



Vocational Rehabilitation Services (VRS)

Employment Service Revisions

Spring 2015

WELCOME

- **Introduction of Trainers**

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WHAT SHOULD BE ACCOMPLISHED WITH RATE REFORM?

- System should be responsive to all, including individuals with high support needs as well as consumers with minimal support needs.
- A refocus on discovery, especially for individuals with minimal/no prior work experience.
- Individuals with MSD have access to adequate Supported employment services which includes ongoing support services.
- Individuals should reach stabilization, or their highest level of independence, prior to VR case closure.
- Retain a system that focuses on outcomes, but also recognizes quality and individualization and allows for flexibility.
- Retain a system that is not difficult to administer.
- Aim to improve the consumer experience.

STEPS IN THE EMPLOYMENT SERVICES PROCESS

From Start to Finish, how do we assist individuals in achieving their employment outcomes? What are the steps we go through?

There are 4 basic steps in the process:

1. Identify the vocational goal through Discovery activities
 - by exploring interests, strengths, barriers, priorities, preferences, and informed choice
2. Obtain the job
 - through job development and placement activities
3. Provide needed supports
 - for the individual to increase their independence and become stabilized on the job
4. Maintain the job

STEPS IN THE EMPLOYMENT SERVICE PROCESS

1. Individualized Discovery

- One or more Discovery activities is completed to identify the employment goal and the nature and scope of services needed to achieve the goal.

2. Job Development and Placement

- Job development begins after the employment goal and nature and scope of services are identified, any applicable preparation or training is completed, and the individual is ready to begin job development.

3. Individualized support to achieve stabilization

- Individualized support is provided to assist the individual in achieving stabilization on the job, including supported employment services.

4. Retention

- A successful employment outcome is achieved when an individual retains employment for a minimum of 90 days after stabilization.

These steps have NOT changed with the VR employment service revisions. So, let's take a look at what has changed...

STEPS IN THE EMPLOYMENT SERVICES PROCESS

Previous model	Steps in Process	Revised model
PES (RBF Milestone 1)	Discovery	Activities selected from menu of Discovery activities (hourly)
Placement + 5 days (RBF Milestone 2)	Job Development and Placement	Placement + 1 week (Milestone 1)
4 weeks placement (RBF Milestone 3)	Support to achieve Stabilization	Support and Short-Term Retention (Milestone 2 + additional supports) (4 weeks)
Closure (RBF Milestone 4)	Retention	Retention (Milestone 3)

REVIEW OF STEPS – KEY CHANGES

Under the RBF system, milestones were designed to be all inclusive and were intended to cover all steps in the process including:

1. Discovery
2. Job Development and Placement
3. Supports to achieve Stabilization, inclusive of SE services
4. Achievement of Retention

Summary of key changes:

- Increased focus and re-emphasis on steps that sometimes got lost in the RBF process, specifically Discovery and Supports needed to achieve true stabilization
- Increased flexibility to allow for more individualization based on consumer needs
- Elimination of 2 separate tiered milestone payments (no more tier 1 and tier 2)
- Rates and expectations

STEP 1: DISCOVERY

- Discovery activities provide an opportunity to explore each individual's skills, interests, personality traits, ideal conditions of employment, and vocational themes.
- Discovery activities are key in identifying: appropriate employment goals, the nature and scope of services needed to reach the goal, and preparation for achievement of the goal.
- The Discovery process may include one or more of the following services:
 - VR Counseling and Guidance
 - Job Shadowing
 - Work Experience
 - Vocational Testing
 - Situational Assessments
 - Other activities to assess unique strengths, interests, and abilities
- Discovery activities are funded individually through an hourly rate - they are NOT funded through a milestone payment.



DISCOVERY ACTIVITIES

JOB SHADOW

- Provides consumer an opportunity to observe a specific job or work setting to see if job/setting is a good match
- Can broaden a consumer's knowledge of available jobs in the community
- May be pre-arranged with an employer or conducted anonymously
- May assist with identifying vocational interests
- May take as little as 1 hour, or up to 1 day

DISCOVERY ACTIVITIES

SITUATIONAL ASSESSMENT

- An individual is observed performing one or more tasks in an appropriate setting
- Provider can control and vary the task(s) so the consumer can be observed and assessed under a variety of conditions or situations
- Provides information about a consumer's aptitudes, abilities, behaviors, and preferences, as well as support needs
- May assist with determining whether a specific job/setting is a good match
- May take approximately 2 hours, or up to 1 or more days

DISCOVERY ACTIVITIES

WORK EXPERIENCE

- Allow consumers to explore jobs through firsthand work-based learning opportunities in integrated settings
- Assists with identifying interests, career goals, abilities, skills, ideal work conditions, support needs, and training strategies
- While the primary purpose is assessment, work experiences could result in a job offer
- Provides a longer-term onsite experience
- May last 1 week, or up to 12 weeks

DISCOVERY ACTIVITIES

- Discovery activities should include an interview with the individual and others, as appropriate, to gain insight into education and employment history, identification of transferable skills, and other background information. A review of the local labor market should also be conducted.
- Information learned through Discovery is documented on the Discovery Profile which will capture all information gained in regard to consumers' skills, interests, personality traits, ideal conditions of employment, vocational themes, and other applicable information.
- The goal of each Discovery activity is a recommendation of appropriate jobs or vocational themes, or to gain insight into the identification of appropriate jobs or vocational themes.
- Additional Discovery activities including informational interviews and dealing with disclosure may be funded at an hourly rate.

JOB READINESS TRAINING

- Job readiness training is another service that some consumer's may need prior to moving forward with job development.
- Job readiness training is provided to prepare individuals for the world of work and focuses on basic skills including:
 - appropriate work behaviors
 - getting to work on time
 - appropriate dress and grooming
 - increasing productivity
 - soft skills development
 - social skills development
- The goal of job readiness training is to assist individuals in addressing barriers that are preventing them from pursuing successful job placement or retaining a job.
- A Job Readiness Training Plan outlines goals and outcomes of training.

STEP 2: JOB DEVELOPMENT AND PLACEMENT

- Job development may occur after:
 - the employment goal is identified,
 - the nature and scope of services are identified,
 - any applicable preparation or training is completed, and
 - the individual is ready to begin job development.
- Milestone 1, Job Development and Placement (1 calendar week on the job) supports job development and placement activities.
- If a job is not obtained in a reasonable amount of time (what is 'reasonable' will vary by consumer), the team should consider whether job readiness training, additional discovery, review of employment goal and/or review of strategies is warranted.



STEP 3: INDIVIDUALIZED SUPPORT TO ACHIEVE STABILIZATION

- Milestone 2, Support and Short-term Retention (4 calendar weeks on the job) is for supports during the first four weeks on the job.
- Additional supports outside of Milestone 2 may be funded separately at the appropriate rate, if determined to be needed.
- Additional supports that some individuals may need to ensure achievement of stabilization and successful job retention, may include:
 - Assistive Technology
 - Job accommodations and/or modifications
 - Support in working through behaviors, issues with interpersonal skills, etc.
 - Additional benefits counseling
 - A variety of other on-site or off-site supports
- The Employment Support and Retention Plan will outline specific support needs and will be the 'guide' for determining the amount and duration of supports needed.



STEP 3 CONTINUED: INDIVIDUALIZED SUPPORT TO ACHIEVE STABILIZATION – SUPPORTED EMPLOYMENT

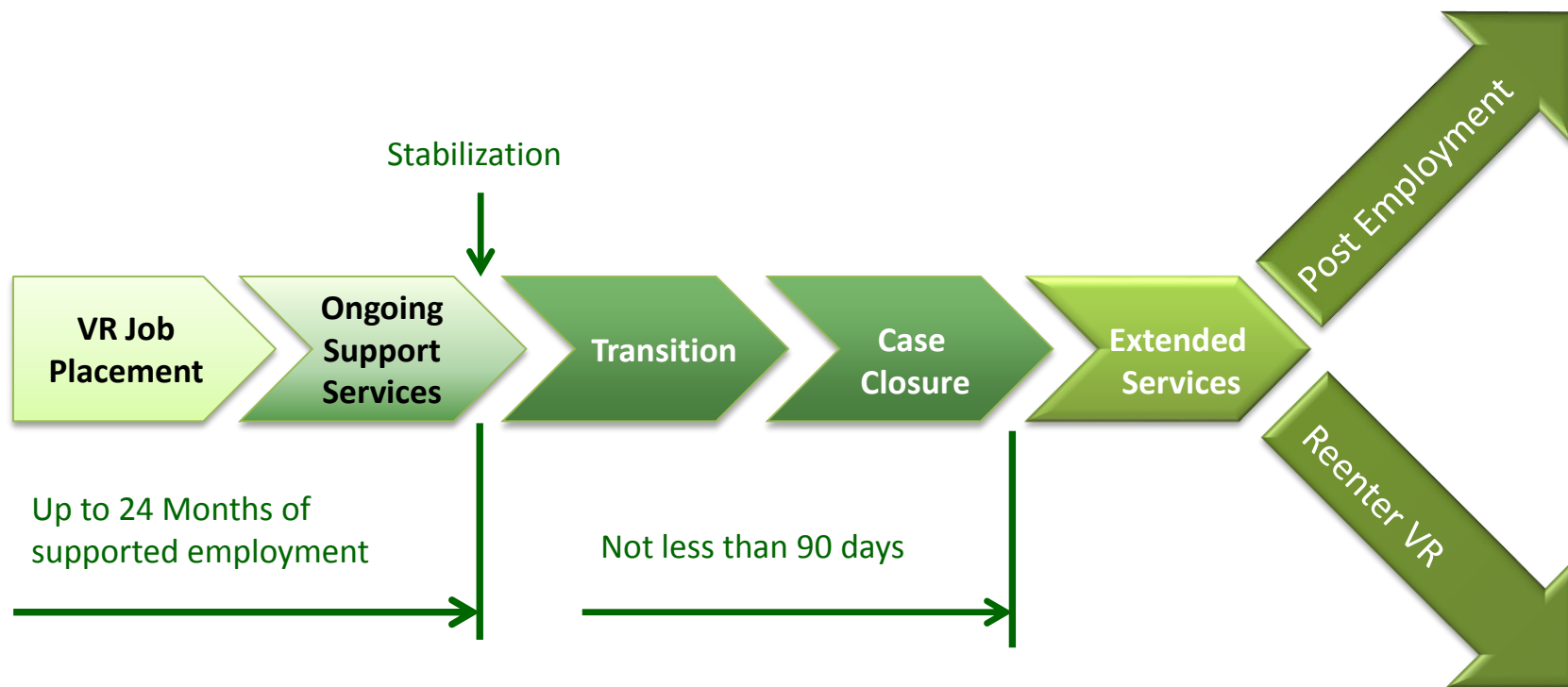
- Milestone 2, Support and Short-term Retention (4 calendar weeks on the job) is for supports during the first four weeks on the job.
- Supported Employment Services (SE), including ongoing support services necessary to support and maintain an individual with a most significant disability (MSD) in supported employment may be funded in addition to the milestone payments. This additional funding would typically begin after 4 calendar weeks on the job (after Milestone 2).
- SE services may be provided by VR for up to 24 months. Fading of supports should occur during this period with the goal of achieving stabilization.
- The Employment Support and Retention Plan will outline specific support needs and will be the 'guide' for determining the amount and duration of SE services and other supports needed; the plan will be updated quarterly to demonstrate fading and progress toward stabilization.



SUPPORTED EMPLOYMENT SERVICES – A CLOSER LOOK

- **Supported Employment Services** involve ongoing support services and other appropriate services needed to support and maintain an individual with a Most Significant Disability (MSD) in SE for a period of time generally not to exceed 24 months. Such services, such as job coaching, are for individuals who have SE and long-term supports identified on the IPE.
- SE services are provided from the time of job placement through achievement of stabilization and retention (90 days after stabilization).
- Often, because of the nature and severity of the individual's disability, there is a need for **Extended Services** that are provided by a State agency, private nonprofit organization, employer, natural supports, or any other appropriate resource that are funded outside of VR.

SUPPORTED EMPLOYMENT SERVICES



STABILIZATION

- Stabilization occurs when a consumer has maintained the employment outcome for an appropriate period of time (not less than 90 days), and the individual no longer needs VR services.
- Stabilization is the highest level of independence a consumer is able to attain after an appropriate period of supports, including SE services (up to 24 months) and jointly agreed to by the consumer and the VR counselor.
- Individuals may achieve stabilization immediately upon starting the job, or it may take many months.
- For individuals receiving SE services, there is an expectation that fading of supports occurs prior to stabilization.
- Fading is not always a linear process, and the amount of support each individual needs may ebb and flow.

STEP 4: RETENTION

- Milestone 3, Retention is achieved when the individual has sustained stabilization for a minimum of 90 days.
 - Remember that for individuals receiving SE services, it may take many months to achieve stabilization. VR may fund SE services for up to 24 months between the time of placement and achievement of stabilization.
 - For SE individuals, during the 90 day period from achievement of stabilization to achievement of Milestone 3 (Retention), there should be a focus on transition to extended services (i.e. waiver funding, MRO, natural supports, etc.).
- As always, individuals may re-enter VR services through post-employment services or a new application if a need arises after closure.



SUMMARY OF KEY REVISIONS

- Elimination of 2 separate RBF 'Tiers.'
- Maintain 3 milestone payments
 - Milestone 1 = **Job Development and Placement (1 week on the job)**
 - Milestone 2 = **Support and Short-term Retention (4 weeks on the job)**
 - Milestone 3 = **Retention (90 days AFTER stabilization)**
- Discovery activities are provided prior to milestone payments, funded per activity, and are no longer paid under a milestone.
- SE services (including ongoing support services) may be provided and funded outside of, and in addition to, milestone payments.
- Expectation for increased VR counseling and guidance and VRC engagement in the employment service process – a team approach vs. 'handoff.'
- Reduced financial incentive to quickly reach 'stabilization' and closure by ensuring adequate supports are available, including up to 24 months of VR-funded SE services to ensure true stabilization.

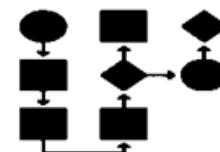
EXPECTATIONS

- System modifications are consumer-driven, and therefore decision making should also be consumer-driven
- A team approach to employment services is expected
 - Continue to strengthen and build relationships
- Critical thinking is needed to make decisions based on each individual consumers need
- To help with decision making, first and foremost consider what the consumer needs
- Thinking outside of the box is OK!



RESOURCES

- Employment services manual
- Forms
- Flow charts
- Training power point
- Written Q&A



All resources will be posted on the VR website at VRS.in.gov

QUESTION & ANSWER



WRAP UP

- Questions may be sent to: VRProvider@fssa.in.gov.
- A written Q & A document will be compiled and posted online.
- You are encouraged to begin looking at your own cases and thinking about how the revised model will apply to those consumers.

Thank you for your time and attention!

