



Guidance for Virtual CRP Services

April 23, 2020

In response to the current COVID-19 pandemic, The Utah State Office of Rehabilitation (USOR) has made some time-limited alterations to Community Rehabilitation Program (CRP) service delivery, allowing for virtual and technology-based service provision. This has been done in order to continue to meet the needs of our clients as well as support our CRP partners during this unprecedented time. In support of this, we offer the following guidance.

- For new referrals and services currently in progress, service providers may implement accessible training activities using a technology-based training platform that allows for face-to-face and real time interaction. *Examples: Zoom, Google Hangouts, Skype, Facetime, etc.*
- The VR counselor and service provider must ensure all CRP responsibilities outlined in Chapters 22 & 30 of the Client Service Manual (CSM), as well as the Teleservices Memo, are met in the delivery of technology-based services.
- The client's technological literacy and disability needs must be addressed and met in the delivery of these services.
- The VR counselor and service provider must evaluate the client's ability to actively participate in the technology-based training, including identifying whether the client has the necessary technology resources available.
- VR staff must verify with the client and the service provider how, when, and what training occurred using approved USOR Forms to determine if all requirements have been met.

Allowed Technology Methods:

- CRP/Client interaction via LIVE, secure, video chat technology such as Zoom, Google Hangouts, Skype, Facetime, etc.

Non-Allowed Technology Methods:

- Social media forums and apps such as Facebook, Instagram, TikTok, Snapchat, etc.
- Any non-live video sharing does not meet the criteria for in-person nor on-site support.
- Text messaging, phone calls and emails do not qualify as service delivery for onsite Job Coaching billing purposes.

Work Strategy and Discovery Assessments:

- *Tier 1 Work Strategy Assessments:* may be conducted via approved secure, video chat technology.
- *Tier 2 Work Strategy Assessments:* may be conducted if the CRP has the ability and availability to complete the situational assessment portion of the assessment either by conventional means, or by the use of live technology methods as referenced above.
- *Discovery Assessments:* Discovery Assessments may be conducted if the CRP has the ability and availability to complete the components of discovery either by conventional means, or by the use of live technology methods as referenced above.

Job Coaching Services:

Clients who are currently working and need non-traditional job coaching support may be staffed and approved on an individual basis. All non-traditional job coaching services must be approved in advance by USOR's Employment Support Services Specialist, Jason Bennington. You can contact Jason at: jbennington@utah.gov or by phone at 801-887-9504 or 385-235-0168.

Clients who are on Furlough:

CRPs may provide a maximum of 4 hours per month of support to clients and employers who are currently on furlough due to COVID-19 from their employment.

This type of communication may include:

1. Contacting the client to provide information about their employment and provide encouragement
2. Contacting an employer to plan for when the client returns to work
3. Assisting clients to apply for Unemployment Insurance Benefits

The following methods of communication are approved for clients who are furloughed:

1. Live video conferencing such as Zoom, Google Hangouts, Skype, Facetime, etc.
2. Live video conferencing is the preferred method of communication. However, when live communication is unavailable, telephone contact with the client may be utilized.

These forms of communication with the client are approved for billing under Category #13 of *USOR Form-95* (Job Coaching Tracker). Employer contacts may be billed under Category #2 on *USOR Form-95*. Texting and email does not qualify as appropriate methods of communication for billing purposes.