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Governor

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RE: **Guidance on how to utilize teleconferencing for Job Development and Job Coaching**

Due to the Covid-19 pandemic and to address social distancing, the Division of Vocational Rehabilitation (DVR) has developed **Interim guidance** for the provision of job development and coaching.

Teleconferencing is defined as the holding of a conference among people remote from one another by means of [telecommunication](#) devices (such as [telephones](#) or computer terminals).

Teleconferencing is a way to continue to provide services to our participants and follow the social distancing guidelines. This guidance during the pandemic does not indicate a permanent policy change in the way DVR provides services.

Ensuring security and confidentiality of clients' information is paramount when providing employment services using teleconferencing.

1. Due to issues specific to security and HIPPA compliance, DVR does not approve of meetings via social media platforms.
2. DVR will authorize the continuation of services (Job Development, and Job Coaching) via teleconferencing, utilizing web-based services such as **MST (Microsoft Teams <https://teams.microsoft.com/edustart>)**, and **Webex <https://www.webex.com>** DVR does not endorse one specific web-based service but strongly encourages selecting a service that is not only accessible to a participant but also HIPPA compliant.

When selecting a virtual format, consider the following:

- Security vulnerability – Is the platform encrypted?
- Confidentiality – Will confidentiality be maintained during a meeting?
- Accessibility – Will the platform be accessible for all abilities or is there a need to use a couple of different platforms depending on each participant's needs?
- Reliability– Do you have confidence in the ability to provide the service when agreed upon?
- Connectivity quality – Is your agency able to provide the bandwidth required to support a quality connection?
- User-friendliness – Is the platform easy to use and easily understood by all involved?
- Affordability– is there a cost associated?

The teleconferencing options mentioned, meet HIPPA requirements, are accessible and offer a version at no cost to a consumer. Please note, DVR will not assist in the procurement of equipment required to utilize any web-based service.

Guidance:

- Services provided during the use of teleconferencing should be considered a substantial activity. A contact with the participant regarding one job lead, equating to less than 5 minutes, is not considered a substantial activity. A “Substantial Activity” is defined as an activity that provides the participant options, direction, support, information, training, or coordination that is goal oriented.
- Teleconferencing ([telephones](#) or computer terminal) may be provided with the verbal consent of the individual. The consent will be documented in the monthly report which will display the individual’s knowledge and consent to willingly participate.
- These services are approved only to allow individuals who are already in an approved IPE, to receive services as they continue their pursuit of competitive integrated employment and/or maintain their position.