

VOCATIONAL REHABILITATION EMPLOYMENT READINESS

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I. OVERVIEW

PURPOSE

The vendor shall provide employment readiness experiences to a consumer referred by DVR consistent with current standards of the rehabilitation industry. These services are intended for consumers where it has been established and documented by the VR counselor, consumer and vendor that job placement and coaching services are insufficient in meeting the consumer's needs adequately, and that the individual requires additional employment preparation experiences to build their resume and develop soft skills prior to entering job development, placement, and retention services.

GOALS AND OBJECTIVES

Vendor shall use a curriculum which includes relevant learning objectives and methodologies, and address clients educational and accommodation needs.

1. Working with the consumer to improve problematic workplace and life skill behaviors. After agreeing upon the behaviors to be worked on with the consumer and VR counselor, the vendor will work with the consumer to address problematic behaviors.
2. DVR is requesting a 4 week classroom setting for DVR referred consumers using basic adult learning principals utilizing conceptualized learning. Curriculum content must include components from at least five of the below categories:
 - Time Management
 - Goal Setting
 - Proactive and Responsive Communication Skills
 - Personal Wellness Management (diet, exercise, sleep, recreation and relaxation techniques)
 - Changing Unproductive Patterns of Behavior, Thinking and Feeling
 - Problem Solving
 - Active Listening
 - Assertiveness Training
 - Conflict Resolution
 - Financial Management
 - Family Education
3. DVR is also requesting a 4 week community-based paid work experience. Consumers should be able to apply their learnings from the classroom into a real world work community partner work setting. This service is required to be taught in community based settings for a minimum of 50% or a maximum of 4 week of the overall training hours. The total training including the classroom setting and community based work experience should not exceed 8 weeks.
4. For vendors who are offering standalone community based work experiences, this training should incorporate at least 5 of the components listed above. This training should not exceed 4 weeks.

II. PAID WORK EXPERIENCE

The Division of Vocational Rehabilitation (DVR) requires all Work Experiences (including On the Job Training and Internships/Externships) that result in any participant working for vendor or off site at a participating employer must be paid as an employee.

Work Experiences are defined as a planned, structured learning experience that takes place in a workplace for a limited period of time. The goal is to provide hands-on experience that reinforces the classroom training. It also provides skills that may be added to participants' resumes as well as linking participants to local employers.

A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law, exists.

All participants will be paid at least the State of Delaware's minimum wage. Vendors will be reimbursed for participant wages at the state of Delaware's minimum wage. Nothing prohibits the Contractor from supplementing the wage with other funds.

To implement this, Contractors (must select one):

Opts to place participants on your organization's payroll. Participants must be treated like all other employees, for example, having all required deductions, including FICA, UI taxes, etc., as well as be covered under your organization's worker's compensation policy during their work experience time; or

Opts to use a temporary staffing agency to employ participants during the work experience time. The following is the link to the state approved temporary service agencies
http://contracts.delaware.gov/contracts_detail.asp?i=3600. Provider must use one of these agencies.

While participating in paid Work Experience, all participants shall be paid as employees, and may not be classified as independent contractors that would necessitate the issuance of a form 1099.

III. DESCRIPTION OF SERVICES

Program Description and Service Components

The Vendors' **Scope of Work Proposal Template Appendix B response** shall describe in detail, explain and summarize what the program intends to accomplish and how it will be accomplished. Vendors must use the provided Appendix B Proposal Template to respond to the following areas.

1. Demonstrated Ability

- A.** Describe your organization's ability to operate high quality training programs that have resulted in similar outcomes as described in the Goals and Objectives outlined in the Scope of Services of the RFP, this should include participants who transitioned to Job Placement. If the proposed program is new, please describe other training program's past performance if applicable or the organization's past performance and ability to operate high quality training programs to prepare consumers for job development, placement and retention.
- B.** Describe your organizations ability to manage grant funded programs.

2. Participants

- A.** Please provide a description of conditions, behaviors, and barriers of typical participants as well as demographic information on this participant group.

3. Program Design

- A.** Describe how your organization determined the targeted need of this proposal. How will the proposed program benefit the needs of the DVR consumer, specifically how will your organization prepare the DVR consumer for Job Placement?
- B.** Describe the program schedule and intensity that includes all program components. It should be clear when enrollments are to occur, when each component (classroom training and work experience internship) begins and ends, daily hours of operation, weekly training schedule and training hours planned for each component.

4. Staff, Linkages and Partners

- A.** Provide Staff Qualifications for any position for which funding is requested in whole or in part. If staff are not currently employed with your organization, please provide the minimum qualifications you will use to recruit for the position.
- B.** Provide linkages and partnerships within the community key people/organizations, and other partnerships that enhance your programs services and quality. Please include employers who will provide the work experiences.

Please note: The evaluation team will rate and rank each proposal based off of how well the responses are answered in the Proposal Response Template Appendix B.

IV. PAYMENT SCHEDULE

Compensation shall be paid to the vendor by DVR at the rate of Four hundred dollars (\$400.00) for each unit (week) of service authorized by the DVR counselor upon completion of the authorized unit(s) of service and providing documentation in a completed DVR Employment Readiness Service Progress Report. A full unit of service is considered at least 3 days of attendance, and at least 18 hours of service, per week, unless otherwise specified in the IPE or written authorization.

Classroom Training Based Curriculum

Maximum of 4 weeks of service not to exceed \$1600.00.

Paid Work Experience /Internship

Maximum of 4 weeks of service. The funding amount is for 18 hours per week not to exceed \$1600.00.

Please Note:

- *This payment point will incorporate the reimbursable State of Delaware minimum wage inclusive of fringe benefits for participants receiving the work experience.*
- *This payment point will also incorporate the hourly rate of \$22.00 per hour for program staff who provide on-site job assistance when needed. Job assistance will cover components from the training curriculum. Vendors can also receive the hourly rate of \$22.00 while assisting clients with an **on the job work assessment** to determine if the client is prepared for the actual work experience.*
- *Vendors are required to submit documentation of the job assistance activities that were provided in conjunction with the Employment Readiness Training Agreement and Monthly Progress Report.*

All program participants will be paid at least the State of Delaware's minimum wage inclusive of fringe benefits. Vendors will be reimbursed for participant wages upon submission of successful monthly reports, pay stubs and timesheets.

Maximum of 4 weeks of service at the State of Delaware's minimum wage of \$8.75 per hour per week .Vendors should adjust reimbursable expenses for future minimum wage increases.

Compensation can be paid for a maximum of 8 weeks for each consumer if both the classroom training and work experiences are offered. If only one of the cohorts are offered, compensation will be paid for a maximum of 4 weeks. Work assessments are for a maximum of 3 days or 18 hours.

Compensation for part-time participation hours less than 18 hours per week shall be paid on prorated basis.

Payment shall be made for services provided under the purchase of service agreement when the authorization is signed by the DVR counselor - returned, signed and dated by the vendor, within five (5) working days after service is completed. All required documentation of service and reports must be included with the authorization in order for the vendor to receive payment.

V. MONTHLY DOCUMENTATION OF SERVICES

1. Authorization Form

2. Employment Readiness Training Agreement that addresses classroom and or work experience. At a minimum five of the training components should be addressed.

- Time Management
- Time Management
- Goal Setting
- Proactive and Responsive Communication Skills
- Personal Wellness Management (diet, exercise, sleep, recreation and relaxation techniques)
- Changing Unproductive Patterns of Behavior, Thinking and Feeling
- Problem Solving
- Active Listening
- Assertiveness Training
- Conflict Resolution
- Financial Management
- Family Education

3. Employment Readiness Monthly Progress Report – this report will address areas that were agreed upon in the Employment Readiness Training Agreement.

4. Signed documentation from instructor and or community liaison (Submitted in conjunction with the Monthly Progress Report)

- Signed timesheet from the instructor and student for each week of service is required with the submission of each monthly progress report for each student.
- Signed Work Experience Agreement from the community/work experience internship employer that documents the hours worked, including pay stubs from the vendor. These documents are required with the submission of each monthly progress report for each student.
- Signed documentation and timesheet for program staff who provided on-site job assistance is required with the submission of each monthly progress report for each student.

VI. GENERAL ELEMENTS FOR ALL VOCATIONAL REHABILITATION SERVICES

- A. Vendor shall use methods and practices that are in accordance with professional standards in the rehabilitation industry and with the standards of the Commission on Accreditation of Rehabilitation Facilities.
- B. Vendor will collect program performance data, including outcome measures, and shall conduct consumer satisfaction surveys. Vendor will share program data and consumer satisfaction information with DVR as requested.
- C. Vendor will use qualified personnel to provide services who meet appropriate certification and professional standards.
- D. Vendor shall provide written feedback to DVR on the progress of the customer at least monthly, and consult with VR Counselor to discuss any substantive issues that arise during the time customer is served.
- E. DVR documentation standards and forms will be utilized and adhered to for all services provided unless otherwise noted.
- F. Vendors are subject to annual quality assurance reviews (QAR) conducted by Vocational Rehabilitation to assure that quality standards are met.
- G. Direct service staff is required to attend DVR sponsored in-service training program every quarter.
- H. Vendor's facility and program shall meet program accessibility requirements, as applicable, of the Architectural Barriers Act of 1968, the Americans with Disabilities Act of 1990, section 504 of the Act, and the regulations implementing these laws.
- I. Vendor will not deny referrals from DVR on the basis of national origin, race, sexual orientation, gender, disability, age, or socioeconomic status. Vendor may only deny services to a DVR customer based on an objective, individualized assessment of the consumer in which the vendor submits a formalized report with an appropriate statement related to their inability to serve the individual to the DVR counselor of that consumer within two weeks of receipt of referral.