



# IPMG Professional Development Webinar: Revisions to the Vocational Rehabilitation (VR) Employment Services Model - Q&A

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**Please note:** The questions answered within the time constraints of this webinar are below. If you asked a question that has not yet been answered, VR is compiling a list of all questions asked during the trainings around the state and will be posting a Q&A on their website at <http://www.in.gov/fssa/ddrs/2636.htm>.

| Question  | Answer   |
|---|--|
| There is a "rumor" about paid shadowing for participants. Please address/end rumor. Thank you.  | The participant would not be paid for shadowing opportunities.   |
| What about people who are currently employed but who may want to explore new jobs? Could they access discovery without quitting their job and opening a new case? | If the consumer is eligible they can work with the VR counselor. They will need to reapply.  |
| Jeff, does Job Readiness Training have any limitations on timeline?   | There are not any specific limitations but the plan should indicate timelines.   |
| Can you define soft skills?   | This would relate to functional performance such as communication, professionalism, interpersonal skills, conflict resolution, etc. All of these services must be tied to an employment goal and be identified as a barrier to employment. |

| Question   | Answer  |
|--|---|
| <p>I got to listen in a little late. Perhaps you covered. When a client walks in for the first time, is there a preliminary phase of evaluation that determines if the client will be "employable" at all. It seems that sometimes the VR counselor may say the client cannot be served at all. What is the first phase called when the client is evaluated and then determined to be not eligible for services?</p> | <p>Refer to eligibility criteria. This can be obtained on the VR website in the policy and procedures manual.</p>   |
| <p>Has the barrier of transportation been addressed formally with the new policy / rates / services?</p>   | <p>This is a national barrier. Nothing has changed in regards to transportation that VR would provide. If a need or service has been identified, VR can provide transportation or reimbursement for transportation services.</p>  |
| <p>If someone who is using SEFA needs some extra support and the team is asking for VR to step in, do we call VR like a normal referral to get this process started?</p>   | <p>The team should ask some questions such as: has there been a change or situation that would require additional support? This is individualized based on the consumer's needs. Consumers with the most significant disabilities will most likely need ongoing support funded through other resources.</p> |
| <p>I know that VR counselors have large caseloads. Will their caseload sizes be decreased so they can participate more in the team approach?</p>   | <p>The VR Case Coordinators will be able to assist the VR counselor with data, paperwork, to allow the counselor to focus on counseling and guidance with the consumers. Always looking at field staffing.</p>  |
| <p>Can you explain the role of the case manager throughout the process? Involved through whole process or just when transitioning to extended services?</p>  | <p>The CM can be as involved as the consumer wants them to be. It's always beneficial for the entire team to be involved, especially for those that may have greater barriers. The CM will be involved in the transitioning to extended services.</p>   |