

Nevada Rehabilitation Division
Summary of Participant Services Policy Manual Changes for Nevada State Rehabilitation Council
Date: 5/10/2022

Overview

Separation of Policy and Procedures Rational:

In order to better serve the needs of Nevada Vocational Rehabilitation participants in a timely manner, it was identified that the procedural instructions, intermingled with policy complicated the delivery of service and made the document less agile when changes are required. By carefully separating out internal business practices from policy, VR agency will now be able to strengthen consistent standards of service to all participants as well as keep up-to-date with the needs of operation as a state agency. As a result of this work, policy language is simplified, removing unnecessary technical procedural terminology, which will better serve our Vocational Rehabilitation participants and the general public at large. By completing the separation of the two, future circumstances warranting changes to the essence of policy will continue to be handled with Nevada State Rehabilitation Council contributions and VR agency review.

Abbreviations:

- CAP- Client Assistance Program
- CFR- Code of Federal Regulations
- IPE- Individualized Plan for Employment
- SA- Situational Assessment
- SSA- Social Security Administration
- TTW- Ticket To Work
- VR- Vocational Rehabilitation

Policy will contain the following:

- Table of Contents
- Policy Sections and Subsections
- Definitions Definition of Terms / Acronyms

Policy and Procedure Combined Manual was 441 pages. Version 8 Participant Service Policy Manual is 118 pages.

Target Effective Date: 07/01/2022

Note: Minor changes, clarification on current policy, as well as rearranging, re-formatting, or changes in wording that don't change the essence of the policy etc. are not summarized below. Policy changes that affect other sections of the policy may not be summarized in each section; however, it will be noted in the main section.

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Section 06: Application and Intake

Topic:	Clarification or Change Summary:	Explanation:
Information and Disclosure statement	Policy Update Page 03: <u>Applicants are provided an</u> Information and Disclosure Statement <u>that</u> includes <u>the availability of the Client Assistance Program (CAP)</u> , Fair Hearing Process, Participant Bill of Rights, and information of confidentiality. Applicants are provided an Information and Disclosure Statement, that includes the availability of the Client Assistance Program (CAP), Fair Hearing Process, Participant Bill of Rights, and information on confidentiality.	Addition to when CAP and Fair Hearing information is being provided for clarity and alignment with other sections (10, 22, and 27).

Section7: Financial Need and Participation

Topic:	Clarification or Change Summary:	Explanation:
Exemptions for Certain Goods and Services	Policy Update Page 2-3: The following goods and services are exempt from financial participation, regardless of whether or not the individual is exempt based on financial needs: <ul style="list-style-type: none"> • Job related services, such as job search and placement assistance, job retention services, <u>job coaching</u> and follow along services; • <u>O&M Training and Rehabilitation Instruction</u>; and.... 	Added job coaching as an example of job-related services for clarity. Added O&M Training and Rehabilitation Instruction to the list of financial participation exempt as they are services normally provided by in-house staff, but there are times when an outside vendor needs to be utilized to provide the service.

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Section 10: Counseling and Guidance, Assessment of Vocational Rehabilitation Needs (AVRN) and Individualized Plan for Employment (IPE)

Topic:	Clarification or Change Summary:	Explanation:
Expiring IPEs	Policy Update Page 6: 11. <u>Expired IPE and Individual IPE Services</u> <u>Participants will be notified in writing with appeal rights of an upcoming expiring IPE and/or individual IPE services.</u>	Expiration of IPEs added to provide public that participants will be contacted when their IPE is expiring and that they will be provided appropriate rights information. Provided for clarity and alignment with other sections (6, 22, and 27).

Section 12: Scope of VR Services Overview

Topic:	Clarification or Change Summary:	Explanation:
Scope of Services Available	Policy Update Page 01: Job related services, including job search and placement assistance, job retention services, <u>job coaching</u> and follow up or follow along services.	Added job coaching as an example of job-related services for clarity.

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Subsection 12.3: Scope of VR Services; Employment Development, Job Placement, Job Retention, Job Coaching and Service Coordination

Topic:	Clarification or Change Summary:	Explanation:
Choosing a placement provider	Policy Update Page 2: Participants who need a basic level of job search assistance and support will be referred to internal (the internal job development team) and external resources (Job Connect/American Job Centers) .	Examples provided of internal and external resources for job placement.

Section 13 Supported Employment

Topic:	Clarification or Change Summary:	Explanation:
34 CFR 363.1	Policy Update Page 1: Based on 34 CFR 363.1 What is the State Supported Employment Services program?	Added 34 CFR 363.1 to provide full definition of supported employment.
34 CFR 363.54	Policy Update Page 3: 34 CFR 363.54 When will an individual be considered to have achieved an employment outcome in supported employment?	Added 34 CFR 363.54 to provide guidance on employment outcome achievement for supportive employment.
CFR 363.4 and 34 CFR 363.22	Policy update Page 4: IV. Use of Supported Employment Funds: The agency receives Supported Employment funding to provide supported employment services. Refer to 34 CFR 363.4 (What are the authorized activities under the State Supported Employment Services program?) for a description of these activities. Per 34 CFR 363.2234 CFR 363.22 (How are funds reserved for youth with the most significant disabilities?) Fifty percent (50%) of Supported Employment funds must be reserved for the provision of supported employment and/or extended services for youth who are eligible for supported employment services.	Added 34 CFR 363.4 and 34 CFR 363.22 to provide information on requirements for utilization of supported employment funds.

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Section 22: Fair Hearing and Mediation Procedures

Topic:	Clarification or Change Summary:	Explanation:
Availability of CAP and Fair Hearing Information	Policy Update Page 1: <u>The availability of the Client Assistance Program (CAP) and Fair Hearing information is provided to participants in writing:</u> <ul style="list-style-type: none"> • <u>At time of application,</u> • <u>At the time of Order of Selection category assignment,</u> • At the time of IPE development (included under terms and conditions of the IPE), and • Whenever services are reduced, suspended, or terminate 	Addition to when CAP and Fair Hearing information is being provided for clarity and alignment with other sections (6, 10 and 27).

Section 27: Workplace Safety, Disruptive Behavior and Expected Code of Conduct

Topic:	Clarification or Change Summary:	Explanation:
Other Disruptive Behaviors	Policy Update Page 02: <u>The availability of the Client Assistance Program (CAP) and Fair Hearing information is provided in writing to participants whenever services are reduced, suspended, or terminated.</u>	Addition to when CAP and Fair Hearing information is being provided for clarity and alignment with other sections (6, 10 and 22).