**Office of Vocational Rehabilitation**

**Supported Employment Expectations**

The Kentucky Office of Vocational Rehabilitation OVR utilizes 3 types of Supported employment:

1. Traditional Supported Employment
2. Individual Placement and Support (IPS)
3. Customized Supported Employment

# Traditional Supported Employment

New referrals are contacted in the shortest amount of time. Best practice is that they would be contacted within one week of referral to set up an appointment. If you feel that the referral is not appropriate for your program, then the referring OVR counselor should be called within a week in order to make a referral to another agency.

1. ***Person Centered Job Selection***

The person-centered job selection outcome fee must be authorized by the VR counselor prior to the start of this service. This process leads to the development of the Person Centered Employment Plan (PCEP). Payment may be rendered once a PCEP is developed, submitted, and approved by the OVR counselor. The authorization time frame should be no longer than 75 days. The SE provider must submit monthly PCEP Activity Notes during the person centered job selection process. Standard formats for the notes and the PCEP have been developed and must be used by all providers. A minimum of 10 hours of individualized, documented time must be spent with the individual and/or people who know the person well in order for the PCEP to be paid. The PCEP should be submitted to the OVR counselor within 2-weeks of the final PCEP activity.

These activities are done out in the community, not at the vendor site. Observational experiences are a vital component of the discovery process and should always be utilized. In addition, other interested parties should be interviewed (with consumer/guardian approval) in effort to acquire pertinent information about the job seeker. Dialogue between the consumer and Employment Specialist are not to be the sole method of acquiring information during the person centered job selection process.

Person-Centered Job Selection Activity notes are completed on each activity. These notes are sent to the counselor by the 5th of each month. If for some reason you did not work with a consumer that month, then a progress note would be sent to the counselor to let them know why you did not work with that consumer for that month.

If the plan is acceptable then the OVR counselor will pay for the PCEP. If the PCEP is not acceptable, it will be returned to the employment specialist to redo. Once the PCEP is accepted the counselor will meet with the consumer and develop the OVR Individual Plan for Employment (IPE). Best practice is to have the employment specialist at this meeting if possible.

Once the counselor and the consumer develop and sign an IPE, the consumer will be referred back to your program for job development. It is very important that you do not start job development prior to receiving an authorization for payment from OVR. If you do not have an authorization there is no guarantee for payment.

The IPE will have a specific vocational goal in which the consumer and the employment specialist must be looking for that job that fits that goal. For instance, if the consumer’s vocational goal is to be a Greenhouse worker. It would not be an acceptable Job Development to be looking for job as a dishwasher.

1. ***Job Development:***

An outcome fee will be paid for specialized job development services that result in competitive integrated employment in a suitable job that has been specified on the PCEP. The OVR counselor should issue an authorization for job development services upon receipt of an approved PCEP and after the Individual Plan for Employment (IPE) has been signed by the consumer. The authorization time frame should be no longer than 6 months. The job development fee will be paid after the Work Summary and invoice have been received by the OVR counselor. Job Development Notes should be submitted to the OVR counselor by the 5th of each month.

Job Development (JD) Activity Notes are completed on every JD activity. It is expected that the Employment Specialist will meet with each consumer on a weekly basis. Best practice is a minimum of 4 hours per week.

Best practice dictates that each employment specialist will make 3 new employer contacts each week. This is only considered an employer contact if the specialist talks to person who has hiring authority.

The time frame each consumer spends in job development will vary but most should have a job within 3 months to one year.

The OVR Counselor will send an authorization for placement.

Once the consumer is placed on an appropriate job, the employment specialist will provide support necessary for the consumer to be successful on the job. The employment specialist should send the counselor a Work Summary along with an invoice for Job Development. It is preferable to obtain OVR Counselor approval before obtaining employment that is not the consumer’s original vocational goal. If the counselor does not feel that we can support the new vocational goal, then VR may not pay for that Job Development.

Acceptance of the placement fee means you are agreeing to provide long term vocational supports to that consumer. This means you will have a minimum of two face to face contacts with the consumer per month throughout the duration of their employment. If the consumer discloses his disability to the employer one of these contacts must be at the job site and includes talking with the employer/supervisor.

Long Term Supports are individualized based on each consumer’s needs. These will vary person to person.

During the placement phase of SE, the employment specialist should keep Worksite Activity Notes for each time the specialist is on the job site and the consumer’s case is open with VR. Worksite Activity Notes should be submitted to OVR by the 5th of each month. These notes are used to write the monthly summary that is sent to the VR Counselor when the person has completed the 1st 30 days of employment. If the person is not stable on the job, then the 30-day summary format is used each month until the consumer completes 60 days of stable employment.

1. ***Stable Employment Outcome***

Once the individual has obtained competitive integrated employment, the Stable Employment Outcome fee should be authorized to the supported employment provider. Stable Employment Activity Notes must be submitted to the OVR counselor by the 5th of each month. Payment for 30, 60, and 90-day stable employment outcomes should occur after the appropriate documentation has been provided and approved by the OVR counselor. The Long Term Support Plan should be submitted for day 60. The CRP will be required to provide the counselor with a 120-day, 150-day and 180-day Summary Report. After 180 days in Stable Employment, OVR can close the case. **It’s important to note that 60-days of employment does not solely constitute “stability”. It must be 60 days of stable employment. Meaning, the consumer does not require one on one training assistance 100% of the time in order to complete the necessary job requirements. Fading, due to the acquisition of skills, natural supports, and positive employer feedback, must occur**

After one year of stable employment, a Step Down Support Plan may be implemented. This document can be found on the OVR website or obtained through the OVR Consultant. Step Down Support Plans must be submitted to the consultant and approved before implementation.

If the consumer loses their job, the employment specialist is expected to immediately begin working on job development with the consumer in an appropriate field. This consumer is not to be put at the bottom of the list until the employment specialist has time to work with him/her.

# IPS Supported Employment

New referrals are contacted in the shortest amount of time. Best practice is that they would be contacted within one week of referral to set up an appointment. If you feel that the referral is not appropriate for your program, then the referring OVR counselor should be called within a week in order to make a referral to another agency.

1. ***Career Profile***

The Career Profile is an assessment tool designed to explore and identify the person’s interests, strengths, uniqueness, culture, and experiences. Information compiled in the Career Profile is used to complete the Job Search Plan. An authorization for the Career Profile assessment process should be generated once it is mutually determined that IPS supported employment is the appropriate service. The authorization should not exceed a 30-day timeframe. An invoice for payment should accompany the Career Profile and the Job Search Plan, and payment should be made only when the assessment is deemed acceptable by the authorizing counselor. The Career Profile and Job Search Plan should be submitted within 15 business days from the date of the authorization.

1. ***\*\*Person Centered Job Selection***

This method of assessment is not to be used in lieu of the Career Profile for individuals receiving IPS supported employment services. However, if the OVR counselor deems it necessary to complete a PCEP in addition to the Career Profile, then a detailed explanation for the request must be provided to the CRP Branch. If approval is given, then the same standards are to be followed as outlined in the Traditional Supported Employment section.

1. ***Job Development***

Individualized job development services can begin once the Career Profile and Job Search Plan has been approved and an authorization has been generated. An outcome fee will be paid for specialized job development services that result in competitive integrated employment in a suitable job that has been specified on the Career Profile and Job Search Plan. This fee will be paid after the consumer completes one day of employment and the appropriate documentation has been provided This authorization time frame should be no longer than 6 months. This fee will be paid after the Work Summary and invoice have been received by the OVR counselor. Job Development Notes should be submitted to the OVR counselor by the 5th of each month. The Job Support Plan will need to be submitted after the job is obtained.

Acceptance of the placement fee means you are agreeing to provide long term vocational supports to that consumer. This means you will have a minimum of two face to face contacts with the consumer per month throughout the duration of their employment. If the consumer discloses his disability to the employer one of these contacts must be at the job site and includes talking with the employer/supervisor.

Long Term Supports are individualized based on each consumer’s needs. These will vary person to person.

1. ***Stable Employment Outcome***

Once the individual has obtained competitive integrated employment, the outcome-fee should be authorized to the supported employment provider. Stable Employment Activity Notes must be submitted to the OVR counselor by the 5th of each month. Payment for outcomes should occur after the appropriate documentation has been provided, and after 30, 60 & 90 days of stable employment has been achieved. The 30, 60 (Long Term Support Plan), and 90-day Monthly Summaries should be submitted within five days of the achieved milestone, and should be accompanied by the respective invoice before payment is rendered. The CRP will be required to provide the counselor with a 120-day, 150-day and 180-day Summary Report. After 180 days in Stable Employment, OVR can close the case. In rare instances VR may have to keep their case open to provide other services and you would need to continue providing monthly summaries until VR closes the case.

After one year of stable employment, a Step Down Support Plan may be implemented. This document can be found on the OVR website or obtained through the OVR Consultant. Step Down Support Plans must be submitted to the consultant and approved before implementation.

If the consumer loses their job, the employment specialist is expected to immediately begin working on job development with the consumer in an appropriate field. This consumer is not to be put at the bottom of the list until the employment specialist has time to work with him/her.

# CUSTOMIZED SUPPORTED EMPLOYMENT

Customized Supported Employment should include the following: specific job exploration and employer relations to facilitate placement, a customized job description, development of a specific set of job duties, work schedule, job arrangements to include specific supervision, performance evaluation and review, as well as the determination of a job location**. Enhanced rates for customized supported employment can only be authorized and paid to CRP’s whose Employment Specialists have successfully completed the Marc Gold and Associates certification process as provided through the University of Kentucky’s Human Development Institute Leadership Series on Customized Supported Employment.**

New referrals are contacted in the shortest amount of time. Best practice is that they would be contacted within one week of referral to set up an appointment. If you feel that the referral is not appropriate for your program, then the referring OVR counselor should be called within a week in order to make a referral to another agency.

1. ***Customized Person Centered Job Selection (Vocational Profile)***

A minimum of **25** individualized, documented **hours** must be spent with the individual and/or people who know the person well in order for the Vocational Profile to be paid. The report must be developed according to the MG&A Vocational Profile Format, and the MG&A Customized Employment Activity Logs must be submitted. The Customized Person Centered Job Selection authorization time frame should be 75 days. Payment should be made upon receiving acceptable Activity Logs, invoice, and only if the Vocational Profile is deemed acceptable and valid by the consumer and counselor. The Vocational Profile should be submitted within 14-days of the last Vocational Profile Activity Note.

1. ***Planning Meeting (CSE)***

The Planning Meeting is an extremely vital part of the customized supported employment process. Multiple meetings may be necessary to accomplish the goal of identifying the unique features of a job to the consumer. However, only one authorization is to be utilized to cover subsequent meetings that ultimately make up the Planning Meeting. An invoice and a written report should be submitted within five business days from completion. The VR counselor should issue an authorization for the Planning Meeting upon completion of the Advanced PCEP-Vocational Profile. The authorization should be no longer than 90 days.

1. ***Job Development (CSE)***

The customized job development fee will only be paid for a suitable customized job, which has been identified in the Vocation Profile. This fee will be paid after the consumer completes one day of employment. If a labor market position is obtained instead of a customized position, then the Traditional SE Job Development fee of $900 should be utilized. The VR counselor should issue an authorization for Job Development upon receipt of the Planning Meeting documentation, and after the Individual Plan for Employment (IPE) has been signed by the consumer. This authorization time frame should be no longer than 6 months. Job Development Notes must be submitted to the OVR counselor by the 5th of each month.

Acceptance of the placement fee means you are agreeing to provide long term vocational supports to that consumer. This means you will have a minimum of two face to face contacts with the consumer per month throughout the duration of their employment. If the consumer discloses his disability to the employer one of these contacts must be at the job site and includes talking with the employer/supervisor.

Long Term Supports are individualized based on each consumer’s needs. These will vary person to person.

1. ***Stable Employment Outcome***

Once the individual has obtained competitive integrated employment, the outcome-fee should be authorized to the supported employment provider. Stable Employment Activity Notes must be submitted to the OVR counselor by the 5th of each month. Payment for outcomes should occur after receiving the respective invoice, and after receiving the 30, 60 & 90 day monthly reports confirming that stable employment has been achieved. The Long Term Support Plan should be submitted for day 60. The CRP will be required to provide the counselor with a 120-day, 150-day and 180-day Summary Report. After 180 days in Stable Employment, OVR can close the case. In rare instances VR may have to keep their case open to provide other services and you would need to continue providing monthly summaries until VR closes the case.

After one year of stable employment, a Step Down Support Plan may be implemented. This document can be found on the OVR website or obtained through the OVR Consultant. Step Down Support Plans must be submitted to the consultant and approved before implementation.

If the consumer loses their job, the employment specialist is expected to immediately begin working on job development with the consumer in an appropriate field. This consumer is not to be put at the bottom of the list until the employment specialist has time to work with him/her.