

# Chapter 314: Services to Groups

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Vermont Division of Vocational Rehabilitation  
Policy and Procedures Manual

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## Section 1: Definitions

- A) **“Services to Groups”** means vocational rehabilitation (VR) services for groups of individuals with disabilities that are not related directly to the Individualized Plan for Employment (IPE) of any one individual.
- B) **“Business Account Management Services”** means a set of services designed to coordinate employer outreach across programs including use of local teams, information technology, and shared marketing efforts.
- C) **“Business Account Manager”** means a staff person who develops employer and business contacts on behalf of a variety of human service programs providing employment services for individuals with disabilities.

## Section 2: General Policy

- A) DVR can provide services to groups that have the potential to contribute substantially to the rehabilitation of a group of individuals, but that are not related directly to the Individualized Plan for Employment of any one individual. If DVR provides services to groups, the agency must maintain information to ensure the proper and efficient administration of those services. This would include:
  - 1) The types of services provided;
  - 2) The costs of those services; and
  - 3) Estimates of the numbers of individuals benefiting from those services.
- B) DVR must also develop and maintain written policies covering the nature and scope of each of the vocational rehabilitation (VR) services it provides under services to groups and the criteria under which each service is provided.
- C) Before establishing a services-to-groups program, DVR must provide the State Rehabilitation Council (SRC) information on the types of services provided, the costs of those services, and the estimated number of individuals who will benefit from those services. In addition, DVR must receive the approval of the SRC before implementing a new services-to-groups program.
- D) Annually, the SRC will review the administration of all DVR services-to-groups programs to ensure that the design and implementation is consistent with the purpose and intent of the Rehabilitation Act.

## Section 3: Specific Services

### Business Account Management Services

- A) Business account management services are activities designed to facilitate coordination of employer outreach across programs providing vocational services for individuals with disabilities. The goal of these services is to develop and expand employer contacts on

behalf of a number of programs serving individuals with disabilities including: the vocational rehabilitation program; supported employment programs serving individuals with developmental disabilities and mental illnesses; JOBS programs serving youth with severe emotional and behavioral disabilities; adults with disabilities served through the State TANF program; and adults with disabilities exiting the correctional system.

- B) All of the above programs have employment specialists and/or job developers in local communities. The DVR Business Account Manager's role is to help coordinate those efforts, reduce redundancy and increase employment opportunities for individuals served across local programs. In addition, the Business Account Manager's role is to develop new employer contacts on behalf of all the above local programs.
- C) Business account management services also include infrastructure activities related to the coordination of employer outreach, including account management tracking systems, marketing efforts, and administrative support.

### Gas Cards and Phone Cards

- D) DVR can provide gas cards and phone cards under services to groups for DVR applicants and DVR consumers under the following circumstances:
  - 1) **To assist DVR applicants to engage in DVR services:** Individuals in the early stages of applying for DVR services may need money for gas or a phone card to engage in services. DVR staff can provide a gas or a phone card to provide immediate assistance to the applicant.
  - 2) **To provide immediate assistance for DVR consumers in completing their plan for employment:** Services to groups allows the VR counselor to provide a gas card or a phone card at short notice, without the requirement to amend the IPE to add the service.
- E) Providing gas cards and phone cards under services to groups is intended to allow the VR counselor the flexibility to respond to the immediate needs of consumers. Because services to groups are not tied back to an individual consumer in DVR's case management system, this option should be the exception, not the rule, for these services. This option should not be used for planned services included in an IPE. If money for gas or phone cards is part of an IPE, those services should be authorized and paid through imprest cash or payment to a vendor and tracked in the case management system.
- F) In general, a DVR applicant or consumer should only receive a maximum of \$100 in gas money or phone cards under services to groups. If services exceed this amount, they should be authorized and paid through imprest cash or payment to a vendor, and the IPE should be amended to reflect the new service.

### Standards for Exception for Service to Groups Guidelines

- G) The Division Director or designee may grant exceptions to the spending and duration guidelines for this Chapter if:

- 1) The consumer lacks a bank account and check cashing options are limited;
- 2) Any delay may affect an employment opportunity for the consumer.