

TWS-VRS Provider Diagram for Supported Employment

(Updated 01/15/24)

The diagram is to summarize the Supported Employment Process and is a tool only. The VR-Standards for Providers manual (VR-SFP) and the Vocational Rehabilitation Services Manual (VRSM) contain the policies which must be followed.

PREREQUISITES

- Customer has completed a Career Planning Assessment.
- Career Planning Assessment Evaluator has documented the results of the assessment on the VR1630, Career Planning Assessment.
- Vocational Rehabilitation Counselor has reviewed, and approved VR1630.

VR staff sends:

- VR5000, Referral for Provider Services,
- A service authorization (SA) for the Supported Employment Plan Meeting, and
- Schedules the Supported Employment Plan Meeting.

SUPPORTED EMPLOYMENT PLAN

Purpose: The SE Plan provides the framework for how the SE specialist will help the customer achieve competitive integrated employment.

SE Plan Meeting:

- VR1632, Supported Employment Plan is completed by the VR counselor during the SE Plan meeting using person-centered approaches and only including content the customer agrees with.
- TWS-VRS Counselor, customer & Supported Employment Specialist must attend.
- Recommend that everyone in the customer's "circle of support" attend.
- SE Plan must align with the customer's interests, preferences, potential job tasks, and identified employment conditions.
- Extended Services needs and resources are identified.

VR Counselor provides:

- Signed copy of the VR1632 to customer & SE Specialist; and
- Electronically fillable copy of VR1632 to the SE specialist.

Receive Service Authorizations for:

- Supported employment job development and placement benchmark; and
- Any relevant premiums.

Outcomes required for Payment:

- SE specialist must participate in and contribute to the discussion during the meeting;
- SE specialist must sign VR1632 indicating agreement to place customer meeting criteria on VR1632; and
- SE specialist submit invoice for participation in the meeting.

Note: SE Plan meeting date is used as the date of service on the invoice.

Payment: \$184*

General Note:

- The SE Plan can be amended when supported to change the preferences, interests, potential job tasks, and employment conditions listed on VR1632. Each time the SE Plan is amended the provider should receive an invoice and be paid for participating and contributing to the meeting.

JOB DEVELOPMENT & PLACEMENT

Purpose: The SE Specialist secures a position for the customer that meets the criteria on the VR1632, Supported Employment Plan.

SE Specialist:

- Conducts Job development activities with and for the customer such as job searching, application completion, resumes, interview training, job carving and establishment of accommodations;
- Secures a position for the customer that matches at least 2 potential job tasks and all non-negotiables employment conditions outlined on the VR1632;
- Completes a Job Analysis to identify the job activities, attributes, requirements, routines, work environments present in the customer's secured position to identify training, accommodations and support needs of the customer;
- Creates goals for the customer's training plan;
- Identifies potential natural and Extended Service resources available to support the customer's long-term employment; and
- Documents the required elements of the following:
 - VR1632, Supported Employment Plan and Employment Report ;
 - VR1633, Supported Employment Job Development and Job Analysis Report; and
 - VR1634, Supported Employment Training Plan and Job Retention Report.

Customer must:

- Be employed in a competitive integrated work environment;
- Be satisfied with the position; and
- Have worked a minimum of five shifts on five different days.

Outcomes required for Payment:

- Customer is working in competitive integrated employment that meets the preferences, interests, at least two potential job tasks, and all nonnegotiable employment conditions identified on the VR1632;
- Customer has worked a minimum of five shifts on five different days; and
- SE specialist documents all information required on VR1632, VR1633, and VR1634.

Note: Customer's 5th day worked at the employer is the date of service for the Job Development & Job Placement Benchmark.

Receive Service Authorizations for:

- One or two Job Retention benchmarks, based on the customer's needs.

Payment \$1875

JOB RETENTION

Purpose: Customer receives ongoing supports at or away from job site, including intensive job skills training and the development of extended supports.

SE Specialist or Job Skills Trainer under the supervision of SE Specialist:

- Execute the customer's training plan on the VR1634, SE Training Plan and Job Retention Report;
- Provide intensive job skills training so the customer develops and maintains production levels as expected by the employer;
- Advocate for and with the customer to foster integration into the workplace and employment with the customer's support network;
- Help the customer understand employment benefits;
- Discuss and setup reasonable accommodations with the employer;
- Identifies and trains potential natural and Extended Service resources available to support the customer's long-term employment; and
- Documents customer goals and performance and intervention provided on the VR1634.

SE Specialist must:

- Continue to evaluate the customer's training and support needs making a minimum of 2 in person visits and 1 contact with employer;
- Communicate with the VR counselor regarding the customer's abilities, challenges and need for Job Stability Review; and
- Documents the required elements on the VR1632.

Outcomes required for Payment:

- During the 28-day period, the SE Specialist must document on the VR1634:
 - A minimum of two in-person visits with the customer, at or away from the jobsite;
 - A minimum of one contact with the employer in order to monitor the employer's satisfaction with the customer's performance during the SE benchmark period; and
 - Any updates to the training plan, additional training sessions, and the reporting period

summary.

- For the 28-day period the SE specialist documents on VR1632:
 - Customer job meets the preferences, interest, at least 2 job task and all nonnegotiable employment conditions;
 - Any updates to employment information section for reporting period; and
 - Updates Extended Services section.

Note: Customer's 28th day of cumulative employment is the date of service for the job retention benchmark. The first Job Retention period begins after the 5th day worked for the achievement of the Job Development & Job Placement Benchmark.

Receive Service Authorizations for:

- Additional retention benchmarks, as applicable; or
- SE Job Stability Review Meeting.

Note: At least 1 Job Retention period required.

Payment: \$1838

JOB STABILITY REVIEW

Purpose: To determine if customer's employment is Job Stable.

Requirements:

- Customer must complete at least one 28-day job retention benchmark to be eligible for job stability.
- VR Counselor, customer & Supported Employment Specialist must attend.
- Recommend that everyone in the customer's "circle of support" attend.
- VR Counselor and customer make the final determination about job stability.

Job stability occurs when the customer:

- Is satisfied with the employment;
- Has competitive integrated employment;
- Is meeting the preferences, interests, at least two potential job tasks, and all nonnegotiable employment conditions on VR1632;
- Has reliable transportation to and from the jobsite with a backup plan;
- Is meeting the employer's expectations regarding job performance;
- Is meeting the physical and environmental demands of the job;
- Has all necessary accommodations in place and working;
- Has extended services in place to ensure continued employment with support; and
- All goals on VR1634 are achieved or addressed by Extended Service Provider.

Outcomes required for Payment:

- SE specialist must participate in and contribute to the discussion during the meeting;
- SE submit invoice for participation in the meeting.

Note: Job Stability meeting date is used as the date of service on the invoice.

Note: VR Counselor schedules the SE Closure meeting, if stable.

Receiving in RHW:

- VR Staff verify the date invoiced is the date of the Job Stability meeting;
- **Receive Date**—is the date of the Job Stability Meeting.
- **Invoice Receive Date**—is the date the completed & accurate invoice was stamped into the office.

Payment \$184**

****** The SE Job Stability Review Meetings- The provider notifies the VR counselor that the customer needs a job stability review.

General Note:

- A provider can receive an invoice for attendance and participation in multiple SE Job Stability Meetings.

SE CLOSURE

Purpose: Customer has maintained 90 days of Job Stability.

SE Specialist every 30 days during the 90 days between job stability and SE closure, must:

- Visit the customer in person a minimum of two times to verify the customer is in CIE that is consistent with the preferences, interests, at least two potential job tasks, and all nonnegotiable ;conditions identified on VR1632;
- Make a minimum of one contact with the employer to ensure employer satisfaction;
- Monitor the extended services to ensure the customer is receiving the necessary supports, training, and accommodations outlined on VR1632; and
- Routinely communicate with the VR counselor updates about the customer's situation, including requesting Closure Meeting be scheduled.

VR Counselor arranges SE Closure Meeting after SE Specialist notifies customer maintained Job Stability for 90 days:

- SE Specialist provides updated VR1632, without signatures;
- SE specialist participates in the SE Closure Meeting;
- In the meeting it is verified the customer's position has remained stable for 90 days

Outcomes required for Payment:

- During every 30-day period the SE Specialist must document on the VR16342:
 - A minimum of two in-person visits with the customer, at or away from the jobsite;
 - A minimum of one contact with the employer in order to monitor the employer's satisfaction with the customer's performance; and
 - Verification the customer job meets the preferences, interest, at least 2 job task; and all nonnegotiable employment conditions on VR1632;
 - Updates Extended Services section.
- During the closure Meeting the SE Specialist must contribute to the discussion.

Note: Job stability status for at least 90 cumulative calendar days with Extended Service in place and working. VR counselor makes the determination the case meets the SE closure.

Note: The date of service, for the Service Closure Benchmark, is the date of the Service Closure meeting where the VR counselor determine all service closure requirements were met.

Payment: \$3675

General Notes:

- **Youth with Disabilities**-VR may provide Extended Services for a period of up to 4 years or until such time that the youth reach the age of 25 and no longer meets the definition of a "youth with a disability." When all other available resources for Extended Services are not available, they may be provided with VR funds.
- **CIE checklist** and **worksite visit** must be completed **prior to paying** an invoice when a customer's employment is with AbilityOne, SourceAmerica non-profits, National Industries for the Blind or WorkQuest, or VRC ensures the job meets the CIE criteria.

PREMIUMS

Employment Premiums

- Professional Placement Premium—\$613.00
- Wage Premium—\$613.00
- Criminal Background Premium—\$613.00

Autism Premium

- Supported Employment Job Development and Placement Benchmark—\$495.00
- Supported Employment Job Retention Benchmark (every 28 days)—\$477.00
- Supported Employment Closure Benchmark—\$360.00

Deaf Premium

- Supported Employment Job Development and Placement Benchmark—\$1,210.00
- Supported Employment Job Retention Benchmark (every 28 days)—\$1,166.00
- Supported Employment Closure Benchmark—\$880.00

Brain Injury Premium

- Supported Employment Job Development and Placement Benchmark—\$385
- Supported Employment Job Retention Benchmark (every 28 days)—\$371
- Supported Employment Closure Benchmark—\$280