# Vocational Rehabilitation Services Manual Section C-1200

# Vocational Rehabilitation Services Manual C-1200: Supported Employment Services

# Published January 16, 2024

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## C-1206: Benchmarks

SE services may not exceed 24 months from the time the customer is placed. When the customer needs SE for longer than 24 months to reach job stabilization, VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services, must be completed and submitted for approval. The VR counselor and the customer must agree to extend services and must document the approved extension on the customer’s IPE.

When a change to an SE service description, process and procedure, or outcomes required for payment is required to meet a customer’s individual needs, the change must be documented and approved by the VR director using VR3472, Contracted Service Modification Request for Job Placement, Job Skills Training, and Supported Employment Services, before the change is implemented.

The following VR services may not be purchased while a customer is receiving SE services from an ESP:

* Bundled Job Placement
* Job Skills Training, except when the Job Skills Training is used to provide Extended Services as described in VRSM C-1202-3: Extended Services
* Non-bundled Job Placement
* On-the-Job Training (OJT)
* Personal Social Adjustment Training (PSAT)
* Vocational Adjustment Training (VAT)
* Environmental Work Assessment (EWA)
* Vocational Evaluation
* Project SEARCH
* Work Adjustment Training (WAT)
* Work Experience Services (WE)

For all benchmarks, the VR counselor:

* works in coordination with the customer and the SE specialist throughout the SE process to ensure the best possible employment outcome for the customer;
* facilitates the SE process, providing counseling and guidance throughout, to ensure successful employment for the customer;
* monitors the customer’s case;
* reviews all required documentation for accuracy and completeness prior to payment; and
* verifies that all deliverables have been achieved prior to authorizing payment of the invoice.

For all benchmarks, the rehabilitation assistant (RA):

* requests records;
* creates service records and issues SAs, ensuring SE funds are used when available;
* schedules and/or coordinates meetings with the customer, the customer’s circle of support, the SE specialist, and the VR counselor; and
* returns reports and invoices to the provider to correct errors using Form VR3460, Vendor Invoice Additional Data Request.

Refer to SFP Chapter 18 for additional information regarding SE service descriptions, processes and procedures, outcomes required for payment, the fee schedule, and SE resources.

### C-1206-1: Supported Employment Plan

The SE Plan provides the framework for how the SE specialist will help the customer achieve competitive integrated employment. The SE Plan is completed during the SE Plan meeting by the VR counselor, using person-centered approaches, in collaboration with the customer, the customer’s circle of support, and the SE specialist. The SE Plan must align with the customer’s interests, preferences, potential job tasks, and identified employment conditions. The SE Plan also identifies the customer’s resources, support needs, extended services (both available and needed), potential employers, and any available premiums. Form VR1632, Supported Employment Plan and Employment Report, must be reviewed and agreed upon by the customer, the SE specialist, and the VR counselor.

When developing or amending the SE Plan, a meeting is conducted in person or remotely. The VR counselor, SE specialist, customer and, as appropriate, the customer’s representative and circle of support, must attend the SE plan meeting.

When developing the SE plan, the VR counselor must:

* review Form VR1630, Career Planning Assessment with the group, ensuring that the information recorded in the VR1632 represents the information in the CPA and/or EWA and the customer's best interests;
* complete Form VR1632 with the customer, SE specialist, and circle of support, recording the customer's identified:
  + interests, preferences, and potential job tasks;
  + employment conditions in measurable terms; and
  + extended services (funded, paid, and/or natural supports).
* maintain a signed version of Form VR1632 in the VR case file;
* provide a signed copy of Form VR1632 to the customer and SE specialist;
* provide an electronically fillable copy of Form 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.

The SE Plan is amended when supported by the VR counselor and based on the customer’s informed choice and decision to change the preferences, interests, potential job tasks, and employment conditions listed on Form VR1632, Supported Employment Plan and Employment Report.

To amend the SE Plan, the VR counselor must:

* contact the customer to determine whether an update to the SE Plan is needed;
* request that VR staff issue an SA to the SE specialist for the SE Plan Update Meeting;
* schedule the meeting to update the SE Plan;
* revise Form VR1632 with the customer, SE specialist, and circle of support;
* obtain new signatures;
* file the updated, signed copy of Form VR1632 in the customer’s VR case file;
* provide an updated, signed copy of Form VR1632 to the customer and SE specialist;
* provide the updated, electronically fillable copy of Form VR1632 to the SE specialist; and
* ensure all required SAs are up to date.

### C-1206-2: Supported Employment Job Development and Placement Benchmark

The job development and placement benchmark should be authorized and paid once during the life of the case. On a case-by-case basis, it may be necessary to purchase the Job Development and Placement benchmark more than once. When the VR counselor determines the customer needs the supports of a supported employment specialist for an additional Job Development and Placement benchmark, the VR counselor must obtain VR supervisor approval. Before obtaining VR supervisor approval, the VR counselor must document in a case note why the customer requires another placement and what interventions and/or services have been provided to the customer to address needs, circumstances, behaviors, and/or other employment barriers since the first purchase of the benchmark.

During the job development and placement benchmark, the VR counselor:

* reviews all documentation submitted by the provider for accuracy and completion;
* communicates with the provider and the customer regarding the job search and placement;
* reviews the employment placement to see if it meets the definition of competitive integrated employment (CIE) and requests that a CIE checklist be completed, when applicable;
* monitors the customer's employment to ensure that nonnegotiable employment conditions are met throughout the delivery of SE services;
* verifies that the extended services (funded, paid, and/or natural supports) have been identified and that the provider has arranged to train the long-term-support provider;
* verifies that the customer has received ongoing supports as necessary for the customer to learn the job and meet the employer's expectations;
* requests that VR staff issue SAs to the SE specialist for one or two job retention periods, based on the customer’s needs;
* checks the SAs for premiums that are still open; and
* when requested by the SE specialist, schedules a job stability review meeting with the SE specialist, customer, and circle of support.

For information on how a CIE checklist is completed, refer to the Competitive Integrated Employment intranet page.

For more information, refer to SFP 18.5: Supported Employment Job Development and Placement Benchmark.