

Division of Vocational Rehabilitation (DVR) Technical Specifications: Individual Placement and Support Effective July 1, 2015 to June 30, 2016

NOTE: Individual Placement and Support (IPS) is provided only at certain approved sites. No service provider of DVR staff can authorize or provide an IPS service without approval from the Contract Specialist and the IPS state team lead.

IPS is an evidence-based model of Supported Employment and is competitive employment for those consumers who may need long term support to maintain a job who have a primary diagnosis of serious and persistent mental illness. The services provided are intended to assist a DVR consumer in; planning, job development, job placement, providing support on the job, a transition to long-term support and successful employment.

IPS Supported employment services are provided in a working alliance with the mental health treatment team, which includes DVR. Communication is the key to success between these partners. Attendance at meetings and continued use of issued agency guidance, policies and regulations is encouraged to build collaboration. These technical specifications were designed to provide opportunity for input of all partners and ongoing support for the consumer throughout the process.

DVR can provide up to 24 months of support in employment, although this level of need is rare. The services and processes outlined in the technical specifications have been designed to foster independence. IPS is designed to provide a good job match and reduce the need for support while maximizing consumer independence and choice of support.

IPS Employment Specialists must meet the qualifications defined by state law and any qualifications outlined by DVR and the long-term support provider or Wisconsin county. Employment Specialists that have agreed to provide IPS Supported Employment Services also agree that qualified personnel complete the services and reporting required.

DVR will participate in IPS if sites are monitored for, attain and maintain good fidelity and best practice to the Dartmouth model and as agreed in the Departmental Memorandum of Understanding with the Department of Health Services. Local MOU's may also be in place.

Services provided:

IPS Supported Employment Career Profile and Report
IPS Job Development Plan and Report
IPS Supported Employment Job Development, Monthly and Job Start Reports
IPS Follow-Along Plan
IPS Supported Employment Ongoing Support, Monthly and Job End Reports
IPS Supported Employment, Meeting and Transition to Long Term Support and Report

IPS Program Referral/DVR Referral

- 1.) Consumer expresses an interest in employment and the Mental Health Case Manager establishes a meeting with the Employment Specialist.
- 2.) The Employment Specialist will meet with the consumer; discuss IPS, employment and DVR. If the consumer chooses to go forward with IPS, a referral is made to DVR. The consumer will have the

opportunity to learn more about DVR via a group orientation session or individual meeting with a DVR Counselor if that is what the consumer prefers. The consumer signs a DVR application and releases. Disability and functional information is provided to DVR to facilitate DVR eligibility.

3.) DVR accepts application, indicates IPS project involvement on case summary, begins DVR eligibility and Order of Selection process, develops plan for employment in consultation with MH treatment team members, initiates IPE, and provides services as outlined.

Reporting/Billing Requirements

The services and reports meeting the technical specifications should be completed within five (5) days of completion of the service or month of on-going service and not to exceed 30 days from referral/receipt of authorization for IPS Job Development Plan, IPS Job Development Monthly/Job Start and IPS Ongoing Support services and not to exceed 90 days from referral/receipt of authorization for the IPS Career Profile service and IPS Long Term Support Transition service. DVR will pay the applicable fee for the service upon completion of an acceptable report(s) (one that meets the technical specifications), and the meeting (if required). No additional fees will be provided for additional requested meetings.

Service Provided-Individual Placement and Support Career Profile and Report

The purpose of the career profile is to gather relevant information to assist in individualizing the job search and identifying employment goals and factors for job retention. The Career Profile is a report in which the employment specialist records work preferences, work history, education history, strengths, justice system involvement and other information pertinent to a person's employment or education goals. The employment specialist should translate the preferences into an action plan for job development honoring the stated preferences of the consumer. It is intended to be completed over several months and involve a number of face-to-face meetings with the consumer and others who may be helpful in assisting in a job search or providing support once employment is obtained. The Career Profile should identify a team of individuals that provide support to the consumer and may have information about the consumer related to employment. It should reflect the voice of the consumer and contain detailed information.

After the meetings take place, the employment specialist will issue a copy of the report to DVR within five business days of the conclusion of the last meeting. It is expected that the Career Profile will be added to and used as a "living" document to assist in meeting the employment and support needs of the consumer. When updates are completed a copy will be provided to DVR.

It is possible that work on the career profile will begin prior to DVR involvement since it is a required aspect of IPS. The DVR IPS counselor should check in with the IPS provider to identify if the career profile and related activity is substantially completed. If it is near completion, DVR may not choose to authorize this service. If it has only been initiated and will need substantial work to complete the profile, DVR should authorize this service to the IPS provider.

Required Service Elements:

The career profile form is to be completed by the employment specialist during the first few weeks of meeting with a new client. Sources of information include the client, the mental health treatment team, client records, and with permission, family members and previous employers. The profile should be updated with each new job experience and identify strategies for job retention. The career profile should contain detailed information and reflect the voice of the consumer.

The Employment specialist should use the information gathered in the career profile as the basis for the IPS Job Development Plan. Employment Specialists should consult with the assigned DVR IPS Counselor to determine if the career profile is complete and contains the detailed information necessary for the DVR process to move forward.

Required Reporting Elements:

Completed sections with detail for each of the following: Work Goal, Education, Military, Experience, Work Experience, Current Adjustment, Physical Health, Cognitive Problems or Abilities, Getting Ready for a Job, Interpersonal Skills, Work Skills, Benefits, Disclosure, Substance Use, Criminal Record, Daily Activity, Networking Contacts, Information from Family, Previous Employers or Others, Possible need for assistive technology, Number of hours the consumer would like to work, wages they would prefer, and the names and types of support provided by individuals that comprise the consumer's support team, and any additional notes. It is expected that any report submitted with an invoice for payment will contain more than a cursory response to each section. Single sentence responses are not acceptable. If the consumer is unable to reply to a section the Employment Specialist should indicate that information in the career profile submitted to DVR for payment.

Service Provided- Individual Placement and Support Job Development Plan Report:

A detailed job development plan is required. Information gathered in the Career Profile should help to assist in job development efforts. The job development plan should be reviewed every 60 days with the DVR consumer and counselor. Changes can be made as needed and in full consultation between all parties.

Required Individual Placement and Support 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 job(s) that will be developed.
- Initial list of employer contacts to be updated at least every 60 days with follow-up information provided.
- Employment barriers, resources and strategies to address them.
- Responsibilities for the consumer, DVR staff and Employment Specialist.
- Conditions for the use of specialized training and on-site job coaching.
- Short and long-term employment goals.
- Sources of support (e.g. sister drives consumer to work)
- A set standard of contact between the Employment Specialist and DVR consumer. (E.g. one time per week)
- A set standard of direct contact between the Employment Specialist and employers.
- Criteria for a review and/or update of the Job Development Plan.
- Initial plan for support once employment is obtained.
- Scheduled dates for 60 day review of the Job Development Plan.
- Members of the IPS Support Team and how they will provide support to the consumer.

Service Provided- Individual Placement and Support Job Development, Monthly and Job Start Reports:

Monthly progress regarding job development is required. In IPS, job development is conducted as a means to build relationships with employers. Employment specialists may contact employers in a more general sense but should still make an effort to reach out to potential employers based on individual consumers stated area(s) of interest.

Employment specialist will directly and in person contact businesses to develop relationships, learn about the business needs, and obtain information on competitive job openings and to develop or construct jobs for the consumer based on their stated preferences and skills. Employment Specialists should work cooperatively with DVR Business Service Consultants to maximize potential job leads and relationships with local businesses.

Employment Specialist conducts on-site job analysis, assists businesses in identifying, modifying, and eliminating environmental barriers and provides for rehabilitation engineering consultation as appropriate. The DVR Counselor may assist and/or provide technical assistance with the business.

Employment Specialist, in cooperation with the DVR staff, educates businesses about disability related issues, including pertinent legislation upon request.

Employment Specialist provides employment preparation services (interview prep, resume development, including visual resumes or profiles, etc.) as part of Job Development, as identified in the planning process when Job Center services do not adequately address consumer's needs.

Information gathered in the Career Profile should help to assist in job development efforts.

Conditions for employment: The consumer must be compensated at or above the minimum wage i.e., competitive employment, and receive at least the customary wage and benefit level paid to other individuals performing similar work for the same employer.

Work must be in a setting typically found in the community in which applicants or eligible individuals interact with non-disabled individuals, other than non-disabled individuals who are providing services to those applicants or eligible individuals, to the same extent that non-disabled individuals in comparable positions interact with other persons.

The employer is not the Service Provider.

Required Individual Placement and Support Monthly Reporting Elements:

Dates of meetings with consumer and nature of the meeting.

Dates and listing of all employers contacted on behalf of the consumer including the nature of the contact (phone, in-person, business tour, in-depth meeting, and meeting with individuals with hiring authority).

Feedback from previous employer contacts (job filled, no openings)

Any information related to the progress of job development including consumer issues related to disability.

Note: During initial meetings and completion of the Career Profile there was likely a discussion about the number of hours the consumer indicated they would like to work. If employment is secured and there is a substantial difference in the hours secured vs. that discussion, approval must be provided by DVR and discussed with the consumer. Consumers may elect to work less than 15 hours per consumer choice; however, DVR will review and track these cases.

Required Individual Placement and Support Job Start Reporting Elements: Sections must be completed including: first date of work, job title, duties, rate of pay, benefits, hours per week, disclosure description: Yes-consumer has agreed to employer contact and has signed a release or No-other please describe, name of business, name of supervisor, follow along plan including: What was learned from previous work history, strengths, concerns (symptomology, substance use, transportation, etc.) supports available, plan for initial follow-up and continued contact.

Service Provided-Individual Placement and Supported Employment Ongoing Support, Monthly and (possible) Job End Reports

DVR intends to provide follow along support for a period necessary for the consumer to reach stability. DVR supports transition to long term support as soon as possible given individual circumstances. The goal of ongoing supports is to provide a reduction in the level and method of supports including on-site job coaching. A transition should occur to natural or other supports as quickly as possible that still

provide opportunity for job retention. The Career Profile should have provided information to insure a good job match and reduce the need for support while maximizing independence. The supported employment provider will be paid a bonus if the consumer is transitioned to long-term support in months 1-6. Any start date within a month counts as the starting month. It is not necessary to track a mid-point to mid-point within months. DVR intends to promote employment maximizing the number of hours of work, wages and benefits available to all consumers.

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 IPS Mental Health 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.

If a consumer does not retain employment prior to transition to long-term support of the Mental Health team, a Job End Report must be submitted.

Required Service Elements:

Discussion with employer/supervisor to gauge progress toward independence on the job if approved by consumer. If consumer has elected for the Employment Specialist to not have direct contact, a description of how progress is being measured. This must include direct contact with the consumer.

Method for exchange of progress reports for future transition and other ongoing information to include releases of information

Required Monthly Reporting Elements:

Job description, wages, dates/hours worked. Name of supervisor, natural support provider, and a detailed description of the supports provided to include dates/hours and type of support (systematic instruction, task behavior, sequencing, quality, etc.)

Dates of on-site observations with consumer and employer including employer feedback, if completed.

A description of the type of support needed on the job and strategies to address them including worker traits, time management and ability to follow directions.

Method identified for exchange of reports and other ongoing information for future transition to long term support

Required Individual Placement and Support Job End Reporting Elements (if necessary):

Sections must be completed including: job title, employer, job start date, job end date, job duties (if changed since start date), work hours (include any changes), reason for job end (quit for a better job, quit due to symptoms, terminated, other), consumer's perspective regarding job end, staff comments regarding job end, employer comments, type of support provided, type of supervision at work site, does person wish to look for another job/what kind, consumer's preferences regarding disclosure on next job.

Service Provided-Individual Placement and Support Transition to Long Term Support and Report

A meeting with the employment specialist, consumer, and DVR (as well as others invited by the consumer) should be conducted to discuss the timing and plan to transition the consumer to longer-term support and DVR case closure. Transition cannot occur until the consumer has been working at least 90 days on the job. Payment for the transition to long-term support can be provided during the month that the transition occurred.

Required Service Elements:

Discussion of transfer of support if the Employment Specialist or method of support is anticipated to change. 90-day follow-up and DVR case closure date identification. Discussion of resources and referral process for consumer if service needs change.

Required Reporting Elements:

Effective date (beginning of the following month) of transfer to Long Term Support and end of DVR funding of supported employment.

Employer contact information, Employment start date, job title, name of supervisor, wages, and availability of benefits.

A description of impact on social security benefits eligibility and discussion with consumer.

Detailed description of the supports requested by the consumer: Dates/hours and type of support-task behavior, the individual who will provide the support as selected by the consumer, sequencing, work quality/accuracy, speed etc.

DVR should be notified if the consumer stops working within the 90-day follow-along period.

(Updated: 6/2015)