

# JOBS UPDATES

## Job Opportunities and Basic Skills Program

WORK VERIFICATION POINTS UPDATES

NOVEMBER 2017

### Appropriate use of ME and RA steps in TRACS

There are many options in the TRACS drop down menu for *Step Types* and some options are very similar. It is important to make sure that we are using the appropriate Step Type so that data is accurately reflecting the case plan created with the participant. The steps for Medical-Related Services (ME) and Rehabilitative Services (RA) are often confused with each other or misused.

#### Definitions and Best Practices:

Medical-Related Services– activities to help participants identify and treat medical conditions that prevent or limit their employability and self-sufficiency.

Rehabilitative Services– activities that provide medical or therapeutic screenings, assessments, and treatment. This activity also includes medical management and support groups.

#### Examples of ME activities:

- Appointments to evaluate medical issues
- Medical screenings
- Assessments
- Brokering for evaluations through Administrative Medical services
- Consultations and staffing with medical providers and Public Health staff
- Brokering for medical treatment and accommodations
- Other services to identify and address medical conditions

#### Examples of RA activities:

- Therapeutic screenings, assessments, and treatment
- Physical, speech or occupational therapy
- Medical management, pain management
- Support groups

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### Case Study Examples:

#### Case Study: Gena

Gena reports to her family coach that she has injured her shoulder and requires surgery. She explains that she has a pre-operation appointment scheduled for next week and out-patient surgery scheduled for a month from now. Prior to her injury had an open JO step in TRACS and was actively searching for work and attending weekly workshops offered by the JOBS contractor. Gena states that she does not think that she is able attend JOBS workshops or look for work until she recovers from her injury. The family coach updated Gena's Personal Development Plan (PDP) on TRACS by closing the JO step and opening an ME step for the next 30 days. The family coach explains to Gena that her case plan will be revisited after her surgery.

Gena and her family coach meet again after her back surgery. Gena stated that she is expected to attend weekly physical therapy sessions to build her strength and range of movement. Gena states that the physical therapy is scheduled out for the next 90 days, at which point her status will be reviewed to see if she should continue attending physical therapy weekly. The family coach updates the PDP on TRACS by closing the ME step and opening an RA step to reflect the physical therapy appointments.

#### Case Study: Naomi

Naomi applied for TANF after having a stroke. When meeting with her family coach, she states that she has applied for SSI due to her medical conditions. The family coach submits a referral for the SFPSS program. Naomi also states that she has many medical related appointments. She states she attends physical therapy appointments twice per week, pain management and check-ups with her doctor monthly, and sees specialists as needed. Naomi wants her case plan to focus on her SSI application process and her medical and therapy appointments. The family coach opens RA and SS steps on Naomi's PDP on TRACS.

*Further guidance on ME and RA can be found in the Family Service Manual, Employment & Self-Sufficiency Services – Table of Contents, D. Self-Sufficiency and Intervention Services.*