



State of Utah
Department of Workforce Services
COMMUNITY REHABILITATION PROGRAM (CRP)
SERVICE AGREEMENT FORM

Section I: Organization Information

Name of Company: _____

Business License #: _____

Licensing Entity (city/state): _____

Contact Name: _____

Address: _____

Corporate Address: _____

Phone Number: _____

Email: _____

Type of Organization: Educational Institution Mental Health Provider
 Residential Program Employment Services Only

Type of Ownership (Check all that apply): Individually Owned Partnership
 Corporation Government
 For Profit Nonprofit

Length of time program/organization has been in operation: _____

Are there any pending legal actions against this organization/program?

No Yes (please explain):

Have any employees of the company been convicted of a felony offense in the past five years?

No Yes (please explain):

Have any employees of the company been convicted of a misdemeanor offense in the past five years (excluding minor traffic offenses)?

No Yes (please explain):

List the name of the liability insurance company used for this organization/program (attach a copy of the certification):

Services Provided (Check all that apply):

- Customized Employment (includes discovery, job development, job placement, and job coaching)
- Supported Job Based Training (includes work strategy assessment, job development, job placement, and job coaching)
- Supported Employment (includes work strategy assessment, job development, job placement, and job coaching)
- Work Readiness/ Life Skills Training
- Temporary Work Experiences (includes job development, job placement, and job coaching)
- Work-Based Learning Experiences (includes site development and workplace readiness training)
- Community Service Brokering
- IPS Model for Supported Employment (includes career profile, job development, job placement, and job coaching)

Section II: Terms and Conditions

All parties and all services performed under this Agreement, will comply with all applicable federal and state constitutions, laws, rules, codes, orders, and regulations. CRPs must:

- Provide and maintain worker's compensation and professional liability insurance.
- Provide services in an ethical, professional, and timely manner in accordance with the Utah State Office of Rehabilitation (USOR) CRP Code of Ethics (Attachment D).
- Acquire and maintain all appropriate business licenses.
- Notify the Utah State Office of Rehabilitation within 10 business days of any material change or revocation of a license or certificate required to provide agreed upon services.
- Report to the Utah State Office of Rehabilitation within 10 days any action or investigation by the Division of Consumer Protection of which you become aware.
- Accept technical assistance provided by the Utah State Office of Rehabilitation and Utah State University.
- Ensure that any onsite services are provided in a building that complies with the guidelines for accessibility in the Architectural Barriers Act of 1968, the Americans with Disabilities Act of 1990 and section 504 of the Rehabilitation Act of 1973.
- Maintain adequate and appropriate policies and procedures to prevent fraud, waste and abuse.
- Ensure that any onsite services shall comply with state and local health and safety standards.
- Maintain strict confidentiality of all information concerning clients and shall release such information only to the Utah State Office of Rehabilitation or with prior written consent is provided by the client.

- Make records available, when requested, to designated Utah State Office of Rehabilitation staff to evaluate the effectiveness of services, adherence to Utah State Office of Rehabilitation standards, resulting rates of employment and other employment outcome related factors.
- Follow the rules of the Civil Rights Act and Section 188 of WIOA by providing an environment that is free from unlawful harassment based on race, religion, national origin, color, sex, age, disability, or other protected class.
- Not use the Department of Workforce Services' logos, or market, advertise, or imply the existence of a relationship with the Department of Workforce Services, without express written approval by the Department of Workforce Services.
- Not solicit or recruit on Department of Workforce Services' premises without Department of Workforce Services approval.
- Not expect or require a minimum number of Department of Workforce Services referred clients.

Section III: Specific Responsibilities and Review Standards

CRPs must comply with the Utah State Office of Rehabilitation's policies and procedures as described in USOR's Client Service Manual including:

- Ensure all employees acting as Employment Specialists successfully complete the Association of Community Rehabilitation Educators (ACRE) training prior to providing assessment, development and placement services to VR clients.
- Ensure all employees acting as Job Coaches will successfully complete an approved workplace support training prior to working one-on-one with VR clients.
- Ensure that all Employment Specialists complete 10 hours of approved Continuing Education Units (CEUs) and all Job Coaches complete at least 5 hours of approved CEUs annually. Employment Specialists and Job Coaches must complete 1 hour of ethics credit annually as part of their 10 or 5 credit requirement.
- Utilize USOR forms for required reports.
- Provide monthly written reports by the 15 day of the following month to the VR Counselor on client progress utilizing the appropriate USOR form.
- Meet with the client and VR Counselor every 90 days during the job development phase.
- Provide accurate, monthly invoices by the 15th day of the following month.
- Only provide services which have been agreed upon in advance and for which a specific, written authorization from the Utah State Office of Rehabilitation has been provided.

AND, in addition, CRPs must meet the following performance expectations:

- Contact the client within 2 working days of receiving a referral.
- Schedule follow-up meetings within the time period requested by the VR Counselor and client and required by policy.

- Notify the VR Counselor as soon as possible if the client is not engaging in services or if an issue needs resolution.
- Communicate on a regular basis with the client and VR Counselor (minimum of monthly) and work to resolve issues, or disagreements in a timely manner.
- Achieve at least a 55.8% annual placement rate for clients referred for services January 1, 2020 through December 31, 2021.

By signing this agreement, I am agreeing to all process guidelines outlined in the USOR Client Service Manual including the approved fee schedule for services and responsibilities and review standards in this agreement. I further understand that failure to meet the requirements as described by this agreement may result in the suspension of future service payments by the Utah State Office of Rehabilitation.

Organization Representative:

Signature: /s/ _____

Print Name: _____

Title: _____

Date: _____

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals who are deaf, hard of hearing, or have speech impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

Attachment A
COUNTIES SERVED

- | | | | |
|-----------------------------------|------------------------------------|-------------------------------------|----------------------------------|
| <input type="checkbox"/> Beaver | <input type="checkbox"/> Box Elder | <input type="checkbox"/> Cache | <input type="checkbox"/> Carbon |
| <input type="checkbox"/> Daggett | <input type="checkbox"/> Davis | <input type="checkbox"/> Duchesne | <input type="checkbox"/> Emery |
| <input type="checkbox"/> Garfield | <input type="checkbox"/> Grand | <input type="checkbox"/> Iron | <input type="checkbox"/> Juab |
| <input type="checkbox"/> Kane | <input type="checkbox"/> Millard | <input type="checkbox"/> Morgan | <input type="checkbox"/> Piute |
| <input type="checkbox"/> Rich | <input type="checkbox"/> Salt Lake | <input type="checkbox"/> San Juan | <input type="checkbox"/> Sanpete |
| <input type="checkbox"/> Sevier | <input type="checkbox"/> Summit | <input type="checkbox"/> Tooele | <input type="checkbox"/> Uintah |
| <input type="checkbox"/> Utah | <input type="checkbox"/> Wasatch | <input type="checkbox"/> Washington | <input type="checkbox"/> Wayne |
| <input type="checkbox"/> Weber | | | |

Attachment D CRP CODE OF ETHICS

Community Rehabilitation Program Ethics

The ethical code for Community Rehabilitation Programs (CRP) in Utah is intended to provide guidance and outline ethical obligations. It does not always prescribe the specific actions which must be taken to meet these obligations and may occur at the micro level for an individual employment specialist or job coach or as a collective CRP. Ethical standards apply to all actions across a variety of contexts carried out by a Community Rehabilitation Program provider regardless of an individual's role within the program.

The Utah State Office of Rehabilitation (USOR) and CRPs follow the general guiding principles set by the Council on Rehabilitation Counselor Certification.

The General Principles of ethical behavior:

- Autonomy - To respect the rights of clients to be self-governing within their social and cultural framework
- Beneficence - To do good to others; to promote the well-being of clients
- Nonmaleficence - To do no harm to others
- Fidelity - To be 'faithful;' to keep promises and honor trust placed in rehabilitation counselors
- Justice - To be fair in the treatment of all clients; to provide appropriate services to all
- Veracity - To be honest

Ethical Values:

- Respect for People's Rights and Dignity
- Ensuring the integrity of all professional relationships
- Acting to alleviate personal distress and suffering
- Enhancing the quality of professional knowledge and its application to increase professional and personal effectiveness
- Appreciating the diversity of human experience and culture
- Advocating for the fair and adequate provision of services

During the course of business, CRP employees may encounter ethical dilemmas. According to Roessler and Rubin (2006) an ethical dilemma is present when:

A choice must be made between two courses of action

1. There are significant consequences associated with taking either course of action
2. Each of the two courses of action can be supported by one or more ethical principles
3. The ethical principles supporting the unchosen course of action will be compromised

When an ethical dilemma arises, consultation is required and should follow a progressive pathway that begins at the local level and then escalates as needed to ensure the most appropriate course of action is taken. To do this, USOR recommends CRPs and their employees discuss ethical dilemmas within your agency and with the Vocational Rehabilitation (VR) Counselor. If you are unable to get resolution to your dilemma, or at any time you desire USOR administrative oversight, you may submit your ethical question to crp@utah.gov.

Within these General Principles and Values, USOR outlines the following code of ethics to guide ethical decision making for CRP employees.

1. Boundaries of Competence

- a. Employment specialists and job coaches do not attempt to provide services outside the boundaries of their training and education nor do they misrepresent their competencies and areas of expertise. CRPs must ensure that assignments given to each employee is an appropriate match for their knowledge, skills and abilities.
- b. The field of rehabilitation is ever changing as new research emerges about disability and work. Employment specialists and job coaches are responsible for seeking continuing education courses which further their understanding of their role, the clients they serve, and current legislation guiding the field of Rehabilitation.

2. Dual Roles

- a. Employment specialists and job coaches do not engage in a romantic relationship with current clients.
- b. Employment specialists and job coaches do not accept persons with whom they have engaged in a romantic relationship as clients.
- c. Employment specialists and job coaches do not engage in romantic relationships with former clients/patients for at least two years after cessation or termination of services.
- d. Employment specialists and job coaches avoid working with clients in any capacity, which has the potential for dual relationships.
- e. Employment specialists and job coaches do not attempt to operate in more than one professional role with a client.
- f. Employment specialists and job coaches do not engage in personal relationships with clients. In the event that a personal relationship is unavoidable (rural areas potentially), employment specialists and job coaches will seek continual consultation and feedback from the VR Counselor to ensure that they are able to perform their role objectively. For example, an Employment Specialist should not engage in services with a family member or close friend.
- g. Employment specialists and job coaches will avoid engaging in activities that present a conflict of interest or have the potential for harm or exploitation of the client. For instance, it would be unethical for an employment specialist to help a client set up a self-employment business and act also as an investor in that client's business by purchasing equipment and supplies.

3. Confidentiality

- a. CRPs must have protocol in place that safeguards client information. Information about clients is never shared without express permission of the client or his/her legal guardian unless allowed by law. CRPs and their employees will ensure that they have a clear understanding of confidentiality laws and that their practice complies with these laws at all times.
- b. Employment specialists and job coaches do not share information about the client with employers unless given express permission to do so.

- c. Employment specialists and job coaches are mindful of the consequences of disclosure when coaching clients on the disclosure of their disability to potential and current employers.
- d. CRPs exercise control of the information about clients used in all public media and advertising. Client's information must never be used without consent. CRPs are responsible for ensuring that public disclosure of the client information will not cause harm to the client in any way. In order to provide the client with informed choice in the disclosure of their information, CRPs will disclose the purpose of the material and avoid soliciting testimonials from clients who because of their disability are vulnerable to undue influence.
- e. CRPs and CRP employees do not engage in uninvited individual solicitation of business from potential clients. This does not preclude them from advertising their services to potential referral sources.
- f. CRPs that provide training programs have a defined process to protect confidentiality when training facilitation requires clients to disclose personal information in a group or public setting.

4. Assessments

- a. Employment specialists who provide assessments utilize only assessments they have been trained to administer.
- b. Employment specialists select assessments carefully and consider the client's language preferences and disability prior to assessment administration. If the client requires the use of an interpreter to complete the assessment, the employment specialist must inform both the VR Counselor and client that interpreting services are needed.
- c. Employment specialists document their reasons for selection and application of each assessment, any raw data, observations, and conclusions. Employment specialists only report recommendations and conclusions that are substantiated through the assessment results.
 - 1. Example- If a client was unable to complete an assessment due to communication barriers, the Employment Specialist should not interpret the results of the assessment but note that the results were inconclusive. The report should indicate which portion of the assessment was completed, the results and any recommendations for future assessments.
 - 2. Example- If the Employment Specialist is unable to access a situational assessment site, they need to attempt to reschedule and notify the counselor if they are unable to perform a portion of the assessment.
- d. Employment specialists and job coaches terminate services when it becomes clear that the client is no longer benefiting from services or have the potential to be harmed by services, and immediately contact the VR Counselor.

5. Duty to Report (suicide, abuse, neglect, law enforcement, etc.)

- a. CRPs and all CRP employees have a duty to report instances of abuse, neglect, or exploitation as per Utah law (62A-3-305) which mandates any person who has reason to believe that a vulnerable adult is being abused, neglected, or exploited must immediately notify Adult Protective Services or the nearest law enforcement office. In the event of an

emergency, the CRP will call 911 and then inform the VR counselor of the situation. If the concern is a non-emergency, the CRP will contact the VR Counselor and Adult Protective Services.

- b. CRPs and all CRP employees are responsible for reporting instances of self-harm or suicidal ideation. In instances in which harm is immediate, the CRP will contact 911 and inform the VR counselor. When danger is not immediate, the CRP will consult with the VR counselor to locate resources and ensure the client's safety.

Filing an Ethical Complaint

The process for filing an ethical complaint is to submit a brief description of the event(s) that occurred, the ethics believed to have been violated, and your contact information to crp@utah.gov.

Once the concern is submitted, it will be reviewed by the Employment Support Services Specialist and Supported Employment Coordinator who will conduct interviews to gather additional information as needed. The Supported Employment Coordinator will then recommend the action warranted by the severity of the ethical violation and inform the accused party via letter. The letter will include information for appealing the recommended action including the contact information for the VR Assistant Director as well as the time allotted for the appeal request. If the accused party elects not to appeal, the recommended action will be implemented without further input. However, should the accused party request an appeal, the final determination will be issued by the VR Assistant Director.