

ATTACHMENT AA  
SCOPE OF WORK  
PRE-EMPLOYMENT SERVICES

Providers agree to provide services for applicants/eligible clients of the Vocational Rehabilitation Division (Division) as outlined herein, which may include but not be limited to:

- Job Seeking Skills
- Resume Development
- Job Search Assistance/Job Clubs
- Situational Assessments

The purpose of the service is to facilitate program participation and education for eligible clients to achieve employment.

Referrals

Providers will receive a referral form from the Division requesting services, services shall not be provided without prior authorization from the Division. Providers should indicate the ability to provide services as indicated on the referral form.

Invoicing and Client Report -

All services must be pre-authorized by the Division according to the established fee schedule. Invoices must include the following; authorization number, the client's name, a description of the services provided, service start and end dates, and the appropriate service fee. Providers will not bill the Division or the client when no service has been provided. Invoices must be submitted with a report documenting the efforts made by the provider on behalf of the client. Reports must include all information required by the Division. Invoices and reports must be submitted within the timeframe as prescribed by the Division. Services provided without prior authorization will not be paid by the Division.

Payment may be delayed or denied if the invoice is not submitted correctly, and/or the required reports are not submitted; providers will not receive payment for claims submitted after 90 days from the date of the service.

Providers serving underserved rural areas, travelling more than 50 miles in excess of his/her normal commute, may be reimbursed mileage at the current General Services Administration (GSA) rate as identified on [www.gsa.gov](http://www.gsa.gov). 'Normal commute' is considered the round trip mileage between the provider's resident and official duty station. Mileage must be preapproved by the Division, prior to travel taking place. Provider's shall complete and submit the Mileage Log and Reimbursement Form and a State of Nevada Travel Expense Reimbursement Claim form, provided by the Division, with the invoice for services.

Licensure and Credentials -

Providers, both in state and out of state, must provide evidence of a Nevada State Business License in good standing with the State of Nevada Secretary of State's office. The individual/provider providing the employment supports and signing the report of services must be qualified in their discipline per their accreditation board, meet State of

Nevada requirements for professional standards and certification and maintain educational requirements of your emphasis. The State of Nevada will not utilize the services of any non-licensed provider.

All providers are required to:

- Complete fingerprints and background checks, at the cost of the provider. (Attachment EE)
- Adhere to the Rehabilitation Division: BVR/BSBVI Client Services Policy and Procedures Manual, Section 12, Scope of VR Services.
- Complete the following training and submit certificates of completion to the Division:
  - E-Rehab Nevada Job Development Training, one time certification.
  - E-Rehab Nevada Job Coaching Training, one time certification.
  - Ethics training provided by the Rehabilitation Division or an approved provider, certification is required every 3 years.

Providers will not be added to the approved provider list without complete and approved receipt of all required documentation.

Please indicate the service(s) you are providing:

Job Searching and Readiness Skills

As requested by the Division, providers may assist clients in developing effective job seeking skills and/or assisting clients with completing a resume. Job developers providing job searching/readiness skills shall not be paid job development fees unless the client is referred to them for placement services. Providers should indicate ability to provide services to a specific population, e.g. the deaf and hard of hearing.

Job searching and readiness skills should provide 6 – 20 hours of instruction and is generally provided in a group of up to 5 individuals, individual services may be provided by a counselor's referral. Services should include, but not be limited to:

- Applications (1.30 to 4.0 hours)
  - Gathering Information/Master Application
  - Completing Applications
    - On-line
    - Paper
    - Other
  - Disclosing needed accommodations
  - Practice completing applications
- Job Search (2.0 – 4.0 hours)
  - Identifying appropriate job opportunities
    - Networking
    - On-line job search
    - Utilizing Job Connect
    - Utilizing tools such as Nevada's workforce informer/ NCIS etc.
    - Informational Interviewing

- Other sources (such as help wanted ads)
  - Plan for managing extenuating factors (transportation, child care stressors etc.)
  - Understanding the Employer's Perspective
    - Qualities employers are seeking
    - Social Media: What is on your page? How may it affect the employer's view point?
- Interview Skills (3.0 to 6.0 hours)
  - Dress, Grooming and Hygiene
  - Body Language
  - Answering Interview Questions
    - Typical/most common questions
    - Emphasizing strengths
    - Managing weaknesses or unfavorable information
  - Disclosing needed accommodations
  - Mock Interviews/ Practice and Feedback
- Maintaining Employment (1.0 to 6.0 hours)
  - Showing Up On Time Eager to Learn and Ready to Work
  - Critical Skills
  - Work Behaviors and Skills
  - Dress and Grooming
  - Addressing Accommodations
- Job Searching and Readiness Reports
 

Providers are required to complete a Division approved report for each client, the report must be completed at the end of each class and submitted to the Division. Supplemental reports may be submitted with the Division's report.

Resume Development

As requested by the Division, resume development should be 2 – 4 hours, should not exceed 4 hours, and is generally provided in a group of up to 5 individuals. Individual services may be provided with a counselor's referral.

- A professional resume;
- A cover letter;
- A Word and/or PDF document;
  - A flash drive will be provided to the client by the Division for storage;

The completed resume and cover letter shall be emailed to the Division and the client.

Job Club Services

The primary purpose of job club is to keep job seekers engaged and to provide job seekers ongoing support and assistance to obtain employment. Generally those referred to job club are capable of conducting an independent job search if provided the appropriate supports. Job club attendees should have completed a Job Seeking Skills

class prior to attending job club. Job clubs are a group service and should be approximately 2 hours, class size should not exceed a ratio of 1:10, more than 10 clients requires additional staff support.

A client should be referred to job club or a job developer. Job developers providing job club shall not be paid job development fees unless the client is referred to them for placement services. Job developers will not be paid a placement fee for assisting the client to find a job through job club services paid by the Division. If the client has been referred to the job developer for placement services and that job developer provides the job club services, the job developer may be paid for placement services if the Division did not pay for the job club services.

Job Clubs include the following activities as applicable to each group:

- Networking opportunities and group support in assisting each individual to succeed in their job search
- Assistance identifying potential employers and job leads (including those on line)
- Answering questions job seekers may have regarding their job search, completing applications; interviews etc.
- Inviting employers and HR personnel to present to the group (when available)
- Other job search assistance
- Job club may also provide brief refreshers on important topics such as those noted below, however JSS instruction is not the primary purpose of job club
  - Resume development
  - On-line job search skills
  - Interview skills
  - Mock interviews
  - Appropriate work behaviors
  - Other job search skills or activities
- Job Club Reports
  - Providers are required to complete a Division approved report and submit a job seeker activity sheet for each client. The report and the job seeker activity sheet must be completed at the end of each class and submitted to the Division on a monthly basis.

Situational Assessments

The purpose of a situational work assessment is to provide an assessment of work performed in a semi-controlled work environment through a Community Rehabilitation Program.

The CRP or a Division approved temporary employment agency is responsible for direct payment of payroll and workers' compensation costs, although, in accordance with the Division's current approved fee schedule and approved provider agreements or contracts, the Division may reimburse the CRP for these costs as well as pay an assessment fee.

The CRP is responsible for contacting the client for an intake and informs the counselor of intake times and the start of the assessment. The CRP also contacts the counselor if any challenges or problems occur that need addressing before the completion of the assessment. The CRP completes the final evaluation report.

If the CRP or client reported any undue concerns or issues during the assessment, it is recommended the counselor attend the Situational Assessment exit meeting. If the counselor does not attend the exit meeting, the counselor will arrange a follow up appointment with the client to review the assessment report and results.

### **Work Adjustment**

Work adjustment may be evaluative in nature or may be included as a planned IPE service. It utilizes an individualized series of techniques, methods and processes to evaluate, measure and/or increase a client's ability to develop general values, attitudes, and behaviors appropriate for a work environment. Initiation of work adjustment is often at the recommendation of a CRP after a client has completed a situational work assessment, but additional assistance or more time is required to evaluate his/her ability to make necessary adjustments to values, attitudes and behaviors before being considered ready for competitive employment.

### **Work Hardening**

Work hardening may be evaluative in nature or may be included as a planned IPE service. It is an individualized work process involving the client in real work tasks that are structured and graded to evaluate, measure and/or progressively increase physical tolerances, stamina, endurance and productivity. Initiation of work hardening is often at the recommendation of the CRP after a client has completed a situational work assessment, but additional assistance or more time is required to evaluate an individual's ability to increase stamina, tolerances and productivity to a level compatible with competitive employment.