Rehabilitation Services CSA Attachment D

Table of Contents
I. Introduction
II. Applicable Rules
III. Program Services
IV. Program Plan and Deliverables
V. Payment
VI. Eligibility Criteria
VII. Reporting Requirements
VIII. Special Conditions

I. Introduction

This document serves as an attachment to the Department of Human Services (DHS) Community Service Agreement and sets forth supplemental contractual obligations between the Provider and Department. The Attachment provides contractual requirements beyond those in the Agreement and is intended to clarify programmatic areas of the Division of Rehabilitation Services.

II. Applicable Rules

Provider must comply with all applicable federal, state and local rules and statutes including, but not limited to, the following:

STATE STATUTES

20 ILCS 2405/ Disabled Persons Rehabilitation Act.
20 ILCS 2410/ Bureau for the Blind Act.
20 ILCS 2421/ Blind Vendors Act.
105 ILCS 5/ School Code.

FEDERAL LAWS

29 USC Chapter 16 Workforce Investment Act (Vocational Rehabilitation and Other Rehabilitation Services)
20 USC 107 Operation of Vending Facilities
42 USC 7 Social Security Act

GENERAL DIVISION RULES
PART 505 CONFIDENTIALITY OF INFORMATION

PART 510 APPEALS AND HEARINGS

PART 511 GRANTS AND GRANT FUNDS RECOVERY

PART 515 ADVISORY COUNCILS

PART 520 AUTHORIZATIONS

PART 525 GRANTS AND CONTRACTS

PART 527 RECOVERY OF MISSPENT FUNDS

PART 545 RATEMAKING

PART 546 PUBLIC USE OF DHS-ORS FACILITIES

VOCATIONAL REHABILITATION PROGRAM

Federal Regulations

Code of Federal Regulation
Title 34, Subtitle B, Chapter III, Part 361 — State Vocational Rehabilitation Services Program
Section 361.1 to Section 361.89
http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title34/34cfr361_main_02.tpl

Code of Federal Regulation
Title 34, Part 363 — The State Supported Employment Services Program
Section 363.1 to Section 363.56
http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=e69ccfd3ea0363efda853207c4fbb75c&r=PART&n=34y2.1.1.1.8

Code of Federal Regulation
Title 34, Part 364 — State Independent Living Services Program and Centers for Independent Living Program: General Provisions
Section 364.1 to Section 364.59
http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=e69ccfd3ea0363efda853207c4fbb75c&r=PART&n=34y2.1.1.1.9

Code of Federal Regulation
Title 34, Part 365 — State Independent Living Services
Section 365.1 to Section 365.31
http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=e69ccfd3ea0363efda853207c4fbb75c&r=PART&n=34y2.1.1.1.10

Code of Federal Regulation
Title 34, Part 366 — Centers for Independent Living
Section 366.1 to Section 366.63
http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=e69ccfd3ea0363efda853207c4fbb75c&r=PART&n=34y2.1.1.1.11

Code of Federal Regulation
Title 34, Part 367 — Independent Living Services for Older Individuals who are Blind
Section 367.1 to Section 367.42
http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=e69ccfd3ea0363efda853207c4fbb75c&r=PART&n=34y2.1.1.1.12

Code of Federal Regulation
Title 34, Part 369 — Vocational Rehabilitation Service Projects
Section 369.1 to Section 369.47
http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=e69ccfd3ea0363efda853207c4fbb75c&r=PART&n=34y2.1.1.1.13

Code of Federal Regulation
Title 34, Part 395 — Vending Facility Program for the Blind on Federal and Other Property
Section 395.1 to Section 395.38
http://www.ecfr.gov/cgi-bin/textidx?idno=34;region=DIV1;type=proximity;c=ecfr;cc=ecfr;sid=fd43861fb5037bb7d2e4681ea7cb698c;q1=program%20for%20the%20blind;op2=near;amt2=80;op3=near;amt3=80;rgn=div5;submit=Submit%20search;view=text;node=34%3A2.1.1.28

State Rules
PART 521 PROGRAM DEFINITIONS

PART 530 CRITERIA FOR THE EVALUATION OF PROGRAMS OF SERVICES IN COMMUNITY REHABILITATION AGENCIES

PART 552 REFERRAL FOR VR SERVICES

PART 553 ASSESSMENT FOR DETERMINING ELIGIBILITY AND REHABILITATION NEEDS

PART 557 APPLICATION

PART 562 CUSTOMER FINANCIAL PARTICIPATION

PART 567 COMPARABLE BENEFITS

PART 572 INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

PART 590 SERVICES

PART 595 CLOSURE OF A REHABILITATION CASE

PART 640 PROJECTS WITH INDUSTRY

PART 650 VENDING FACILITY PROGRAM FOR THE BLIND

PART 730 ILLINOIS CENTER FOR REHABILITATION AND EDUCATION/COMMUNITY RESIDENTIAL SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

PART 886 CENTERS FOR INDEPENDENT LIVING

PART 890 TELECOMMUNICATION DEVICES FOR THE HEARING IMPAIRED

PART 899 LEKOTeks
HOME SERVICES PROGRAM

Federal Regulations

Code of Federal Regulation
Title 42, Part 441 — Services: Requirements and Limits Applicable to Specific Services Subpart G, Subpart K and Subpart M http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&SID=e69ccfd3ea0363efda853207c4fbb75c&ty=HTML&h=L&n=42y4.0.1.1.10&r=PART

State Rules

PART 676 PROGRAM DESCRIPTION
PART 677 CUSTOMER RIGHTS AND RESPONSIBILITIES
PART 679 DETERMINATION OF NEED (DON) AND RESULTING SERVICE COST MAXIMUMS (SCMs)
PART 681 PRESCREENING
PART 682 ELIGIBILITY
PART 684 SERVICE PLANNING AND PROVISION
PART 686 PROVIDER REQUIREMENTS, TYPE SERVICES, AND RATES OF PAYMENT
PART 688 ILLINOIS LONG-TERM CARE PARTNERSHIP PROGRAM

DRS RESIDENTIAL SCHOOLS

Federal Regulations

Code of Federal Regulation
Title 34, Part 300 — Assistance to States for the Education of Children with Disabilities http://www.ecfr.gov/cgi-bin/retrieveECFR?gp=1&SID=e69ccfd3ea0363efda853207c4fbb75c&ty=HTML&h=L&n=34y2.1.1.1.1&r=PART

State Rules

PART 750 ROLE OF RESIDENTIAL EDUCATIONAL FACILITIES OPERATED BY THE ILLINOIS DEPARTMENT OF HUMAN SERVICES
PART 751 DEFINITION OF TERMS
PART 755 ADMISSION PROCEDURES
PART 765 SPECIAL EDUCATION PROGRAM AND SERVICES
III. Program Services

a. Vocational Rehabilitation (VR) – The VR program supports a wide range of services designed to help individuals with disabilities prepare for and engage in gainful employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Eligible individuals are those who have a physical or mental impairment that results in a substantial impediment to employment, who can benefit from vocational rehabilitation services for employment, and who require VR services. Priority must be given to
serving individuals with the most significant disabilities. Services include, but are not limited to:

1. **Assessment** – Assists individuals with disabilities in developing an individual employment plan of job readiness, transferable skills, social and personal characteristics, vocational interest, employment preferences, retention and coping skills, and develop a job match profile.

2. **Job Development and Placement** - Using job match techniques, assists the individual in identifying and securing specific jobs that are available and accessible in the community. Job seeking and retention skills training can be used to develop necessary skills to enable the individual to secure his/her job and to develop an understanding of how to keep a job.

3. **Training** - On-the-job training is provided to an individual if the individual needs to learn specific tasks associated with the job. The training supervision is typically provided by the Community Rehabilitation Program or employer.

4. **Job Coaching** – A one-on-one service provided to an individual who is working on a job and requires support on the job site in order to strengthen skills and work habits and enhance job performance. Job coaching may be provided to any VR customer in need of intensive support.

5. **Supported Employment** - A comprehensive set of services designed for individuals with a most significant disability. Job development and job placement are followed by provision of ongoing support services, typically on the job (including job coaching) but also away from the work site. Federal rules limit supported employment services to 18 months except under special circumstances.

6. **Follow-up** - A time limited service which includes direct and indirect support to an employee and or employer to allow for adequate job adjustment and retention or further job development and placement. Follow-up needs should be identified in a follow-up plan which is developed by the individual, the DHS/DRS Counselor, the provider staff and any others designated by the customer (i.e., employer, guardian).

Other more specialized VR services and/or programs include, but are not limited to:

7. **Services to individuals with visual impairments** – The Blind Services component of the VR program serves individuals with severe visual impairments to assist with preparing for and/or obtaining employment, and assists with determining what assistive technology devices can help people perform tasks on the job.

8. **Services to Individuals who are Deaf or Hard of Hearing** – These service offer specialized accessible programming and services to persons who are Deaf, Hard of Hearing, Late Deafened or Deaf-blind. Services range from interpreter services to advocacy to post secondary education.

9. **Secondary Transitional Experience Program (STEP)** - A training and work experience program that prepares students with disabilities for transition to employment and optimum community participation during and after high school. This program serves high school students ages 14 1/2 - 21.
10. **Transition Specialist Program** – A program by which secondary school entities establish positions at the school to carry out transition services. A Transition Specialist serves as a coordinating liaison between DHS/DRS and the schools as the facilitator for the student's transition from school to work.

11. **Business Enterprise Program for the Blind (BEPB)** - This program carries out the federal Randolph/Sheppard Act by providing training to prepare individuals who are legally blind with the skills needed to manage and own a small business. The program also provides for the establishment of new vending facilities and maintenance of existing facilities throughout Illinois.

b. **Home Services Program (HSP)** – A Medicaid Waiver Program offering individuals with disabilities who are at risk of premature or unnecessary institutionalization the alternative of in-home care when the cost of such care does not exceed the cost of a nursing facility. Services include, but are not limited to Personal Assistant, Home Health, Homemaker, Home Delivered Meals, Electronic Home Response, Assistive Equipment, Environmental Modification, and Respite.

1. **Personal Assistant Referral & Training** - Provides PA referral and training, customer PA management training, and related services to increase the independence and quality of life of Home Service Program customers.

2. **Community Reintegration** - Provides services and support to individuals to transition from nursing home facilities to their own residences within the community.


   1. Adult Day Care Services:
      - Adult Day Care Service - $9.02/hour
      - Adult Day Care Transportation - $8.30/trip

   2. Case Management:
      - Case Management - $138.10/month
      - Case Management Assessment - $110.48
      - Case Management Reassessment - $55.24
      - Case Management Transportation Services - $0.56/mile

   3. Community Care Unit-Nursing Home Pre-screening:
      - CCU Pre-Screen - $89.53
      - CCU Face to Face with Translation - $114.95

   4. Emergency Home Response:
      - Installation Service - $30.00
      - Electronic Home Response Service - $28.00/month

   5. Homemaker Services:
      - Homemaker Services $17.14/hour
c. **Independent Living Services** – Through independent living services, DRS funds a network of Centers for Independent Living (CILs) statewide that provides accessible programs and services designed to help all people with disabilities live more independently. All CILs, which are nonprofit, community-based organizations operated by and for individuals with disabilities, provide core services: advocacy, peer counseling, skills training, information and referral.

In addition, DRS provides funding for community agencies to provide specialized support services to individuals age 55 or older whose severe visual impairment makes competitive employment difficult to obtain but for whom independent living skills are feasible.

d. **Client Assistance Program (CAP)** - Provides support to DRS customers and other individuals with disabilities to understand, pursue, and obtain Vocational Rehabilitation Services, Home Services or other services to which they may be entitled. Through the use of a toll-free line (1-800-641-3929 V/TTY) and Human Relations Representatives, CAP assists individuals with problems they experience in seeking or receiving services from DRS; tries to resolve issues at the lowest possible level (e.g. local office) using advocacy skills, dispute resolution and negotiation; assists or represents individuals in their appeals of Department decisions regarding services and represents them in court, if necessary; works with Department and community groups and organizations to resolve systemic problems in the service delivery system and delivers public education programs on the rights of individuals with disabilities and other related areas.

e. **Education Services** – DRS’ Educational Services provides administrative and program support to three state operated residential schools: Illinois School for the Deaf and Illinois School for the Visually Impaired (both in Jacksonville) and the Illinois Center for Rehabilitation and Education-Roosevelt (in Chicago). These facilities offer fully accredited educational programs, Vocational Rehabilitation and independent skills training.

f. **Disability Determination Services** - The Bureau of Disability Determination Services determines the eligibility of Illinois citizens to receive benefits under Social Security’s disability programs, Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). Medical consultants are used Medical consultant services are required as part of a team that makes the disability determination per the Code of Federal Regulations, specifically 20 CFR 416.1616. Medical consultants are limited to evaluating the impairments for which they are qualified and have experience in reviewing and evaluating SSA disability claims at all levels (initial filing, reconsideration, and continuing disability) in accordance with the rules and regulations set forth by the SSA.

**IV. Program Plan and Deliverables**

A. Provider Service and Funding Plan: The Provider agrees to provide services and deliverables as stated in the program plan, as well as execute service and budget forms provided by the Division of Rehabilitation Services (DRS) and submit completed forms to DRS within time frames specified. Failure to submit the required service and budget forms and obtain DRS approval may result in suspension of payments and/or loss of contract.
B. Competitive Employment: DRS requires all employment outcomes obtained during the contract/agreement period to be competitive employment as defined in 89 Ill. Admin. Code 530.1, and to meet the criteria of an integrated setting as defined in the RSA Technical Assistance Circular TAC-06-01. Employment outcomes claimed under the contract/agreement are subject to verification by DRS. DRS is responsible for final determination as to whether a claim for an employment outcome qualifies for payment under a contract.

V. Payment

A. Payment and Billing Information: Reference DRS Program Manuals for all payment and billing information. All manuals are available by contacting the Provider's DRS Project Officer.

B. Types of Payment
   1. **Fix Rate** - A program for which the payments are made on the basis of a rate, unit cost or allowable cost incurred and is based on a statement or bill as required by the Department. Payments made as a fee-for-service are not subject to the Illinois Grants Funds Recovery Act (30 ILCS 705/1 et. seq.).

   2. **Expenditure-Driven Program** - A program for which the payments are made based on an expenditure report from the provider reflecting the actual expenditures incurred. These contracts are subject to the Illinois Grants Fund Recovery Act (30 ILCS 705).

C. Payments made to the Provider are based upon services and rates as specified in the approved Contract Application Packet. Billings, with substantial documentation, are submitted by the Provider upon completion of service. The Provider must accurately complete and submit billings in a timely manner. The Provider understands that incorrect billings or portions of billings may not be processed in the current monthly cycle and may be returned to the Provider for correction.

D. The Provider must submit accurate reports (service or cost, as specified by the Department). Payments may be suspended if reports are not received in the proper format or timely as specified in the Program Manuals.

VI. Eligibility Criteria

A. Eligible and Target Populations
   1. Vocational Rehabilitation (VR) Program: The VR Program helps individuals with disabilities, either those receiving SSI or SSDI, or those having a physical or mental impairment which for such individual constitutes or results in a substantial impediment to employment, and who can benefit from vocational rehabilitation services in terms of an employment outcome, to obtain and maintain employment. To be eligible for VR services, an individual must meet eligibility criteria as stated in 89 Ill.Admin.Code Part 553.

   2. Home Services Program (HSP): The HSP helps individuals with severe disabilities that need assistance with daily living activities in their homes. The program serves individuals with a wide variety of disabilities including AIDS, physical disabilities, and Brain Injury (BI). To be eligible for HSP, an individual must meet eligibility criteria as stated in 89 Ill.Admin.Code Part 682.

A. Accreditation

1. This section pertains to Community Rehabilitation Programs. Per DHS/DRS rule 89 Ill. Adm. Code Part 530, any Community Rehabilitation Program doing business with DHS/DRS must meet and maintain national accreditation standards through the Commission on Accreditation of Rehabilitation Facilities, the National Accreditation Council, the Accreditation Council, the Joint Commission on Accreditation of Health Organizations, or the Council on Accreditation for all
programs of service identified in the Provider’s contract, grant or working agreement. All Providers with outcomes/successful placements identified in their contracts/agreements must have accredited placement programs. DHS/DRS standards can only be applied to a new Community Rehabilitation Program or to a Community Rehabilitation Program from which DHS/DRS purchases less than $20,000 in total services annually or to a new program/service added to a Provider’s contract/agreement.

2. A new Community Rehabilitation Program is one from which DHS/DRS has not previously purchased services. Such Community Rehabilitation Programs must become NATIONALLY accredited within a three year period of the first year the amount of services purchased by DHS/DRS exceeds $20,000 annually.

VII. Reporting Requirements

Requirements may vary depending upon the type of program. Reference DRS Program Manuals for program specific Reporting and Monitoring Requirements. All manuals are available by contacting the Provider’s DRS Project Officer.

VIII. Special Conditions

A. Background Checks:  Health Care Worker Background Check Act - The Provider certifies that it is in compliance with all requirements and regulations issued pursuant to the Health Care Worker Background Check Act (225 ILCS 46). The Health Care Worker Background Check Act applies to all individuals employed or retained by a health care employer as home health care aides, nurse aides, personal care assistants, private duty nurse aides, day training personnel, or an individual working in any similar health-related occupation where he or she provides direct care. (225 ILCS 46/10). It is the responsibility of the provider to determine if this act applies to the provider.

B. Nurse Aide Registry: The Provider shall not employ an individual in any capacity until the Provider has inquired of the Department of Public Health as to information in the Nurse Aide Registry concerning the individual. If the Registry reflects the existence or contains information that substantiates a finding of physical or sexual abuse or egregious neglect against an applicant, the Provider shall not employ him or her in any capacity.

C. Abuse and Neglect: If the person is enrolled in a program or lives in a setting funded, licensed or certified by DHS or lives in a private home, call the Adult Protective Services Hotline 1-866-800-1409 (Voice) 1-888-206-1327 (TTY) or if the person with disabilities is enrolled in a program or lives in a setting funded, licensed or certified by Department of Public Health (DPH) (e.g. a nursing home), and the abuse/neglect occurs when service is being provided, call the DPH Nursing Home Hotline: 1-800-252-2893.

D. Mandatory Meetings and Training:  DRS may designate any meeting or training it deems necessary as mandatory for Provider attendance. Providers will be given notification of such meetings or trainings via registered mail. Such meetings or trainings will be offered free of charge. Providers must support their own travel, per diem and lodging expenses. Reasonable accommodations will be made upon request 14 days prior to the meeting or training.

E. Data: The Provider must provide DRS with any and all data as specified in specific Program Manuals as well as other applicable rules. Data will be submitted in a timely manner in a format prescribed by DRS.

F. Monitoring: Reference DRS Program Manuals for monitoring requirements. All manuals are available by contacting the Provider’s DRS Project Officer.

G. Funding Reserve: Reductions in Amounts Payable: The amount(s) payable, or estimated amount(s) payable, to vendor/provider under the agreement and this attachment may be subject to a reduction as necessary or advisable, based upon actual or projected budgetary considerations, at the sole discretion of the Illinois Department of Human Services.