# Vocational Rehabilitation Standards for Providers Manual Chapter 18: Supported Employment Services

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## 18.4 Supported Employment Plan

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### 18.4.2 Supported Employment Plan Process and Procedure

When developing or amending the SE Plan, a meeting is conducted in person or remotely.

#### 18.4.2.1 Developing the Supported Employment Plan

When developing the SE Plan, the VR counselor must:

* review VR1630, Career Planning Assessment;
* complete VR1632 with the customer, SE specialist, and circle of support;
* maintain a signed version of VR1632 in the VR case file;
* provide a signed copy of VR1632 to the customer and SE specialist;
* provide an electronically fillable copy of VR1632 to the SE specialist; and
* request that VR staff issue SAs to the SE specialist for:
	+ supported employment job development and placement benchmark; and
	+ any relevant premiums.

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## 18.5 Supported Employment Job Development and Placement Benchmark

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### 18.5.2 Supported Employment Job Development and Placement Benchmark Process and Procedure

During the job development and placement benchmark process, the SE specialist contacts employers that may have job opportunities for the customer that are consistent with the SE Plan. The SE specialist contacts employers that are within the customer’s preferred geographic region, including businesses known to the customer and his or her circle of support, previous employers, and networking communities. The SE specialist conducts job preparation activities with the customer, such as interview preparation, application completion, and résumé development.

The provider ensures the customer is placed in competitive integrated employment consistent with the preferences, interests, at least two potential job tasks, and all nonnegotiable conditions identified on VR1632. The job development and placement benchmark is not achieved until the customer works a minimum of five shifts on five different days.

Once the customer is placed, VR counselor must request that VR staff issue SAs to the SE specialist for one or two job retention periods, based on the customer’s needs.

The SE specialist completes a job analysis to identify the:

* customer’s essential and episodic work tasks and responsibilities;
* physical, environmental, and work pace demands of the job;
* social interactions in the workplace;
* supervision at the worksite;
* employer’s orientation, training and supports;
* customer’s response to the job; and
* training and supports needed for ongoing supports and extended services.

After the job analysis is complete, the SE specialist identifies goals on the training plan to be used in the delivery of ongoing supports during job retention.

There are times when providing ongoing supports at a jobsite may not be possible or preferred. A customer with a disability may not wish to have an onsite job skills trainer, for example, because they do not want to draw attention from fellow coworkers or be the subject of a stigmatizing belief of coworkers. At times, an employer may not accommodate onsite training and support due to security requirements or safety. When these situations occur, and onsite training and support is not ideal, remote training and support may be a solution. Any remote training and support should align with a customer’s goals on the training plan and be designed to:

* meet the support and communication needs of the customer;
* be suitable for the customer's work environment;
* fit within the customer's work environment (can include telework environments);
* allow for "normal" work routines without disruption;
* allow for observation of interactions (verbal and non-verbal) between customer, coworkers, and supervisors; and
* allow for training, use of natural supports and foster the customer's acceptance in the work environment.

For additional information about remote services, refer to VR-SFP 18.10: SE Resources.

Any remote training must be in compliance with VR-SFP 3.4.8 Remote Service Delivery and 3.2.7 Confidentiality.

When the customer’s situation requires remote service delivery and the VR counselor supports the delivery of remote training, as indicated on the VR1632, the SE specialist evaluates the customer's and employer's training needs during the job analysis. The SE specialist must coordinate the equipment and software necessary to facilitate remote service delivery during job retention.

Once the customer is placed, the SE specialist and/or the job skills trainer provides ongoing supports at or away from the jobsite. Ongoing supports may include a variety of support activities chosen by the provider to help the customer maintain employment, such as:

* job orientation and assessment;
* transportation or travel training;
* evaluating the customer’s training and support needs;
* intensive job skills training;
* developing and maintaining production levels as expected by the employer;
* advocating for the acceptance of the worker and his or her integration into the workplace;
* advocating in support of the customer’s employment to his or her support network, treatment service providers, and benefits program coordinators;
* helping the customer understand employment benefits (for example, vacation, sick leave, and insurance);
* discussing reasonable accommodations with the employer;
* developing a support network that accommodates and positively reinforces the customer’s role as an employee; and
* communicating with the VR counselor regarding the job development and placement.

The SE specialist completes VR1632, Supported Employment Plan and Employment Report; VR1633, Supported Employment Job Development and Job Analysis Report; and the training plan section on VR1634, Supported Employment Training Plan and Job Retention Report.