

Division of Vocational Rehabilitation (DVR) Technical Specifications: Job Coaching Services- Other than Supported Employment (Effective July 1, 2011, to June 30, 2012)

Job coaching is a service provided by paid service provider staff to assist DVR consumers on the job site and may also include assistance with logistics of getting to the job site. This service may be included as part of an on-the-job assessment, temporary work, internship or for job retention. This service may be provided from a few days to several months, depending on the needs of the individual. It is distinguished from supported employment by the fact that this service is used for individuals who do not need long term support following DVR file closure.

Service provided:

Job Coaching and Report(s)

Referral Process:

1.) Consumer and Counselor meet and discuss service to be provided and responsibilities and roles of each party. Consumer makes a choice of provider available using standard information. Note: Consumer may elect to conduct research prior to selection of service provider with assistance from DVR.

2.) Counselor/DVR staff contact service provider. Information required at time of authorization: consumer name, phone number, work location and contact information, written description of reason and purpose for authorization, any special accommodation needs, preferred communication/learning style and any specific questions or concerns to address. Service is authorized.

3.) Service is scheduled with DVR consumer, employer and service provider, takes place and report(s) are provided.

Reporting/Billing Requirements:

The job coaching services and report(s) meeting the technical specifications should be completed within five (5) days of completion of the service or the end of the service month, and not to exceed 60 days from referral/receipt of authorization. DVR will pay the applicable fees for upon completion of an acceptable report. Up to 60 days of coaching can be authorized. Additional hours may be authorized only after consultation with DVR. Any job coaching service provided without prior authorization will not be funded.

Service Provided-Job Coaching and Report(s)

Required Service Elements:

- A plan for when and where services are to be provided.
- Essential functions of the job/task analysis including reasonable accommodations where applicable.
- A systematic plan of instruction and/or support in the work skills and behaviors to be acquired
- A plan to develop the social and interpersonal skills necessary to retain employment.
- On-site consultation to the employer and co-workers. This may include recommendations for work site and job modifications, ways to the employer to remove architectural, procedural, instructional/communication and attitudinal barriers to the employment and advancement of the person receiving services.
- The services reflect the needs and desires of the person receiving services.
- Natural supports in the work environment are maximized during the period of training and job coaching support fades out as quickly as is possible based on the needs of the person served.
- The consumer must be paid commensurate with the wages paid other employees for similar work.

Required Reporting Elements:

- A list of dates job coaching was provided.
- A list of the type of support provided and progress by consumer to become independent in employment.
- Name of job coach(es) and immediate supervisor
- A description of how multiple coaches if utilized communicated needs for support.
- A list of employment barriers and strategies to address them.
- A realistic time projection of future support.
- Methods used to secure natural support and identification of natural supports including names of coworkers identified.
- Dates scheduled for progress meetings, if needed.

Other related services may need to be separately negotiated based on the need of the consumer. The services detailed here are intended to provide a framework for commonly used and widely available services. If the descriptions do not meet the needs of the individual consumer please consult with the DVR consumer, The DVR counselor, the DVR Supervisor and/or the service provider to determine the best course of action.

Off-site support needed by consumers may be provided outside of the technical specifications. This type of support requirement should include perimeters for contact, be detailed and must be based on consumer disability need or unique work environment characteristic.

There are other models of workplace support available. If the service provider would like to explore an individualized option they must consult with DVR prior to implementation of alternate models.

(Revised: 06/30/11)