

## Division of Vocational Rehabilitation (DVR) Technical Specifications: Supported Employment

**Effective July 1, 2018 to June 30, 2019**

**Description of Service Category**

Supported Employment is competitive integrated employment in an integrated work setting in which an individual with a most significant disability, including a youth with a most significant disability, is working consistent with the unique strengths, abilities, interests, and informed choice of the individual, with ongoing support services.

*Customized Employment is a model of supported employment that is available as a different set of services.*

Supported employment services are provided in a working alliance with many partners. Communication is the key to success between these partners. Use of issued agency guidance, technical assistance guides, and policies and regulations is encouraged to build collaboration.

DVR can provide up to 24 months of support, although this level of need is rare. DVR can provide up to 48 months of support for youth (age 14-24). The services and processes outlined in the technical specifications have been designed to insure a good job match and reduce the need for support while maximizing consumer independence.

All DVR services must be provided in competitive wage and integrated settings.

NOTE: DVR will accept supported employment reports that recommend and contain information about the conditions for competitive and integrated employment. Detailed information must be provided as to the nature of any needed support for an individual to work in a competitive integrated workplace. A percentage of projected support is not an acceptable report recommendation and will not be accepted for payment.

[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
Supported Employment Career Profile	To obtain information from the consumer and those on the support team.	60 days	1.) Career Profile Report 2.) Optional Meeting	\$950
Supported Employment Job Development	Develop a plan for the consumer to obtain, maintain, and sustain	Initial contact with consumer within 48 hours of	1.) Job Development Plan 2.) Resume	\$2100  (35+ hours/wk

	employment.	authorization.  45 days for completion  Job Development Plan, progress and quality will be reviewed every 90 days until Hire.  Monthly Reports (calendar)	3.) Review every 90 days with all parties via phone, in-person, or email. Case notes required if not in person. 4.) Job Development Monthly Report(s) 5.) Hire Report	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
<b>Systematic Instruction</b>				
Supported Employment Job and Task Analysis	To identify the tasks that make up a consumers job	30 days from authorization	1.) SE Job and Task Analysis and Report	\$150
Supported 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.) SE Monthly Skill Instruction Report 2.) Optional meeting at month 2 of employment.	\$800 per month
Transition to Long Term Supports	Transition consumer to Long Term supports	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– Supported Employment Career Profile**

- A Career Profile referral must be **completed by the DVR counselor** and sent to the Service Provider to detail the purpose and level of support requested.
- During the time that the career profile is being completed, the provider will take the consumer out to meet with employers and learn about work. This information will be used to help in vocational planning, job searching and identifying resources for support once the consumer begins work. It is expected that the consumer will need long-term support to maintain competitive employment so the members of the support team should be identified and then involved in completion of the

career profile. If the DVR Counselor or consumer requests a meeting, the provider will convene a meeting with the support team to review the contents of the career profile.

- The provider will have several meetings (3 or more) with the consumer and/or identified members of the consumer's support team in an integrated community setting of their choice to complete the career profile.
  - The consumer must be interviewed in person and should be asked to identify other interviewees. At least 3 other interviews are required from among; DVR Consumer, DVR Counselor, long term support representative (if identified), family members or guardian, case manager(s), previous or current school representatives, treating medical professional, case manager, spouse or significant other, advocate or any other person the consumer chooses.
  - Priority should be given to individuals who have knowledge of support strategies and resources needed to assist in long term employment.
- The provider will aid in scheduling the consumer to meet with 1-3 potential employers to learn about what steps are necessary to get a job. (This is a part of the Career Profile service, additional payment will not be offered.) The DVR Counselor and consumer will determine the type of contact and appropriate number of potential employers to include in completion of the Career Profile. This information will be included on the referral form and should be discussed and can be modified based on individual needs. The nature of the contact can vary depending on the need of the consumer. It can include an employer visit where the consumer visits a workplace to observe the work environment, completion of an application form via paper or on-site kiosk, an informational or regular interview with a supervisor or current employee or other onsite experience where the consumer interacts with the environment or potential supervisor or co-worker. The visit should be recorded in the career profile and information shared to inform job development or work goals.
- Updates made to the Career Profile do not require signatures. (The initial/original plan must be signed.)

[Link to SE Career Profile Referral \(To be completed by DVR Counselor\)](#) (DVR-18211-E)

[Link to SE Career Profile Report](#) (DVR-18033-E)

### **Service– Supported Employment Job Development**

- 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 using a systematic approach until there is a job start. A professional resume is a requirement for this service.
- 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 90-day in-person/phone/email review component. Proper case notes required by the DVR Counselor if the meeting is not in-person. 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 SE activity (training program or I/TW); systematic instruction will be provided at the \$45/hour rate and \$150 for the job and task analysis. Only permanent positions and OJTs for SE consumers will receive the monthly Systematic Instruction rate of \$800/month.
- The service provider will use systematic 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. The systematic approach to job development will allow for a good job match and reduce the need for workplace support while maximizing consumer independence. These contacts when related to the authorized consumer should be provided in the SE Job Development Monthly DVR reports.
- A meeting is required at the end of service to review the SE Job Development Plan report. Signatures must be obtained by the DVR counselor, service provider, and consumer prior to invoicing.
  - The meeting does not have to be face-to-face; it can be held via phone, etc. as long as the plan is reviewed and agreed upon by all parties.

[Link to SE Job Development Plan Report \(DVR-18034-E\)](#)

[Link to SE Job Development Monthly Report \(DVR-17039-E\)](#)

[Link to SE Job Development Hire Report \(DVR-17040-E\)](#)

### **Service– Supported 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.

### **Service– Supported 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 to 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 Job and Task Analysis 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.

**Service–Transition to Long Term Support**

- 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.
- The service provider does not need to provide 90 days of Systematic Instruction to the consumer in order to receive payment for this service, as supports may fade.
  - If the service provider has provided substantial services (documented in the Systematic Instruction Monthly Skill Instruction reports) and has aided significantly in the transition to LTS with an acceptable report, they can receive payment for this service at the discretion of the local WDA.
- Service Providers are not required to provide monthly reports to DVR 'after' the transition to LTS. If the DVR case file is not closed, DVR can continue to contact the consumer, employer or long term support provider (MCO) to obtain information for case closure purposes.
  - WIOA states that DVR is required to follow the consumer for an additional 90 days after successful transition to LTS before closing the case.
- This service cannot occur until after the consumer has been employed for 90 days minimum. The report is to be completed at the point of transition and payment can be processed upon receipt of an acceptable report.
  - If transition occurs after 6 months, the Service Provider will not be eligible to receive benchmark payment of \$1200. They may however, be eligible for SE Monthly Skill Instruction at \$800 if the service is appropriate and necessary for the DVR consumer.

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

	by employer	
<b>Note: The provider must provide wage documentation or detailed description of efforts to obtain the documentation to receive Retention/Transition to LTS payment.</b>		

[Link to SE Transition to LTS Report](#) (DVR-18037-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](mailto: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.