areas to be evaluated, questions to be identified or addressed, skill acquisition or objectives to be targeted; work assignments or environments; methods for

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accomplishing the plan; staff responsible for carrying out the plan; date of follow-up staffing(s) with the DRS Counselor; and signatures of significant parties.

- C. The Vendor shall evaluate consumer performance in training and/or assessment services against predetermined criteria based upon competitive standards for the same or similar work.
- D. The Vendor shall provide the short-term services for a length of time dictated by the needs of the consumer and shall justify requests of lengthy duration by providing the referring counselor with necessary written explanation.
- E. The Vendor shall maintain for DRS review an individual case record for each person served that is clear, complete, and current. Records should include, but not be limited to, documentation of disability, individual service plans, and progress reports.
- F. The vendor shall maintain ongoing CARF accreditation in the appropriate CARF categories related to the services provided.

II. EVALUATION CRITERIA

Services delivered under this Appendix to the Agreement shall be evaluated in accordance with the Scope of Services articulated in this document. Program reviews shall focus upon, but not be limited to:

- A. The extent to which the Vendor adequately identifies, assesses, or targets the consumer's needs as evidenced in the respective individual plans and progress reports.
- B. The provision of a summary report following assessment that provides realistic recommendations for counselor planning and subsequent services and/or employment.
- C. The number, type, and percentage of successful employment placements or movements into higher forms of training following short-term training.
- D. The timely submission of all invoices and client processing documents as required.
- E. The maintenance of and compliance with a current vendor agreement.

III. REPORTING AND BILLING REQUIREMENTS

- A. The Vendor shall provide the consumer's counselor with monthly reports (based on the format SE Form 1 for Situational Assessment, and Work Adjustment Training and Skills Training Report Forms that comply with CARF Standards) by the 10th day of the month. If a consumer misses five (5) days of authorized services in any month, the Vendor shall immediately notify the consumer's counselor in writing and send a copy of such notice to the consumer.

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- B. The Vendor shall provide the appropriate vocational rehabilitation counselor assigned by the Department to each consumer with a monthly, itemized bill for authorized services provided to the consumer. Such bill shall be signed by the Vendor certifying that the consumer received the authorized services which are included in the bill. The Department shall not be obligated to pay for services when the Vendor fails to submit an accurate invoice within thirty days after the close of the calendar month in which services are delivered. The Department reserves the right to withhold payment to an organization when the service provided falls outside the scope of the work program.