

State of Alaska

**Department of Labor and Workforce
Development
Division of Vocational Rehabilitation**

**Community Rehabilitation Program Application
Packet**

**For the Period of
October 2011 – September 2012**

Table of Contents

I. Application Process for Community Rehabilitation Programs	Page-1
II. Service Definitions, Requirements and Rate Ranges	Page-1
III. Community Rehabilitation Program Application	Page-7
IV. Community Rehabilitation Program Staff Information Form	Page-11
V. DVR Standards for Community Rehabilitation Programs	Page-13
1. Overview	Page-13
Applicable Standards	Page-13
Exceptions to Standards	Page-13
2. Nondiscrimination	Page-13
Rehabilitation Act of 1973, as amended	Page-13
Title VI, Civil Rights Act of 1964	Page-14
Americans with Disabilities Act (1990)	Page-14
Architectural Barriers Act of 1968	Page-14
3. Services	Page-14
Adding Services or Changing Service Locations	Page-14
4. Guidelines for Providing Services	Page-14
5. Procurement Standards	Page-15
6. Organization and Administration	Page-16
Legally Constituted Entity	Page-16
Indemnification	Page-16
Insurance	Page-16
Wage Exemption Certificate	Page-17
7. Staff	Page-17
Qualifications	Page-17

Background Check	Page-17
Ethics	Page-18
Confidentiality of Consumer Information	Page-18
Qualified Drivers	Page-18
Affirmative Action	Page 18
Communication	Page 18
8. Consumers	Page-19
Termination from Program or Services	Page-19
Substance Abuse	Page-19
Wages	Page-19
9. Program Evaluation	Page-19
10. Environmental Standards for CRPs Offering Work Opportunities	Page-20
Accessibility	Page-20
Safety Program Description	Page-20
Building Occupancy Codes	Page-21
Local Fire Code	Page-21

Application Process for Community Rehabilitation Programs

The Division of Vocational Rehabilitation (DVR) may purchase certain vocational rehabilitation services from Community Rehabilitation Programs (CRPs). Services, definitions, requirements and the hourly rate range are as follows:

Service Definitions, Requirements and Hourly Rate Range*

*Fees must be within the hourly rate range and must be justified based upon your experience and education.

Service	Definition	Requirements	Hourly Rate Range
Assessment - On-the-Job Evaluation	<p>A technique where an individual performs the actual job duties in a real job situation. Performance is supervised and evaluated by the employer in coordination with evaluation and/or CRP staff. There is a predetermined beginning and ending date; this activity is not necessarily intended to result in employment.</p>	<p>Attainment of National Certificate in Employment Services, (CES)*, within one year or;</p> <p>attainment of Certification as a Vocational Evaluator, (CVE) and/or Professional Vocational Evaluator (PVE) and/or Rehabilitation Counselor (CRC) and;</p> <p>experience conducting on-the-job evaluations or similar employment related services and/or relevant education.</p> <p>*For information regarding the CES go to: http://www.ccer.org/upcoming-event-details?eventDetailId=47</p> <p>or contact the Center for Continuing Education in Rehabilitation (CCER), at the University of Washington at 1-888-377-0100.</p> <p>For information regarding certification as a CVE or CRC, please contact the Commission on Rehabilitation Counselor Certification at: (847) 944-1325 or go to their website at: http://www.crccertification.com/</p> <p>For information regarding PVE go to: http://pvregistry.org/apply/</p>	<p>\$30 to \$85</p>
Assessment - Discovery	<p>Discovery is an intensive process that allows us to fully get to know people in settings where they are most apt to be themselves. Discovery results in a comprehensive biographical profile of an individual clearly identifying their unique needs and potential employment options including conditions that may be necessary for them to retain employment.</p>	<p>Completion of most recent online Discovery training within one year of training availability. (You will be notified when training is available online)</p> <p>If granted provisional approval, a minimum of 3 Discovery reports must be submitted for review until competency is demonstrated.</p>	<p>\$55 to \$80</p> <p>Generally, Discovery is completed within 15 hours.</p>

Service	Definition	Requirements	Hourly Rate Range
Assessment - Vocational Evaluation	<p>Vocational evaluation is a comprehensive process in which individuals and evaluators or CRPs work together to identify and evaluate an individual's vocational interests, abilities, strengths, weaknesses, aptitudes and functional strengths and limitations relative to an individual's vocational goal.</p> <p>Vocational evaluation may include: standardized paper and pencil tests, work samples, job analysis, interviews, situational assessments and reviewing and interpreting medical records. Psychological, social, medical, vocational, educational, cultural and economic data is incorporated into the evaluation process.</p>	<p>Attainment of Certification as a Vocational Evaluator, (CVE) and/or Professional Vocational Evaluator (PVE) and/or Rehabilitation Counselor (CRC).</p> <p>For information regarding certification as a CVE or CRC, please contact the Commission on Rehabilitation Counselor Certification at: (847) 944-1325 or go to their website at: http://www.crccertification.com/</p> <p>For information regarding PVE go to: http://pveregistry.org/apply/</p>	\$55 to \$100
Assessment - Situational	<p>An assessment process for evaluating work-related behaviors in a controlled environment. Although any type of task or situation may be used, real work is most often used in order to add relevance.</p> <p>The situational assessment is distinguished from other types of assessment due to the ability of the evaluator or CRP to control and vary the task, so an individual can be assessed under a variety of conditions or situations.</p>	<p>Attainment of National Certificate in Employment Services, (CES)*, within one year or;</p> <p>attainment of Certification as a Vocational Evaluator, (CVE) and/or Professional Vocational Evaluator (PVE) and/or Rehabilitation Counselor (CRC) and;</p> <p>experience conducting situational assessments or similar employment related services and/or relevant education.</p> <p>*For information regarding the CES go to: http://www.ccer.org/upcoming-event-details?eventDetailId=47</p> <p>or contact the CCER, at the University of Washington at 1-888-377-0100.</p> <p>For information regarding certification as a CVE or CRC, please contact the Commission on Rehabilitation Counselor Certification at: (847) 944-1325 or go to their website at: http://www.crccertification.com/</p> <p>For information regarding PVE go to: http://pveregistry.org/apply/</p>	\$35 to \$85

Service	Definition	Requirements	Hourly Rate Range
Assessment - Preliminary	Services that assess an individual's level of function in any of the following areas: vocational, social, medical, personal, intellectual or financial. This may include the intake interview process in a rural or remote area.	Experience providing intake interviews or similar service or experience. Must be familiar with AK DVR and the VR process.	\$50 to \$85
Job Search Assistance	Activities that support and assist an individual in searching for an appropriate job. Job search assistance may include help in resume preparation, identifying appropriate job opportunities, developing interview skills, and making contacts with companies on behalf of the consumer and the DVR counselor.	<p>Attainment of National Certificate in Employment Services, (CES)*, within one year and;</p> <p>experience providing job search assistance or similar employment related services and/or relevant education.</p> <p>*For information regarding the CES go to: http://www.ccer.org/upcoming-event-details?eventDetailId=47</p> <p>or contact the CCER, at the University of Washington at 1-888-377-0100.</p>	\$35 to \$85
On-the-Job Supports	Support services provided to an individual who has been placed in employment in order to stabilize the placement and enhance job retention. Such services include job coaching, follow-along, follow-up and any specific job retention services requested by the DVR Counselor.	<p>Attainment of National Certificate in Employment Services, (CES)*, within one year and;</p> <p>experience providing on-the-job supports or similar employment related services and/or relevant education.</p> <p>*For information regarding CES go to: http://www.ccer.org/upcoming-event-details?eventDetailId=47</p> <p>or contact the CCER, at the University of Washington at 1-888-377-0100.</p>	\$30 to \$95
Job Readiness Training	Training to prepare an individual for the world of work, such as appropriate work behaviors, grooming, hygiene, transportation, getting to work on time, increasing productivity, etc.	<p>Attainment of National Certificate in Employment Services, (CES)*, within one year and;</p> <p>experience providing job readiness training or similar employment related services and/or relevant education.</p> <p>*For information regarding CES go to: http://www.ccer.org/upcoming-event-details?eventDetailId=47</p> <p>or contact the CCER, at the University of Washington at 1-888-377-0100.</p>	\$30 to \$100

Service	Definition	Requirements	Hourly Rate Range
Assistive Technology Services	A service that directly assists an individual in the selection, acquisition or use of an assistive technology, (AT), device. Services may include: evaluating needs, selecting, designing, fitting or adapting AT devices, and providing training or technical assistance. AT is a specialized service that generally requires specialized training and/or experience.	Experience providing AT services or devices, or similar services and/or relevant education or credentials, such as AT Certification.	\$55 to \$95
Benefits Counseling	Services generally include completing a thorough analysis of the impact employment will have on an individual's benefits. The use of work incentives such as the development of PASS Plans and identifying possible work alternatives are often explored. To provide benefit counseling one must successfully complete nationally approved training and a field assignment.	<p>Completion of approved training and certification as a Community Work Incentive Coordinator, (CWIC). CWIC training is available through Virginia Commonwealth University: http://www.vcu-ntc.org/</p> <p>A minimum of 3 reports must be reviewed until competency is demonstrated.</p> <p>Annual, ongoing training is required.</p> <p>For additional training information contact the University of Alaska Anchorage, Center for Human Development at: anlsc2@uaa.alaska.edu or call (907) 264-6279.</p>	\$55 to \$90 \$350 to \$450 Flat Rate Option
Business Development Services	Services to individuals in the pursuit of self-employment, telecommuting and small business operation outcomes including: technical assistance, labor market analyses, development of business plans, and the search for available resources.	<p>Completion of online Self-Employment training within one year of training availability. (You will be notified when online training is available).</p> <p>A minimum of one year experience developing small businesses will substitute until this course is available.</p>	\$55 to \$95

DVR counselors authorize the purchase of these services only from those CRPs providers who meet the qualifications described in the *DVR Standards for Community Rehabilitation Programs* and have a signed agreement with DVR to provide such services. DVR does not license, certify or register service providers.

All the materials pertaining to becoming a CRP are available at DVR's internet site: <http://www.labor.state.ak.us/dvr/home.htm> .

Application Process for New CRPs

DVR accepts applications for potential CRPs at any time throughout the DVR-CRP agreement cycle. The ADVR-CRP agreement does not guarantee that DVR will purchase any specific dollar volume of CRP services or refer any specific number of DVR consumers to the CRP for services.

When an individual or organization is interested in providing CRP services, the following approval procedure is followed:

1. A potential CRP will most likely contact local DVR staff, although they may speak directly to DVR's CRP Specialist. The CRP Specialist may be reached at (907) 465-6932 or 1-800-478-2815.
2. If local staff are contacted, they will forward the request to the CRP Specialist.
3. CRP Specialist will inform the potential provider where the CRP documents and forms are located on the DVR website. If they do not have access to the Internet, the CRP Specialist provides a printed copy of the CRP Application packet.
4. The potential provider completes the application, attaches required documentation, and forwards the package to the CRP Specialist. Mail completed applications to:

CRP Specialist
801 West 10th St, Suite A
Juneau, AK 99801

Electronic copies will also be accepted. Send to: velja.elstad@alaska.gov

Technical assistance in filling out the application is available from the CRP Specialist if needed.

5. The responsible rehabilitation manager is identified and assigned. This is determined by the primary location of the applicant.
6. The CRP Specialist and the rehabilitation manager review the application for completeness, staff qualifications for the proposed services to be provided, and the appropriateness of the proposed fees. Any requests for a waiver of DVR standards must be presented to the Director of DVR or her/his designee. Only the Director or her/his designee may waive requirements or standards. The request for waiver and the decision regarding the waiver request must be documented in writing.
7. An agreement authorizing the CRP to provide specific services will be prepared by DVR and sent to the CRP for signature. The signed agreement will be returned to DVR and signed by the DVR CRP Specialist. The original will be

maintained in the CRP file at the DVR Central Office. A copy of the agreement will be sent to the CRP, serving as the official authorization for the provisions of VR services.

8. The CRP Specialist notifies DVR staff, the DVR accounting staff, and the DVR **AWARE** help desk of the new CRP. The accounting staff will use the W-9 to create a vendor ID in the state accounting system. The **AWARE** help desk will use the information from the agreement to identify the services the CRP will be providing.

Additional requirements/procedures if services are to be provided at the CRP's site:

1. Either the CRP Specialist or the rehabilitation manager will conduct an on-site technical assistance visit.
2. Findings of noncompliance with any standards identified will be shared with the potential provider at the time of the on-site visit.
3. If there are no serious findings, the agreement between the CRP and DVR may be signed. ("Serious findings," in this context, are defined as those that may affect the safety, health or well-being of consumers, or that appear to be violations of the law.)
4. A written report of the technical assistance results is mailed to the provider within 30 days of the on-site visit.
5. For all findings of noncompliance, the provider must submit a written Corrective Action Plan including timelines, which must be approved by DVR.
6. If on-site findings are serious, the contract offer is withheld until the provider has completed, and DVR verifies completion of appropriate corrective actions.
7. When all corrective actions are complete, the provider is informed in writing of acceptance of corrective actions, closing out the on-site technical assistance visit. At that time, a DVR-CRP agreement may be signed.
8. Within 120 days of the original on-site technical assistance visit, the services provided by the CRP will be reviewed by the CRP Specialist to ensure that they are being provided in compliance with applicable standards. This review may or may not include another on-site visit. If there continues to be noncompliance issues, corrective action and follow up must occur.

State of Alaska

**Department of Labor and Workforce Development
Division of Vocational Rehabilitation**

Community Rehabilitation Program Application

2011 - 2012

This application defines the conditions and guidelines under which the Community Rehabilitation Program (CRP) will provide vocational rehabilitation services authorized by the Division of Vocational Rehabilitation (DVR) for persons with disabilities (consumers) and the fees for those services.

Basic Information

Company Name: (as legally registered with the IRS)

Address:

City, State and Zip Code:

Contact Person and Position:

Telephone Number:

FAX Number:

E-mail Address:

Indicate type of organization:

Corporation, for profit

Corporation, non-profit or faith based (attach copy of 501(c) status)

Partnership

Individual/Sole Proprietor

Tax Identification Number: (SSN for individuals; Employer Identification Number (EIN) for other entities)

Business Information

Briefly answer the following questions. Your answers will assist consumers in selecting a CRP and will be posted on DVR's public website under the CRP section.

1. How many years have you been providing services to people with disabilities?
2. How many years have you been an approved CRP with DVR?
3. What population do you specialize in serving, if applicable? (i.e. individuals who are blind, deaf, developmentally disabled, etc).
4. Do you provide any specialized services? (i.e. assistive technology, benefits counseling, job placement, etc).
5. Briefly summarize your organization's main interest and related goals in providing services to people with disabilities

List All Cities or Geographic Areas Where Services Will Be Offered

If providing services at the CRP site, is the location fully accessible to persons with disabilities? Yes _____ No _____ N/A _____

If no, explain how you will make your services accessible to persons with various disabilities: (for example, deafness, visual impairments and/or mobility impairments)

Services

Enter X for each service you propose to offer and the associated fee. Fees must be within the hourly rate range (see Service Definitions & Requirements) and must be justified based upon your experience and education.

Service	Fee	Service	Fee
___ Assessment – On-the-Job Evaluation		___ Assessment – Discovery	
___ Assessment – Vocational Evaluation		___ Assessment – Situational	
___ Assessment – Preliminary		___ Job Search Assistance	
___ On-the-Job Supports		___ Job Readiness Training	
___ Assistive Technology Services		___ Benefits Counseling	
___ Business Development Services			

Required Attachments

- A. Alaska Business License
- B. Other current and valid licenses, accreditation letters or certifications, if applicable
- C. For non-profit or faith-based corporations, a copy of your 501(c) status
- D. A roster of your Board of Directors, if applicable
- E. Staff information sheets for each person, **including** individual/sole proprietors, who will be providing direct services to DVR consumers
- F. Background checks for each person, including the sole proprietors, who will have unsupervised access to DVR consumers (**including** individual/sole proprietors)
- G. Proof of insurance including: worker's compensation, comprehensive general liability, comprehensive automobile liability and professional liability (workers' compensation insurance is not required for individual/sole proprietors)
- H. A copy of the US Department of Labor Wage Exemption Certificate (WH-228) if you will be paying subminimum wages to DVR consumers
- I. A copy of the current fire inspection certificate for each location where DVR consumers will be served
- J. A copy of the building inspection or occupancy certificate, if required by city regulation, for each location where DVR consumers will be served

YOU MUST SIGN, PRINT, and MAIL or FAX THIS PAGE to ADDRESSES ON
THE LAST PAGE OF THIS APPLICATION

Conflict of Interest Certification

Real or apparent conflicts of interest may occur when a DVR employee or immediate family member has a financial or other interest in the business relationship involving a provider and that interest might reasonably be expected to influence the outcome of an official action.

If it is found that such conflict of interest occurs and is not disclosed and remedied, the provider, or potential provider, may be barred from providing future services or current authorizations or the provision of services may be canceled. If a real or apparent conflict of interest exists, attach a separate sheet describing the situation.

I certify, by signature below, that no real or apparent conflict of interest exists between the applicant organization and DVR.

Signature:

X

Acknowledgement and Signature

I hereby acknowledge that I have been provided with the *DVR Standards for Community Rehabilitation Providers*. I have read and agree to abide by them, and I am making application, on behalf of the provider named above, to become an approved Community Rehabilitation Program with the Alaska Division of Vocational Rehabilitation.

I further certify that neither the CRP nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency.

Signature:

X

Printed Name:

Date:

For DVR Use Only

Date Received:

Corrective Action:

Assigned Rehabilitation Manager:

State of Alaska

**Department of Labor and Workforce Development
Division of Vocational Rehabilitation**

Community Rehabilitation Program – Staff Information

Provide the following information for each staff member (**including** individual/sole proprietors) who provides services to DVR consumers. This must be completed for each person (**including** individual/sole proprietors) who provides services to consumers.

Community Rehabilitation Program:

Address:

City, State and Zip Code:

Telephone Number:

Date:

Staff Member's Name:

AK Driver's License Number:

Employment Date:

Full time: _____

Part time: _____

Specific Services to be Provided

___ Assessment – On-the-Job Evaluation

___ Assessment – Discovery

___ Assessment – Vocational Evaluation

___ Assessment – Situational

___ Assessment – Preliminary

___ Job Search Assistance

___ On-The-Job Supports

___ Job Readiness Training

___ Assistive Technology Services

___ Benefits Counseling

___ Business Development Services

List all education including workshops and other pertinent training.

___ High school diploma ___ GED Date received: _____

Education, certificates or licenses:

Employment Experience

Employer:	Employed dates: from to
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Nature of duties: (please relate to VR services you will be providing)

Employer:	Employed dates: from to
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Nature of duties: (please relate to VR services you will be providing)

Professional Organizations Memberships

Certification

The above to information is true and has been verified.

Signature of staff member:	Date:
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DVR Standards for Community Rehabilitation Programs

This document and other CRP related forms are available on the internet at <http://www.labor.state.ak.us/dvr/home.htm>.

1. Overview

Applicable Standards

The Division of Vocational Rehabilitation (DVR) may purchase certain vocational rehabilitation services from Community Rehabilitation Programs (CRP). Services are purchased through DVR client services authorizations following state and federal procurement procedures. DVR purchases services only from those providers that are in compliance with the appropriate standards in this document. Each provider is required to undergo an approval process, and periodic monitoring to assure continued compliance with these standards. These standards apply only to those services defined in this document.

Exceptions to Standards

The VR Counselor, the Rehabilitation Manager, or the CRP Specialist may propose exceptions to any of these standards to the Director of DVR or her/his designee, prior to being included in the amended agreement with the CRP. The DVR Director or her/his designee is the final approval authority for any exceptions to standards. The request for the exceptions should be appropriate, well documented and expected to result in improved services to the consumers being served.

2. Nondiscrimination

Federal laws and regulations protect the interests of certain groups. Below are brief summaries of the principal laws and regulations that place responsibilities on providers. Providers are expected to be in compliance with these laws and regulations.

Rehabilitation Act of 1973, as amended

This law and its implementing regulations apply to all organizations that receive federal funds.

Section 504 of the Act provides that no otherwise qualified individual with a disability shall, solely by reason of disability, be excluded from participation, be denied benefits, or be subjected to discrimination under any program or activity that receives federal financial assistance.

Section 504's overall goal is to eliminate discrimination based on disabling conditions. It covers any recipient of federal aid. That recipient must eliminate discrimination in employment practices, as well as in the manner in which programs are conducted. The federal regulations implementing Section 504, as set forth in 34 CFR 104, apply to each recipient of federal financial assistance from the Department of Education and to each program or activity that receives or benefits from such assistance. The regulations cover employment practices and program accessibility.

Section 101 (A)(6) of the Act provides that any state agency or CRP that receives assistance under the Rehabilitation Act of 1973 must take affirmative action to employ, and advance in employment, qualified individuals with disabilities.

Title VI, Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 (P.L. 88.352) provides that no person in the United States will, on the grounds of race, color, or national origin, be excluded from participation, be denied benefits, or be subjected to discrimination under any program or activity that receives federal financial assistance.

Americans with Disabilities Act (1990)

The Americans with Disabilities Act (ADA) of 1990, 42 U.S.C. 12101-12213, Public Law 101-336, requires that all government agencies, including the DVR , purchase goods and services only from third-party providers that comply with the intent and language of the ADA.

Architectural Barriers Act of 1968

The Architectural Barriers Act (ABA) of 1968, Public Law 90-480, 82 Stat. 718 (Aug. 12, 1968), requires that facilities designed, built, altered, or leased with funds supplied by the US Federal Government be accessible to the public. The ABA marks one of the first efforts to ensure that certain federally funded buildings and facilities are designed and constructed to be accessible to people with disabilities. Facilities that predate the law generally are not covered, but alterations or leases undertaken after the law took effect can trigger coverage.

34 CFR § 361.51 requires that any facility used in connection with the delivery of VR services meet the ABA requirements.

3. Services

Adding Services or Changing Service Locations

The CRP agreement must list the physical location(s) and the services which have been determined to be in compliance with these standards. If there is any change in the physical location(s), or if the CRP wishes to offer additional services, the CRP Specialist must first determine that such changes are in compliance with the relevant standards, and a contract amendment must be developed and signed by both parties prior to the initiation of new services, or services at a new location.

The CRP must notify DVR in writing at least 30 days in advance of any changes in staff, fees and the overall program.

4. Guidelines for Providing Services

DVR will:

- Introduce the CRP to the consumer.

- Provide the CRP appropriate consumer information which may include, but not limited to:
 - Referral questions;
 - Statement of disability;
 - Description of barriers to employment and other relevant life complexities
 - Description of consumers support system
 - Vocational goal, if identified

The VR Counselor and consumer will determine the reason for referral, specific areas to be evaluated, questions to be addressed, and/or goals and objectives as well as the dates of services. For initial referrals, this information will be provided in writing to the CRP.

The CRP will provide the identified services within the time frame specified on DVR's authorization. It is the CRP's responsibility to notify the VR Counselor prior to the authorization's ending date of service as to the need for additional services. Additional hours may be authorized by the VR Counselor.

The CRP will provide DVR with a written report on the consumer's progress within 30 days of the CRP initiating services. If the services extend beyond 30 days, progress reports will be submitted on a monthly basis. The type of service will determine the type of style for the report submitted.

The CRP will, within 30 days of initiating services, send an itemized original invoice to DVR. The invoice must include the authorization number, the consumer's name, the specific services provided, the date(s) of the services and the amount billed. The CRP's name, address and social security number or Employer Identification Number must be shown on the invoice. All invoices must be accompanied by a written report.

5. Procurement Standards

DVR uses appropriate procurement methods in accordance with state and federal laws and regulations.

DVR develops and maintains written policies covering the nature and scope of each of the consumer goods and services it purchases.

DVR policies ensure that the provision of goods and services is in accordance with the Individual Plan for Employment (IPE), jointly developed with the consumer.

DVR provides each consumer the opportunity to make informed choices among providers of goods and services.

DVR agrees to provide the CRP with a written authorization for the procurement that states the consumer's name, the specific service(s) requested, the time period for services, and the amount authorized.

DVR agrees to pay the CRP for authorized services that are completed.

The CRP agrees to communicate and acknowledge that any services or activities delivered to an employer, client or other entity that utilizes a fee-for-service are authorized, directed and paid for by the Division.

Community Rehabilitation Programs Procurement Process:

Background

The Division of Vocational Rehabilitation (DVR) follows the State of Alaska procurement procedures as defined in the Alaska Administrative Manual (AAM) sections 81 and 82 for all goods and services purchased for DVR participants. DVR is held accountable to both state and federal auditors for the ability to track expenditures and document procurement procedures in order to ensure that purchases meet programmatic guidelines and regulations.

All DVR staff comply with the Alaska Executive Branch Ethics Act (Code of Ethics), AS 39.52. The Code of Ethics equates public employment to public trust. DVR staff may therefore not use their positions for personal gain or to give unwarranted benefit or treatment to any person or business. Any effort to benefit a personal or financial interest through official action is a violation of that trust.

The delegation of procurement authority comes from the Governor to the Commissioner of the Department of Labor and Workforce Development to the Director of DVR to the Chief of Rehabilitation Services to the Vocational Rehabilitation Manager to the Vocational Rehabilitation Counselor (VRC).

Procurement Document

The procurement document used to purchase all services for DVR participants is the Authorization for Purchase (AFP). The AFP is an agreement with a vendor for goods or services to be provided on behalf of a DVR participant and is issued in advance of the service. Only DVR staff with delegated procurement authority may authorize AFPs. In emergency situations, a VRC may verbally authorize services. When this occurs, the AFP must be issued within three days of the verbal obligation.

Dates

Date parameters for AFPs are tied to both the state and federal fiscal years. Dealing with two different fiscal years can be confusing at times. The state fiscal year runs from July 1st to June 30th and the federal year from October 1st to September 30th. Dates are important because both the state and federal funding are date dependent.

AFP date rules:

- An AFP cannot cross state fiscal years. This means that the beginning and ending dates of service must be in the same state fiscal year
- The first quarter of the state year is the last quarter of the federal year. To maintain appropriate accounting principles, AFPs issued during the months of July, August and September should have an ending date of service no later than September 30th.
 - AFPs issued to vendors during the first quarter should be carefully monitored for timely billing. There should be a reasonable expectation that the services authorized

for July – September will be completed during this period. This includes the number of hours authorized to CRPs. The September 30th cutoff date is not always conducive to a CRP's reporting cycle, especially if the services have begun near the end of September. Even so, DVR will need to work with the CRPs to get invoices for services through September 30th. If a CRP has just begun to work with a participant, a full report is probably not a reasonable expectation, but DVR will still need to be invoiced by September 30th with documentation of the services delivered.

- The dates on the invoice must fall within the dates on the AFP.

Service Units and Description

A description of services is required on the AFP. The description should provide enough detail that both the CRP and the accounting staff can understand what services are being procured. The number of hours should also be delineated.

Invoices

Invoices should be an original and on the CRP's letterhead or pre-printed form. Invoices not issued on pre-printed forms or a CRP's letterhead must be signed by the CRP.

Alaska Administrative Regulations requires DVR to pay from invoices not statements. Statements typically reference an invoice that was sent out previously. Some invoices will say statement, but contain invoice information and are acceptable to use.

All invoices must contain the following information:

1. AFP number
2. An itemized description of the goods or services provided. The service on the invoice should match the service on the AFP.
3. Prices for each item or increment of service.
4. Extended prices.
5. The CRP's valid taxpayer identification number.
6. The VR participant's name.
7. Dates of service. The dates of service on the invoice must fall within the beginning and ending dates of dates of service on the AFP.

DVR staff cannot alter any information on an invoice. If an invoice is in error, DVR staff will either obtain a new invoice from the CRP or have the CRP come into the DVR office to make the corrections on the invoice. If a CRP makes any hand written corrections, they must sign and date the invoice.

Paying AFPs

AFPs must be paid in the AWARE case management system and sent to Central Office (CO) for processing within three (3) working days of receipt in the DVR field office. Before processing the bill for payment, the DVR staff verifies that services were provided. Examples of verification include reports, receipts or invoices depending upon the type of service that was purchased.

DVR is further required by AS 37.05.285 to pay vendors within 30 days after receipt of a proper billing unless there are unusual circumstances. An example of an unusual circumstance could include getting an invoice from a CRP with no report. That type of situation could warrant the field office holding the invoice until the report is received.

All invoices must be date stamped upon receipt (which starts the 30 day payment clock). No matter how the invoices are sent, i.e. mailed, faxed, emailed, hand carried, they need to be date stamped. If there is no date stamp, the 30 day payment requirement starts with the invoice date.

6. Organization and Administration

The CRP must be in compliance with applicable federal, state and local laws, regulations and ordinances related to the operation, staffing, physical facilities and activities, or to have an acceptable plan for compliance. The CRP must maintain appropriate licenses, procedures and registrations to do business within Alaska and local governmental jurisdictions.

Legally Constituted Entity

A provider must be a legally constituted entity under the appropriate federal, state, or local statute. The following are acceptable:

- sole proprietorship,
- partnership, and
- corporation.

Indemnification

The CRP shall indemnify, save harmless and defend the state, its officers, agents and employees from all liability, including costs and expenses, for all actions or claims resulting from injuries or damages sustained by any person or property arising directly or indirectly as a result of any error, omission or negligent act of the CRP, subcontractor or anyone directly or indirectly employed by them in the performance of this agreement.

All actions or claims including costs and expenses resulting from injuries or damages sustained by any person or property arising directly or indirectly from the CRP's performance of this agreement which are caused by the joint negligence of the state and CRP shall be apportioned on a comparative fault basis. Any such joint negligence on the part of the state must be a direct result of active involvement by the state.

Insurance

Without limiting the CRP's indemnification, it is agreed that the CRP shall purchase the following policies of insurance at its own expense and maintain in force at all times during the performance of services under this agreement. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the CRP's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits.

Workers' Compensation Insurance shall be provided and maintained, for all employees of the CRP engaged in work under this agreement, Workers' Compensation Insurance as required by AS 23.30.045. The CRP shall be responsible for Worker's Compensation Insurance for any subcontractor who directly or indirectly provides services under this agreement. This coverage must include statutory coverage for states in which employees are engaging in work and employer's liability protection not less than \$100,000 per person, \$100,000 per occurrence. Where applicable, coverage for all federal acts (i.e. U.S.L. & H. and Jones Act) must also be included. The CRP is not responsible for coverage of consumers who are provided services under this agreement.

Comprehensive (Commercial) General Liability Insurance with coverage limits not less than \$300,000 combined single limit per occurrence and annual aggregates where generally applicable and shall include premises-operations, independent service providers, products/completed operations, broad form property damage, blanket contractual and personal injury endorsements.

Comprehensive Automobile Liability Insurance covering all owned, hired and non-owned vehicles with coverage limits not less than \$100,000 per person/\$300,000 per occurrence of bodily injury and \$50,000 property damage.

Professional Liability Insurance covering all errors, omissions or negligent acts in the performance of professional services under this agreement.

Wage Exemption Certificate

When wages paid are less than the statutory minimum, the provider must have a Wage Exemption Certificate (WH-228) from the U.S. Department of Labor.

7. Staff **Qualifications**

The CRP has procedures in place to ensure that staff hired to work with consumers are qualified to perform their assigned jobs. The CRP insures that all staff understands non-discrimination policies, respect for human rights, ethical considerations, the confidentiality of consumer information and the importance of consumer choice.

Within six months of a signed CRP agreement or within six months of being hired, staff providing direct services to DVR consumers must show proof of completing the Introduction to DVR training module.

DVR must have a CRP Staff Information Form for all personnel providing direct services to DVR consumers. DVR's CRP Specialist must receive a completed Staff Information form within 30 days of newly hired direct service personnel.

Background Check

Each individual who may have unsupervised access to DVR consumers must have a completed background check. This includes all paid staff volunteers, interns or board members. Unsupervised access means that the individual will or may be left alone with a DVR consumer for any length of time.

The background check utilizes Alaska Criminal Justice Information and is conducted by the Alaska Department of Public Safety and is authorized under Alaska Statute [\(AS\) 12.62.160](#). The form for requesting the background check is available at: <http://www.dps.state.ak.us/Statewide/background/> or at a State Department of Public Safety office. Background checks completed by the Department of Health and Social Services or the FBI will also suffice.

The results of the background check must be submitted with the CRP Staff Information form at the time of application. DVR's CRP Specialist must receive a background on new personnel within 30 days of being hired.

Ethics

All CRPs must comply with the State Ethics Law and the Code of Professional Ethics for Rehabilitation Counselors established by the Commission on Rehabilitation Counselor Certification. Additional information on ethics may be found at:

<http://www.crc certification.com/pages/30code.html>
<http://www.law.state.ak.us/doclibrary/ethics.html>

Within six months of a signed CRP agreement or within six months of being hired, staff providing direct services to DVR consumers must show proof of completing the DVR ethics training module.

Confidentiality of Consumer Information

All staff must maintain confidentiality of consumer information to protect the integrity and dignity of each individual. The provider must take appropriate action to provide physical safeguards for confidential records and ensure they are available only to authorized staff members.

The CRP must obtain written approval from both DVR and the consumer prior to releasing confidential information. This applies to personal consumer data that is supplied by DVR to the CRP and collected by the CRP as a part of the service paid by DVR. However, non-personal consumer information may be disclosed to an accreditation organization for management purposes without prior written approval.

Within six months of a signed CRP agreement or within six months of being hired, staff providing direct services to DVR consumers must show proof of completing the DVR confidentiality training module.

Qualified Drivers

The CRP must ensure that employees who transport consumers have the appropriate driver's license, appropriate liability insurance and a good driving record.

Affirmative Action

Per 34 CFR § 361.51, the CRP will take affirmative action to employ and advance in employment qualified individuals with disabilities.

Communication

The CRP must be able to communicate in the native language of DVR consumers who have limited English speaking ability.

8. Consumers

The provider must observe policies and procedures that protect consumers and consumer's interests.

Termination from Program

Every effort should be made to inform the DVR Counselor before termination of services to a consumer. When the counselor cannot be informed before termination, the counselor must be informed within one working day after termination.

Some reasons for termination are:

- behaviors dangerous to self or others,
- serious infraction of the provider's rules,
- frequent unexcused absenteeism,
- frequent unexcused tardiness, or
- lack of cooperation on assigned tasks.

Substance Abuse

Any observations or other evidence of use of alcohol or drugs by a DVR consumer with the disability of substance abuse must be reported immediately to the DVR counselor.

Wages

- If sub-minimum wages are paid, they must be based upon prevailing wage rates being paid to workers without disabilities in the community who are performing similar work.
- Production standards for each operation must be maintained and be based upon measurement systems which are generally recognized by industry.
- Production standards must be reviewed and adjusted whenever production methods are changed.
- When a piece-rate system of wage determination is used, the wage rates must be not less than the piece-rates being paid to workers without disabilities in the community performing similar jobs.

- Individual production records must be maintained for each worker.
- If the worker is engaged in government contract work which requires a specific wage rate and benefits, the CRP must maintain adequate records to document worker productivity, wage payments and benefit payments.

9. Program Evaluation

DVR's CRP Specialist continuously monitors services provided to DVR consumers as part of DVR's case review process through interviews of VR counselors and CRPs and review of DVR case records. Included in the evaluation are:

- the extent to which the CRP adequately addresses the questions asked by the referring counselor and consumer;
- the completeness and adequacy of the written reports of services that outline the consumer's progress, realistic recommendations for counselor planning and subsequent service and/or employment;
- the timely submission of all reports and invoices;
- consumer satisfaction; and
- the outcome of services.

DVR staff may review the CRPs' records that are relevant to the services provided to consumers under the terms of the CRP's Agreement. DVR must give the CRP two week's written notice of its intent to examine records.

The results of these reviews will be shared with the CRPs to ensure the needs of DVR consumers are being met and to improve when appropriate, services to consumers.

DVR maintains regional and statewide listings of CRPs that include a description of the services offered, fees for services, duration of services provided, the number of consumers served, and staff qualifications. This information is available to all consumers in order for the consumers to participate in making an informed choice.

10. Environmental Standards for CRPs Offering Work Opportunities

These standards apply to those CRPs operating a program in which work is provided.

Accessibility

All services purchased by DVR for its consumers must be provided in an accessible manner. Each CRP subject to these standards will provide the results of a self-evaluation along with a written explanation, if necessary, of how its services will be provided in an accessible manner prior to being approved to provide services to DVR consumers for the first time, prior to the renewal of their agreement, or prior to being approved to provide services at a new address.

A self-evaluation instrument is available at: <http://www.usdoj.gov/crt/ada/checkweb.htm>

Safety Program Description

Each provider must have a plan that ensures continuing attention to the safety and health of the staff, the consumers and the visiting public. The plan must include:

- fire drills,
- emergency evacuation procedures,
- procedures for obtaining emergency medical services from a doctor, hospital, or emergency medical service unit, and
- special procedures for consumers with disabilities that require particular attention or action, including those whose behavior may be detrimental to the health, safety or successful program achievement by themselves or others.

Each provider must have an incident reporting system in place. The minimum information required on the incident report form must include:

- date, time, and place of incident,
- nature of incident,
- names of DVR consumers, witnesses or others involved,
- name of person making the report,
- description of incident, and
- actions taken and planned by provider as a result of incident.

Upon request, copies of incident reports pertinent to DVR consumers must be made available to DVR staff.

The following incidents must be reported to the referring DVR Counselor by close of business the next working day:

- emergency medical services,
- emergency room treatment,
- hospitalization, or
- death

Building Occupancy Codes

Environmental safety must comply with local building occupancy codes. CRPs must provide documentation of compliance to the CRP Specialist at the time of the original approval and whenever the physical plant location changes. Renters should contact their landlord to obtain such documentation.

Local Fire Code

Each CRP must comply with the local fire code and provide a copy of the appropriate certificate of compliance to DVR. Providers who rent must contact their landlords for appropriate documentation. In the absence of a local code, an inspection by the fire marshal having jurisdiction may be required.

Mail Completed Applications To:

CRP Specialist
801 West 10th St, Suite A
Juneau, AK 99801

or FAX to: (907) 465-2856

Electronic copies will also be accepted. Send to: velja.elstad@alaska.gov