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CNMI Office of Vocational Rehabilitation

"Together we can build a future"



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Office of Vocational Rehabilitation, OVR

Vocational Rehabilitation

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INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

- PLAN**
- CONTRACT**
- AGREEMENT**

Summary Report for: 53-2031.00 - Flight Attendants

Provide personal services to ensure the safety, security, and comfort of airline passengers during flight. Greet passengers, verify tickets, explain use of safety equipment, and serve food or beverages.

Sample of reported job titles: Flight Attendant; Flight Attendant and Union Safety Chairperson; Flight Attendant, Inflight Services; Flight Attendant/Air Transportation Supervisor; Flight Attendant/Inflight Manager; Flight Attendant/Inflight Supervisor; In-Flight Crew Member; International Flight Attendant; Lead Instructor/Flight Attendant; Purser

View report: **Summary** Details Custom

[Tasks](#) | [Tools & Technology](#) | [Knowledge](#) | [Skills](#) | [Abilities](#) | [Work Activities](#) | [Detailed Work Activities](#) | [Work Context](#) | [Job Zone](#) | [Education](#) | [Credentials](#) | [Interests](#) | [Work Styles](#) | [Work Values](#) | [Related Occupations](#) | [Wages & Employment](#) | [Job Openings](#) | [Additional Information](#)

Tasks

5 of 22 displayed

- Verify that first aid kits and other emergency equipment, including fire extinguishers and oxygen bottles, are in working order.
- Direct and assist passengers in emergency procedures, such as evacuating a plane following an emergency landing.

Components of the IPE

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- **JOB/CAREER GOAL**
 - **SERVICES**
 - **PROVIDERS**
 - **TIMELINE**
- **COMPARABLE BENEFIT PROVIDERS**
- **RIGHTS AND RESPONSIBILITIES**
INCLUDING CAP INFORMATION



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INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

<input type="checkbox"/> Title I	<input type="checkbox"/> Original	4	Scheduled Annual Review Date:	3/1/2017
<input checked="" type="checkbox"/> Title VI, Part B (SE)	<input checked="" type="checkbox"/> Amendment #			

Consumer Name:

Colleen F. Diaz

Case #:

9999-TR

VOCATIONAL OBJECTIVE: Flight Attendant

(Note: Must be specific in terms of occupational title and chosen by the consumer consistent with his/her unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice, and to the maximum extent appropriate, results in employment in an integrated setting)

INTERMEDIATE OBJECTIVES:

The consumer, or consumer's representative, acknowledges being given informed choice in the establishment of these intermediate objectives, and further agrees to accomplish these intermediate objectives, which will demonstrate cooperativeness under which Vocational Rehabilitation goods and services described in this IPE will be provided.

Intermediate Objectives (to be accomplished during IPE):

1. Consumer will enroll in NMC and take 2 yrs of Japanese and pass.
2. Consumer will participate in WET/OJT.
3. Consumer will renew Medicaid Card.
4. Consumer will participate in relevant trainings available in the community
5. Consumer will actively participate in plan and update VRC on a monthly basis.

Comparable Benefits Providers:

1. FASFA
2. Family
3. Medicaid
4. NMPASI
- 5.

SERVICES AND PROVIDERS:

	% Comp Benefit Amount	% Agency Amount	% Consumer Amount	Begin Date	Projected End Date
Job Coach Vendor: Pinnacle Staffing other vendor	0	100	0	3/1/16	3/1/17
Job Exploration Training (WET/OJT)	OJT (Employer Reimbursement)	WET (OVR)	0	3/1/16	3/1/17
Information and Referral	0	100	0	3/1/16	3/1/17
Counseling and Guidance	0	100	0	3/1/16	3/1/17
Job Placement Vendor: WIA/OVR/Self	50	25	25	3/1/16	3/1/17
Other Job Related Services (Police Clearance/Drug Test) Vendor: Superior Court/ DLS)	0	100	0	3/1/16	3/1/17
Registration, Testing, Tuition & Fees Vendor: NMC and other	Scholarship Grants	Balance - OVR	0	3/1/16	3/1/17
Books & Supplies Vendor: NMC Bookstore or other	Scholarship Grants	Balance - OVR	0	3/1/16	3/1/17
Other Training Opportunities Vendor: NMC/NMTI/Pinnacle Staffing/ UCCED or other	Scholarship Grants	Balance - OVR	0	3/1/16	3/1/17
Job Follow-up	0	100	0	3/1/16	3/1/17
Educational Coach (School of Education)/Vendor: NMC or other	100	0	0	3/1/16	3/1/17
Tutoring and <u>Notetakers</u> or other accommodations/ Vender: DSS or other	100	0	0	3/1/16	3/1/17
Transportation Vendor: COTA/Taxi Service	0	100	0	3/1/16	3/1/17

INDIVIDUALIZED PLAN FOR EMPLOYMENT RIGHTS AND RESPONSIBILITIES

CONFIDENTIALITY

All information provided to the Office of Vocational Rehabilitation (OVR) is kept confidential. Information is used for purposes directly connected with the administration of the Vocational Rehabilitation Program. With few exceptions, all other uses of personal information are not shared except with written authorization from you or from your authorized representative.

RIGHT TO APPEAL

This is your rehabilitation program as developed and planned with you. It contains the steps and services that we will follow together to assist you in reaching your vocational goal. You or your representative will be fully advised of any change in your program.

If you are dissatisfied with any determinations made by a rehabilitation counselor or case services manager concerning the furnishing or denial of services, or believe that discrimination has been practiced, you may appeal to the Director, Office of Vocational Rehabilitation located at Navy Hill, House = N-2, Tel. = 322-6538, TTY = 322-6449. Requests for a review or a fair hearing must be completed within sixty (60) days from the date you received notice of the decision.

INFORMED CHOICE

It is the policy of the OVR that its Vocational Rehabilitation (VR) programs "must provide applicants and individuals eligible for VR services with the opportunity to exercise informed choice throughout the VR process, including making decisions about the employment goal, VR services, and service providers, settings for employment and service provision, and methods for procuring services. To enable an individual to make such decisions, the OVR must provide information, support and assistance needed by the individual. The OVR have the responsibility to implement policies, procedures, and practices, and to develop resources that enable applicants and individuals eligible for VR services to exercise informed choice throughout the entire VR process; these policies, procedures, and practices must be consistent with Federal statutory and regulatory requirements." Individuals who are applicants or eligible for VR services must be active and full partners in the VR process, making meaningful and informed choices. The informed choices made by individuals are not binding but must be seriously considered by the VR programs in the development and provision of services.

CLIENT ASSISTANCE PROGRAM

The purpose of the Client Assistance Program (CAP) is to provide assistance in informing and advising the OVR consumers and applicants of all available benefits under the Rehabilitation Act of 1973, as amended. CAP also seeks to assist OVR applicants and consumers, when requested, in their relationships with projects, programs, and facilities providing services to them under the Rehabilitation Act. This includes assistance in pursuing legal, administrative or other appropriate remedies to ensure the protection of the rights of consumers under this program.

The Client Assistance Program (CAP) may be contacted at (670) 235-7273/7274 (VOICE), (670) 235-7278 (TTY), or (670) 235-7275 (FAX). CAP is under the Northern Marianas Protection & Advocacy Systems, Inc. (NMPASI) located at Chalan Pale Arnold Road, Middle Road Gualo Rai, Saipan. The mailing address is P.O. Box 503529, Saipan, MP 96950.

REVIEW OF PROGRESS

This Individualized Plan for Employment (IPE) will be reviewed at least every 90 days or more frequently as needed. Reviews may be initiated by the Office of Vocational Rehabilitation or by the consumer (or his/her authorized representative). Reviews will determine if there is progress towards the determination of eligibility and the nature and scope of services needed to achieve an employment outcome from vocational rehabilitation services. If at the end of the IPE it is determined that there is no longer a reasonable expectation of employment as a result of services, the counselor will be required to terminate services and to close the case.

COST/COMPARABLE BENEFITS

The policy of the OVR is to make every effort to provide the highest quality of service at the most reasonable cost. OVR must make full use of comparable benefits prior to provision of vocational rehabilitation services except when comparable benefits are not adequate, timely or would interfere with the IPE. By doing this, the OVR is able to conserve limited funds and thereby is able to serve more people. Consumer participation in the purchase of services is also accepted when appropriate.

FINANCIAL PARTICIPATION

The Federal regulations governing the vocational rehabilitation program give the OVR the option to consider the financial need of individuals with disabilities when determining who should pay for the cost of rehabilitation services except for those individuals who receive SSI or SSDI, NAP, and whose annual income is less than 330% of Federal HHS Poverty Guidelines, or was not required to file a Federal income tax return the year prior to application. The OVR will measure benefits and income to determine the extent of their participation in the cost of their services. In this way, the OVR's resources can be targeted to individuals most in need. An individual's financial participation must be determined before the OVR can fund any service. Financial participation must be determined at least once annually and whenever there is a change in the financial status of the individual, a dependent of the individual, and/or the person(s) claiming the individual as a dependent.

PRE-AUTHORIZATION STATEMENT

The OVR will not pay for any service that your counselor *has not pre-authorized for in writing*. If your counselor approves a medical examination only, *it is not an approval for treatment or surgery*. When a doctor, hospital, merchant, or other vendor, *has not received advance approval from your counselor, you will be responsible to pay for any goods or services incurred*.

INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

- I have developed my IPE, or have fully participated in its development.
- I have selected the specific Vocational Objective, services, service providers, settings and methods for arranging for services.
- My Vocational Objective reflects my strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.
- I understand that my VRC has the responsibility to review, evaluate, and make a determination regarding approval of my IPE.
- My VRC has reviewed my rights and responsibilities with me.
- I understand that my IPE will be reviewed and evaluated periodically, at least annually, as defined in the IPE.
- If changes need to be made to the IPE, my VRC and I will discuss the changes and I will sign an amendment.
- I understand that failure to cooperate and/or make a reasonable effort to carry out my IPE may result in the closure of my case and loss of further services.
- Other:

Consumer/Authorized Representative

Date

VR Counselor

Date

Acknowledged:

Case Services Manager

Date

OVR Director

Date

Annual Review Acknowledgement: IPE reviewed on this date:

Consumer/Authorized Representative

Date

Important Facts

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- Vocational rehabilitation services can only be provided in the context of an approved IPE.
- Services received prior to IPE approval is the responsibility of the consumer.
- Considers the consumer's interests, skills, abilities, capabilities, and informed choice.

Who develops the IPE?

Consumer may get assistance from:



- VR Counselor
- Parent, guardian, or authorized representative
 - Other suitable professionals
 - Self

A majority of IPEs are developed by the consumer and VR counselor.
All IPEs must be mutually agreed upon.

When is the IPE developed

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WIOA

CNMI OVR Policy

**90
days**

**60
days**

****within eligibility determination****

IPE and the IEP



For OVR consumers who are students with disabilities receiving Special Education services:

- IPE developed in consideration of the student's IEP
- Pre-employment transition services for students between 16-21 years old

SERVICES AND PROVIDERS:

	% Comp Benefit Amount	% Agency Amount	% Consumer Amount	Begin Date	Projected End Date
Pre-Employment Transition Services Vendors: Various Local agencies				4/8/15	4/7/16
1. Job exploration counseling	0	100	0	4/8/15	4/7/16
2. Work-based learning experiences (e.g., WET/OJT)	WIA	OVR	0	4/8/15	4/7/16
3. Counseling on post secondary educational opportunities at NMC	0	100	0	4/8/15	4/7/16
4. Workplace readiness training including social skills and IL	Transitional Coalition	OVR	0	4/8/15	4/7/16
5. Instruction on self-advocacy	Transitional Coalition	OVR	0	4/8/15	4/7/16
Job Coach Vendor: Pinnacle Staffing other local vendor	0	100	0	4/8/15	4/7/16
Transportation Vendor: COTA	0	100	0	4/8/15	4/7/16
Medication Vendor: PHI	Medicaid (if applicable)	Balance	0	4/8/15	4/7/16
AT Device Vendor: As advised by AT	Medicaid (if	Balance	0	4/8/15	4/7/16

IPE and Informed Choice

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Consumers need good information to make good decisions:

- Vocational goals
- Services and providers

(Informed Choice \neq Consumer Choice)

Types of information:

Costs

Types of services

Accessibility

Satisfaction with services

Duration of services

Qualification of service provider

Degree to which services are provided in integrated settings

IPE and Financial Participation

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Consumers may be required to contribute to the cost of their VR services, to seek and apply for comparable benefits to help pay for the cost of services.

However,

Consumers who are recipients of SSI, SSDI, or other general public assistance are exempt from financial participation.

VR Services Exempt from Financial Participation

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- An assessment for determining eligibility and rehabilitation needs
 - VR counseling and guidance
 - Structured job search
- Information and referral to secure needed services from other agencies
- Interpreter or translator services
 - Reader services
- Rehabilitation teaching services and orientation & mobility services
 - Job-related services
- Independent Living and Older Blind (ILOB) services
 - On-the-job training
- Transition services for students with disabilities
- Supported employment services
 - Transportation
 - Personal assistance services
 - Technical assistance services
 - Rehabilitation technology

Gualo Rai

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**Client Assistance Program
Northern Marianas Protection & Advocacy
Systems, Inc. (NMPASI)**

NMPASI

Northern Marianas Protection and Advocacy Systems, Inc.

HOME

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INDEPENDENCE

Should be a Common Wealth



STATEMENT OF GOALS AND PRIORITIES (FY 2015)

NMPASI, a local non-profit organization, administers grant programs from the U.S. Department of Health and Human Services (DHHS)/Center for Mental Health Services (CMHS)/Substance Abuse and Mental Health Services Administration (SAMHSA), the Administration on Developmental Disabilities (ADD), and the Human Resources Services Administration (HRSA), the U.S. Department of Education (DOE)/Rehabilitation Services Administration (RSA), and the Social Security Administration (SSA).

- **GOAL 1:** To provide legally-based advocacy services on behalf of individuals with disabilities and their families in the CNMI.

★**Priority 1.1:**

Facilitate appropriate advocacy and provide direct representation for eligible individuals with disabilities in the community (at least one more than the previous



Our Mission:

To Protect the civil, legal and human rights of individuals with disabilities.

WHO CAN RECEIVE CAP SERVICES?

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Individuals with a disability who want to receive or are receiving Vocational Rehabilitation (VR) services or Home Services are eligible for CAP assistance.

CAP can help people obtain answers to questions and resolve issues with VR services, the Home Services Program, Centers for Independent Living, or community rehabilitation programs and workshops. CAP can also provide some guidance and advice on employment issues under the Americans with Disabilities Act, Title I.

PURPOSE OF CAP

The Client Assistance Program (CAP) helps people with disabilities receive quality services by advocating for their interests and helping them identify resources, understand procedures, resolve problems, and protect their rights in the rehabilitation process and employment services.

What services are offered?

CAP will:



- Assist individuals with problems they experience in seeking or receiving services.
- Try to resolve issues at the lowest possible level (such as the local office), using advocacy skills, dispute resolution, and negotiation.
- Assist or represent individuals in their appeals of decisions regarding services and, if necessary, represent them in court.
- Work with the department, community groups, and advocacy organizations to resolve system problems.
- Provide public education programs on the rights of individuals with disabilities and other related areas.
- Provide information and referral to related services.

HOW ARE SERVICES PROVIDED?

- CAP provides services through advocates and attorney.
- All CAP services are free and confidential.
- Must be applying for or receiving VR Services and disputing VR decisions or actions

IPE and Appeals

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Dissatisfaction with determinations:

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graph TD; A["Dissatisfaction with determinations:"] --> B["(1) Informal Dispute Resolution"]; B --> C["(2) Mediation"]; C --> D["(3) Fair Hearing"];
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(1) Informal Dispute Resolution

(2) Mediation

(3) Fair Hearing

Informal Dispute Resolution

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Opportunity to informally resolve concerns or disputes:

- VR Counselor,
- Case Service Manager, and/or
- Director
- Through CAP assistance

(Written request must be received by the OVR Director not later than 30 days after receiving the aggrieved decision.)

Mediation

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- Form of dispute resolution where a trained and neutral third party attempts to bring the parties together to resolve their dispute(s).
- Written request to the OVR Director not later than 30 days after applicant/consumer receives notice of the aggrieved decision.
 - Mediation is paid for by OVR.
- Client may choose to be represented by an attorney and at their own expense.
 - Client may request advocacy assistance through CAP.
 - The mediator is paid for by OVR.

Fair Hearing:

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Whenever there is a dispute, the applicant or consumer can request a hearing at any time.

Process:

Request for hearing must be made in writing, not later than 60 days, from the date of receiving notice of the disputed information or determination.

Written request is made to the OVR director.

When will a hearing take place?

Within 60 days of receipt of an applicant or consumer's request.

CNMI's Fair Hearing Officer: **Jesus “Jesse” Camacho Borja**

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- He received a juris doctorate in 1974 from the Georgetown University Law Center .
- Served as an Associate Justice of the Northern Mariana Islands Supreme Court from 1989 until 1993.
- He has also worked as a lawyer in a law practice for several years.
- Certified in the Spring of 2015 through the Council of State Administrators of Vocational Rehabilitation in Washington.



CAP Contact Information:

**Client Assistance Program
Northern Marianas Protection & Advocacy Systems, Inc.
(NMPASI)**

**P.O. Box 503529
Saipan, MP 96950**

**Tel: (670) 235-7273
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Website: www.nmpasi.org

Any Questions?

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Thank you for your participation!

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OVR and NMPASI are proud members of
The CNMI
Disability Network Partners (DNP)