

# CRP Revamp 2019

New Hampshire Vocational Rehabilitation

# Notable Changes

- Streamlines and eliminates some of the required paperwork (deliverables)
- Eliminates current bonus structure and adds outcome payments that match our new federal indicators
- Adds the option for rapid engagement of participants by creating the “Pre-Employment Activities Package” and the ability to use CRP’s *prior to* IPE development.



# Notable Changes (cont.)

- Every participant's job development process will be different.
- There is more room for creativity and flexibility within each package.
- Due date change for reports



# Pre-Employment Activities Package

- Designed to “rapidly engage” and provide intensive exploration of work activities for 4-6 weeks.
- This package will take former single services (e.g. Info Int., Resume Develop., Job Shadow, etc. ) and allow VRC’s, CRP’s and participants to create a fluid plan for experiences, assessments or educational activities to assist in identifying areas of interest for IPE planning.
- Can be used as Pre-ETS services and as a tool for the adult population.
- Can authorize additional hours upon approval from VRC (rare occasions) with RL approval.

# Pre-Employment Activities (Cont.)

- Informational interviews (in person, telephone, Skype)
- Labor market research and education about particular fields or geographic regions
- Job shadows - please see job shadow process
- Tours
- **Resume development – Mandatory**
- Post-secondary Exploration (new service)

# Pre-Employment Activities (cont.)

- Community integration/education – job fairs, job clubs, volunteering (short-term), education on and visiting community resources such as NH Employment Security
- Assisting with person-centered planning
- *Services will be determined through collaboration with the CRP, Participant and VR Counselor at the mandatory initial meeting.*

# Forms

- CRP Referral Form
- Pre Employment Activities Report
- Informational Interview Form
- Job Shadow Form (CRP)
- Job Shadow Form (Participant)
- DOL Pre-Screen
- Post-Secondary Exploration Form

# Pre-Employment Activities Example

- Sampson - 18 years old, currently in high school, will likely be in school until age 21.
- He is originally from the Congo; English is his second language and he also uses Braille
- Disability: Visual Impairment
- He has interests in the following - Music, helping people and working with his technology
- Sampson would like to go on to college but is unsure of a career and wants to do some career exploration such as job shadowing and informational interviewing



# Job Development Packages (SEP/Non SEP)

- *The new packages are intended to encompass all the job development activities needed to help a participant find and maintain competitive integrated employment.*
- In our former system, separate authorizations were needed for additional job development services.
- These packages allow the CRP to “do what needs to be done” for each individual participant, on a case by case basis, and eliminates the need for additional authorizations.

# (SEP) Job Development Activities

- Identifying appropriate job opportunities
- Customized Employment (TBD)
- **Resume (incl. Picture/Video) Portfolio (Mandatory)**
- Informational Interviews / Job Shadowing
- Applications
- Employer engagement and meetings
- Interviewing



# (SEP) Job Development Activities (cont.)

- Developing and identifying employer needs and job matching
- Direct or indirect contact and networking on behalf of clients with potential employers
- Participation in team meetings and long-term support planning as needed
- On the job training

# (Non SEP) Job Development Activities

- Identifying appropriate job opportunities
- **Resume (incl. Picture/Video) Portfolio (Mandatory)**
- Informational Interviews/Job Shadows
- Applications
- Employer engagement and meetings
- Interviewing



# (Non SEP) Job Development Activities

- On the Job Training
- Developing and identifying employer needs and job matching
- Direct or indirect contact and networking on behalf of clients with potential employers
- Assistance with social media presence and attendance at networking events

# Forms

- CRP Referral Form
- CRP Monthly Progress Report
- Placement Notification
- Activity Log

# SEP Referral Example

- Grace – 31 years old with high school diploma
- Disability: Borderline DD high functioning, learning disability - reading
- She has worked 5 different jobs over the past ten years.
- She has limited computer skills and has a hard time with written communication.
- She has no resume, no references and needs assistance with creating an email account and has trouble remembering her passwords.
- She really loves working with the elderly and would like to find employment as a dietary aid in a nursing home or hospital part time.

# Non- SEP Referral Examples

- Akano – 23 year old with a Bachelor's Degree from Plymouth State University in Business
- Disability: Asperger's Syndrome
- Has worked at Market Basket since he was 16 years old and continued to work seasonally during summer breaks and school breaks at PSU.
- During his junior and senior years he completed his work study hours in the financial aid department at PSU and has a letter of reference from his supervisor there.



# Non-SEP Referral Example Akano (cont.)

- Akano struggles with communication, presentation and interviewing.
- He has never looked for a professional job before
- He has moved back to Candia to live with his parents and is looking for an entry level business job in Manchester, Concord or Nashua.
- He also has a strong resume.



# Non- SEP Referral Examples

- Marley – 47 year old (former mechanic) can no longer work in this field because of back issues
- Disability: Back Injury lifting restrictions
- Looking for a position doing parts delivery in Concord. He has not interviewed or looked for a job in 25 years and does not like using the computer.

# Job Analysis Report

- The Job Analysis Report and the Task Analysis will take the place of the DA and the Job Person Assessment
- Report is the same for SEP and non SEP
- ***Minimum of two weeks observation and support required***
- NOTE: These reports should contain information on availability of natural supports and plans for decreasing the need for CRP supports.

# Job Analysis Report (cont.)

- Report fee includes 10 hours of observation and support (BIP) for non supported employment and 20 hours for supported employment.
- If the anticipated needs will exceed two weeks or the minimum number of hours (10 hours for Non-SEP/20 hours for SEP), then additional BIP can be authorized to complete the process.
- ***NOTE: This is a rare occurrence.***



# Forms

- Job Analysis Report
- Task Analysis

<h2>Strengths</h2> <ul style="list-style-type: none"><li>Communication Skills</li><li>Patience</li><li>Self-Discipline</li><li>Sense of Humour</li><li>Creativity &amp; Innovation</li><li>Organisation</li></ul> 	<h2>Weaknesses</h2> <ul style="list-style-type: none"><li>Procrastination</li><li>Perfectionism</li><li>Harsh Self-Judgement</li></ul> 
<h2>Opportunities</h2> <ul style="list-style-type: none"><li>PGCE Course</li><li>School Placements</li><li>Blogging</li></ul> 	<h2>Threats</h2> <ul style="list-style-type: none"><li>Failing PGCE Course</li><li>Losing Focus</li></ul> 

# Barrier Intervention

- If necessary, BIP can be authorized hourly after receipt and review of Job Analysis Report by VRC.
- **New due date for the Barrier Intervention Report is the 25<sup>th</sup> of each month in order for the counselor to review the request for additional hours and have timely authorizations.**
- Barrier Intervention Report



# Payment and Reporting Schedule

- Component Pricing

## **Pre-employment activities package**

- \$750 will be paid upon receipt of the invoice and the CRP Pre-Employment Activities Report.

# Payment and Reporting Schedule

## **Job development package, Non-SEP**

- Payment 1: \$500 will be paid after Month 1 when the Invoice and the CRP Monthly Progress Report, Resume and Activity Log are received.
- Payment 2: \$250 will be paid after Month 3 reports and invoice are received and reviewed with the CRP Monthly Progress Report and Activity Log.
- Payment 3 : \$250 will be paid after Month 5 reports and invoice are received and reviewed with the CRP Monthly Progress Report and Activity Log.



# Payment Reporting and Schedule (Cont.)

## **Job development package, SEP**

- Payment 1: \$750 will be paid after Month 1 when the Invoice and the CRP Monthly Progress Report, Resume and Activity Log are received.
- Payment 2: \$750 will be paid after Month 3 reports and invoice are received and reviewed with the CRP Monthly Progress Report and Activity Log.
- Payment 3 : \$500 will be paid after Month 5 reports and invoice are received and reviewed with the CRP Monthly Progress Report and Activity Log.

# Payment and Reporting Schedule (Cont.)

- If placement occurs prior to six months, the counselor will review the placement notification and discuss the job with the participant.
- We will move forward if all are in agreement.
- The CRP will receive any unpaid portion of the package.
- If job development services are put on hold, the counselor will make note and notify the CRP immediately and that time will be added to the end of the authorization.

# Payment and Reporting Schedule (Cont.)

- If a job is secured and then lost within six months of the initial referral, and it is determined that job development will continue, services will continue under the original referral to the expiration date.
- If additional time is needed after 6 months, a mandatory team meeting will occur and a decision will be made by the VRC whether to re-authorize time.
- If the job goal changes, no new referral is necessary and services will continue within the original 6 month package.
- If job development is terminated, payments will cease at the time of termination.

# Payment Reporting and Schedule (Cont.)

## **Job Analysis Report**

- Non-SEP: \$750 will be paid upon receipt of the invoice and the Job Analysis Report and Task Analysis after a minimum of 10 hours of observation and/or support.
- SEP: \$1250 will be paid upon receipt of the invoice and the Job Analysis Report and Task Analysis after a minimum of 20 hours of observation and/or support.



# Barrier Intervention Summary

- No longer need an “initial Barrier Intervention Report”
- First month Barrier Intervention in requested in the Job Analysis Report (Page 2)
- BIP Reports submitted on the 25<sup>th</sup> of the month (note last five days already authorized)
- Invoice due date remains the same.

# Outcome Payments

- Eliminated Retention Incentive Bonuses and added outcome payments:
- Note: Retention Incentive Bonuses will still be available for CRP's working with the old system.
- **Outcome Payments to be requested in Vendor Closure Form along with supporting documentation:**
- Benefits Available \$300
- At > \$15/hr. \$300
- SEP At > 20 hours per week \$500

# Miscellaneous Info

- Situational Assessment will still be single service
- All forms are fillable, should be typewritten and submitted electronically with the invoice
- CRP Service Agreement



# Timeline for Launch

- CRP Training 2/21 and 2/28/19, with a snow date of 3/1/19
- Go live is scheduled for 2/22/19
- Any new referrals after this date will use the process
- Any participants who are already working with a CRP will work through the old process
- As of 3/1/19, Barrier Intervention will be \$50.00/hr. for ALL cases
- All CRP's must sign CRP Service Agreement by April 1, 2019 to participate in the new process



# Timeline for Launch (cont.)

- CRP must go through the training prior to accepting referrals in the new process.
- If CRP needs training, please contact [Tracey.Frye@doe.nh.gov](mailto:Tracey.Frye@doe.nh.gov)
- Questions? Please contact your local CRP team member:
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