

Division of Vocational Rehabilitation (DVR) Technical Specifications: Job Development Services and Employment Supports Planning (Effective July 1, 2009, to June 30, 2010)

Job Development refers to services to develop job openings through direct employer contacts for DVR consumers who need assistance in their job search. Job Development contracts will supplement and enhance services currently being provided by DVR's counseling staff or available to the general public in Job Centers. DVR has committed to improving its rehabilitation success rate to 50% or better. Job Development vendors will partner with DVR in this effort.

Employment and Support Planning

Job Development involves the active engagement of the DVR consumer, DVR staff and the vendor plus other team members who add value to finding and maintaining employment. The process and planning for job development starts upon intake with DVR staff, is refined in the assessment of vocational rehabilitation needs which leads to the consumer's Individualized Plan for Employment (IPE) and continues throughout the implementation of the IPE. This needs assessment applies to every DVR consumer. For those who require additional assistance, the consumer and DVR will engage the services of qualified agency to refine and assist in the successful completion of the IPE.

Job Development services must be provided in a manner clearly supporting the philosophy of the Rehabilitation Act of 1973, as amended, emphasizing consumer choice and person-centered planning.

The individuals to be served will need extensive assistance in obtaining and maintaining competitive employment commensurate with their presenting vocational, social, psychological, and medical conditions, and consistent with their abilities and skill levels.

Employment and Support Staffing

Prior to the first Employment and Support staffing, DVR staff will provide pertinent information to the vendor from the DVR case file including the IPE long-term employment goal, work restrictions, work history and other placement considerations along with Job Development referral information.

The purpose of referral information is to identify employment barriers and planning factors in such a way as to provide the most current picture of consumer functioning that is based on mutually-identified needs. Sample referral forms are available on DVR's website at: http://dwd.wisconsin.gov/dvr/service_providers/default.htm.

The referral information is to be discussed at a **required initial team meeting** of the consumer, DVR staff, the selected Vendor and other interested parties as appropriate.

Employment and Support Planning follows these steps:

1. First, identify the consumer's employment goal, desired wages and hours.
2. Ask, "What supports and accommodations are needed to enable the individual to do the essential functions of their job goal?"
3. Based on the individual's skills, abilities, interests, and labor market information, determine the supports needed, if any.
4. Look at all options to locate the supports and services necessary to obtain and maintain the employment goal of the individual.

The **Employment and Support Plan** will include:

- A list of specific jobs that will be developed.
- An initial list of employer contacts.
- A list of employment barriers and strategies to address them.
- A checklist of responsibilities for the consumer, DVR staff and vendor.
- A checklist of employment preparation needs.
- Conditions for the use of internships, work experiences and on-site job coaching.
- A list of initial employment preparation efforts, as needed.
- Plans to use work incentives, as appropriate, to maximize earnings.
- 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.)
- Short and long-term employment goals.
- Sources of support (e.g. sister drives consumer to work)

The employment and support planning process often identifies services required from other organizations or the need to coordinate other assistance to the consumer. One result of an initial three-way consultation can be to defer job development until other basic needs are addressed. Other services and fees may be negotiated with the job development vendor, but job development should be a highly focused, intensive service.

At this time team members will discuss the need for on-site job coaching, subsidized internships or work experiences. Employment preparation services such as interview training, job seeking skills training and resume development are part of the Job Development fees.

Milestone Payment: Reports are due within five (5) work days of completion of the service and not to exceed 30 days from initial ESP meeting. Payment is made upon receipt of **signed Employment and Supports Plan**. Plan will be signed by Consumer, Vendor and DVR staff. See [Statewide Service Fee Schedule](#).

Job Development services are delivered per the Employment and Support Plan. **The Plan is to be reviewed and revised every 60 days at a team meeting.**

Job Development

Job Development is intended to result in a hire in a job meeting the consumer's IPE employment goals in terms of duties, working conditions, support needs, desired hours and desired pay. The hire may be a result of a job analysis where the consumer is assigned restructured duties consistent with their individual capabilities, strengths and interests.

Job Development must meet the following standards:

- 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.
- Vendor systematically secures job opportunities for the authorized consumer using all appropriate resources to include Job Center services such as resume writing, job seeking/keeping workshops or other employment preparation services as needed.
- Vendor directly contacts employers on behalf of the consumer and DVR to obtain information on job openings and to develop jobs for the consumer.
- Vendor conducts on-site job analysis, assists employers in identifying, modifying, and eliminating environmental barriers and provides for rehabilitation engineering consultation as appropriate.
- Vendor, in cooperation with the DVR staff, educates employers about disability related issues, including pertinent legislation.
- Vendor networks with DVR staff and other community agencies in the service area to coordinate contacts with employers.
- Vendor provides employment preparation services (interview prep, resume development, job shadows, etc.) as part of Job Development, as identified in the planning process when Job Center services do not adequately address consumer's needs.
- 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 Plan.

Hire: A Hire Milestone Payment is made upon an offer of employment, acceptance of the job by the consumer and a start date is set. See definition below.

Additional Hire Criteria:

- 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 customary wage and level of benefits paid by the employer.
- The vendor was actively involved in assisting the consumer in obtaining the job.
- 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 Vendor.
- Vendor will not place DVR consumers as replacement workers in businesses where there is a strike in progress.

Reports

An electronic **progress report is submitted to the DVR staff within five (5) work days of end of month** in which the consumer is authorized. Hire fee will not be paid until all monthly reports are received. This includes both the Job Development phase and Job Retention phase.

Hire report is due within five (5) work days of hire and to include employer, contact information, start date, wages, hours and supports anticipated including plan for follow up - how often and who is to be contacted.

Retention report is due within 95 days of stable employment meeting all DVR closure criteria.

The monthly progress report includes, but is not limited to, the following information:

- Employer related activities by the Vendor on behalf of this consumer during the past month.
- Names of employers contacted, outcomes and dates of contact.
- Names of employers with whom consultations were held with respect to the following: Job site analysis, job modification, reasonable accommodation, or rehabilitation engineering needs.
- Description of consumer’s general progress toward specialized Job Development plan objectives.

Retention of IPE Goal Job - At Least 90 Days - See [Statewide Service Fee Structure](#).

A milestone payment is made upon successful completion of not less than 90 calendar days on the job and all DVR rehabilitation closure criteria are met - see definition of Retention below. Employer must provide verification of wages and that they are comparable to wages paid to similar positions in their business.

The following DVR case closure criteria must be met:

- Employment in the most integrated setting possible.
- Employment that is consistent with the person's interests, strengths, resources, priorities, abilities, concerns, capabilities, and informed choice.
- Employment that can be maintained as well as offering benefits and long-term work opportunities.
- Employment in which compensation is commensurate with community and occupational standards.
- Employment that accounts for immediate and long term ramifications of the consumer's disability and does not endanger the consumer or others.
- Employment in which there are opportunities for growth and advancement.
- Employment outcome that relates to services provided and the IPE long-term employment goal.
- Consumer, DVR staff, Vendor and Employer agree that the employment is satisfactory and that the consumer is performing well on the job.

Follow-up, including periodic, on-site employer and individual contact is made by the Vendor to ensure job retention. Other supports are provided as indicated in the Employment and Support Plan. **Direct contacts with the employer are made during the first week of employment and again at least 30 days, 60 days, and 90 days post hire.**

Monitoring

DVR Workforce Development Area directors will monitor vendor performance using data from DVR's information system. The performance standard will be a 50% rehabilitation rate for all consumers referred for Job Development services. DVR managers will also review data regarding the quality of jobs obtained and the time it takes to obtain them.