



HIVRS MSP PROGRAM- Trial Work Experience (TWE) FREQUENTLY ASKED QUESTIONS (FAQ)

1. Exhibit F SS 1.1.1 Trial Work Experience services, in the most competitive and integrated setting, which consist of short- term unpaid or paid trial work experiences which are: 3. Includes supported employment, on-the-job training, and other experiences using realistic work settings
If Trial Work Experience services require supported employment or on-the-job training, please expand on the roles of the DVR Counselor and TWE Vendor to secure and coordinate these additional services.

A: For the Vendor: the vendor is expected to provide all of the same supports, including customized employment, assessments job planning, employer outreach and on the job supports such as job coaching and follow up. The VRS will ensure that all additional supports such as but not limited to rehab tech are available to the client. The vendor having the most direct information from the work site will be expected to provide the VRS the information that is needed in a timely manner.

2. Exhibit F SS 2.2.5 2a “Utilize modified equipment, fixtures, material, or any other aids deemed necessary to meet the physical, mental or sensory needs of the VR Client.”
Please clarify the role of the TWE Vendor and VR counselor to implement modified equipment or other aids deemed necessary. If the need for modified equipment is identified during the TWE Assessment, will the VR counselor work with the DVR Client and vendor to provide modified equipment as necessary and available? This also applies to other aids deemed necessary such as one-to-one services a DVR client may utilize to help them safely access the community and worksite. A more detailed and exhaustive list of comparable benefits and additional support services that DVR Clients can utilize during the TWE, and who is responsible for providing these support services, would help us better understand the service expectation.

A: VR Client would have an AT assessment requirement. AT assessment will identify what accommodations client will need. DVR will provide that. If VR Client is on worksite, and additional needs are needed beside what was identified on AT assessment, Vendor will need to contact DVR counselor and counselor will address that.

3. Exhibit F SS 2.2.5. 3 Trial Work Experience must be of sufficient variety and over a sufficient period of time for DVR to determine if:
 - a. There is sufficient evidence to conclude that the VR Client can benefit from the provision of VR services in terms of an employment outcome; and
 - c. There is clear and convincing evidence that the VR Client is incapable of benefitting from VR services in terms of employment outcome due to the severity of the VR Client’s disability.A sequence of steps to provide a sufficient variety of Trial Work Experiences would be helpful. During the TWE Vendor Kick-Off meeting on 7/26/2023, DVR noted this type of sequence:

1. Failed at this job, at this employer.



2. Evaluate a different job with the same employer.
3. Evaluate the same job at a different employer.
4. Evaluate a different job at a different employer.

Documenting this type of sequence could help the Vendor and DVR Counselor identify options to consider when identifying and establishing TWE sites and work duties.

A: This is individualized per the VR Client's Trial Work Experience. Vendor is required to keep in contact with the DVR Counselor to notify when Trial Work Experience is not working (i.e. need to change to new work site, or VR Client is doing well and can end TWE).

4. Exhibit F1 TWE Intake Plan “Outcome of the Intake Planning Meeting”

It appears the desired outcome of the intake planning meeting is for the vendor to identify and establish location(s) in which to conduct Trial Work Experience within 10 business days from Intake Plan meeting. 10 business days does not seem to be a realistic timeline to establish a TWE post-intake considering other services may be necessary such as the procurement of job coaching services, provision of Vocational Work Adjustment Training, or identification and coordination with other comparable benefits services to exhaust all options to conduct the Trial Work Experience Assessment. To alleviate this challenge, as much as possible, the TWE referral should contain as much information possible so prior to the intake planning meeting so that the vendor can predict what type of Trial Work Experience setting they are committing to identifying and establishing.

A: Good feedback! Sufficient information will be provided on the DVR MSP New Participant Referral Form. Exhibit F1 also has a field where an explanation can be provided if unable to identify location within 10 business days.

5. 2.3.1. Service Supervisor Qualification Requirements. Recommend adding "or c." (under both 1 and 2) as follows: Completed specialized training through an Association of Community Rehabilitation Educators (ACRE) certified Supported Employment and/or Customized Employment curricula within two (2) years. Note: this recommendation is in alignment with DD Division's requirements.

A: Exhibit F Trial Work Experience Service Specifications has been updated to reflect this change.

6. 3.3 thru 3.3.2. Vendor Performance Evaluation. Recommend that each Vendor's effectiveness and performance results also be shared with each vendor. (Their own performance but not other vendor's performance). And the frequency such as monthly or quarterly for example. The vendor has a right to know what their performance is that is being shared with VR consumers and counselors and allows the vendor to make improvements.

A: Great feedback! MSP will take this into consideration.

7. 5.2.1. Recommend adding language that clarifies the frequency of verification of the qualifications of staff or subcontractors. It currently states "as appropriate". What is appropriate?

A: The documentation verifying the Vendor Representative has the qualifications to provide the service should be on file with the Vendor Company. Upon request, DVR or the MSP may ask for the

documentation verifying the Vendor Representative has the qualifications to provide the service. There is not a frequency for the request.

8. Reporting Requirements. 5.3.1. Recommend replacing the word "unusual" incident with "adverse" or "critical" incident.

A: Thank you for the feedback! 'Unusual' will remain within the service specifications aligning with Supported Employment and Job Coaching's Service Specifications.

9. Ensure clarity and consistency with the terms "units" and "hours" throughout the system and process.

A: According to Trial Work Experience Service Specifications 4.2, Payment unit is one (1) Hour.

10. Change the TB requirement to 12 months (or 1 year) as opposed to 6 months. Note: This is in alignment with DD Division requirements (as well as other state entities such as OHCA who also requires a TB 1 time per year for staff working in our licensed group home). Also, from our perspective, having to go to the doctor for a note or screening clearance letter at 6 months is a waste of time and resources.

A: Vendor Personnel Compliance Form has been updated to reflect the individual requires a TB Test within the last twelve (12) months.

11. Is 4 hours per day or 20 hours per week necessary?

A: An exception can be made at intake, but the client should be meeting this requirement.

12. Will clients have both TWE and Job Coaching at the same time?

A: Yes, it is expected that clients will be receiving both services at the same time. There will be two separate referrals and two clearance emails from the MSP for each respective service.

13. How do we go about pitching an assessment to an employer?

A: In general, they should be meeting competitive work standards.

14. Current Trial Work POs, should vendors continue as is?

A: Yes, continue as is.

15. Can TWE be done more than once? What if client isn't ready?

A: In general, the assumption is it will require more than one location and one career. RSA will ask, what about all the other jobs at same employer or same jobs with other employers. There must be attempts at multiple work settings. Federal law mandates that some assessments are allowable and some simulated events are allowable. There cannot be clear and convincing evidence provided without one real work experience.

16. Question about 20 hours, intensity of half week. Feels like participants will not work 20 hours. May work competitive employment but less than 20 hours. Would we use supervisor approval in this case?
A: Yes.
17. If multiple sites are needed, can there be a break in between?
A: Yes, there can be a break, ideally not a long break.
18. As far as the actual assessment, using different vocational assessments, what is the standard?
A: There is not a minimum or maximum, whatever seems relevant. Assessments themselves are not enough but can be a valuable support.
19. Breaking out all the stops, if the individual has other 1:1 services not through VR, can the individual continue to use these supports while using TWE?
A: Yes, VR Client can continue to use those services as long as it does not interfere with the TWE.
20. What if the client can work with 100% job support?
A: DVR can provide extended services for youth with disabilities in the Supported Employment Program for a period not to exceed 4 years or until the youth reaches the age of 25 - whichever comes first. Long term supports/funding from other sources will need to be in place for those not considered youth.
21. What does the PO look like?
A: VR can extend or make another PO. Will keep adding hours as long as the tests continue to be required. A new PO will need to be issued if the fiscal year changes.
22. In terms of payment in section 4, the time it takes to develop new site, that is all inclusive, cannot bill for time looking for additional sites?
A: VR allows vendors to bill for this.
23. When vendor gets an opportunity, referral gives a number of units on authorization, but is actually hours? Will this be corrected?
A: Hours are hours and units are 15 minute billable units. VR will discuss internally and try to standardize everywhere. According to the Service Specifications 4.2, the Payment Unit is one (1) Hour.
24. Under 3.0 vendor performance, acceptance rate – accept 90% of clients referred will be accepted by the vendor. How is this determined?
A: When you get a clearance notification, that is the vendor accepting the client. This will only count against the performance standard if your organization rescinds your ability to provide services after receiving clearance email from the MSP.

25. Will this model be used for Pre-Ets?

A: This is not a Pre-Ets service.

26. Can you expand on paid or unpaid trial work experiences? Has RSA given guidance on paid work experiences?

A: Paid TWE would work the same as any other paid trial education work experiences. There is not an expectation from the employer to pay unless there is some sort of internship program that the employer has.

27. Can V-Wats be used to develop part time work experience?

A: Every VR service is available to a client in TWE. However, soft skills training cannot be used as an excuse to delay or interrupt or prolong the TWE; and TWE must not be used as a vehicle to drive other services. In general, if there is an expectation that the training would work, document the evidence of that expectation and that may be enough to answer the TWE in the affirmative.

28. For paid work based learning opportunity, would this fall under these services and be determined at intake?

A: Work based learning opportunities are not a trial, however in their role for behavioral skills training they may be appropriate. This can be determined at intake but may come up later on. It is important to keep in mind that a TWE and a WBLE are extremely different services and we should not blur the line between them.

29. Paid work experience, liability is covered by employer. What about non-paid?

A: 1.1.1 2. There is no employer until after 90 hours or 120 hours. They are not employed, they are on a worksite.

30. So if something were to happen, the client is responsible?

A: The lawyers would solve this problem.