Division of Vocational Rehabilitation (DVR)
Technical Specifications: Customized Employment

Effective July 1, 2016 to June 30, 2017

Description of Service Category

Customized Employment is competitive integrated employment designed to meet both the specific abilities of the individual with a significant disability and the business needs of an employer. Customized Employment is a model of supported employment that can be an option for individuals when typical supported employment strategies have not been successful or where customized employment strategies may more successfully meet the individualized support needs of the individual. Customized Employment uses an approach called Discovery to identify strengths of an individual in community settings. Those strengths are then matched to fill the needs of a business and a job is customized.

Only certified trained and approved service providers can offer customized employment. A current listing of certified trainers can be found via this link:

http://dwd.wisconsin.gov/dvr/se/alternate_models/customized_providers.pdf

Customized Employment Criteria:

Any consumer falling into at least one of the criteria listed below, considering competitive employment with a recognized need of long-term employment support should be provided information about use of the customized employment model and availability in their area. The use of this model may require a change in provider if the current provider does not have staff trained in customized employment.

1. Have had one or more supported employment opportunities in the past three years where the individual lost supported employment position, either before or after successful closure by DVR, ***primarily*** because the individual was ***unable*** to meet the expectations of the employer(s) for the position being filled; or

2. Have been in Supported Employment job development for six months or longer, have not yet obtained employment and continue to desire to obtain employment; or

3. New to DVR, and in VR Director's or counselor's judgment, is unlikely to be successful in obtaining competitive employment that matches their preferences and needs through use of existing supported employment practice; or

4. Any consumer who would otherwise be closed on the basis that the person is not competitively employable and therefore not able to benefit from further VR service.

Link to Roles and Responsibilities Document(s)

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Note: All elements listed in the Roles and Responsibilities document serve as part of the technical specifications and are required to be completed by the Service Provider.

Service(s):

SERVICE	Purpose	TIMEFRAME(S)	DELIVERABLES	PAYMENT
Discovery and Discovery Profile	Discovery uses a qualitative approach to identify already-existing information related to performance necessary for a job.	60 days (Extensions must be approved by DVR)	1.) Discovery Profile report	$950
Visual Resume (Optional)	The visual resume provides employers with a look into the competencies evident in the life experience of the job seeker.	30 days	1.) Visual Resume	$400
Customized Employment Job Development Plan, Hire, and Reports	Develop a plan for the consumer to obtain, maintain, and sustain employment.	Initial contact with consumer within 48 hours of authorization. Job Development Plan, progress and quality will be reviewed every 60 days until Hire. Monthly Reports (calendar)	1.) Job Development Plan 2.) Resume 3.) Review every 60 days 4.) Monthly Report(s) 5.) Hire Report	$2100 (35+ hours/wk and health insurance benefits or 35+hours/wk and $12/hour) -or- $1900 (20+ hours/wk and health insurance benefits or 20+ hours/wk and $9/hour) -or- $1500 all other
Systematic Instruction				
Customized Employment Job and Task Analysis	To identify the tasks that make up a consumers job	30 days from authorization	1.) CE Job and Task Analysis and Report	$150
Customized Employment Monthly Skill Instruction	To instruct a consumer and develop strategies to learn a job through data driven teaching.	30 days from authorization and ongoing.	1.) CE Monthly Skill Instruction Report	$800 per month
Transition to Long Term	Transition consumer to Long Term supports	Minimum 90 days of employment to	1.) Transition to Long Term Supports Report	$1200

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Supports		6 months		

An Authorization for Services is required from DVR before any services can begin.

Service Provided – Discovery and Discovery Profile

- The information developed through Discovery allows for activities of typical life to be *translated* into possibilities for employment. Discovery seeks to answer a fundamental question, "Who is this person?" in a descriptive, non-evaluative manner. The focus of the observations and interactions in Discovery seeks to understand and identify individual skills and interests and translate the information learned to a job position created for the consumer. The Individualized Plan for Employment (IPE) may be amended or changed *following* Discovery.

- The Discovery profile report consists of three sections that offer the consumer, family, DVR and employment providers the information source from which a customized plan can be developed.

    - Part I of the profile, the Intake Interview Summary, is developed during the meeting held prior to the initiation of Discovery. This form summarizes the individual's life with factual information necessary to accomplish the Discovery interactions.

    - Part II, the Profile of Discovery, provides the descriptive basis of the profile. A broad range of life domains are described starting with the family and home and proceeding through education, employment, life activities and skill performance.

    - Part III, the Plan Preparation Summary, allows the facilitator to begin to summarize and to translate the information from Parts I and II into a documents that provides the preparation necessary for a quality customized plan. These documents utilize a narrative format that may be augmented by digital photos.

Link to Discovery Profile Report

Service Provided – Visual Resume (Optional)

- The use of a visual resume format in lieu of a traditional job seeker resume is an innovation used in Customized Employment. Following the customized plan, a visual resume may be developed that uses a presentation format such as PowerPoint to gather information pertinent for consideration by potential employers. Used by job developers in tandem with the agency portfolio (which presents the general concept of customized employment to the employer), the visual resume provides employers with a look into the competencies evident in the life experience of the consumer.

- There is no required reporting template for this service. The Service Provider may choose to format the visual resume in any professional manner to meet the technical specifications. There should be discussion prior to the creation of the visual resume with the consumer and DVR to determine if it will meet the needs of the potential employer.

  The Visual Resume must include:

  □ *An introductory photo or image* that represents the job seeker in a respectful and competent manner.

  □ *Images of competent performance* that detail positive aspects of the job seeker's life experiences in relation to potential employer benefits.

□ *Succinct narrative that focuses on contributions* to potential employers stated in a manner designed to enhance the job seeker from an employer's perspective.

□ A concluding *task list of 8 – 12 tasks* to be offered, defined by the job seeker's interests (from the customized plan), that are matched to the type of business of the employer.

□ *Development and layout* of the preceding information *in a presentation binder* that allows for a free-standing presentation of the job seeker's information.

Example of a Visual Resume:

http://www.marcgold.com/Publications/forms.html

Service Provided – Customized Employment Job Development Plan, Hire, and Reports

- This service is provided in two parts. The first part is completion of the job development plan and job preparation activities and the second part is job development until there is a job start. This plan must be facilitated by the person(s) who facilitated the Discovery and Discovery Profile reports.

- The first monthly report will consist of a written job development plan to provide customized employment job development services. All elements of this plan will be discussed with the consumer and DVR counselor and include responsibilities of each party and a 60-day in-person review component. There must be a contact standard identified between the consumer and service provider and between potential employers and the service provider.

- DVR will provide information and support to a consumer to maximize the number of hours the consumer can work. A position obtained by the provider must be consistent with the consumer's employment goal listed in their IPE. During initial meetings the employment team including the consumer, should discuss the number of hours the consumer would like to work and include in plan report. This estimate of hours should be based on the consumers stated preference and ability to work. If there is a difference in the hours secured, the employment team must agree upon these changes prior to starting employment.

- If the team thinks that the consumer would benefit from temporary work while seeking permanent employment, existing options will be made available while supported employment efforts continue. Use of these options should be purposeful and time-limited, and may also include Work Incentive Benefits Analysis services to determine what work incentives are available.

    - For all consumers who need on the job site supports for any non CE activity (training program, OJT, I/TW); systematic instruction will be provided at the $45/hour rate and $150 for the job and task analysis. Only permanent positions for CE consumers will receive the monthly Systematic Instruction rate of $800/month.

- The service provider will use job development strategies by visiting employers, who are selected based on job seeker preferences, to learn about their business needs and hiring preferences. Systematic job development relies on relationship building and time spent in the community. Service providers should have documentation of at least six weekly face-to-face contacts with a person at a business with hiring authority. These contacts when related to the authorized consumer should be provided in monthly DVR reports.

Link to CE Job Development Plan Report

Link to CE Job Development Monthly Report
Link to CE Job Development Hire Report

Service– Customized Employment Job and Task Analysis

DVR supports transition to long term support as soon as possible given individual circumstances. The goals of systematic instruction are to break down job tasks into components followed by modification of the task as needed and supported by training. The instruction is designed to provide a reduction in the level and method of supports. A transition should occur to natural supports as quickly as possible.

- Complete a job analysis
- Observe a normally qualified worker performing the job (record on paper or video)
- Perform the task yourself (You cannot teach what you do not know how to do.)
- Obtain a previously written task analysis from the employer (if one exists)
- Create a task analysis for each job task including identifying the natural cues/natural supports
- Identify the initial instructional approach for the learner (will be modified along the way)
- FOR NON-STUDENTS: Identify what additional workplace training may be necessary to assist the consumer in maintaining employment.

Link to CE Job and Task Analysis Report

Service– Customized Employment Monthly Skill Instruction

- In general, a consumer is considered stable on a job when he/she has met the level of stability identified and agreed to by the team and employer. While further independence and progress may still be made, stabilization has occurred when the consumer has learned the job, and is performing at a level where he/she is able accurately complete the required job tasks with a reasonable level of support given the timeframe on the job and in the timeframe agreed upon with the employer.
- A required meeting with the supported employment team will take place in month 2 of employment to review the Systematic Instruction Plan and initial progress of the consumer on the job. This meeting is to identify all strategies to support the consumer on the job and make early adjustments as necessary for job retention.
    - Explaining the task to the learner
    - Demonstrating the task (showing the learner how to do it)
    - Providing direct assistance to the learner as s/he begins to learn the task
    - Tracking the steps that cause the learner difficulty
    - Delivering the proper cues and assistance specific to the learner
    - Tracking progress toward competence (acquisition of the skill/task)

- FOR NON-STUDENTS: Implement and record specific workplace training to assist the consumer in maintaining employment.

Daily Review:

- Review the learner's progress toward successful completion of the task(s)
- Modify the content and instructional methods based upon the learner's progress
- Write progress notes that include observations and suggestions for improvement
- Identify/Review natural supports and cues for fading of support.

- Other related services may need to be separately negotiated based on the need of the consumer. If the service description does not meet the needs of the individual consumer, please consult with the consumer, DVR counselor, the DVR Supervisor and/or the service provider to determine the best course of action.

- Off-site support needed by consumers may be provided outside of the technical specifications. This type of support requirement must include parameters for contact, be detailed and must be based on consumers' disability need or unique work environment characteristics. For example, an employer may not allow an instructor on site. Phone calls, emails, etc. to the consumer may be provided as 'off-site' support to consumers. This will be determined and approved by DVR on a case-by-case basis.

Link to CE Monthly Skill Instruction Report

Service Provided – Customized Employment Meeting and Transition to Long Term Support

A meeting with the service provider, consumer, counselor and long-term support provider (as well as others invited by the consumer) should be conducted to discuss the timing and plan to facilitate the transfer.

Link to CE Transition to LTS Report

Service/Reporting Requirements

Statewide DVR service and reporting elements are located in the required reporting template(s) found here: *Link to Required DVR Statewide Service Report(s)*

Reports are due within 5 business days of the end of the service or previous month if the service is continuing.

****If the service provider is seeking to use their own reporting template, the report must contain all the elements and follow the same sequence in the required DVR reporting template. Please email the DVR Program Development Specialist at DVRSpecialContracts@dwd.wisconsin.gov to submit a reporting template and request for approval.*

Billing Requirements

Invoices for services should be submitted as described on the Authorization for Services, also referred to as the purchase order. Invoices must be received by DVR within 60 days of completion of the service. Properly submitted invoices will be paid within 30 days of receipt when reports and services have been delivered and accepted as specified.

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