

DEPARTMENT OF LABOR & INDUSTRY  
**OFFICE OF VOCATIONAL REHABILITATION**  
**PROGRAM GUIDELINES**

**NUMBER:** 23-200.02

**SUBJECT:** Employment Supports (ES) Policy

**STATE BOARD APPROVAL DATE:** This will be the date of State Board approval

**DISTRIBUTION:** OVR staff  
OVR legal counsel  
Pennsylvania State Board of Vocational Rehabilitation  
Pennsylvania State Rehabilitation Council  
Client Assistance Program  
Statewide Independent Living Council  
Advisory Committee for the Blind  
External stakeholders

**EFFECTIVE DATE:** This will be the date of the policy roll-out

**IMPORTANT CHANGES:** This will be updated when the draft has been completed

**RESULTING ACTION:** Archive OVR Numbered Memo 16-200.06, Supported Employment, dated September 8, 2016

**AUTHORING AUTHORITY:** Title IV-Subtitle A—Introductory Provisions, Amendments to the Rehabilitation Act of 1973: The Workforce Innovation and Opportunity Act of 2014 (Pub. L. 113–128).

**INQUIRIES:** Central Office Division Chief, Business Services & Outreach  
717-395-9638

Copies of this numbered memorandum are available upon request.  
All materials provided, produced and published by OVR will be made available in the appropriate alternative format when necessary and/or upon request.

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## I. INTRODUCTION

The Office of Vocational Rehabilitation (OVR) defines Employment Supports (ES) as an array of individualized employment-related assistive services, including assessment of work interests, skills, and needs; job preparation and finding; direct support on the job; and ongoing supports, when required. OVR has historically provided employment supports to OVR customers under the OVR Supported Employment Policy (16-200.06). Including supported employment services under a broader Employment Supports Policy allows OVR to better align our guidelines and definitions with requirements of the Workforce Innovation and Opportunities Act (WIOA). Other objectives of this policy revision, per recommendations of an ongoing workgroup and feedback from staff, providers, and stakeholders, include:

1. Simplifying billing and reporting procedures
2. Establishing an improved system for measuring customer stability on the job
3. Aligning policy to meet period of performance and other fiscal requirements

In addition to the benefit to OVR customers, employment supports assist businesses by promoting the hiring of qualified talent, providing onboarding and training supports, and facilitating a direct connection to other business services available from OVR. Many of the services outlined in this policy are rendered by Community Rehabilitation Providers (CRPs) under a fee for service system.

## II. CRP REQUIREMENTS, QUALIFICATIONS, AND MONITORING

### A. Provider Enrollment Requirements

#### 1. Forms

To become an ES provider, the following forms must be completed and signed by an agency or sole proprietor:

- a. **OVR-131, Provider Agreement Form:** this form is required for all providers and details general provisions of service for OVR.
- b. **OVR-xxx, ES Provider Agreement (\*\*Add new form # here\*\*):** this form describes SE service delivery requirements and stipulations and allows the provider to indicate what SE services they intend to provide and specify service delivery territory.
- c. **OVR-120, Provider Enrollment Form:** this form is used to obtain information to enter into the case management system's provider database.
- d. **OVR-149, SE Provider Staff Credentials Log:** Providers of ES services must maintain credentialed staff as specified in section II.B below. This form is used to list staff and credentials attained and may be accompanied by the **OVR-150 Waiver of Supported Employment Qualifications** or **OVR-148 Discovery/Customized Employment Mentorship Verification Form**, as appropriate.

### B. Provider Staff Qualification Requirements

#### 1. Credentials

OVR requires that all CRP staff responsible for providing direct ES services to OVR customers obtain the minimum qualifications as outlined below. The following list of accepted certifications may be amended by the OVR Executive Director if additional credentialing options become available. Provider staff rendering any ES service must obtain one of the following certifications:

- a. **ACRE** – The Association of Community Rehabilitation Educators (ACRE) Basic Employment Certificate or Professional Employment Certificate, **\*\*OR\*\***
- b. **CESP** - The Association for People Supporting Employment First Certified Employment Support Professional (CESP) credential, **\*\*OR\*\***
- c. **CRC** – Certified Rehabilitation Counselor

## **2. Discovery/Customized Employment (D/CE)**

In addition to one of the certifications listed above (Section II.B.1), any provider staff seeking approval to render D/CE services must also obtain certification through Marc Gold & Associates (MGA) **\*\*or\*\*** Griffin-Hammis Associates (GHA). Certification through either MGA or GHA must include both the Discovery and Customized Job Development components and include a mentorship through the initial provision of the entire flow of D/CE services to a customer. The above list of accepted certifications may be amended by the OVR Executive Director if additional credentialing options become available.

## **3. Waiver of Qualifications**

OVR recognizes that there may be times when a CRP must utilize uncredentialed staff to meet service demands and has established a procedure for waiving qualifications in some circumstances, as detailed below:

- a. **New Hires** – This waiver is for approved ES providers who need to hire employees without minimum qualifications to meet the needs of its customers and/or avoid a lapse in services. It also pertains to existing CRP staff who have been reassigned to a position of direct ES service provision. The uncredentialed, newly hired (or reassigned) staff member must be supervised by a credentialed agency employee and an **OVR-150 Waiver of SE Qualifications** form must be completed within 10 days and submitted for approval by an OVR Specialist. The uncredentialed staff member will have 18 months from the date of hire (or date of reassignment) to obtain the necessary credentials to provide ES services.
- b. **New Provider** – This waiver is designed for providers newly approved by OVR to render ES services who need time to get all staff credentialed. The provider must have at least one credentialed staff member who is available to supervise non-credentialed staff. An **OVR-150 Waiver of SE Qualifications** must be completed for each uncredentialed staff and submitted along with the **OVR-149 SE Credentials Log** for OVR Specialist approval at the time of ES service application.
- c. **Discovery/CE Mentorship** – This waiver is designed for provider staff who have completed D/CE training but need to complete the mentorship portion of the certification while working with an OVR customer as a learning partner. To obtain

this waiver an **OVR-148 Discovery/Customized Employment Mentorship Verification Form** must be submitted and approved by an OVR Specialist. An approved OVR-148 gives the staff “contingent” status to provide D/CE services to OVR customers while working toward full certification.

### **C. Monitoring and Technical Assistance**

1. Ongoing monitoring of CRPs will be conducted to ensure the following:
  - a. All ES direct service staff have the required qualifications/certifications or appropriate waivers are in place.
  - b. ES services are being provided in accordance with the OVR ES Policy and ES Provider Agreement stipulations, including:
    - i. Timeliness
    - ii. Report accuracy
    - iii. Appropriate provision of allowable services
    - iv. Successful customer employment outcomes
    - v. OVR and customer satisfaction of ES services provided
2. If a CRP is found to be non-compliant with OVR policy and procedures, they may be restricted from providing these services until technical assistance has been provided by OVR and the situation has been remedied. CRPs will cooperate with all OVR monitoring activities and maintain documentation of service delivery. An OVR Specialist will schedule on-site visits, as needed.

## **III. EMPLOYMENT SUPPORTS SERVICES**

### **A. General Considerations**

#### **1. Collaboration**

All of OVR’s ES services are individualized to the customer and determined collaboratively by OVR and the customer, with input from family members, the CRP, and the customer’s employer, as appropriate.

#### **2. Informed Choice**

Prior to referral for OVR employment supports through a CRP, the VRC is responsible for providing the customer with information on at least three approved vendors so the customer can make an informed choice. If at any time the chosen provider is unable to deliver services in a satisfactory manner and/or as specified in the customer’s plan, the customer may choose to work with an alternate vendor.

#### **3. Client Assistance Program**

All programs, including community rehabilitation programs and projects that provide services to individuals with disabilities under the Rehab Act, shall advise such individuals who are applicants for or recipients of the services, or the applicants’ representatives or individuals’ representatives, of the availability and purposes of the Client Assistance Program under section 112 of the Rehabilitation Act of 1973, 29

U.S.C. § 732, as amended, including information on means of seeking assistance under such program.

**CLIENT ASSISTANCE PROGRAM INFORMATION (CAP):** If you have questions or concerns about OVR services, CAP can help. CAP is a federally mandated program that provides assistance and advocacy to applicants for and recipients of OVR services. CAP is not a part of OVR, and services are provided at no cost to its clients.

**CONTACT CAP:** (215) 557-7112 (voice/Relay); toll free (888) 745-2357 (voice/Relay); fax (215) 557-7602; email at [admin@equalemployment.org](mailto:admin@equalemployment.org); by submitting an inquiry on the CAP website at [www.equalemployment.org](http://www.equalemployment.org); or mail at Client Assistance Program, 101 Greenwood Avenue, Suite 470, Jenkintown, PA 19046. CAP contacts are kept confidential.

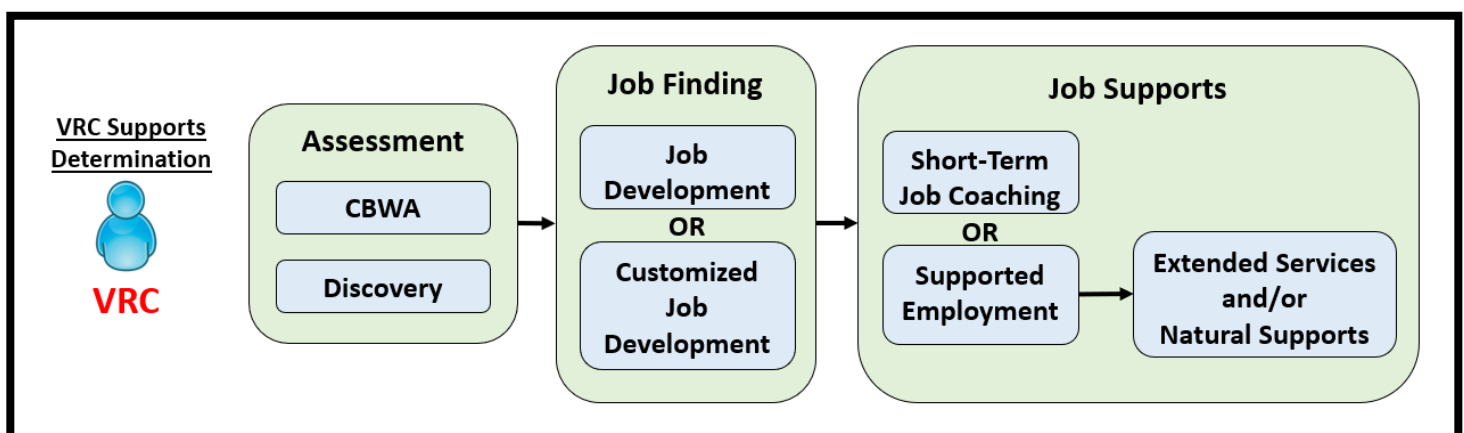
#### 4. Employment Supports (ES) Service Provision and Fees

- a. Information about the customer may need to be shared with the CRP and employer(s) to facilitate employment supports services and releases of information must be obtained in accordance with OVR policy and procedures.
- b. Referral for ES services requires OVR staff to create and submit electronic referrals and purchase orders within OVR's case management system.
- c. CRPs are required to submit electronic service reports and invoices within OVR's case management system. OVR staff are required to review and approve or return reports prior to processing payment. Reporting provisions and timeframes are detailed in the Service Guidelines section of each service.
- d. The OVR Executive Director has the right to increase fees at any time when deemed appropriate, or decrease fees provided notification is given 90 days in advance.
- e. The original rate amounts as of the creation of this policy may be found in Appendix B. Updates to rates, if any, may be obtained by contacting the appropriate VR Specialist in OVR's Central Office.

### B. Employment Supports Overview

#### 1. Service Categories

ES services fall within three main categories reflecting the customer's progress toward their vocational goal: Assessment, Job Finding, and Job Supports.



## **2. Vocational Rehabilitation Counselor (VRC) Supports Determination**

Developing a plan for an OVR customer to attain Competitive Integrated Employment (CIE) requires a thorough knowledge of where the customer is beginning their vocational journey. VRC assessment of the customer is the important first step. If the VRC identifies a need for further evaluation of a customer's support needs, their transferable skills, or the types of employment they would prefer, the CRP-delivered options of Community Based Work Assessment (CBWA) or Discovery may be utilized. If the VRC determines that the customer does not require additional assessment, the case may proceed to services that will help the customer locate employment and/or support them on the job. Prior to any CRP-provided services, the Employment Supports Intake must be completed.

## **3. Employment Supports Intake (ESI)**

Employment Supports Intake (ESI) is an initial meeting between the customer and CRP. The purpose of this meeting is to review referral information, complete a vocational history, review previous evaluations/assessments, establish the working relationship between the customer and provider and form recommendations for the level of support and services the customer may need to obtain and maintain CIE in accordance with the customer's IPE.

### **Service Guidelines for Employment Supports Intake**

- a. ESI must be authorized and completed prior to the delivery of any subsequent CRP services identified in this policy including assessment services. Support services may proceed without an ESI only if a prior relationship exists between the CRP and the customer and all team members agree.
- b. ESI must include the customer and may include other team members, as appropriate.
- c. CRPs complete the standardized OVR Employment Support Intake Report in CWDS within 30 days of the meeting. The ESI Report includes a descriptive account of the customer's strengths, abilities, preferences, interests, support needs and potential need for extended services.

## **C. Assessment Services**

### **1. Community Based Work Assessment (CBWA)**

CBWA is a series of three to five brief work tryouts related to a customer's interests and vocational objectives that are used to evaluate strengths, abilities, interests, preferences, work performance, and support needs; resulting in recommendations for appropriate services in support of the customer's vocational goal. A team meeting between the customer, VRC, and CRP is held after the completion of the CBWA to review results and recommendations. The CBWA Team Meeting will be authorized and billed under a separate service code from the CBWA.

### **Service Guidelines for CBWA**

- a. The total number of hours for all tryouts included in a CBWA is determined based on customer need. Any CBWA of more than 30 hours requires justification and VR Supervisor approval.



- b. If needed, up to 20% of the total authorized hours may be billed for development of the CBWA and preparing the customer for the tryout(s).
- c. If a customer does not attend a scheduled CBWA work tryout, CRPs may bill for any allowable development hours used up to the authorized 20%.
- d. CRPs are required to submit monthly CBWA report(s) in CWDS. CBWA development and individual CBWA work experiences (i.e., for each work site) may be reported and billed independently or in entirety. For each calendar month the purchase order is open, a report must be submitted by the 15th of the following month.

### **Service Guidelines for CBWA Review Meeting**

- a. The meeting must include the CRP, VRC and customer.
- b. The meeting must occur within 30 days of completion of all CBWA work experiences to review results and recommendations.
- c. Exceptions to this general time frame must be justified by the CRP and/or VRC and documented in CWDS.
- d. The meeting is billed separately from the CBWA and should occur in-person, but may be conducted virtually if the customer, VRC, and CRP agree.
- e. CRPs are required to submit the CBWA Review Meeting Summary report in CWDS within 30 days of the meeting.

## **2. Discovery**

Discovery is the first step of the Customized Employment (CE) process. CE is designed for those customers who have not, or would likely not, be successful in seeking, obtaining, and maintaining employment through traditional Supported Employment approaches. It is a service purchased from CRPs with specially trained and certified staff (see certification requirements in Section II.B. above). Discovery identifies an individual's abilities, interests, talents, and passions and translates that information into possible tasks the customer can do for pay, the conditions needed for the customer to be successful, and the contribution he or she would bring to an employer.

Discovery consists of four services: Discovery Process, Discovery Profile, CE Planning Meeting, and Visual Resume.

### **a) Discovery Process**

Discovery Process includes in person meetings and observations of the customer in a variety of settings (home, school, community, etc.); interviews with family, teachers, social contacts, and others; and activities designed to collect detailed information about the customer. Information gathered during the Discovery Process is used to complete the Discovery Profile.

### **Service Guidelines for Discovery Process**

- a. Allowable Activities:
  - i. Interviews with customer, family, and significant others
  - ii. Home and neighborhood observations
  - iii. Neighborhood mapping

- iv. Referral for benefits planning and technology assessments
- v. Review of benefits queries and technology assessment reports
- vi. Arrangement and observation of novel activities
- vii. Informational meetings with employers
- b. Up to 40 hours may be authorized for this service.
- c. Discovery is an in-person service only and may not be conducted virtually.
- d. CRPs are required to submit monthly reports in CWDS. Reports must contain uploaded copies of a Discovery Log for each month of service. For each calendar month the purchase order is open, a report must be submitted by the 15th of the following month.

#### **b) Discovery Profile**

Discovery Profile is a narrative compilation of customer information collected during the Discovery Process.

##### **Service Guidelines for Discovery Profile**

- a. The Discovery Profile must be written following the guidelines set forth by Marc Gold & Associates and/or Griffin Hammis Associates.
- b. CRPs are required to complete and submit a report in CWDS which includes uploading a copy of the completed Discovery Profile.

#### **c) Customized Employment Planning Meeting**

The Customized Employment Planning Meeting is a team meeting to discuss Discovery results and plan for customized job development.

##### **Service Guidelines for Customized Employment Planning Meeting**

- a. This meeting must occur within 30 days of the completion of the Discovery process. Exceptions to this general time frame must be justified by the CRP and/or VRC and documented in CWDS.
- b. The meeting should occur in-person unless a virtual format is agreed upon by the VRC and customer.
- c. CRPs will complete a report in CWDS within 30 days of the meeting by uploading a copy of the completed CE Plan written following the guidelines set forth by Marc Gold & Associates and/or Griffin Hammis Associates.

#### **d) Visual Resume**

A Visual Resume is a presentation utilizing pictures, videos and/or brief written descriptions detailing customer information pertinent to employers. Pictures/videos may be gathered during the Discovery process. Completing the Visual Resume after the CE Planning Meeting allows for inclusion of information most relevant to the job interests and employers identified in the CE Plan.

##### **Service Guidelines for Visual Resume**

- a. The Visual Resume must be written following the guidelines set forth by Marc Gold & Associates and/or Griffin Hammis Associates.

- b. CRPs are required to complete and submit a report in CWDS which includes uploading a copy of the completed Visual Resume.

## **D. Job Finding**

Job Finding involves preparing a customer for applying and interviewing for work; locating or creating employment opportunities by connecting with employers; and facilitating connections between a customer and employers. These job search activities may require an intensive and/or customized approach which may be arranged through the CRP delivered services of Job Development and Customized Job Development. Job finding activities end on the customer's first day of employment.

### **1. Job Development**

This service is provided when a customer has difficulty independently searching for employment opportunities, completing job applications, and participating in interviews and requires intensive one-to-one support during these activities.

#### **Service Guidelines for Job Development**

- a. Activities must support the customer's desired vocational goal listed on the IPE.
- b. Activities must be conducted with the customer to the greatest extent possible. Indirect activities are permissible based on customer need.
- c. This service may be provided in-person or virtually; however, if a situation requires the presence of a CRP, it must be provided in-person (e.g., if a customer requires assistance at an in-person interview).
- d. Allowable activities include but are not limited to:
  - i. Obtaining employment prerequisites including photo ID and other incidentals needed to secure employment
  - ii. Preparing résumés and applications
  - iii. Preparing for interviews
  - iv. Delivering self-advocacy instruction
  - v. Searching for job opportunities
  - vi. Contacting employers regarding potential job opportunities
  - vii. Assessing the need for job modification/accommodations
  - viii. Coordinating adaptive or assistive technology related to a specific employment opportunity
  - ix. Arranging benefits planning
  - x. Preparing the customer, employment site and/or employer as the customer obtains employment
- e. Up to 60 hours may be authorized for this service.
- f. When half of the authorized hours have been utilized, the VRC will assess progress being made, obstacles to service delivery/employment, and the need for additional services. This may include a meeting with the customer and provider.
- g. Once a customer receives and/or accepts an offer of employment, the CRP must alert the VRC immediately and provide employment details.

- h. CRPs are required to submit monthly reports in CWDS for each calendar month the purchase order is open. Reports must be submitted by the 15th of the following month.

## **2. Customized Job Development**

This service is rendered by specially trained and certified CRP staff and relies on a negotiated relationship with employers rather than traditional methods to obtain CIE. Based on an approved review and observation of an employer's business setting and needs, the CRP matches the unmet needs of the business with a customer's strengths, skills, and abilities as identified during the Discovery process.

### **Service Guidelines for Customized Job Development**

- a. This service follows the same guidelines for Job Development with the following additions:
  - i. Discovery must be completed prior to the authorization of Customized Job Development.
  - ii. Customized Job Development should be guided by the information gathered during the CE Plan Meeting and outlined on the CE Plan.
  - iii. The Visual Resume along with OVR information and an agency portfolio (if applicable) are utilized in the process of presenting the customer to the employer.
- b. Once a customized position (one that matches the customer contributions with an employer's unmet needs) has been secured, the supports needed for the customer to learn the job and acclimate to the work environment may be rendered by any certified CRP staff through Supported Employment.

## **E. Job Supports**

Job Supports involve the use of one-to-one employment training strategies to assist customers in learning job tasks and adjusting to workplace interactions and demands. OVR offers two types of job support services to meet the needs of customers.

### **1. Short-Term Job Coaching (STJC)**

Short-Term Job Coaching is an individualized support approach that includes job coaching activities ranging from off-site mentoring to on-site intensive supports to ensure customer success in competitive integrated employment. This service is intended to last until the customer is working at a satisfactory level without assistance from a job coach and without the need for ongoing support services.

#### **Service Guidelines for Short-Term Job Coaching**

- a. This service should be used for the customer who will require supports beyond what the VRC and/or employer is able to provide but is not likely to require extended services to maintain satisfactory job performance once job coaching has concluded.
- b. This service may be provided at the onset of employment or as a job retention service for someone working.
- c. Activities may include, but are not limited to, helping the customer learn and complete job tasks, fulfill work requirements, develop and maintain positive work

habits, navigate the work environment, and cope with personal and/or professional issues affecting employment.

- d. Activities may be provided directly or indirectly. Some allowable activities may be completed virtually, however, if a customer requires or requests in-person supports, the service must be rendered in-person.
- e. Units will be authorized based upon customer need using the following guidelines:
  - i. The VRC may authorize up to 60 total hours for this service.
  - ii. If more than 60 total hours are needed, the case should be reassessed for possible Supported Employment instead.
  - iii. Authorizations totaling over 60 and up to 100 hours require VR Supervisor approval.
  - iv. Authorizations totaling beyond 100 hours require District Administrator (DA) (or designee) approval.
- f. Units must be used only to the degree necessary for customer success, and unused units cancelled.
- g. A team meeting must be held at or near 2 months from the start of STJC to review progress, identify any additional need for support, and/or assess the case for OVR case closure.
- h. If the level of anticipated supports increases and the customer requires the need for ongoing supports, the VRC and customer should re-evaluate the IPE goal and switch to Supported Employment services. To avoid a gap in service for these cases, STJC continues until the IPE is amended to include a SE goal and the purchase order for Supported Employment becomes effective.
- i. Submission of monthly reports through CWDS is required. For each calendar month the purchase order is open, a report must be submitted by the 15th day of the following month.
- j. The first monthly report (with a reporting period greater than 14 days) must include a fading plan completed by the provider.
- k. STJC ends when the individual no longer needs supports to maintain employment or the case has transitioned to SE.

## **2. Supported Employment (SE)**

SE is an individualized, long-term support approach that includes on site intensive supports to ensure customer success in CIE lasting until the customer has reached stability on the job and transitioned to extended services.

Federal legislation defines supported employment as: Competitive integrated employment (CIE) or employment in an integrated work setting in which individuals are working on a short-term basis toward competitive integrated employment, that is individualized consistent with the strengths, abilities, interests, and informed choice of the individuals involved, for individuals with the most significant disabilities for whom competitive integrated employment has not historically occurred; or for whom competitive integrated employment has been interrupted or

intermittent as a result of a significant disability; and who, because of the nature and severity of their disability, need intensive supported employment services and extended services. 29 U.S.C. § 705(38).

Federal legislation also requires that SE be "...based on a determination of the needs of an eligible individual, as specified in an individualized plan for employment; and are provided by the designated State unit for a period of time in order to achieve the employment outcome identified in the individualized plan for employment." 29 U.S.C. § 705(39)

SE services may be provided utilizing Federal VR funds to adult customers (ages 25 and above, excluding Extended Services) for up to 24 months and to youth (ages 14-24, including Extended Services) for up to 48 months. Additional SE services may be provided beyond the 24/48 months with justification and documentation in the customer's IPE.

### **Service Guidelines for Supported Employment**

- a. This service must be used when the customer requires on-site intensive supports and is anticipated to need extended services to maintain CIE in a new or existing job.
- b. Prior to authorizing SE, the customer's IPE must have a SE goal identified.
- c. Activities may include, but are not limited to, helping the customer learn and complete job tasks, fulfill work requirements, develop and maintain positive work habits, navigate the work environment, and cope with personal and/or professional issues affecting employment.
- d. Activities may be provided directly or indirectly. Some allowable activities may be completed virtually, however, if a customer requires or requests in-person supports, the service must be rendered in-person.
- e. Units will be authorized based upon customer need using the following guidelines:
  - i. The VRC may authorize up to 80 total hours for this service.
  - ii. Authorizations totaling over 80 and up to 120 hours require VR Supervisor approval.
  - iii. Authorizations totaling beyond 120 hours require District Administrator (DA) or designee approval.
- f. Customer stability on the job will be assessed and documented by the CRP twice monthly at the worksite.
- g. Units must be used only to the degree necessary for customer success, and unused units must be cancelled.
- h. To promote independence on the job, the provider must work with the customer and employer to establish natural supports so that fading of provider supports to the minimum level necessary may occur as soon as appropriate.

- i. A team meeting must be held at or near 3 months from the start of SE to review progress, identify any additional need for support, and/or assess the case for OVR case closure.
- j. Submission of monthly reports through CWDS is required. For each calendar month the purchase order is open, a report must be submitted by the 15th day of the following month.
- k. The first monthly report (with a reporting period greater than 14 days) must include a fading plan completed by the provider.

**a) Job Stabilization in Supported Employment**

Job stabilization is when the customer's work performance reaches a level acceptable to the employer and CRP and ongoing support services have diminished to the level necessary to maintain the customer in CIE. Stability is verified with the VRC to ensure VRC and customer agreement.

As noted in WIOA, assessment of stability must be included in the ongoing support services and provision of services must occur, as needed, to maintain stability.

- CRPs will monitor the customer's progression towards job stabilization by completing two observations per month at the worksite.
- Job Stability Requests are submitted electronically when the CRP determines the customer has achieved job stabilization. This is determined when the provider confirms the customer has been working at a level satisfactory to the employer with or without supports. The VRC is then responsible for confirming and approving stability after reviewing with the customer, and if needed, the employer.
- Job stabilization is achieved when the VRC has approved the Job Stability Request submitted by the CRP.
- If job stability is not achieved within two months from when the customer starts a job, a team meeting is required. The VRC, customer, and CRP will discuss progress toward stabilization and the level of support needed as the case moves forward.
- For cases where the customer requires constant one to one supports and fading is not anticipated, please reference IV. C below for guidance.
- A VRC may decide not to approve job stability for reasons including, but not limited to:
  - The customer is not satisfied with the job
  - The customer recently lost the job
  - Conflicting information is received concerning the customer's stability
- Any time a VRC declines a Job Stability Request, a team meeting must be held to review the situation and determine if additional supports are necessary. If the customer and VRC are dissatisfied with the performance of the current provider, an alternate provider may be chosen.

## **b) Extended Services**

Extended Services begins once the customer achieves job stabilization. It includes the support services necessary to maintain stability in employment for at least 90 days while preparing for OVR case closure (34 C.F.R. §363.54). Three main types of Extended Services are available to meet the varied needs of customers. OVR Counseling & Guidance (C&G) continues with all three Extended Services options and includes monitoring the customer's stability and use of natural supports on the job along with regular contact with the customer, employer, and/or provider to review any additional services that may be needed prior to and after case closure.

### **i. Natural Supports**

**Description:** Natural Supports may include support of the employer, the supervisor of the employee, co-workers, family members, mentors, and teachers to maintain an individual with the most significant disability in supported employment after Federal, State or non-profit support ends.

### **ii. OVR Funded Extended Services**

**Description:** Continued on-site supports beyond what the employer is able to provide to maintain success and stability on the job. OVR funded Extended Services are provided by a CRP and must only be used when alternative funding sources are unavailable. Some customers may meet the eligibility requirements for services through Medical Assistance (MA) waiver programs; however, due to waiver capacity issues (e.g., waiting lists) they may not receive the funding. In these cases, OVR may provide the needed services until the waiver funding becomes available.

#### **Service Guidelines for OVR Funded Extended Services:**

1. Extended Services include primarily on-site activities including:
  - Follow-up with the employer
  - Job coaching
  - Development of natural supports to ensure ongoing job stability and continued CRP fading from the employment site.
  - Some services may be completed indirectly such as making phone calls or sending email or texts to the customer, the customer's supports, funding sources, and employer.
  - Activities related to establishing and/or maintaining natural supports.
2. Units may be authorized for up to 20 hours per month for up to three-month. DA or designee approval is required for units authorized above 20 hours per month or for more than three months.
3. Additional months of service require adequate justification in the monthly reports. Reports must detail all efforts made to continue fading and establish/maintain natural supports.



4. CRPs are required to submit monthly reports in CWDS. For each calendar month the purchase order is open, a report must be submitted by the 15th day of the following month.
5. OVR will utilize reserved state funds, when available, to provide Extended Services to customers 25 years of age or older in accordance with WIOA restrictions on the use of Federal funds for this purpose (§363.4).

iii. Non-OVR Funded Extended Services

The identification of possible sources of funding for Extended Services must begin at intake to assure a smooth transition once stability on the job has been met. Communication with alternate funding sources about the status and timing of that funding must occur at the beginning of an SE case and continue through case closure. Funding for Extended Services is often available for customers eligible for MA Waiver Programs administered through the Office of Developmental Programs (ODP) and the Office of Long-Term Living (OLTL).

Providers are not required to submit reports to OVR during the 90 days of Extended Services when it is funded by another entity however, communication should continue between the CRP and VRC through case closure.

**c) Closing Cases in SE**

SE cases may be successfully closed when the customer has maintained stability in employment for a minimum of 90 days after the start of Extended Services and all other general criteria for VR case closure is met. (34 C.F.R. §363.54)

After successful OVR case closure, should an SE customer later require supported employment services, the following options may be considered:

1. The customer may reapply for VR services.
2. A post-employment IPE amendment may be agreed upon to provide OVR Funded Extended Services using the State Supported Employment Fund only if: the funds are available and allowable, the individual was closed within the last 12 months, and the individual is 25 years of age or older.
3. The customer may access waiver-funded or alternative supports, if available.

**IV. CONSIDERATIONS FOR SPECIFIC POPULATIONS**

**A. Transition**

**1. During Pre-Employment Transition Services**

Students in secondary education receive work-based experiences primarily through Pre-Employment Transition Services (Pre-ETS). Examples of such services include Paid Work Experience, Community Work Instruction, Project SEARCH and MY Work Initiative. Through these services, a Worksite Trainer provides general workplace instruction and teaches job tasks. If a student requires supports beyond those offered by the Worksite Trainer, Short-Term Job Coaching may be considered through an IPE.

**2. Nearing Exit from Secondary Education**

Employment Supports (ES) may be considered for those students nearing exit from secondary education (within six months of graduation) who will likely need extra support to find, learn and keep a job. If the student has an open OVR case, the student/family may discuss the appropriate options of ES services with the assigned VRC and if appropriate, the IPE will be developed or amended for that student and a choice of providers given. If the student has not applied for OVR services, the student/family may discuss the appropriateness of ES services and the OVR application process with an OVR representative at an IEP meeting. Students and families may also reach out directly to the local OVR office.

## **B. Customers Exiting Subminimum Wage (SMW) Employment**

Individuals coming to OVR from SMW employment (“sheltered employment”) may present with unique needs due to limited knowledge and exposure to CIE, parental and caregiver concerns, and complex support needs due to disability factors. If not addressed before referral for ES services, the following may be considered and arranged, when appropriate:

- Benefits Counseling and Planning
- Transportation
- Assistive Technology
- Personal Safety/Self-Advocacy
- Attendant Care/Medication Administration

While arranging for ES services, it may be that these individuals will need more hours of support than other cases and possibly constant supports while working (see IV. C. below). In addition, the job coach may need to spend more time than a typical ES case on identifying natural supports and educating the employer/co-workers on redirecting inappropriate behaviors, disability specific issues, ADA requirements and job accommodations.

## **C. Constant One-To-One Supports**

Customers with high support needs will likely require Supported Employment rather than Short-Term Job Coaching. The following applies to situations where customers are anticipated to require constant one-to-one supports on the job.

### **1. Justification**

Providers must present substantial evidence derived from the ES Intake and/or assessment report(s) to justify that an individual will likely need constant one-to-one support on a job site. The counselor and customer must agree with this determination and the VRC must document the justification in the case file.

The need for constant support must not be the result of a poor or inappropriate match between the customer’s skills, abilities, needs, and preferences and the job goal.

### **2. Personal Care Assistance**

If a customer needs assistance with activities of daily living during work hours, information and referral services should be offered to assist in identifying a funding source. SE hours must not be utilized for personal/attendant care services. For customers who are eligible for Companion Services through ODP or Waiver services

through OLTL, the VRC must work closely with the customer and the Supports Coordinator to determine how these services will be rendered in conjunction with SE.

### 3. Fading

The development of natural supports and fading must still be considered/attempted and there must be documentation of these efforts in service reports and CPNs.

## D. Provisions for Customers with Sensory Disabilities

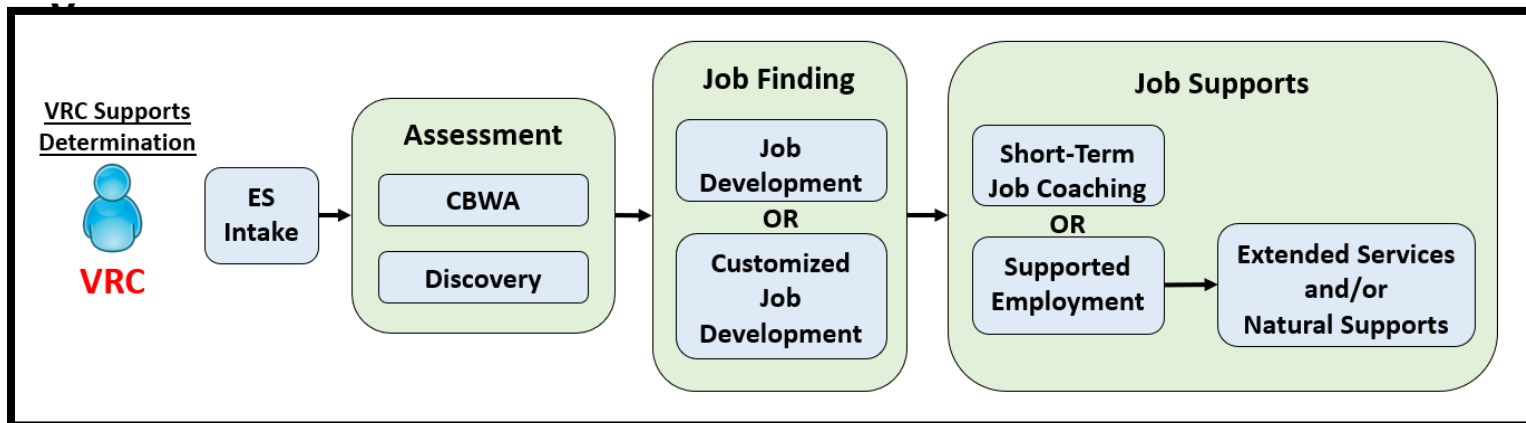
### 1. Blindness, Visual Impairments, and Deaf-Blindness

Prior to the start of a job during Job Finding and/or during the provision of Job Support services (section D and E above), individuals with blindness and/or visual impairments may receive Orientation and Mobility (O&M) training assistance based on their level of functioning to learn how to travel to, from, and within the worksite.

### 2. Deaf & Hard of Hearing

Customers who utilize ASL for communication may receive interpreting or other comparable services as needed throughout the duration of all ES services to be able to successfully participate.

## APPENDIX A - Employment Support Services Diagram



## APPENDIX B - Service/Fee Chart

**Table 1: Service/Fee Chart**

<b>Service</b>	<b>Service Code</b>	<b>Fee</b>	<b>Required Documentation</b>
Employment Supports Intake (ESI)	To be added	\$150	Intake Report
Community Based Work Assessment (CBWA)	To be added	Statewide ES Rate per hour	Monthly Reports
CBWA Review Meeting	To be added	\$100	CBWA Review Meeting Summary Report
Discovery	To be added	Statewide ES Rate per hour	Monthly Reports
Discovery Profile	To be added	\$720	Discovery Profile
Customized Employment Planning Meeting	To be added	\$360	Meeting Summary Report
Visual Resume	To be added	\$360	Visual Resume
Job Development	To be added	Statewide ES Rate per hour	Monthly Reports
Customized Job Development	To be added	Statewide ES Rate per hour	Monthly Reports
Short-Term Job Coaching	To be added	Statewide ES Rate per hour	Monthly Reports
Supported Employment	To be added	Statewide ES Rate per hour	Monthly Reports
Extended Services	To be added	Statewide ES Rate per hour	Monthly Reports