



State of Utah

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## Department of Workforce Services

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### Client Service Memorandum 2020-01

To: All Client Service Staff  
 Issued By: Aaron Thompson, Rehabilitation Services Director  
 Authorized By: Stacey Cummings, Program & Policy Director  
**SUBJECT: Teleservice Options for Community Rehabilitation Program Providers and Psychological Service Providers**  
 Effective Date: April 2, 2020  
 Revised End Date: August 31, 2020

**PURPOSE:** This guidance memorandum serves to inform staff and providers about options that may be used to meet the continuity of care needs of clients through alternative means of online and virtual instruction services during the COVID-19 pandemic. This guidance is effective immediately and will expire August 31, 2020 unless it is determined COVID-19 mitigation strategies are still necessary.

**CONSIDERATIONS:** Counselors need to determine on a case-by-case if teleservices will appropriately meet the needs of clients. Clients engaging in teleservices need to have existing phone and/or internet access in order to participate, along with the necessary equipment, such as a laptop, computer, tablet, smart phone, and any accessories in order to have access to participate in this format. Clients and/or their parents/guardians can refuse teleservices if they prefer to defer to in-person services when available. In addition, teleservices be cancelled by any party if the determination is made that this is an ineffective method of service delivery for the client. Providers may serve clients in their catchment area using a virtual modality as described below but must be also able to provide the client in-person services when available/at the sunset of this memo to ensure the continuity of services.

### COMMUNITY REHABILITATION PROGRAM (CRP) SERVICES

#### Job Readiness / Lifeskills Training:

- Must be 1-on-1, live, virtual services (no recorded sessions)
- Up to 20 hours may be authorized
- May be provided under currently authorized job readiness/life skills services
- Must utilize a live video format (Zoom, Google Meeting, Facetime, etc.)
- CRPs must provide an update to the counselor regarding effectiveness every 5 hours of virtual contact

#### Assessments:



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- 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 Development:**

- Resume preparation, job search activities, interviewing skills, and employer outreach can be allowed under current agreements per counselor's discretion
  - Must be 1 on 1 (no group or recorded sessions)
  - May utilize currently authorized milestone
  - Must utilize a live video format (Zoom, Google-Hangouts, Facetime, etc.)

#### **Job Coaching:**

- Non-traditional Job Coaching Services may be approved on an individual basis
- Must be approved in advance by the Employment Support Services Specialist

#### **Group Classes:**

- Virtual group classes can be provided with 2-4 students
- The group class series cannot exceed 10 total hours
- CRPs must provide an update to the counselor regarding effectiveness every 5 hours of virtual contact
- This can be provided under the current USOR group rate for services
- Must utilize a live video format (Zoom, Google Meeting, Facetime, etc.)

#### **Individual Programs:**

- Only approved within the scope of job readiness/life skills training as outlined above

#### **Services to clients on Furlough:**

- A maximum of 4 hours per month of support may be provided to clients and employers who are currently on furlough due to COVID-19 from their employment.
- This type of communication may include:
  - Contacting the client to provide information about their employment and provide encouragement
  - Contacting an employer to plan for when the client returns to work
  - Assisting clients to apply for Unemployment Insurance Benefits
- The following methods of communication are approved for clients who are on furlough:
  - Live video conferencing such as Zoom, Google Hangouts, Skype, Facetime, etc.
  - Live video conferencing is the preferred method of communication. However, when live communication is unavailable, telephone contact with the client may be utilized.

## **PSYCHOLOGICAL SERVICES**

### **Assessments and Evaluations:**

- Therapists may conduct assessments via telecounseling provided they have the materials and access necessary to complete the required portions of assessment authorized by counselor

### **Individual Counseling Sessions:**

- Counselors may, through advanced agreement with the therapist, allow for therapy via phone or live video format, as a temporary measure
- The client must have viable and private access for their session
- Therapy through text or email is NOT approved
- This can be provided under currently authorized therapy services but the counselor should document as a case note in AWARE that this has been discussed and agreed upon

## **RATES**

Rates for teleservices remain the same as services delivered in person. These rates are defined in Client Service Manual Chapter 12, Appendix B.

## **POINTS OF CONTACT**

- For CRP Services: Jason Bennington at: [jbennington@utah.gov](mailto:jbennington@utah.gov)
- For Psychological Services: Christine Anderson at: [christineanderson@utah.gov](mailto:christineanderson@utah.gov)