

# **Division of Vocational Rehabilitation (DVR) Technical Specifications: Job Preparation, Development and Placement Services (Effective July 1, 2011, to June 30, 2012)**

## **Job Preparation, Development and Placement Services**

The information outlined is intended to provide a comprehensive set of services to assist DVR Consumers in their efforts to plan for, seek, obtain and maintain employment. These services are provided in a collaborative effort and responsibility with a DVR consumer, DVR counselor and service provider.

### **Services provided:**

Employment Readiness Assessment, Meeting and Report (**PILOT SERVICE**)  
Job Preparation/Job Development Plan, Meeting and Report  
Job Development, Placement, Hire, Progress Meeting(s) and Reports  
Job Placement Retention and Reports

### **Referral Process for all Services**

- 1.) Consumer and Counselor meet and discuss service to be provided and responsibilities and roles of each party. Consumer makes a choice of provider available using standard information. Note: Consumer may elect to conduct research prior to selection of service provider with assistance from DVR.
- 2.) Counselor/DVR staff contact service provider and provide meeting date options to the provider to schedule any required meetings. Meetings required for Employment Readiness Assessment completion, Job Development Plan completion, and Job Development Plan follow-up every 60 days. Referral information required at time of authorization: consumer name, phone number, written description of reason and purpose for authorization, any special accommodation needs, preferred communication/learning style and any specific questions or concerns to address. Service is authorized.
- 3.) Meeting is scheduled with DVR consumer, DVR staff and service provider, takes place and report is provided.

### **Reporting/Billing Requirements**

The job development services and report meeting the technical specifications should be completed within five (5) days of completion of the service and not to exceed 30 days from referral/receipt of authorization. DVR will pay the applicable fees for Job Planning, Development and Placement upon acceptable completion of the service, report, and the face to face meeting requirement as applicable. No additional fees will be provided for requested meetings as needed for continued progress.

## **Service Provided-Employment Readiness Assessment, Meeting and Report-PILOT SERVICE THROUGH 12/30/2011**

This service is intended to assess the individual support needs for a DVR consumer to begin and participate in the search for employment. Information about the specific employment goal and possible barriers to maintaining employment will be identified by use of this assessment along with recommendations for addressing those barriers. This service will typically be conducted prior to the development of a DVR consumer's Individualized Plan for Employment. This service should be provided to DVR consumers with identified barriers that would prevent and/or impact participation in a job search including behaviors that suggest a lack of motivation and/or follow-through. (Examples; Consumer late to DVR meetings due to transportation issues, consumer has indicated they have no identified child care provider, consumer has not provided information requested after multiple requests, etc.) It will only be provided on an as needed basis. A meeting will be held within 30 days of the authorization and must include the DVR consumer, DVR staff and Service Provider and any others the consumer would like to attend. Subsequent meetings may be requested by any party depending on progress and participation of each.

### **Required Service Elements:**

- Extensive interview with the DVR consumer and/or significant others,
- A mock phone job interview, application completion exercise, resume completion exercise, face-to face mock job interview, development of references listing,
- A thorough discussion of anticipated work and work site requirements to include tardiness/attendance, safety, work instructions, employer and co-worker expectations,
- A thorough discussion of previous work history, educational background/preparation and skill building efforts and impact of these on current efforts.
- A discussion of current issues, any stressors, noted need for accommodation or other logistic issues (transportation, child or elder care, housing, legal issues, financial or emotional stressors, health care, health issues)
- An exploration of possible supports to include, friends, family, community, state or federal resources.
- Assigned tasks to be completed by the consumer to gauge ability to follow specific instructions, resolve issues, motivation and persistence.

### **Required Reporting Elements:**

- Target wages, hours worked and special conditions that apply to the anticipated work site and conditions for that consumer (e.g. fragrance-free environment, amount of job structure vs. need for variety, etc.)

- Information and copies of assigned tasks (resumes, etc.) and consumer success in completion of these tasks.
- Information and recommendations for improvement on completion of phone, face-to face interviews and other job search completion tasks.
- Responsibilities going forward for the consumer, DVR staff, service provider or others identified.
- Any employment preparation needs, identified areas of skill attainment or deficit, and personal resources or deficits.
- Resources and strategies to address identified barriers, to include specific contact and referral information, (transportation, child or elder care, housing, legal issues, financial or emotional stressors, health care, health issues)
- Conditions for the use of internships, temporary work and on-site job coaching.
- A summary of discussion results of anticipated work and work site requirements, previous work history, educational background/preparation and skill building and current issues,
- Recommended short and long-term employment goals.
- Detailed sources of support (e.g. sister drives consumer to work)
- Any identified criteria for inclusion in a Job Development Plan.
- Unresolved issues identified and current status.
- Relevant observation

### **Service Provided-Job Preparation, Development Plan, Meetings and Report**

This service is intended to provide the DVR consumer with basic preparation skills, information and documentation to participate in a job search. It will also establish the cooperative parameters for job development to begin. Consumers referred for this service will likely have completed their Individualized Plan for Employment with DVR.

The employment goal and barriers to employment should already be identified by use of information gathered during the comprehensive assessment prior to the development of the Individualized Plan for Employment, other formal assessments or information.

If, during the job preparation phase the service provider or DVR staff believes the consumer needs to address specific barriers prior the development of a job development plan, additional assessment services may be completed. The job development plan will not be completed until the consumer is able to participate in a job search.

A meeting will be held within 30 days of the authorization and must include the DVR consumer, DVR staff and Service Provider. All employment preparation activities and reporting requirements as outlined will be completed prior to the development of a job development plan and required meeting. Items completed

during the job preparation phase will be reviewed at the required meeting, (e.g. copies of resume, application, etc.) Subsequent meetings are required as part of the job development service but may be requested by any party at any time depending on progress and participation of each.

**Required Job Preparation Activities:**

- A thorough discussion of anticipated work and work site requirements to include tardiness/attendance, safety, work instructions, employer and co-worker expectations,
- A thorough discussion of previous work history, educational background/preparation and skill building efforts and impact of these on current efforts.
- A discussion of current issues, any stressors, noted need for accommodation or other logistic issues. (transportation, child or elder care, housing, legal issues, financial or emotional stressors, health care, health issues)
- An individualized review of the all of the following job preparation activities: job application, resume, list of references, interview skills, establishment of contact method for employers to include email and/or voicemail, completion of registration to the Job Center of Wisconsin and any other internet based job search tool.
- Completion of any needed job preparation activities identified.
- Assigned tasks to be completed by the consumer to gauge ability to follow specific instructions, resolve issues, motivation and persistence.

**Required Job Preparation Reporting Elements:**

- Information on progress, completed copies of assigned tasks (resumes, applications etc.) and consumer success in completion of these tasks.
- Information on why certain tasks were not selected for completion (e.g. consumer has email account)
- Information and recommendations for improvement on completion of phone, face-to face interviews and other job search completion tasks.
- A summary of discussion results of anticipated work and work site requirements, previous work history, educational background/preparation and skill building and current issues,
- Responsibilities going forward for the consumer, DVR staff, service provider or others identified as part of the job development plan,
- Any job preparation needs, identified areas of skill attainment or deficit, and personal resources or deficits.

**Required Job Development Plan Report Elements:**

- Target wages, hours worked and special conditions that apply to the work site for that consumer (e.g. fragrance-free environment, amount of job structure vs. need for variety, etc.)
- Specific jobs that will be developed.
- Initial list of employer contacts.
- Employment barriers, resources and strategies to address them.

- Responsibilities for the consumer, DVR staff and service provider.
- Conditions for the use of internships, work experiences and on-site job coaching.
- Plans to use work incentives, as appropriate, to maximize earnings.
- Short and long-term employment goals.
- Sources of support (e.g. sister drives consumer to work)
- A set standard of contact between the service provider and DVR consumer. (one time per week)
- A set standard of direct contact between the service provider and employers.
- Availability of On-the-Job training agreements
- Criteria for a review and/or update of the Job Development Plan.
- Scheduled dates for 60 day review of the Job Development Plan.

### **Service Provided: Job Development, Placement, Hire, Meetings and Reports**

This service begins immediately following the completion of the job development plan and is ongoing until a job is obtained. The job development plan is reviewed and updated every 60 days in a face-to face meeting but a review may be requested by any party more often depending on progress and participation of each.

#### **Required Service Elements:**

- Job Development activities are performed under the Division of Vocational Rehabilitation name. The Job Developer will represent their services to the employing community as a contractor for the Division of Vocational Rehabilitation.
- Service Provider secures job opportunities for the authorized consumer using all appropriate resources to include Job Center of WI registration, and other services such as resume writing, job seeking/keeping workshops or other employment preparation services as needed.
- Service Provider directly and in person contacts employers on behalf of the consumer and DVR to obtain information on job openings and to develop jobs for the consumer.
- Service Provider conducts on-site job analysis, assists employers in identifying, modifying, and eliminating environmental barriers and provides for assistive technology or rehabilitation engineering consultation as appropriate.
- Service Provider, in cooperation with the DVR staff, educates employers about disability related issues, including pertinent legislation.
- Service Provider networks with DVR staff and other community agencies in the service area to coordinate contacts with employers.

- Service Provider provides employment preparation services if refinement is needed (updated resume, interview skills, etc.) as part of Job Development, or as identified in the job development plan.
- Some employment supports (on-site job coaching, e.g.) may be purchased in addition to Job Development to provide entry opportunities and to support job retention as identified in the job development plan.

**Required Monthly Progress Reporting Elements:**

- Dates of meetings with consumer and nature of the meetings.
- Dates and all employers contacted on behalf of the consumer including the nature of the contact (phone, in-person, business tour, in-depth meeting).
- Feedback from previous employer contacts (job filled, no openings)
- A description of employment preparation services provided
- A description of any newly identified barriers to successful employment
- Requests for technical assistance from DVR or other collaborative partners including job development plan update meeting request

**Required Hire Service Elements:**

- The consumer is accepted for employment by the employer, agrees to start on the job and a start date is established.
- A hire must be in “competitive employment”: Work in an integrated setting for which the consumer is compensated at or above the minimum wage, but not less than the prevailing and customary wage and level of benefits paid by the employer.
- The service provider was actively involved in assisting the consumer in obtaining the job.
- The service provider cannot become the employer of record and receive payment for this service.
- A job in which the consumer is working in seasonal or temporary employment is not considered acceptable unless mutually agreed to by the consumer, DVR staff and service provider.
- Service provider will not place DVR consumers as replacement workers in businesses where there is a strike in progress.

**Required Hire Reporting Elements:**

- Report of hire is due within five (5) business days of hire and must include: employer, address, and other contact information, name of supervisor, job title, duties, start date, wages, hours, and benefits availability.
- Workplace supports anticipated including plan for follow up - how often and who is to be contacted. Permission from the DVR consumer to directly contact the employer must be obtained by the service provider at the time of hire. Note: The consumer may decline when provided informed choice.

## **Service Provided- Job Placement, Retention and Reports**

This service is continued assistance provided upon the offer and acceptance of employment through retention, which is usually 90 days. The service provider will stay in contact with the DVR consumer, DVR staff and the employer, (with consumer permission). Ongoing service and monthly reports are included.

### **Required Service Elements:**

- The service provider will maintain regular contact as described and agreed in the hire reporting with the DVR consumer, DVR counselor and employer
- The service provider will assist the DVR consumer in resolving issues related to retention of employment
- The service provider will contact DVR prior to submission of the monthly report for technical assistance or intervention needed or requested by the employer
- The service provider will contact DVR immediately (within 24 hours) if a consumer is at risk of job loss or job loss has occurred

### **Required Monthly Progress Reporting Elements:**

- Dates of interaction with consumer, method and content of the meetings.
- Dates of interaction with employer, method and content of the meetings.
- A description of employment support services provided
- A description of any newly identified barriers to successful employment
- Any requests for technical assistance from DVR or other collaborative partners including accommodations, assistive technology or logistical assistance.

Other related services may need to be separately negotiated based on the needs of the consumer. The services detailed here are intended to provide a framework for commonly used and widely available services. If the descriptions do not meet the needs of the individual consumer please consult with the DVR consumer, the DVR counselor, the DVR Supervisor and/or the service provider to determine the best course of action.