

Division of Vocational Rehabilitation (DVR) Technical Specifications: Individual Placement and Support (IPS)

Effective July 1, 2018 to June 30, 2019

Description of Service Category

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

IPS is an evidence-based model of Supported Employment for 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 and/or substance abuse. The services provided are intended to assist a 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 published information about implementation of the IPS model, issued agency guidance, fidelity reviews and recommendations, 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 for adults age 25 and older and for 48 months for youth aged 24 -14, although this level of need is rare. IPS services are intended to use principles of rapid engagement, provide a good job match and reduce the need for support while maximizing consumer independence and choices of support.

IPS Service Providers/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. Service Providers that have agreed to provide IPS Supported Employment Services also agree that qualified personnel complete the services and reporting required to DVR for DVR funded services.

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 (MOU) with the Department of Health Services. Local MOU's may also be in place.

[Link to Roles and Responsibilities Document\(s\)](#)

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
Individual Placement and Support Career Profile	To gather relevant information to assist in individualizing the job search and identifying employment goals and factors for job retention.	60 days	1.) Career Profile Report	\$950
Individual Placement and Support Job Development Plan	Create a plan for the consumer to successfully seek and obtain employment.	Initial contact with consumer within 48 hours of authorization. Job Development Plan to be completed within 30 days of authorization.	1.) Job Development Plan 2.) Resume 3.) Review every 90 days with all parties via phone, in-person, or email. Case notes required if not in person. DVR counselor attendance optional.	\$500
Individual Placement and Support Systematic Job Development	To strategically contact businesses that offer jobs of interest to the consumer and support the consumer during the job search, and connect the consumer to the job.	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.) Review Meeting (every 60 days) 2.) Monthly Report(s) 3.) Job Start (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
Individual Placement and Support Ongoing Support, Monthly and Job End	To provide support to the consumer to learn and maintain a job.	Monthly Reports (calendar)	1.) Ongoing Support, Monthly 2.) Job End Report (As needed)	\$800 per month
Transition to Long Term Supports	To provide information about continued support and stabilization of the job.	Minimum 90 days of employment to 6 months	1.) Transition to Long Term Supports Report 2.) Required contact with all parties and documentation of agreement to transition. 3.) Required wage rate documentation.	\$1200

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

Service – Individual Placement and Support Career Profile

- The career profile is a report in which the service provider records work preferences, work history, education history, strengths, justice system involvement and other information pertinent to a consumer's employment or education goals. The service provider 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 meetings 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 choices, preferences and interests of the consumer and contain detailed information.
- 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, an updated report 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 after eligibility is determined. 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.
- The career profile form is to be completed by the service provider during the initial months following referral to the IPS Employment Specialist first few weeks of meeting with a consumer. Sources of information include the consumer, 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 service provider should use the information gathered in the career profile as the basis for the IPS Job Development Plan and 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.

[Link to Career Profile Report](#) (DVR-18018-E)

Service– Individual Placement and Support Job Development Plan

- A detailed job development plan is required. A resume may be prepared based on direction from DVR. Some types of jobs do not require a formal resume. Information gathered in the Career Profile should help to assist in job development efforts. The job development plan should be reviewed every 90 days with the DVR consumer and counselor via in-person/phone/email. Proper case notes required by the DVR Counselor if the meeting is not in-person. Changes can be made as needed and in full consultation between all parties.
- The service provider 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.

[Link to Job Development Plan Report](#) (DVR-18019-E)

Service– Individual Placement and Support Systematic Job Development

- Monthly progress reports regarding job development are required. In IPS, job development is conducted as a means to build relationships with employers. Service providers may contact employers in a more general sense but should still make an effort to reach out to potential employers based on individual consumer's stated area(s) of interest.
- The service provider 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. IPS Job Development strategies are based on evidence based practice and fidelity measures which require six in-person contacts per week with a person from a business with hiring authority. Service providers should work cooperatively with DVR Business Service Consultants to maximize potential job leads and relationships with local businesses.
- There will be meetings to review the job development plan every 60 days to verify goals, business contacts, strategy etc. If necessary, the Job Development Plan will be amended if all parties agree.
- 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 DVR staff, will educate businesses about disability related issues, including pertinent legislation upon request.
- 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 this information in the job development 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.
- **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.
 - An individualized hire and follow along plan are required to be completed and submitted to DVR. The hire report contains information about the job and employer and the follow along plan contains information related to the consumer's preferences for support to maintain the job.

[Link to Job Development Monthly Report](#) (DVR-18020-E)

[Link to Job Start \(Hire\) Report](#) (DVR-18021-E)

Service– Individual Placement and Supported Employment Ongoing Support

- 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 if requested by the consumer. 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 service provider will be paid when 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.
- 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, a Job End Report must be submitted.
- Reports will include discussion with employer/supervisor to gauge progress toward independence on the job if approved by consumer. If consumer has elected for the service provider to not have direct contact, a description of how progress is being measured is reported. This must include direct contact with the consumer.
- The method for exchange of progress reports for future transition and other ongoing information to include releases of information are reported.

[Link to Ongoing Support, Monthly and Job End Report](#) (DVR-18022-E)

Service– Individual Placement and Support Transition to Long Term Support and Report

- A discussion with the service provider, consumer, counselor and long-term support provider (as well as others invited by the consumer) is required to secure an appropriate time and plan to facilitate the transfer. A signature or email confirmation, from all parties, is required to confirm and document agreement.
- 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.
- Meeting will include discussion of transfer of support if the service provider or method of support is anticipated to change, and DVR case closure date identification. Discussion of resources and referral process for consumer if service needs change should occur.

Wage Documentation Type	Requirements	Other
	All must include hourly wage and start date.	
Pay Stub or Payroll document	Hourly wage or basis of calculation and start date obtained from consumer.	<ul style="list-style-type: none"> If start date not identified, use last date identified on pay stub. Redact account information on checks submitted.
Employer Documentation	Letter/fax-Must be on employer/business letterhead	<ul style="list-style-type: none"> Best Practice is to obtain directly from consumer. <p>Reminder: If contacting employer directly get permission from consumer first.</p>
	Email-Must be directly from the employer	
OJT agreement	Agreement must be signed by employer	
<p>Note: The provider must provide wage documentation or detailed description of efforts to obtain the documentation to receive Retention/Transition to LTS payment.</p>		

- Note: Individual Placement and Support-Supported Education
DVR will not provide funding for ongoing mental health treatment and support while an individual is enrolled in a school or training program. DVR will provide other types of supports as identified in an individual plan for employment.

[Link to Transition to Long-Term Supports Report](#) (DVR-18023-E)

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.