

Chapter 30

Supported Employment Services

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30.1 Authority

34 CFR 363, Title VI-B Rehabilitation Act of 1998; Workforce Innovation and Opportunity Act of 2014.

30.2 Policy

Vocational Rehabilitation (VR) provides Supported Employment Services resulting in competitive integrated employment outcomes as defined in 34 CFR 361.5 (c)(9). Competitive integrated employment is the first and preferred outcome for working age youth and adults with disabilities, especially for individuals with complex and significant disabilities for whom job placement in the past has been limited or traditionally has not occurred. Supported Employment Services are appropriate for VR clients classified as having a most significant disability who need ongoing services including long-term on-the-job-supports to maintain a CIE placement. Once a Supported Employment CIE placement has occurred, VR provides Supported Employment Ongoing Support Services including on-the-job-supports for up to 24 months. VR coordinates with extended support providers for funding and coordination of services. The transition to an extended service provider occurs when the client has achieved a reasonable level of stability in employment and an extended services provider indicates that funding is available for the client. Clients who meet the definition of Youth for whom non-VR funded extended services are not available after 24 months of ongoing services may receive extended services from VR for up to 4 years. These VR extended services end once the client no longer meets the definition of Youth or an alternative extended services provider has agreed to assume responsibility for funding extended services.

Supported employment funds are intended to support and maintain an individual with a most significant disability in employment, (section 7(39) of the Rehabilitation Act). Funds allocated to USOR for Supported Employment as per 34 CFR 363.20, may only be applied to Supported Employment Services provided after the client is placed in an employment position. Expenditures occurring prior to the client being placed into a Supported Employment position, will be provided utilizing non-Supported Employment VR funds.

30.3 Definitions

- a. **Community Rehabilitation Program** for the purposes of SE and Life Skills means
- b. “a program that provides directly or facilitates the provision of one or more of the following vocational rehabilitation services to individuals with disabilities to enable those individuals to maximize their opportunities for employment, including career advancement:
 - i. Assessment for determining vocational needs

- ii. Evaluation or control of specific disabilities.
- iii. Orientation and mobility services for individuals who are blind,
- iv. Supported employment services and extended services.
- v. Customized employment.” [34 CFR 361.5 (c)(7)]

c. Community Rehabilitation Programs must be approved by USOR administration prior to working with USOR field service staff and clients. Each direct service employee of a Community Rehabilitation Program must provide USOR administration with proof of completion of training prior to working one-on-one with clients. Prior to training completion, a direct service employee may shadow a trained and certified employee but cannot work alone with clients.

d. **Community Service Broker** means a disability professional who is responsible for the coordination and referral of community resources to expand the range of support options for persons currently on DSPD’s waiting list.

e. **Competitive, Integrated Employment** means work performed on a full-time or part-time basis (including self-employment) that meets all of the following criteria for compensation, integration, and advancement.

i. Compensation

A. The wage is at least minimum wage;

B. The wage is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; and

(If the client will be self employed the earnings must result in an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills.)

C. The benefits offered to the client are at the same level of benefits offered to employees without disabilities in similar positions.

ii. Integration

A. Work is performed at a location that is typically found in the community and

B. The work location allows the client to interact for the purpose of performing the duties of the position with other employees within the particular work unit and the entire work site, and, as appropriate to the work performed, other persons (e.g., customers and vendors), who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these persons.

iii. Advancement

A. The client has access to, as appropriate, opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.

f. **Employment Specialist (ES)** means an employee of a CRP trained to provide assessments of work skills, job development services, and on-going support services to clients seeking competitive integrated employment. Receipt of required training should be verified on the ACRE website at <http://www.acreducators.org/certificate-registry>.

g. **Extended Support Services** means long-term ongoing services, including job coaching, needed to support an individual in his or her employment.

h. **Extended Support Provider** means the organization or individual funding extended support services.

i. **Individual Placement and Support (IPS)** means a specific type of supported employment model developed to assist individuals with a primary or secondary diagnosis of mental illness in finding employment that meets their specific needs, interest, skills and, and supports them in ways that promote success in the workplace. IPS may be appropriate for clients who:

- i. Are classified as having a severe and persistent mental illness,
- ii. Are classified as having a Significant Disability (SD) or Most Significant Disability (MSD),
- iii. Have access to and qualify for services from an IPS trained CRP.

j. **Job Coach (JC)** means an employee of a CRP who provides training and support to a client who is employed in a CIE work setting. Cert info needed here

k. **Job Coaching** means training and support provided to a client in the work-setting including

- i. conducting a thorough analysis of identified work tasks for instructional purposes,
- ii. developing and utilizing appropriate instructional strategies to teach work tasks (instructional prompts, compensatory strategies),
- iii. fading instructional assistance,
- iv. developing strategies for self-regulation and management, and
- v. identifying needed accommodations (for more specific job coaching tasks see 30.9 below)

l. **Job development** means activities that support and assist a VR client in searching for and securing an appropriate job. Support activities include help in resume preparation, identifying appropriate job opportunities, developing interview skills, and making contact with employers on behalf of the client.

m. **Job placement** means referral to a specific job that results in an employment offer and CIE employment that the client is able to sustain for five work shifts.

n. **Job Readiness Training** means training provided to prepare the individual for work including work behaviors, getting to work on time, dress and grooming, and increasing productivity.

o. **Life Skills Training** means training provided to prepare the individual to live independently including transportation training, food preparation, laundering clothing, and managing personal finances.

p. **Situational Assessment** means an assessment of the client's abilities, skills, and behaviors in a real work setting. The setting chosen for a Situational Assessment must correspond to the client's employment goals.

q. **SE Team** means the team consisting of the VR Counselor, client, and CRP who collaborate to determine strategies and goals.

r. **Stability** for SE means the client has obtained and maintained CIE employment for at least 3 months and meets SE stability criteria (see 30.10.b).

s. **Work Strategy Assessment** means the process of discussing, analyzing, assessing, and identifying the strengths, interests, abilities, aptitudes, legal issues, transportation needs, transferable job skills, life skills, behaviors, motivators, and functional limitations of a job seeker with a disability. Work Strategy Assessments may only be completed by an ACRE certified Employment Specialist.

t. **Ongoing Services** means Supported Employment Services needed to support and maintain an individual with a most significant disability in paid employment that meets CIE and aligns with the employment goal agreed to by the SE team. Ongoing services include any VR service that is necessary for the client to maintain the supported employment outcome although the primary ongoing service is SE job coaching.

u. **Youth** means a VR client who is under the age of 25 years.

30.4 Financial Need

SE services consisting of job search and placement assistance, job retention services, follow-up services, and follow-along services are exempt from the financial needs determination (see CSM 8.2.b.ii and CSM 8.2.b.v). Life Skills training services are a subtype of personal assistance services and therefore are also exempt from the financial needs determination (CSM 8.2.b.vi.B). Although these specific services are exempt from the financial needs determination, other services the client is receiving as part of the IPE should be considered separately and may be subject to the financial needs determination.

30.5 Supported Employment Requirements

The need for SE services will be identified by the VR Counselor through the Comprehensive Assessment of Rehabilitation Needs. SE is an appropriate intervention for individuals meeting the criteria for classification as an individual with the **most significant disabilities** for whom:

- a. Competitive integrated employment has not traditionally occurred; and/or
- b. Competitive integrated employment has been interrupted or intermittent as a result of a **most significant disability**; and
- c. Because of the nature and severity of the disability, intensive Supported Employment Services are needed **for a period of up to 24 months** followed by a transition to extended services.

Once the need for SE services is identified and documented as the most appropriate placement option, the VR Counselor will document Extended Support Services Providers currently available to the client or assist the client to apply for and secure an appropriate extended support services provider. Selection of an appropriate extended services provider is based on the individual's needs. The services may be provided by an agency (i.e. DSPD, mental health agency), a private organization, employer or other resource and may include natural supports such as family or coworkers as well as work incentives from Social Security or Medicaid. The selected extended services provider should be documented in the Individual Plan for Employment (IPE). If the VR Counselor cannot identify an Extended Services provider or resource, a statement must be included in the client record describing the basis "for concluding that there is a reasonable expectation that such sources will become available." It is important to arrange for extended services prior to termination of the time-limited VR service to protect and ensure the client's continued employment.

Note: If DSPD is identified as the most appropriate provider of Extended Support Services and the client requires assistance to apply for and secure DSPD services, the VR Counselor and client may agree to authorize for services from a Community Service Broker (see Chapter 12 appendix _ for rate and approval levels). For a list of current contracted Community Service Brokers and contact information visit www.dspd.utah.gov.

The VR Counselor should work to ensure the client has information and support necessary to exercise an informed choice in the process of selecting a Community Rehabilitation Provider (CRP)

30.6 Work Strategy Assessment

The first step in the provision of SE is to assess the client's strengths, abilities, interests, and transferable skills and create a job development strategy. The WSA provides basic information about the client's interests, abilities, resources, support needs, barriers, life skills, transportation, hard skills, soft skills, and job seeking skills. The SE team gathers this information. The WSA concludes when the SE team meets to review the assessment results and agrees to the job development and placement strategies. Approval levels and approved fees for the WSA are located in CSM 12 Appendix A and B. The WSA should be completed using USOR form 94 which is divided into three sections.

a. Section A

Section A, completed by the VR counselor, contains referral information. When completing this section, the VR Counselor should perform an assessment of the client's strengths, abilities, interests, and transferable skills. The VR Counselor should utilize information gained during other parts of the VR process and ask supplementary questions to fill in the remaining information needed for section A of the Work Strategy Assessment form. At this point, the VR Counselor and client should determine which type of assessment is needed. Options are:

i. Tier 1 WSA

Tier 1 WSAs includes an assessment of the client's natural supports, life skills, transportation needs, computer skills, and interview skills. This is estimated to take 5 hours and includes time spent with the client as well as report writing and administrative review time.

ii. Tier 2 WSA

Tier 2 WSAs include the same assessments in Tier 1 with the addition of a situational assessment (see (22.3.i)). This is estimated to take 13 hours and includes time spent with the client as well as report writing and administrative review time.

iii. Career Profile

Career profiles are assessments conducted for clients who are specifically appropriate for the Individual Placement and Support (IPS) model of SE. VR Counselors referring clients for an IPS Career Profile should complete USOR 98 in lieu of USOR 94.

Note: The IPS model views work as part of the client's restoration process and emphasizes rapid placement in an appropriate job fit. As a result, many clients who will benefit from IPS will already have a career profile prior to development of the IPE. If the client does not have a career profile but is appropriate for participation in IPS, then the VR Counselor may include the assessment service in the IPE and authorize to the qualified CRP. If a Career Profile is authorized, the fee is payable upon receipt of the career profile report.

Once section A is complete, the assessment type is selected and added to the IPE (if in service status), the VR Counselor sends an electronic copy of the USOR 98 or USOR 94 and an authorization to the CRP.

b. Section B

Section B, completed by the CRP contains the CRP's assessment observations and recommendations. The CRP will conduct a community-based assessment and develop recommendations as outlined in Section B of USOR form 94. If conducting a tier 1 assessment, then the CRP will perform the assessments requested by the VR Counselor and complete section B with the exception of the situational assessment. If conducting a tier 2 assessment, the CRP will arrange for a situational assessment (see section 12.3.) in addition to assessing the areas required for a Tier 1 WSA. Once the assessment and recommendations are added to Section B, the WSA should be submitted to the VR Counselor.

c. Section C

Section C, completed by the CRP, VR Counselor and client, contains the client's goals for SE services. The SE team should complete Section C during an in-person meeting. Job Development activities cannot begin until the VR Counselor, client, and CRP representative sign the completed USOR 94. If the client's employment goal changes at a later date, the SE team will need to reconvene to discuss the job development and placement strategy and agree to the new employment goal.

d. Situations that may require a new WSA

Although the need for a new assessment should be rare, some situations may necessitate that a client receive a new assessment to inform the job development strategy. Situations that may require a new or updated work strategy assessment include:

- i. Over one year of unsuccessful active job search, and/or

- ii. Client circumstances have significantly changed. This may include, but is not limited to: the disability has changed or progressed, living arrangements have changed (moved out independently or moved in with others), marital status has changed (divorced, married, etc.), individual is the primary caretaker of children or no longer primary care taker of children, or other similar changes, and/or
- iii. The client and the VR Counselor agree to change CRP providers and communicate the change with SE Team.

If the VR Counselor and client determine that updated information is needed to participate or reengage in job development activities, the VR Counselor will document the need for the new evaluation, ensure the new services is agreed to in the IPE, and authorize the service.

30.7 Job Search and Development

Job search and development services are the support and assistance an individual receives from the CRP in coordination with their VR Counselor to search for a job that aligns with the goals in the WSA and the client's IPE. Job search assistance may include help in resume preparation, identifying appropriate job opportunities, developing interview skills, and making contacts with companies on behalf of the client. Job development activities may include locating potential employers in the community, introducing the individual to specific employers, conducting a job analysis, attending job interviews with clients, and arranging for certifications and documentation (e.g., WOTC, Food Handlers, DOL, and I-9 documentation).

Job development is authorized at the conclusion of the WSA finalization meeting with the VR Counselor, employment specialist, and client. Job development may be invoiced at the conclusion of the first month during which job search and development activities occur. CRP's must submit a job development form (USOR form 96) monthly for the duration of job development activities. This form is to be completed at the end of each calendar month and submitted to VR by the end of business on the 15th day of the following month.

IPS Note: Job Development

IPS emphasizes rapid placement and therefore job development services provided by a CRP may already be underway by the time the client has an IPE developed. If job development is in process but has not yet resulted in a successful CIE placement, the VR Counselor can authorize for this service at the standard rate. If successful CIE placement has already occurred, the VR Counselor can begin supporting the client in IPS by authorizing for short term job coaching if needed.

30.8 Job Placement

Job Placement is a referral to a specific job that results in the individual obtaining and maintaining competitive, integrated employment for at least five work days. Work days are defined as calendar days the client reports to work and performs his/her job for his/her entire scheduled shift. Split shifts performed on the same calendar day are counted as a single work day. CRP's are required to submit two forms with each successful placement: USOR form 60 and USOR form 92. It is recommended that CRP's submit USOR form 60 at least 5 days prior to the client's employment start date to give the VR Counselor time to review the submission and confirm that the employment meets CIE criteria. If the CRP does not submit USOR form 60 in advance of the employment start date and the employment is determined not to meet CIE, the placement fee and job coaching provided for the employment is not eligible for payment. USOR form 92 is completed by the CRP after the client has successfully completed 5 work shifts. USOR form 92 is an assessment of the client's success on the work site and should be used to inform the job coaching strategy and ongoing supports the client needs to be successful.

a. Competitive, Integrated Employment (CIE): USOR form 60

All placements supported by USOR must meet the criteria for competitive, integrated employment (CIE) as outlined on the USOR form 60. Prior to the first day of work, the CRP must staff proposed placements with members of the SE Team to ensure it meets the team's expectations, is competitive, integrated employment (CIE), and is an appropriate placement for the client. To aid in this effort the CRP should complete the Competitive Integrated Employment Placement Form (USOR Form 60) and submit it to the VR Counselor five days prior to the first day of work. If a CIE document is not received 5 days prior to the client's first day and the placement meets CIE criteria and the team's expectations, USOR will pay for the hourly coaching. If, however, the CIE document is not received prior to the client's first day and the job does not meet CIE and the team's expectations, USOR will not pay for any hourly coaching.

Job Placements where the employer of record is a Community Rehabilitation Program will not typically meet the CIE criteria. These types of placement may be used as a training strategy to assist the client in gaining employment skills. When using CRP employment as a training strategy, the employment with a CRP should be treated as a Work Based Training (see Chapter 32). If a CRP believes that a position within its company meets the criteria for CIE, the CRP may request an administrative review of the position by contacting CRP@utah.gov.

The results of the administrative review will determine if the placement may be used as a long term CIE outcome. If a proposed placement within the CRP is determined to meet CIE, the position will not qualify for a placement fee as development of the placement would be considered part of a standard employer cost. Ongoing supports to ensure client success in the placement may be authorized at the standard hourly CRP rate.

b. Initial Job Placement Assessment: USOR form 92

The placement evaluation report includes an assessment of employment stability and recommendations of specific services or the coordination of services at or away from the worksite that are needed to maintain employment. This assessment of the client's needs should begin prior to initiating ongoing support services and continue as additional needs are identified on the worksite. The CRP may bill for the successful placement fee once the client has completed at least five work days. Upon completion of the 5th work day, the CRP will complete the placement evaluation report and submit it to the VR Counselor with the bill for placement. Bills for placements that do not include 5 successful workdays and/or do not meet the criteria for CIE as outlined on USOR Form 60 will not be paid.

VR will not fund additional placements for a client working with the same CRP, regardless of the reason for job loss. If an additional placement is necessary, the team should meet to discuss the reasons, revise services as appropriate, and develop a strategy. Hourly billing for job coaching may resume if a new placement is secured. If the second placement is unsuccessful the team should consult with the VR Counseling Supervisor and CRP Coordinator who may recommend technical assistance support for the CRP.

c. Additional Job Placement

In the event that a client loses employment, VR requires the CRP to provide additional job development and a second placement using the original authorizations for services. Prior to reengaging in job development activities the VR Counselor, CRP, and the client must meet to discuss the reasons for the job loss, reassess needed supports, and the job placement strategy. If the client is placed in a new job, hourly billing for job coaching may resume.

When there are extenuating circumstances that warrant a second placement authorization, the VR Counselor should consult with the Counseling Supervisor and the Employment Support Services Program Specialist to determine appropriateness of the service. Examples of extenuating circumstances that may warrant authorization and payment for a second placement include:

- a) the business closes or relocates,
- b) the client relocates beyond a reasonable distance to their place of employment, or

- c) a health or safety concern arises in the current place of employment.

The client must have at least 6 months of job placement stabilization in order for the second job placement authorization to be considered for approval. The counselor must complete a Client Service Recommendation for the second job placement authorization when in support of the appropriate justification. The CSR is reviewed and approved at the District Director level.

30.9 Ongoing Support Services

Ongoing Support Services begin once the client has successfully secured supported employment that is commensurate with his or her individual needs, capabilities, and interests and concludes when the client is transitioned to a non-VR extended services provider. Ongoing support services are designed to provide support to individuals with the most significant disabilities to successfully maintain supported employment outcomes. The nature and extent of ongoing support services should be identified by the SE Team and included in the Individual Plan for Employment. Ongoing supports include job coaching and monitoring.

a. Job Coaching

Job coaching activities must take place on the worksite and include:

- i. Attending employer training with the client
- ii. Meetings with the worksite Supervisors
- iii. Reviewing, training, and teaching essential job duties with client
- iv. Providing individualized training for learning job tasks (as a supplement to employer training)
- v. Performing onsite follow-up checks with the client to ensure work needs are being met
- vi. Providing direct interventions on the job
- vii. Identifying and setting up accommodations in coordination with employer and VR
- viii. Building natural supports for continued success, as it relates to work
- ix. Shadowing and observation
- x. Understanding of continued training for client, as Job Coach tapers off supports
- xi. Developing client understanding of work culture (breaks, check in's, calling in sick etc.)
- xii. Providing work conditioning and hardening
- xiii. Supporting and encouraging the client
- xiv. Training for travel to and from work

xv. Providing other support (Approved in advance by USOR)

b. Twice Monthly Onsite Monitoring

Twice monthly monitoring meetings with the client are required for the duration of ongoing and extended support services. Monitoring results should be documented by completing the Job Coaching Monitoring Report USOR form 93. This report should be submitted to the VR Counselor monthly for the duration of ongoing support services. The report is submitted by the 15th day of the following month along with the hourly job coaching form (USOR 95) and applicable monthly billing.

30.10 Extended Services

a. Transition to Extended Services

A client is ready for transition to the extended service provider when alternative funding is available from a non-VR extended service provider or the client has received 24 months of Ongoing Supports in the same job, whichever comes first. DSPD funded extended service may be available when the client is receiving less than 20% job coach intervention during work hours. VR Counselors should consistently review the client's monthly job coaching report and look for trends in the stability and amount of job coach intervention time needed. The equation for calculating job coach intervention is

$$\frac{\text{Hours job coaching}}{\text{Total client hours worked}} = \% \text{ intervention}$$

The following chart may be used as a reference for determining the percentage of time with a job coach compared to the client's total hours worked per week.

Hours worked by client	Job coach intervention hours per week
5 hrs.	1 hrs. or less
10 hrs.	2 hrs. or less
20 hrs.	4 hrs. or less
25 hrs.	5 hrs. or less

30 hrs.	6 hrs. or less
35 hrs.	7 hrs. or less
40 hrs.	8 hrs. or less

b. Stability

Clients who are stable and successful with less than 20% job coach intervention time for at least 4 consecutive weeks are ready for transfer to extended services when funding from an alternative extended service provider is available. If the team agrees that stability has been achieved and the client is ready for transfer, the VR Counselor will add the stable date in AWARE, complete USOR form 58b, and submit form 58b and the three most recent job coaching tracker forms (USOR form 95) to the extended services provider. The extended services provider will use the information on USOR form 58b and 95 to determine if the client's progress meets their program requirements. Form 58b should be completed as soon as stability occurs to provide time for the extended services provider to make funding available and ensure a smooth transition for the client.

If the client does not reach stability and 80% or greater independence at work and/or does not have access to support from an extended service provider, VR will continue to provide ongoing supports for up to 24 months. The beginning of ongoing supports is the start date of employment. If a client loses a job and obtains a new one, the beginning date and employed date in AWARE are reset to the start date of the new employment. When the SE team has fully transitioned the client to a non-VR extended services, the VR Counselor will enter the stable date on the AWARE Employment Page.

c. Extended Services for Youth

Youth SE who have received ongoing supports for a full 24 months and are not able to transition to an extended services provider may receive extended services from VR for a period of up to 48 months. In this case, VR will continue to provide supported employment services to the youth SE client using the extended support service code (see chapter 13). Extended services begin when the 24 months of ongoing support ends. During this period, the VR Counselor and client should be searching for an alternative extended support provider. The client may receive Extended Services funded by VR until one or more of the following occurs:

- i. The client receives extended services for 48 months,
- ii. The client turns 25 years of age and is no longer a Youth, and/or
- iii. A non-VR extended services provider is found, funding is available to the client, and the client is transitioned to the non-VR extended service provider.

d. Procedures for VR funded Extended Services for Youth

Clients who qualify to receive Extended Services for Youth funded by VR will be transferred to VR funded extended services after receiving 24 months of Ongoing Supports. At least one month prior to transfer the VR Counselor should:

- i. Obtain approval, as needed, for additional Ongoing Support job coaching hours. Approval limits can be found in CSM Chapter 12. Hourly coaching for Extended Services are included in the total hourly job coaching limits.
- ii. Amend the IPE to include Extended Services for Youth and the CRP provider who will be authorized to provide the services.
- iii. Ensure the client record contains documentation of the search for a non-VR provider of extended services, the client's current status as a Youth, and the plan to continue searching for a non-VR extended services provider.
- iv. Enter the stable date in AWARE. The stable date will be the date the client reaches 24 months of Ongoing Supports.
- v. Authorize for high quality indicators, as appropriate
- vi. Authorize for extended services using the designated code found in CSM Chapter 13.

30.11 High Quality Indicators

VR is invested in helping client's find employment that maximizes their ability to earn a living wage, maintain long term stability, and experience professional growth. High quality indicators are considered markers of this success (see Chapter 12 Appendix A for rates), and a placement may qualify for more than one indicator payment. At the time the client is placed in stable status, the VR Counselor will issue the high quality indicator authorization. The CRP may bill for applicable high quality indicator(s) 30 days after the authorization is issued if the client remains stable and employed. The high quality indicators are:

- a. **Placement within 60 Days:** the client was placed in the current employment within 60 days of beginning job development services. This is calculated by

counting the days from the issue date of the job development authorization to the date the client begins paid work.

- b. **Full time employment:** the employment is 20 hours or greater per week.
- c. **Benefits:** the client is eligible for health benefits paid by the employer. The client does not have to claim the benefit in order for the placement to qualify for this indicator.
- d. **Market Wages:** the wages are at or above \$10.00/hour or equivalent (ex. The client earns \$150/week and works 10 hours/week. $\$150/10=\15)
- e. **STEM Occupation:** The employment meets the criteria for being a STEM occupation. In order to qualify for this fee, the client's occupation and corresponding Standard Occupational Classification (SOC) code must be found on the ONETs list of "All STEM Occupations." VR Counselors should use the following link <https://www.onetonline.org/find/stem/> and search for All STEM Occupations to determine if the STEM Occupation fee is appropriate. Before paying the STEM fee, VR Counselors should also ensure that the client's employment goal in AWARE reflects the STEM SOC code from ONET.
- f. **Rural Fee:** There are two Rural Fees that may be billed, if appropriate, at stability. The two Rural fees are:
 - i. The Rural Client Fee: the client resides in a rural area (see appendix C).
 - ii. The Rural Employment Fee: the client's worksite is in a rural area. (see appendix C).

30.12 Roles & Responsibilities for SE Services

a. USOR Roles & Responsibilities

USOR screens, approves and monitors Community Rehabilitation Program (CRP) performance and adherence to USOR standards. Prior to approval to provide SE services, CRPs are required to complete an application process which will clearly state USOR's requirements and standards for CRPs. Once approved, CRPs are monitored by USOR as to their effectiveness and client/VR Counselor level of satisfaction. At the conclusion of the approval period, CRPs are required to reapply through the USOR facilities application process.

It is emphasized that USOR is under no obligation to approve or authorize services to any CRP and USOR reserves the right to revoke or discontinue

approval of any CRP at any time. Revocation of approval is subject to appeal by the CRP and will be directed to the Employment Support Services Specialist who will coordinate a hearing of the appeal by the USOR administration.

b. VR Counselor Roles & Responsibilities

- i. Determining VR eligibility and significance of disability.
- ii. Conducting a Comprehensive Assessment of Rehabilitation Needs to identify the individual's primary employment factors.
- iii. Providing VR Counseling and Guidance.
- iv. Determining the appropriate intervention type (SE).
- v. Providing informed choice regarding possible vendors.
- vi. Developing a cooperative plan with the individual and the family, other agencies and local service providers.
- vii. Adding the appropriate service to the IPE and authorizing according to the *CRP Fee For Service* outcome payment schedule.
- viii. Coordinating, facilitating, problem solving, and communicating with the client and Job Coach and setting clear expectations of each party's roles and responsibilities. Holding SE *team* meetings as often as necessary will ensure success with this important step.
- ix. Working with employers to resolve problems.
- x. Assessing the need for Assistive Technology on the job.
- xi. Identifying continued barriers to employment.
- xii. Ensuring that all invoices are processed and paid in a timely manner.
- xiii. Negotiating additional placements, consultation fees and re-engagement fees with CRP as necessary to assist clients in becoming successfully employed.

c. Client Roles & Responsibilities (To the maximum extent possible)

- i. Meeting with the Job Coach when scheduled and fully participating in placement and work activities intended to result in permanent employment.
- ii. Being proactive and involved to the maximum extent possible in the job search process.

- iii. Meeting with the VR Counselor and CRP when necessary.
- iv. Following through with requested job placement activities.
- v. Communicating with the VR Counselor and CRP.
- vi. Working to learn the essential functions of the job.

d. CRP's Roles & Responsibilities

- i. Conducting the requested services and providing written reports for all clients.
- ii. When agreed to and authorized for, providing SE job development, job placement and job coach training to enable the individual to maintain employment.
- iii. Providing written reports to the VR Counselor on client progress.
- iv. Communicating on a regular basis with the client and VR Counselor and working to resolve concerns, issues, or disagreements.
- v. Communicating with the VR Counselor and providing timely invoice for services provided.

NOTE: *If CRPs choose to provide transportation for USOR clients during an SE service, the CRP will be responsible for providing means for insurance coverage for transportation. USOR will not be liable for any accidents that may occur while USOR clients are under the care of the CRP.*

30.13 CRP Conducted Training Programs

CRPs may provide a variety of USOR approved group and individual training programs designed to address life skills and workplace specific skills. All group life skills training curricula must be approved by USOR administration prior to providing training to clients. A list of approved CRP provided training is available on the USOR intranet. CRP conducted training programs follow the CRP individual and group rates and approval levels found in Chapter 12 Appendix A and B.

Life Skills and Job/ Workplace Readiness Training

Life skills and Job/ Workplace Readiness Training assists in the development of abilities that increase independence while planning for and maintaining employment. This training may include an exploration of needs for independent living skills in the areas of home, health, accessing transportation, financial literacy, problem solving, and decision making. Financial literacy is further defined as assisting individuals with disabilities in developing skills for managing money, creating a spending plan, reducing debt, accessing banking services, and

using credit wisely. The financial literacy training is offered to students with disabilities as a Pre-ETS activity and to eligible clients who may benefit from the financial training preparation for obtaining employment.

The instructional format for Life Skills and Job/Workplace readiness training offered through CRPs is available in group or individual instruction. VR Counselors complete referral form 98 when referring clients for workplace readiness. At the end of the training the CRP will complete USOR Form 148. The form and the authorization is then submitted for payment.

30.14 Temporary Work Experiences

a. In order to provide a client with work hardening, industry skills, and a work history, prior to securing permanent employment, the VR Counselor and client may determine it is necessary for the client to engage in a Temporary Work Experience (TWE). Temporary work experiences should be conducted prior to job development services. Temporary Work Experiences include:

- i. paid internships,
- ii. paid seasonal employment and
- iii. paid temporary employment.

b. Authorizations

The VR Counselor may authorize for a Temporary Work Experience after the service is included in the IPE. If the TWE results in permanent employment, VR will not pay the placement fee but will pay for hourly coaching and relevant high quality indicators after the client has been stable in employment for at least 30 days. See the Temporary Work Experience fee schedule in Appendix 12-A and approval levels in Appendix 12-B.

c. CIE Requirements and Duration

All Temporary Work Experiences must meet the criteria for CIE. Prior to beginning the Temporary Work Experience, the CRP should complete and submit USOR form 60 to ensure that the placement meets the criteria for CIE. The CRP will also need to complete USOR form 92 during the first 5 work days and devise a job coaching strategy for the TWE. TWEs should span a time period of at least 60 but not more than 120 calendar days. The CRP will also complete and submit USOR form 93 and 95 for each month of job coaching provided for a TWE with the bill for job coaching hours.

30.15 Customized Employment Services

Customized employment is a model of Supported Employment distinguished by using flexible strategies, services and supports for an individual with a most significant disability that begins with a person centered determination of the strengths, needs and interests of the individual. Customized Employment is an option when typical supported employment strategies have not been successful, or when customized employment strategies may more successfully meet a client's individualized support needs. Customized Employment Services may only be provided by qualified CRP Employment Specialists that have successfully met training and certification requirements.

The overarching goal of Customized Employment is a placement that meets the specific abilities of the individual and the business needs of the employer. Customized Employment consists of several essential elements and the primary phases include: 1) Discovery Assessment, 2) Career Profile Report, 3) Planning for Customized Employment, and 4) On the Job Employment Supports.

a. The Discovery Assessment

The first step in the provision of Customized Employment is the Discovery Assessment. The Assessment is conducted by a qualified CRP Employment Specialist only. This process includes a set of structured activities, interviews with the client, family, teachers, and natural supports, and also direct observations. In addition to home and community based evaluations, Discovery may also include informational interviews, paid work experiences and engagement in other activities that showcase tasks, skills and interests. The VR Counselor should assist the client in selecting a qualified provider through the process of informed choice, complete the service authorization, and send the DWS-USOR 98 form to the provider. NOTE: An additional assessment may be necessary when there has been a pause in services or when a change in a CRP provider is beneficial to the client. Additional assessments require a CSR at the District Director level.

b. Career Profile Report

Upon completion of the Discovery Assessment the CRP Employment Specialist will deliver a detailed, qualitative Career Profile Report to the VR Counselor. This report will guide the plan for customizing a job description for the client. The required, essential elements of the report include descriptive narratives of the following:

- i. Summary of the client, their family or support system, living situation and current life status.
- ii. Summary of the client's life experiences, including past employment, education, life activities, skills, and other relevant features.

- iii. Strategies used to complete the Discovery Process, including interviews, observations, participation with the client, records review and other exploration activities. A summary of notes, observation and interviews must also be included.
- iv. The client's interests, skills, preferences, ideal employment conditions, vocational themes and challenges in the client's life that may impact employment.
- v. Recommendation of support needs and the customized employment plan
After receiving and reading the Career Profile Report the VR Counselor should schedule a meeting with the client, the Employment Specialist and any other CE Team Members to finalize the Plan for Customized Employment.

c. Planning for Customized Employment and Placement

During the Customized Employment planning meeting the client and the CE Team Members discuss the discovery process, profile report and agree on the customized job development and placement plan. The CRP Employment Specialist is responsible for creating and implementing the plan, which includes strategies that correspond with the client's interests, individualized plan for employment, supported employment principles and support needs. A customized employment placement must be achieved, in collaboration with an employer, through the following activities:

- i. Customizing a job description based on an employer's current needs, which can include previously unidentified and unmet needs
- ii. Developing a set of job duties
- iii. Arranging a work schedule
- iv. Determining the worksite location
- v. Defining supervisory requirements, including performance expectations and evaluations
- vi. Representation and advocacy to facilitate placement
- vii. Providing services and supports, such as job coaching at the work location
- viii. Providing the employer with training and resources for ADA accommodations, etc.

Following the initial planning meeting the VR Counselor may proceed with issuing the authorizations Customized Job Development and Job Placement (see CSM Chapter 12, Appendix B for the fee schedule). As noted in Section 30.7, the CRP Employment Specialist is responsible for sending the VR Counselor monthly job development report (USOR Form 96).

When the CRP Employment Specialist successfully places the client in a customized job, a USOR Form 144 must be completed and submitted to

the VR Counselor five days prior to the client's employment start date. The VR Counselor sends the USOR Form 144 to the Employment Supports Service Specialist to verify that the placement meets the criteria of Customized Employment.

d. On the Job Supports

As noted in Section 30.9 of this chapter, intensive on the job training and coaching is necessary to assist the SE client successfully learn the job responsibilities and maintain the employment. The CRP Employment Specialist must provide training and support at the job site, teach the essential skills needed to maintain employment, provide the necessary prompts, assist in possible behavioral changes, and build natural supports to ensure continued success at the job site. The CRP Employment Specialist must provide job coaching activities as listed in Section 30.9(a). In addition, CRPs must also adhere to the requirement of twice monthly monitoring meetings with the client for the duration of ongoing and extended support service, along with reporting as required in Section 30.9(b). The Customized Employment criteria for stabilization and the transition to extended services is also defined in Section 30.10.

e. Customized Employment Fee Schedule

The fee scheduled for Customized Employment services is defined in CSM Chapter 12, Appendix B. In addition, CRPs are eligible to receive the High Quality Indicators defined in Section 30.1.

f. Customized Employment Approval Levels

The approval levels for Customized Employment services are defined in CSM Chapter 12, Appendix A.

Appendix A IPS Model

Core Principles

IPS is built on a foundation of eight core principles (What is IPS, 2018) including:

1. **Competitive Employment.** This principle aligns with VR's policy requiring all employment to be compensated at minimum wage or above. See section 30.8.a.
2. **Systematic Job Development.** The placement strategy is driven by the interests and abilities of the client. Employment specialists seek employment opportunities that match the industry and work setting requirements indicated in the client's career profile.
3. **Rapid Job Search.** The job development process begins immediately with the goal of matching the client to an employer within a short period of time. This does not mean the client will have a job but that an employer meeting with the client will occur within the first month or two of job searching.
4. **Integrated services.** IPS services are provided in conjunction with continuing services provided by a mental health provider. The IPS team and treatment team collaborate regularly to ensure wrap-around services to meet the client's needs.
5. **Benefits Planning.** The client is provided with benefits planning services in order to understand how working will impact his/her benefits. In addition, the client will be given information about other community services or programs he/she may leverage to achieve success.
6. **Zero Exclusion.** Clients participating in the IPS model are not disqualified for any reason as work is seen as an integral part of the restoration process. For example the IPS team will continue to work with clients who have relapsed, are in an acute stage of substance use or institutionalized.
7. **Time unlimited supports.** As with all supported employment services, the IPS model recognizes that each client has unique needs for ongoing and extended supports. Long term support plans identify the intensity and duration of support for each client.
8. **Work preferences.** Employment opportunities are explored based on the informed choice of the client.

Appendix B Forms

CRP Employment Services Forms

- [Work Strategy Assessment Form - USOR 94](#)

This form is completed with information from the work strategy assessment both Tier 1 and Tier 2. Section C of this form must be completed and signed by the SE at an in-person meeting. CRP's will submit this form at the in-person SE team meeting to complete section C.

- [Referral Form - USOR 98](#)

This form is used to refer a client to a CRP for an IPS Career Profile Assessment or a Discovery Assessment. This form is not for use with clients who will receive a Tier 1 or Tier 2 WSA assessment as outlined in form USOR 94. This form is completed by the VR Counselor and sent to the CRP with the authorization for assessment.

- [Job Development Form - USOR 96](#)

This form is completed monthly by the CRP's Employment Specialist to track the contact dates and job development hours. The form is due by the 15th day of the following month.

- [USOR 60 - CRP Evaluation of Competitive Integrated Employment](#)

This form verifies that a job placement meets the criteria for competitive integrated employment. CRP's are encouraged to complete this form at least 5 days prior the client's start date to ensure it meets CIE. Non-CIE placements do not qualify for payment. This form must be submitted prior to or at the time of billing for job placement.

- [Job Placement Assessment Form - USOR 92](#)

This form is used to conduct an initial assessment of the client's ability to perform the work tasks of a new job and develop a strategy for job coaching activities. This form should be completed after the client has completed 5 shifts. This form is required for all clients including those who do not require job coaching after job placement. This form should be submitted upon completion.

- [Job Coaching Tracker Form - USOR 95](#)

This form is completed monthly by the CRP's job coach or Employment Specialist to track the coaching hours, coaching activities, and ratio of independent work to supported work hours. The form is due by the 15th day of the following month.

- [Ongoing Supports Monthly Coaching Report - USOR 93](#)

This form is completed every two weeks by the CRP's Job Coach or Employment Specialist for all clients who are receiving job coaching services. This form is intended to assess the client's progress at regular intervals, identify issues, and explain new and ongoing strategies. The form is due by the 15th day of the following month.

- [Financial Literacy Training – USOR 148](#)

This form is completed by the CRP at the conclusion of the financial literacy training and lists the activities and modules completed. This form and authorization is submitted for payment.

Appendix C Rural Areas

Rural Service Areas (Determined by OMB)		
Beaver	Grand	Sanpete
Box Elder	Iron	Sevier
Carbon	Kane	Uintah
Daggett	Millard	Wasatch
Duchesne	Piute	Wayne
Emery	Rich	
Garfield	San Juan	