



EDUCATION and WORKFORCE DEVELOPMENT CABINET
Department of Workforce Investment

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SERVICE FEE MEMORANDUM

TO: Office of Vocational Rehabilitation Staff
Client Assistance Program Administrator

FROM: Cora McNabb
Executive Director
Office of Vocational Rehabilitation

THROUGH: Pat Selch
Central Office Administrator
Office of Vocational Rehabilitation

Teresa Brandenburg
Community Rehabilitation Program Administrator
Supported Employment/Community Rehabilitation Branch

DATE: September 30, 2014

RE: Life Skills Coaching

This Service Fee Memorandum outlines the fee to be paid for Life Skills Coaching. Please note that this Service Fee Memorandum also applies to Professional Organizational Services.

Life Skills Coaching is working one on one with individuals with severe disabilities to prepare these individuals to function more successfully on the job and in life. The focus will be primarily on the "soft skills," the lack of which often causes consumers not to obtain or to lose jobs. Life Skills Coaching will exist to serve individuals who need individualized services rather than a traditional work adjustment program.

Issues that will be addressed during the coaching will include, but are not limited to:

- Basic social skills such as proper eye contact and proper conversation;
- How to be involved in the community and why it is important; developing a crisis plan;
- Coping with the disability on the job;
- Interviewing skills to include grooming and hygiene;
- How to speak properly to a manager;
- Requesting accommodations;
- Requesting time off;
- Addressing a problem on the job;
- How to properly resign from a job;
- Financial management; and
- Instruction in time management.

Life Skills Coaching will be provided on a per session basis, as the number of sessions required will vary based on each consumer's individual needs. Although the expectation is that the sessions will be primarily delivered on a face-to-face level, when appropriate it will be acceptable to conduct the coaching by e-mail, text mail, telephone call, or other such media. When delivered in this manner, the service will be tracked in 15-minute increments.

The service is payable upon provision of service and receipt of report documenting the date, number of hours provided or when appropriate in 15 minute increments, and description of service provided. In addition, the report must include the issue(s) that was addressed and the progress made toward resolving the issue(s). The Office of Vocational Rehabilitation prefers that authorization be made in six session blocks not to exceed 18 without approval.

Vendor Requirements:

All Life Coaches must have a Bachelor's degree in a related field to include Vocational Rehabilitation, Guidance and/or Counseling, Sociology, Social Work, Special Education, Education with emphasis in Vocational Counseling, or related field with at least two years of experience working with individuals with disabilities, or be a Certified Rehabilitation Counselor. The Professional and Master level coaches must have successfully completed an accredited training program for certification (either International Coach Federation or Center for Credentialing & Education).

Requests for be a Life Skills Coach must be reviewed and approved by the Central Office Administrator responsible for fees and Service Fee Memoranda. It is the Life Coach's responsibility to verify credentials and experience to establish their rate. This can be verified with copies of credentials and logs of direct contact hours. Generally, the service will be billed in one-hour blocks at the hourly rate indicated below and is based on the credentials, experience and expertise of the Life Coach as outlined below.

Fee Schedule

The Community Rehabilitation Program budget may be utilized for this service if approved by the consultants for Community Rehabilitation Program/Supported Employment. If provided to a consumer who is not being served by a Community Rehabilitation Program, it would be charged to the Counselor Budget. The maximum number of sessions to be provided is 18. More sessions can be provided but must be approved by either the Branch Manager or the Supported Employment Consultant, depending on the budget used.

1. Associate Life Skills Coach

- Bachelor degree in related field and 100 hours of direct client coaching.
- Expenditure Code: 32H
- Fee: \$30 per hour (\$7.50 per 15 minutes)

2. Professional Life Skills Coach

- Bachelor's degree in related field, 750 hours of direct client coaching, and completed accredited training program with certification.
- Expenditure Code: 32H
- Fee: \$45 per hour (\$11.25 per 15 minutes)

3. Master Certified Life Skills Coach

- Bachelor's degree in related field, 2500 hours of direct client coaching, 200 hours coaching a specific training, and completion of accredited training program with certification.
- Expenditure Code: 32H
- Fee: \$60 per hour (\$15 per 15 minutes)