

Questions from July 16, 2019 VR/ODDS Stakeholder Call

Frequently Asked Questions (F.A.Q) regarding employment policy questions for Office of Developmental Disabilities Services (ODDS) and Vocational Rehabilitation (VR) on topics including: 20 Hour Policy, Retention Policy, Podcasts, Division 30, VR Policy Updates, and more.

These questions are taken from a webinar with the field and stakeholders held on July 16, 2019, as well as other inquiries sent in via email.

ODDS Updates:

1. A reminder regarding the 20 Hour Policy and maximizing hours. We are hearing that case managers and VR counselors are having good conversations about the hours people want to work, and we want to encourage those conversations to continue. We want to emphasize that documentation needs to happen, especially if someone changes their goal of hours worked. For instance, if someone originally states they want to work 30 or 40 hours per week, but then after working 30 hours, determine that they do not want to work 30 hours but rather 20, this decision needs to be documented, as well as the reason.
2. Retention Policy: We heard feedback from stakeholders that a policy was needed when someone finds their own job, or gets one through Discovery or Employment Path services, and is stable so they can access ODDS job coaching services right away. This is not so people skip or bypass VR. However, if the person is stable at their job, the job meets their goals and desired hours, this policy can help. If there is any uncertainty, the team should talk. There is a flow chart for service coordinators and personal agents to use at the end of the worker guide. The form is available, along with the retention policy and worker guide at:
<http://www.dhs.state.or.us/policy/spd/transmit/pt/2019/pt19002.pdf>
3. Employment First podcasts have launched. VR counselors, service coordinators, personal agents and others spend a lot of time traveling. This is a way to get short, helpful information while on the go. The most recent podcast was on the Retention policy:
<https://feeds.blubrry.com/feeds/oregondhs.xml>
4. ODDS and the Work Incentives Network held a call on July 10 regarding a new round of training for benefits counseling. Registration for that training opens Friday, July 19. The training is a week in September 2019 and requires a significant time commitment on behalf of the person and their

provider agency. More information from the call, including an FAQ, is on the Employment First [I/DD policy page](#).

VR Updates:

1. Keith Ozols has been appointed as the permanent VR director. VR is excited to have a permanent director to move forward with strategic planning and other work.
2. The VR In-Service will be August 28 and 29 at the Salem Convention Center. Registration is now open on the state's iLearn website: ilearn.oregon.gov
3. Division 30 (Confidentiality of Client Information and Release of Information) has been revised. In that revision, changes have been made to several forms. The revised forms include: Oregon Vocational Rehabilitation Notice of Privacy Rights and Notice of Rights and Responsibilities (DHS 2916); Application for Services (DHS 1701); and Notice of Vocational Rehabilitation (VR) Privacy Rights and Notice of Rights and Responsibilities, Acknowledgement of Receipt (DHS 3029). The biggest change is that a conversation needs to happen in-person at the time of intake between a VR counselor and the person to go over rights and responsibilities. Fewer Releases of Information will be needed as a result.
4. VR is reviewing and looking at amendments to its job placement contract, which includes job development.
5. JDOT trainings in Eastern Oregon: VR has received feedback that its needs locally and regionally appropriate job development training to help build capacity. A local person has been appointed to deliver these trainings in Eastern Oregon, for example.
6. In general, VR is looking at ways it can increase capacity to service people with the most significant disabilities through innovative techniques and programs. We are currently looking at training and skill-building with VR staff and our contractors and increasing the capacity for collaborative problem solving.

Question: The VR contract describes what is included in a Community Based Work Assessment (CBWA), and that if job coaching is needed that can be a separate service, but what about time to develop a CBWA site with a client, through exploring employer sites/informational interviews, etc.?

Answer: This question can be answered by reading their contract and discussing it with the VR Counselor who has contracted with them on behalf of a specific VR

Participant. Any further questions can be directed to:
VR.contractinquiries@state.or.us

Question: What services can someone utilize during the enrollment process for VR?

Answer: Reminder that it is best practice to start services such as Discovery at same time as making a referral to VR so there is not a gap. A person can also be in employment path community services, exploring job options and developing work skills, during this time.

Question: Is there an update on Discovery and when the new profile will roll out?

Answer: DHS Publications is finalizing the Discovery form right now. The new form and profile will not roll-out until Discovery training is done. ODDS expects the new Discovery profile to go out in early 2020.