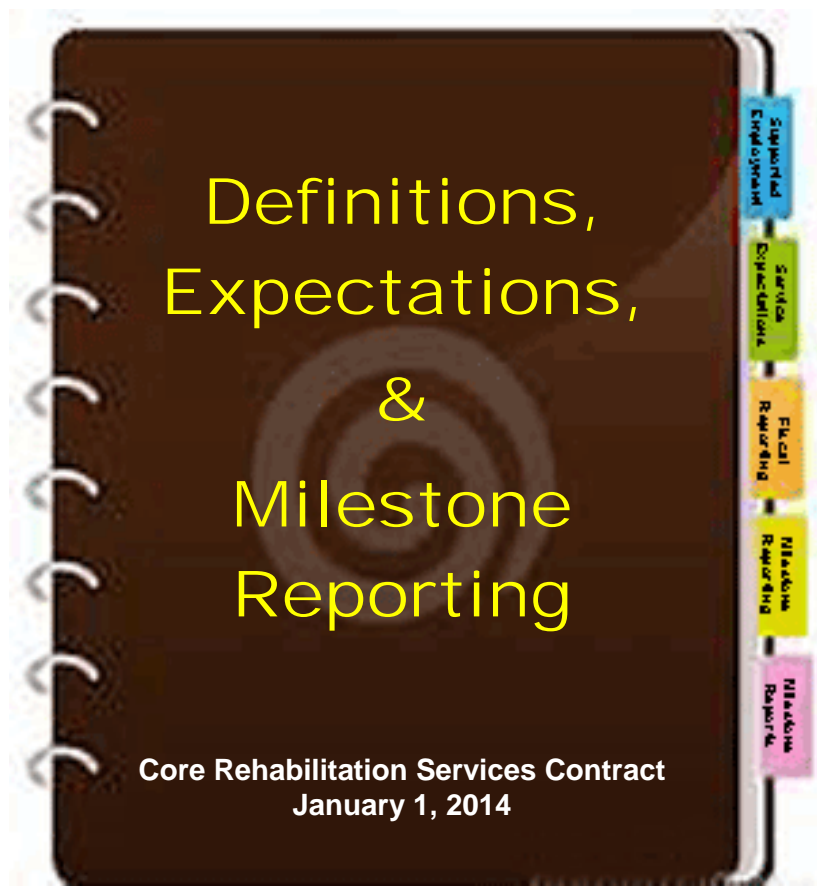


Supported Employment Guidelines



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Introduction

Through the authority of Chapter 515, of the Laws of 1992, ACCES-VR has been assigned the responsibility for administering, establishing standards, and monitoring the intensive service component of supported employment programs. Effective January 1, 2014, supported employment services are provided within a Core Rehabilitation Services contract through a milestone payment system.

The Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), in cooperation with the Office for People with Developmental Disabilities (OPWDD), the Office of Mental Health (OMH) and the New York State Commission for the Blind (NYSCB), and with the involvement of service providers, advocacy organizations and consumers, have previously developed guidelines for supported employment that establish a common base of accepted practice and procedures.

This revised document retains basic definitions and service expectations about supported employment and provides information necessary for conforming to a milestone payment system.

This document replaces the 2012 Guidelines and contains sample reports and quality expectations.

Supported Employment Definitions

Supported Employment (SE) is competitive work that offers ongoing support services in integrated settings for individuals with the most significant disabilities. It is intended for individuals for whom competitive employment has not traditionally occurred, or has been interrupted or intermittent as a result of a most significant disability, and who need ongoing supports to maintain their employment. The employment outcome is attained by providing intensive supported employment services and is maintained through the provision of extended services. The level of employment participation may be full- or part-time based on the individual's employment factors ([strengths](#), [resources](#), [priorities](#), [concerns](#), [abilities](#), [capabilities](#), [career interests](#) and [informed choice](#)).

Eligibility Requirements for Supported Employment Service

Supported employment services are the ongoing support services and other appropriate services that are necessary to obtain and maintain an individual with a most significant disability in employment. Supported employment services may be provided to any individual who is determined by ACCES-VR or NYSCB to be eligible for vocational rehabilitation service, and who meets all of the criteria stated below.

1. Has a Most Significant Disability. This means that the individual:
 - a. Has one or more physical or mental disabilities that cause substantial functional limitations;
 - b. Has a severe physical or mental impairment which seriously limits three or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; and,
 - c. Whose vocational rehabilitation will require multiple vocational rehabilitation services over an extended period of time; and
 - d. For whom, as a result of a most significant disability, competitive employment has not occurred or has been interrupted or intermittent.
2. Has had a comprehensive assessment of rehabilitation needs by ACCES-VR/NYSCB which identifies supported employment as the appropriate vocational objective, and:
 - a. Meets all the criteria for an individual with a most significant disability and is eligible for vocational rehabilitation services;
 - b. Has a need for ongoing support services in order to obtain and maintain competitive work; and
 - c. For whom extended service funding is available, or there is a reasonable expectation that such funding will be available.

Required Features for Supported Employment Programs

All supported employment programs funded by ACCES-VR/NYSCB resources are required to comply with applicable regulations, and to have the following characteristics:

1. Programs must be designed to serve those people **with the most significant disabilities** who require supported employment services, including ongoing support services, in order to obtain and maintain employment in an integrated work environment.
2. The program must include the provision of assistance necessary to **maintain the person in employment**, (for as long as this assistance is required in order for the individual to maintain employment).

3. Programs must emphasize the **integration** of persons with the most significant disabilities into the general work force. An integrated setting is one in which the person has the opportunity for regular interaction with people who do not have disabilities (and who are not caregivers) to the same extent that individuals without disabilities in comparable positions would have this opportunity. Natural supports, such as car pooling, and job training provided by co-workers, should be used whenever possible to facilitate integration.
4. Programs should develop and utilize **natural supports**. Natural supports are supports from supervisors and co-workers, such as mentoring, friendships, socializing at breaks and/or after work, providing feedback on job performance, or learning a new skill. These natural supports are particularly effective because they enhance the communication and social integration between the employee with a disability and his/her co-workers and supervisor. In addition, natural supports may be more permanent, consistent and readily available; thereby facilitating long-term job-retention. Friends and family members may also provide significant supports, such as assistance with transportation and problem solving issues pertaining to work.
5. The supported employment program **provides ongoing support services both in the intensive and extended services phase**. **Ongoing support services**, include, but are not limited to:
 - necessary additional assessments at the work site;
 - the provision of skilled job trainers (job coaches) who accompany the individual for intensive job skill training at the work site;
 - job development and training;
 - social skills training;
 - regular observation or supervision of the individual;
 - follow up services including regular contact with the employers, the individual, the parents, family members, guardians, advocates, other authorized persons in order to reinforce and stabilize the job placement;
 - facilitation of natural supports at the work site; and
 - facilitation of any other services identified in the scope of vocational rehabilitation services at or away from the work site, such as transportation and personal assistance services.

Supported employment services are provided both in the **intensive services phase** and the **extended services phase**:

Intensive supported employment services are provided both on and off the job site as frequently as necessary. Once the individual is placed in a job, at least two monthly face-to-face monitoring meetings with the consumer should occur on the job site unless these on-site monitoring meetings are waived by ACCES-VR/NYSCB. (Note: If on-site monitoring visits are waived, two face-to-face meetings with the individual each month are still required; however these meetings occur away from the work site). Training

should be directly related to the employer's specific requirements and services should be customized to meet the individual specific needs of the consumer.

The intent of supported employment services is to provide ongoing support services necessary to assist the person with:

- learning specific work duties and performance standards;
 - learning formal and informal site-related expectations;
 - acquiring site-appropriate work-related behaviors;
 - understanding and using the benefits of employment (e.g., spending pay, using leave, participating in employee programs, employer benefits, working under direction from the supervisor, and socializing with co-workers); and
 - developing a community support system that accommodates and positively reinforces the employee's role as a worker.
- b. **Extended services** are those ongoing support services that are needed to support and maintain the individual in supported employment. Extended services are provided after an individual has achieved job retention. Rehabilitation occurs when the individual is employed for a length of time adequate to ensure the stability of the employment outcome (a minimum of 90 days). Extended services are provided both on and off the job site, as frequently as necessary, to assess and maintain employment stability.
- At least two monthly face-to-face meetings with the consumer must occur on the job site unless the on-site monitoring is waived by ACCESS-VR/NYSCB. (Note: If on-site monitoring meetings are waived, two face-to-face meetings, away from the job site are still required).
 - In addition, at least one contact with the employer must take place each month. (Note: The employer contact does not have to be face-to-face). The monthly contact with the employer is required unless the individual does not want the employer contacted. If the individual has not disclosed their disability or involvement in a supported employment program to the employer, then contact with the employer should not occur.
6. Providers must establish a written **Extended Support Service Policy**, which describes how extended services will be provided and identifies the funding source(s) being used for the provision of such services.
7. **Compensation** must be in accordance with the Federal Fair Labor Standards Act (FLSA) and the New York State Department of Labor Minimum Wage Order Guidelines for Rehabilitation Programs. Federal regulations require competitive wages for an employment outcome. Individuals in supported employment who are earning below the competitive wage must be working towards a competitive wage.

COMMENT: Job placement is expected to be in the type of job and level of integration most appropriate to the individual's employment factors. The consumer should be earning a competitive wage at time of transition from intensive services to extended services, i.e. not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who do not have a disability. Providers should monitor those individuals making less than minimum wage to ensure the individual is given maximum opportunity to make minimum wage. The placement is expected to be for the **maximum number of hours** possible based on the individual's employment factors, (i.e. unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual).

Waivers

The provider must request and receive a written waiver from the ACCES-VR/NYSCB VR counselor under either of the two circumstances described below. Each waiver request must include an appropriate justification.

1. **Off-site monitoring visits** – If the mandated minimum of two monthly face-to-face meetings is not provided at the worksite, a waiver is required. The two visits are still required. A waiver will enable this requirement to be met by off-site face-to-face meetings. The record must demonstrate the provider's plan to provide the necessary services and supports to assist the individual to maintain employment without the on-site monitoring visits. Justification for the request for an off-site waiver must be based on specific circumstances such as the non-disclosure to the employer or the consumer's explicit request for off-site monitoring visits. (If the individual has not disclosed the disability, then employer contact is prohibited by law.) The request for a waiver can be placed on the VR-Intensive Service Plan and approved by the VRC at the time of approving the VR-ISP. If the need for the waiver occurs later, approval is obtained from the VRC and written documentation of the approval is placed in the provider record.
2. **More than 18 months of Intensive Services** – If the consumer will require more than 18 months of intensive training services while in a job placement, a waiver is required. The 18 months timeframe is a cumulative total including all job placements. The 18 months timeframe begins after the initial job placement. Justification for the provision of intensive services that exceed the 18 months must be based on the consumer's informed choice and the feasibility of achieving the employment outcome. Written documentation of approval of a waiver must be maintained in the provider record.

Supported Employment Service Expectations

The following expectations are established as **provider responsibilities**:

- a. Actively involve consumers and their families in assessment, planning, and decision-making throughout the service delivery process. With the consumer's consent, and where appropriate, families will be included in providing reinforcement of the worker's role and in being consulted regarding their observations of the suitability of services.
- b. Consider both the individual's and employer's satisfaction with the nature and frequency of the provider's services and with the job placement itself.
- c. Pursue the employment goals detailed by ACCES-VR/NYSCB on the Referral and, where applicable, on the Individualized Plan for Employment (IPE) by using supported employment resources to the best advantage of the individual, through a consumer-centered decision making process.
- d. Report in a timely fashion as required to ACCES-VR/NYSCB on programmatic and fiscal details.
- e. Deliver supported employment services in accordance with federal/state standards and any additional contractual obligations.

The service provider has the primary responsibility to ensure the **quality and expertise of direct service staff** assigned to deliver such services. Providers are encouraged to send staff to formal supported employment training and/or design an appropriate structured in-house curriculum.

Supervisors should have or seek expertise in supported employment service delivery in order to provide appropriate guidance to staff that require ongoing supervision and support. Arrangements for supervision must take into account the fact that the majority of duties are performed away from the provider's central offices and in isolation from the informal collegial support of other staff.

Referral Process

Referrals for supported employment services must address the reasons why the individual needs the service, based on the ACCES-VR/NYSCB VR counselor's comprehensive assessment that shows the need for supported employment. This would be addressed in the comprehensive assessment of the consumer's rehabilitation needs.

The determination that a person is eligible for vocational rehabilitation is made by ACCES-VR/NYSCB alone. The decision as to which program is most appropriate for that person is made by the ACCES-VR/NYSCB VR counselor along with the consumer.

The ACCES-VR counselor uses the CaMS Supported Employment Referral Case Form when referring an individual to a Supported Employment program. For all referrals from ACCES-VR/NYSCB to a supported employment provider, the information below must be included; for referrals by a provider to ACCES-VR/NYSCB, this information should also be included to the extent possible.

- the consumer's name
- the ACCES-VR/NYSCB identification number
- date of referral
- the Provider's information including name and contract number
- ACCES-VR/NYSCB contact information that includes the District Office along with the ACCES-VR/NYSCB VR counselor's name and telephone number
- the consumer's information including address, telephone number, Social Security number and date of birth
- the basis for the referral (i.e. why ongoing supports are required to obtain and maintain employment)
- issues other than disability that may affect an individual's opportunity for employment
- anticipated extended services provider
- consumer's disability/impairment
- functional limitations
- educational/vocational history
- current vocational interests
- suggested vocational goal
- medical information
- attitudinal/behavioral/environmental factors
- assistive devices/transportation/ADL needs
- other concurrent services or treatment
- list reports attached to the SE Referral form
- natural supports

COMMENT: It is expected that providers use the VR-415 referral form to refer to ACCES-VR/NYSCB - a form specific for this action; however, the referral may be submitted using another format. Providers should be aware that the referral is for vocational rehabilitation services with the recommendation of supported employment as the appropriate service. **The VR-415 is located on ACCES-VR's website on the Supported Employment information page.* ACCES requires that the VRC must make a formal referral to the provider regardless of where the referral process starts.

Upon receipt of an ACCES-VR/NYSCB referral to the supported employment program, the provider should review the referral and accompanying documentation and ensure that the referral is appropriate and complete. To do so, the provider will need to:

- confirm that the individual has a most significant disability;
- determine whether the consumer qualifies for extended funding and under which funding source; and
- determine whether there is capacity remaining in their contract to serve that consumer.

If the provider has any questions regarding the referral, the provider should contact the ACCES-VR/NYSCB VR counselor. The provider must have a fiscal authorization and the employment goal (which is included on the mandated SE Referral) from ACCES-VR/NYSCB before initiating any service.

COMMENT: The referral documentation must demonstrate that the individual has a most significant disability and meets the eligibility requirements for supported employment services. It should include an explanation of why competitive employment has not occurred, or will not occur; the need for ongoing supports and the basis on which it has been determined that the individual will need ongoing supports to maintain a job. These are essential elements to eligibility for supported employment and service delivery considerations. When a provider receives a referral, the provider must first determine that they have the necessary information for an individual's entrance into supported employment services. It should also be noted that the provider retains the decision for acceptance of an individual into their program.

Authorization for Supported Employment Services

In order to initiate supported employment services the provider must have received:

- (1) the ACCES-VR/NYSCB financial authorization; and
- (2) the SE Referral form with the employment goal.

The provider record must contain documentation from ACCES-VR/NYSCB for both of these requirements before providing services to the individual.

It is also best practice, but not mandated, that the Individualized Plan for Employment (IPE) with the employment goal be provided.

The Intensive Service Plan

- a. Once sufficient information has been obtained, the provider should prepare a written vocational rehabilitation individual Intensive Service Plan (VR-ISP), which summarizes the relevant information, outlines the consumer's goals, and describes what intensive services will be provided to accomplish the goals. The defined goals and services provided must be consistent with the VR referral information and the service plan must be consistent with the ACCES-VR/NYSCB documented goal. Any changes to that goal must be discussed with and approved by the ACCES-VR/NYSCB VR counselor. The provider's record must document approval of any change in goal.
- b. The VR-ISP should provide the framework for how the job coach or other staff will assist this individual in achieving his/her employment goals. It does this through the use of specific activities outlined to alleviate barriers posed by the individual's limitations. The work of the coach must be specific not general. The employment goal must be provided in an integrated setting. Individual placement

in the community is preferred. ACCES-VR/NYSCB considers individual placement in competitive employment with ongoing supports as the primary goal for supported employment. Individual placement focuses on locating community jobs for specific individuals. Other supported employment models such as enclaves, mobile work crews, and affirmative business models offer a wide range of experiences, and must be evaluated based on each individual's needs and employment experience. Placement in an enclave, mobile work crew or affirmative business model which are considered group settings, must be justified. The VR-ISP needs to provide the justification and the date of the discussion of this decision with the VRC. Regardless of which supported employment model is used, the work setting must meet the definition of an integrated setting.

- c. A copy of the VR-Intensive Service Plan must be sent to ACCES-VR/NYSCB. Once this document is received and the VR-370 is received the applicable payment will be sent to the provider. (Additional detail is provided in the Fiscal and Milestone Reporting sections.)

Job Development / Placement

Job Development activities are based on a comprehensive, person-centered assessment of the individual's strengths, capabilities, needs, skills and experiences prior to initiating the job search. It considers individual preferences and goals, transportation, desire to work including the number of hours and expected wages, physical skills, orientation and mobility, appearance, communication and social skills, work behavior skills, reinforcement needs, family supports, required natural supports, needed accommodations, financial considerations and other factors.

This allows the job developer and the job seeker to contact employers with a clearer focus of potential job options. Contacts are made with employers within the geographic region, including businesses known to the person and their support network, previous employers, and networking committees. It requires building partnerships with businesses that have potential employment opportunities for the targeted job candidate.

Each consumer is to receive services in a continuous process leading to obtaining and maintaining community placement. Multiple services are provided that may include:

- job orientation and assessment;
- transportation or travel training;
- job skill training at the work site;
- development and maintenance of production levels as expected by employer;
- advocacy with co-workers and/or employer to promote acceptance of the worker and his/her integration with the work force;
- advocacy with consumer's residence, treatment services, and benefits programs to promote support in relation to the employment;
- provision of reasonable accommodations;

- periodic reassessment and alteration of strategies, as appropriate; and,
- worker and job site compatibility analysis.

The worker and job site compatibility analysis is a comparative analysis of the person's capabilities with the job possibilities of a potential employer or business. The analysis may also serve to develop alternative strategies that might facilitate matches on important factors, including job creation and job carving where the job developer and job seeker work with an employer to restructure or create a job uniquely suited for both the needs of the employer and the skills of the job seeker. This requires determining if the employer has certain unmet work needs or demands that could be performed by the job seeker, creating efficiencies and value for the employer.

Stabilization

Stabilization occurs when the individual's work performance reaches a performance level acceptable to the employer, and the job coaching and related ongoing support services have diminished to the level necessary to maintain the individual in employment. At this point stabilization is agreed upon by the VR counselor, the supported employment provider/job coach and the consumer. When stabilization occurs, the worker is ready to transition from ACCES-VR funded intensive supported employment services to the appropriate source of on going support services known as extended services. This transition must not occur until all aspects of the individual's placement indicate that the employment situation is secure and consistent with the individuals' IPE goal and employment factors.

An employment outcome is achieved when the individual has maintained employment for a period of time necessary to ensure the stability of employment. Therefore, the 90 day minimum requirement for rehabilitation will begin on the first day of employment.

COMMENT:

Factors to be considered and addressed for stabilization:

- the individual's knowledge of the essential tasks of the job;
- the individual's attendance and punctuality within acceptable standards;
- the individual's social adjustment in the work place; and
- any other factors as identified during assessment and/or noted in the VR-Intensive Service Plan.

Employer satisfaction with the employee's job performance as well as consumer's satisfaction with the job and the ongoing support services should be assessed through a structured format as part of the process of determining that the job is secure.

Case documentation (575X Job Retention Report) must show the consideration of each of these factors and the agreement by all parties.

Provider Responsibilities

Providers must maintain internal documentation which should include:

- a. copies of all reports within the case records as well as pertinent information including:
 - documentation of mandated ongoing support services, what was being done, where, why, with what outcome;
 - current wage and hour information.
- b. copies of ACCES-VR/NYSCB correspondence (including electronic correspondence), and documentation of ACCES-VR/NYSCB contacts, as appropriate.
- c. documentation of major changes in consumers' status (changing jobs, leaving or reentering program, treatment, etc.).

Extended Supported Employment Services

For all individuals receiving supported employment services, there is an expectation that the individual will need ongoing support services to maintain employment, with funding through extended services.

Extended services are the ongoing support services furnished by the provider *that are needed to support and maintain the individual in supported employment. Extended services are provided after an individual has achieved job retention.* Extended services assist the individual to maintain, or in some cases, regain employment. This often consists of regular monitoring of the consumer and contact with the employer regarding the consumer's job performance in order to determine the individual's ability to retain the job. It is the expectation that needed ongoing support services to resolve difficulties and maintain employment - or in some instances to regain employment - will be provided as a part of the extended services. The intensity, frequency, and duration of ongoing support services should be continually adjusted to meet the individual's needs. No time limits are permitted for extended services.

Career Development (Extended Services) Plan

Each individual receiving extended supported employment services, regardless of the extended funding source, must be provided with an individual Career Development (Extended Services) Plan. It is developed at the time the individual transitions to extended services. It is to be signed and dated by the program representative and by the individual being served. The 575X – Job Retention Report includes the Career Development (Extended Services) Plan.

The record should document that the individual received a copy of the plan. Both the employer and the employee should be assured that ongoing support services are available as needed to maintain employment.

COMMENT: Funding for extended services is most often provided through the resources of other state agencies or, as appropriate, through the ACCES-VR Extended Services Fund. Providers must work directly with the source of extended service funding to obtain such resources. Any provider having an intensive supported employment contract must also be an extended service provider or have made provisions with another agency as described in the RFP and/or contract to provide extended services to their consumers.

The **ACCES-VR extended services fund** is intended to provide for ongoing support services only for individuals who meet the criteria to be eligible for supported employment but who are not eligible for extended service from any other existing extended service funding source.

Following transition to extended services funding, the extended services will continue to include:

- regular observations of work performance in relation to employment expectations. A minimum of two face-to-face meetings each month at the work site is mandatory. If on-site meetings are waived, a minimum of two face-to-face meetings (off-site) each month with the consumer is still mandatory.
- on going assessment of employee's job satisfaction and whether there is a need for ongoing support services.
- minimum of one contact each month with the employer to monitor the consumer's job performance. If the consumer has not disclosed the disability to the employer, then employer contact would be prohibited.
- interactions with the employer, family members, residence staff, and coworkers as appropriate to determine need for continuing or choosing a different support service.
- ongoing support services through the provider's monitoring visits as needed on or off the job site to reinforce job-related skills.
- placement in another employment situation, if requested by the consumer and is appropriate.

Continuation of Ongoing Support Services under Extended Services

The purpose of extended services is to provide those ongoing support services that are necessary to maintain the individual in the job, to restore stability as necessary, and to place the individual in a new job when a job is lost or when appropriate to career development. Ongoing meetings with the individual and monthly contact with the employer are required for routine support, to monitor the individual's work performance and adjustment, and to determine at the earliest time when destabilization appears to be occurring.

When job stability has been lost, services that are necessary to restore stability in the current job should be provided under extended services. This might include placement and stabilization in a new job. A return to intensive services through ACCES-VR/NYSCB

should not be requested unless there is expectation that substantial intensive vocational rehabilitation services will be required to restore stability in the current job placement or the individual requires a new employment goal. The provider case record should document the basis for either of these situations. If either of these situations occurs, services should continue to be provided under extended services and ACCES-VR/NYSCB should be contacted immediately.

If the consumer is referred back to ACCES-VR/NYSCB the VR counselor will need to determine whether the individual is eligible for vocational rehabilitation services and whether supported employment services are still needed. If so, a new referral and new authorization would be necessary.

If the service needed to re-establish stabilization is a short term discrete service (i.e. hearing aid, assistive device), that is *not available* through the extended services contract, post employment services (PES) may be utilized.

Supported employment providers should place individuals in employment situations suitable to the individual's employment factors and that offer upward mobility or a career ladder, or provide services or other resources to individuals that will enable them to achieve full opportunity for personal growth and advancement in employment. Case reopening by ACCES-VR/NYSCB may be considered if the individual is determined by the ACCES-VR/NYSCB VR counselor, in consultation with the consumer and provider, to be substantially underemployed because of his/her disability, and will require ACCES-VR/NYSCB assistance to achieve an appropriate employment outcome. Such individuals must meet eligibility requirements for ACCES-VR/NYSCB and a new employment goal would be established.

Case reopening may not be appropriate for those individuals who are functioning well on the job but desire a job change for reasons unrelated to their disability. Consideration should be given as to whether this is appropriate career development and if significant barriers due to the most significant disability are preventing such changes.

Seasonal Employment

Seasonal employment may be considered as a supported employment outcome if it is based on the informed choice of the consumer as to employment alternatives, the reasonable expectation that the individual will be offered a similar position during the next employment season, and the expectation that the individual will work long enough (90 days minimum after placement) to be considered rehabilitated during the work season. These considerations must be clearly documented and the seasonal nature of the employment goal must have approval from ACCES-VR/NYSCB. The supported employment provider will use extended service for the readjustment period in subsequent seasons.

If the consumer is placed into another job during the off-season, then extended funding may be used to maintain them in that job. Otherwise, if supported employment services

are not being provided to maintain the individual in a job, then the consumer must be removed from extended funding until he/she resumes the seasonal job.

On-the-Job-Training/Work Try Out

On-the-Job training (OJT) or Work Try-Out (WTO) may be combined with supported employment when it is deemed by the ACCES-VR/NYSCB VR counselor to be necessary for the individual to achieve the employment outcome. When an OJT or WTO is authorized in conjunction with supported employment, it must be clearly documented by the provider that it is necessary to meet the rehabilitation needs of the individual and is not a duplication of services. Approval by ACCES-VR/NYSCB management is required and must meet the requirements of ACCES-VR/NYSCB policies and procedures.

ACCES Funding of Extended Services and Natural Supports

Ongoing support services funded through the ACCES-VR extended services contract must meet the minimum requirement for twice monthly monitoring at the worksite. This requirement can be met through the use of ACCES-VR extended services or through the facilitation of natural supports at the worksite. If an individual has sufficient natural supports to maintain employment, then intermittent funding of the ongoing support services may occur. This permits the ACCES-VR extended services to be gradually phased out if adequate natural supports exist to maintain the individual on the job.

Intermittent funding may be considered if:

- the individual no longer requires the funded ongoing support services;
- paid support needs decrease; or
- natural supports are observed to meet some or all of the individuals ongoing support needs.

It is only appropriate when:

- natural supports are identified on the Career Development (*Extended Services*) Plan;
- supports required to maintain employment are documented;
- the individual, family, service provider, employer, provider agency and ACCES-VR are in agreement.

The appropriate frequency is determined based on the individual's need. As appropriate, the individual may be considered for funded ongoing support services which may occur every other month or less.

The individual may return to twice monthly monitoring visits under the ACCES-VR extended services contract or remain on an intermittent schedule where the ongoing support services are provided by the employer or other resource. In some situations, an individual may graduate from extended services using natural supports to maintain employment. Intermittent funding of extended services and "graduation" (where paid extended services end and the individual is maintained with natural supports only) are

initiated by the provider agency and must be documented in the Career Development (Extended Services) Plan and approved by the ACCES-VR district office.

Fiscal Reporting

Fiscal reporting will be done via a VR-370 form, except for extended services.

VR-370



Instructions for completion of the VR-370 can be found at: <http://www.acces.nysed.gov/crs/vr370f.htm>

This is the anticipated web address. It will not be live until 1/1/2014.

Extended Service Billing

Extended Services are billed via a combination of NYS Standard Voucher and rosters of individuals receiving the service.

Milestone Reporting Information Evaluating Performance



Outcome Expectations

Provider performance will be assessed on:

- Percent of consumers successfully employed.
 - Expectation is set at 45% of consumers receiving SE job development (572X) will be successfully closed.
- Amount of time it takes a consumer to become successfully employed.
 - The length of time from commencement of job development services (572X) to successful closure. The standard is established at 180 calendar days.
- Amount of hours a consumer is working per week.
- Hourly wages earned by the consumer.
- Achieving a rating of superior or satisfactory on 90% of submitted reports.

Quality of Service

The following provides guidance on how a particular service/service report will be assigned a rating.

Superior

Information/service provided was clear, concise and complete. It provided the counselor with a thorough understanding of the provider's service, conclusions and recommendations. The work addressed issues and concerns expressed by the counselor. Work provided was of excellent quality and is able to be used for case decisions. The report provided a number of options for future planning.

Satisfactory

Information/service provided was clear and concise. It provided the counselor with a good understanding of the provider's conclusions and recommendations. The deliverable was sufficient for decision making.

Needs Improvement

Information/service provided was minimal in addressing the needs of the consumer. It only addressed issues and concerns articulated by the counselor. The needs of the consumer were not clearly communicated and lacked details and next steps. The report provided no additional information or service.



Timeliness of Service

ACCES-VR has established minimum standard timelines in which consumers will access service and required reports will be received by the district office.

Payment for Supported Employment Intake will be made upon receipt of a report from the provider, within 20 working days of the referral, indicating whether services are recommended to continue.

For Job Development Services, payment is made upon receipt of a VR-ISP. The amount of time from referral to receipt of the 572X (VR-ISP) Report is set at a standard of 30 calendar days.

Group Services



Group Services

- Supported Employment services provided in enclaves and mobile work crews are considered group services and will be paid at a group rate.
- No quality bonus will be paid for job placements paid at the group service rate when the individual's employment is comprised of more than 50% NISH or NYSID contracts.
- No extended service funding will be provided for individual's retained in employment comprised of NISH or NYSID



Summary Chart

Report	Purpose	Required Content	Expectations
Supported Employment Referral	Emphasizes shared planning and resources between partners	Must provide in depth information for development of the VR-ISP that includes the basis for long term supported coaching, barriers to be alleviated to attain the employment goal & include all appropriate documentation.	Referral supplies an outline for the provider to follow. Provider must read the referral thoroughly, utilize it to develop the VR-ISP & discuss with VRC prior to implementation. VRC must stay involved as coordinator and consultant in each SE case.
SE Intake (571X) \$155	To see if provider and consumer are a good match, and if employment outcome is likely.	Must inform VRC outcome of referral. If not accepted, includes explanation. Consumer cannot have received training or placement services from that provider in past 12 months.	Within 20 days, vendor provides VRC thorough review of referral, and informs if accepted or not. Comments regarding acceptance or non-acceptance are outlined.
Vocational Rehabilitation (VR) Intensive Service Plan (VR-ISP) (572X) \$1,370 / \$1,050 Deliverable	Check for VRC that referral was understood and all partners are on same page.	VR-ISP developed. It focuses on consumer's needs, barriers and strategies to alleviate barriers to employment. Includes date of discussion with VRC.	Provider develops VR-ISP from VRC's comprehensive referral that serves as a model for the plan. Provider discusses plan with VRC prior to implementation as VRC must approve it.
Monthly Progress Report for Supported Employment (VR-417)	Replaces 416. Monthly progress report during job prep and job development phase. Tracks consumer's progress and job development contacts. Used as a guide in periodic meetings. Reporting	Providers succinctly report contacts, results & progress. Lists strategies for future job development activities.	VRC reviews activities and helps develop new ideas when plan has stagnated. VRC assesses quality of report and provides on-going constructive feedback to provider (VR-417 is not included in rubric evaluations). Provider reports all business contacts, results and future

Report	Purpose	Required Content	Expectations
	resumes within 2 weeks after 90 days of employment if case is not closed.		job development plans.
Day 5 Employment (573X) \$820 / \$630 Deliverable	Job placement report. Focus on job retention. Adapts VR-ISP as needed and acts as continuum of planning from original referral.	Address changes in individual's personal situation or work environment and alleviate job loss. More detail on employment skills than in past reports. MUST include at least 3 days of work on the job site within the 5 days.	Provide all details regarding employment and begin planning for job retention. Requires VRC review and approval of retention checklist. Report documents date of verbal discussion & approval.
Day 45 Job Retention (574X) \$1,092 / \$1,680 Deliverable	More detailed evaluation of job skills and soft skills. Both VRC and provider review consumer's progress and plan accordingly.	Assesses individual's updated skills level, work behaviors and other job retention attributes.	Provider outlines objectives to meet employer productivity expectations. VRC reviews employer assessment & skills against this skills & behavior assessment. Any plan of corrective action discussed with VRC.
Job Retention and Career Development <i>(Extended Services) Plan</i> (575X) \$2,184 / \$1,680 Deliverable	Assesses job performance and job satisfaction from the perspective of the consumer, employer, provider and VRC for appropriateness of status 26 closure (not automatically closed at 90 days) . Provides final employment details, achievement levels, remaining barriers and strategies to alleviate.	Documentation of employer contact indicating satisfaction. Includes: performance assessment, subsequent need for improvement. Projection on wages, benefits, opportunities, need for PES included. Payment requires VRC approval and documentation of date of approval. Emphasizes natural supports. Provider	Documentation meets ACCES-VR's criteria for successful outcomes. Includes supervisor's evaluation & confirms hours, wages and consumer satisfaction. Provider discusses appropriateness of closure with VRC prior to processing 575X/SE Extended Report. VRC follows up on areas of concern and makes final decision regarding readiness for closure.

Report	Purpose	Required Content	Expectations
		determines job retention concerns.	
Consumer Satisfaction - Part of 575X Report	Assess and report on consumer satisfaction.	Provides consumer's input regarding job performance, satisfaction and communication with workplace (required documentation on the Job Retention report 575X).	Provider documents consumer's satisfaction prior to closure. VRC compares to employer's information and follows up on discrepancies.
Quality Outcome Bonus Hours (576X) \$520 / \$400 Payable at 90 days <u>or</u> 6 months	30 hours/week goal. Incentive to provider to work on increasing hours of employment. Focus is career growth vs. maintenance.	Provider notes achievement on 575X report and sends documentation from business / supervisor to designated individual at District Office.	Provider can claim this payment if consumer averages 30 hours/week or more 4 weeks prior to job retention/closure date for status 26 (minimum of 90 days worked) or 4 weeks prior to 6 th month mark. If not achieved at closure, provider will work with consumer to achieve it by 6 months.
Quality Outcome Bonus Wages (577X) \$520 / \$400 Payable at 90 days <u>or</u> 6 months	\$10.50/hr Region 1 goal \$ 9.50/hr Region 2 goal Incentive to provider to work on increasing wages for employment. Focus is career growth vs. maintenance.	Provider notes achievement on 575X report and sends documentation from business / supervisor to designated individual at District Office.	Provider can claim this payment if consumer averages wage goal 4 weeks prior to job retention/closure date or 4 weeks prior to 6 th month mark. If not achieved at closure, provider will work with consumer to achieve it by 6 months.

Milestone Reports



List

571X – Intake

572X – VR-ISP (supports job development phase)

VR-417 – Not connected to a milestone payment but is submitted monthly to communicate consumer activities during the job development phase.

573X – Placement Day 5

574X – Interim Progress Report (Placement Day 45)

575X – Job Retention – provider moving case to extended

576X – Quality Bonus – hours worked per week

577X – Quality Bonus – hourly wage

Samples of each milestone report can be found on the next several pages.

Case Service Code 571X Payment rate: \$155.00

Time Line

Report is expected within 20 working days of the referral. If consumer is not accepted for service, the report should include an explanation.

Additional Information for this Service

- Purpose: determine match of consumer's needs to agency's services.
- This service cannot be authorized if the vendor has provided training or placement services to the consumer in the last 12 months.

Intake

Paperwork Required for this Milestone

SUPPORTED EMPLOYMENT 571X – Intake Report Sample

AV:

Main Frame ID #:

CaMS ID: (10 digits)

VR District Office:	Provider:
VR Counselor Name:	Report Month: Month: Year:

Consumer Name:
Consumer Phone Number:
Consumer Email Address:

INITIAL ASSESSMENT

1. Can you assist this individual in finding employment? <input type="checkbox"/> Yes <input type="checkbox"/> No
2. Are there any assets/barriers related to disability that you need to discuss with the VRC prior to the development of the VR Individualized Service Plan? <input type="checkbox"/> Yes <input type="checkbox"/> No
3. If you <u>do not</u> accept this individual for services, please provide the reason. In your review, please take into consideration any concerns with functional limitations related to their disability and the effect on their vocational goal.
4. Please list next steps, including next scheduled appointment.
Comments/Next Steps/Next Appointment:
----Signature of Provider, Title, and ----Date

Case Service Code 572X

Pre-Employment Assessment/Job Development Service

Payment Rate:

Region 1: \$1,370
Region 2 & 3: \$1,050

Group Service Payment Rate:

Region 1: \$685
Region 2 & 3: \$525

Time Lines – Report Expectations

572X the Report is a VR-ISP. Amount of time from referral to receipt of report – standard is established as 30 calendar days.

Additional Information for this Service

- Services are designed to equip the consumer with necessary skills to participate in the job search process.
- Agency should use the VRC’s referral to develop the VR-ISP.

Paperwork Required for this Milestone

SUPPORTED EMPLOYMENT

VR-Intensive Service Plan - Sample

572X – Pre-Employment Assessment/Job Development Service

Provider Name:
NYS Fiscal System #:
Consumer Name:
Completed by:
Title:
Date:

Valued Outcome Expectations and Parameters:

Expectations:

1. Employment Goal(s) List: job titles, geographic location, work environment (If enclave or mobile crew, add justification provided for this choice of service):

2. Hours of work:

If the individual’s goal is to work less than 30 HOURS per week, please indicate the reason(s):

- Unable to work 30 hours due to limitations directly related to disability. Explain (utilize referral information):
- Individual is not seeking 30 hours or more
- Concern about loss of benefits
- Other, please explain:

3. List individual’s wage expectation:

If the per hour wage expectation is below the current quality bonus targets (less than \$9.50 for Upstate or less than \$10.50 for Downstate), please explain why:

4. Preferred work schedule:
Is individual available for evening and/or weekend shifts? If no, specify reason(s):
5. List individual's key strengths/skills as observed or described in the referral, then apply them in your strategies below.
6. Did the individual participate in benefits advisement? Yes No
7. If No, does individual require benefits advisement prior to employment?
 Yes No
8. Does individual understand effect of income on benefits? Explain:
9. Will a PASS Plan be necessary?

Employment Related Barriers and Strategies for Addressing:

Common barriers related to disability include: limited job seeking skills, lack of resume, need for coaching to learn tasks, behavioral management concerns, time management issues, need for reasonable accommodations, effect of income on benefits, difficulty multi-tasking, transportation issues or any other barrier related to the individual's limitations.

BE SPECIFIC IN DESCRIBING STRATEGIES

Barrier	Strategies
1.	1.
	2.
	3.
2.	1.
	2.
	3.

Additional pages may be included if more barriers and strengths exist.

6. Anticipated extended provider per ACCES-VR Referral:
 OMH
 OPWDD
 ACCES-VR
 OPWDD Application Pending (specify current status):
7. Provide details regarding the need for long-term supports. Include anticipated needs and expectations for use of natural supports.

This plan has been discussed with each of the partners listed below and they are in agreement to the outline above: Yes No Date of discussion:___

_____ Consumer Signature & _____ Date, _____ Provider Signature & _____ Date

Discussed with and agreed to by ACCES-VR VRC: (name of VRC)

Yes No

Additional Information for this Service

- This Report is submitted monthly during the job development phase to ensure communication and feedback.
- Reports progress and strategies.
- Resumption of use within 2 weeks after 90 days of employment if the case is not closed at that time

VR 417

Required Paperwork

MONTHLY PROGRESS REPORTING FORM SAMPLE

Provider Name:

NYS Fiscal System #:

DATE OF SERVICE PROVISION FOR (fill in month and year from the drop
down menus)

Consumer Name:

Authorization #:

District Office Name:

VR Counselor Name:

Complete as appropriate:

Date of Service Interrupted:

Date of Re-Entry to Intensive Services:

Status of Extended Funding:

Date of Program Termination:

PROGRESS TOWARD CURRENT EMPLOYMENT GOALS

1. Current employment goal(s):
2. Has a change in goals been discussed? Yes No
If Yes, please discuss with VRC, list date of contact & summarize agreement here:
3. Are there additional barriers or new strategies to alleviate existing barriers to employment beyond those described on the VR Intensive Service Plan (VR-ISP)? Yes No
If Yes, please specify & identify strategies you are utilized.
4. Please note any barriers that have been alleviated in this past month and how this was achieved.
5. Please note any additional concerns with obtaining and maintaining employment and the plan to alleviate these concerns.

JOB DEVELOPMENT CONTACTS

Please list any new business contacts made during this month. Additional comments are not required, but can be included to explain services beyond those available in the check boxes such as next steps:

Date of Contact:	Business Name:	Name of Person Contacted:
Type of Contact: <input type="checkbox"/> In Person <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Other, specify	Check as appropriate: <input type="checkbox"/> application completed <input type="checkbox"/> interview completed <input type="checkbox"/> interview scheduled <input type="checkbox"/> job filled by another applicant <input type="checkbox"/> consumer no longer interested <input type="checkbox"/> hired Comments:	

6. Are there any changes anticipated in job development (goal, geographic region, etc.) over the coming month? Yes No

If Yes, please explain:

_____ Signature of Provider
 _____ Title
 _____ Date

Day 5

Case Service Code 573X

Job Placement – Day 5

Payment Rate:

Region 1: \$820

Region 2 & 3: \$630

Group Service Payment Rate:

Region 1: \$410

Region 2 & 3: \$315

Report Expectations

573X Job Placement Report

Additional Information for this Service

- Report confirms the completion of the first 5 days of employment (must have worked at job site a minimum of 3 days).
- The 573X Report documents date VRC approved the retention checklist.

SPaperwork Required for this Milestone

**SUPPORTED EMPLOYMENT
Job Placement Report Sample
573X – Job Placement Day 5**

Provider Name:

NYS Fiscal System #:

Section 1: Employment Details & Deliverables

Consumer Name:

Job Title:

Business Name (Employer):

Name of Supervisor:

Start Date of Employment:

List First Three Dates of Actual Work:

Work Schedule/Hours:

Wages:

Job Description (describe job responsibilities or attach job description):

Type of Job Placement - individual or group (enclave, work crew):

If group placement, describe how this site is considered an integrated work setting:

Benefits (detail type and eligibility date):

List any Hiring Incentives Utilized (WTO, OJT, Tax Credit, etc.):

Section 2: Performance

1. What job tasks does this individual need to learn, during the next phase of employment?

2. Is the business satisfied with the individual's performance?

Superior Satisfactory Needs Improvement

3. Identify areas of performance or behavior that require improvement and note strategies that will address these areas (refer to Intensive Service Plan):

4. Identify and list potential natural supports:

5. Comments (if required):

Section 3: Retention Checklist

Retention Concerns: (indicate if the following have been addressed or need to be addressed; provide additional explanation where appropriate, and use N/A for items that do not apply):

	Addressed	Needs to Be Addressed	N/A
Appearance/Hygiene:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Accommodation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation/Navigation to Work:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work Clothes:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety Instruction:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Therapy/Medical Treatment:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee Orientation:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plan to Elicit Regular Supervisor and Consumer Feedback:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Training Provided:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiver: Off-Site Coaching:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Manager Involved:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family/Friends/Coworkers (as natural supports):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Section 4: Approval

Below, note date of discussion with VRC regarding approval of this placement. Does the VRC consider the placement to be a satisfactory match to individual's aptitudes, interests, limitations and strengths? Yes No

Date of discussion:

_____ Signature of Provider, _____ Title _____ Date

Case Service Code 574X

Job Placement – Day 45

Payment Rate:

Region 1: \$1,092

Region 2 & 3: \$840

Group Service Payment Rate:

Region 1: \$546

Region 2 & 3: \$420

Report Expectations

574X Interim Progress Report

Additional Information for this Service

- Report confirms the completion of 45 days of employment.
- If there is need for any corrective action, the plan must be discussed with the VRC.

Day 45

Paperwork Required for this Milestone

REPORT FOR

SUPPORTED EMPLOYMENT
Interim Progress Report Sample
574X – Job Placement Day 45

Provider Name:

NYS Fiscal System #:

Section 1: Employment Details

Consumer Name:

Job Title:

Business Name (Employer):

Name of Supervisor:

Start Date of Employment:

Work Location:

Work Schedule/ Hours:

Wages:

Job Description:

Have job responsibilities changed since initial placement: Yes No

If Yes, describe new job responsibilities or attach job description:

Type of Job Placement (individual or group):

Benefits (type and eligibility date):

Section 2: Performance

Business/Employer Expectations (answers should relate to the individual's ability to complete basic job tasks):

1. Does the individual's job performance meet the business expectations?
 Superior Satisfactory Needs Improvement
2. List areas of performance that require improvement (production/quality) and note strategies that will address these areas:
3. List any changes or additions to the natural supports noted in the 573X - Job Placement Day 5 Report:
4. How does the individual work in partnership with the job coach?
5. Does the employer provide regularly scheduled feedback on performance?

Section 3: Skill and Work Behavior Assessment

Respond **YES** if the individual has demonstrated the skill; **NO** if he/she has not attained the skill and **N/A** if not applicable:

1. **Entry level skills:**

	Yes	No	N/A
Completes work accurately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completes work on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completes work to business standards of quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows work-related rules and regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates willingness to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibits appropriate interpersonal skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Displays responsible behaviors at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adheres to attendance expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manages time well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates organization in work activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicates well with others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Displays appropriate hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

2. **Related Job Retention Attributes**

	Yes	No	N/A
Displays initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilizes sound coping skills (communicates, solve problems, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is able to learn new responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates ability to deal with change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complies with health and safety rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibits self direction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can work as part of a team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates willingness to take instruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates willingness to take responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accepts direction and feedback from supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Displays knowledge of workplace policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

and ethics
Asks appropriate questions
Makes sound decisions

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

*If there are limitations in any of the above areas, these concerns **must be discussed** with the consumer and VRC immediately. A plan of corrective action should be agreed upon and implemented to ensure improvement for job retention.*

_____ Signature of Provider
Title
Date

Job Retention

Job Retention

Payment Rate:

Region 1: \$2,184
Region 2 & 3: \$1,680

Group Service Payment Rate:

Region 1: \$1,092
Region 2 & 3: \$840

Report Expectations

575X Job Retention Report inclusive of Career Development (Extended Services) Plan

Additional Information for this Service

- Report confirms employment - a minimum of 90 days.
- Must meet VR criteria for successful employment i.e., job is stable.
- The Report includes a supervisor evaluation.
- The Report includes consumer satisfaction component.
- The Report includes Career Development (Extended Services) Plan.

REPORT FOR

SUPPORTED EMPLOYMENT

Job Retention Report

575X –

Job Retention and Career Development (Extended Services) Plan

Section 1: Employment Details

Provider Name:

NYS Fiscal System #:

Consumer Name:

Consumer DOB: Consumer SS #:

Job Title:

Business Name (Employer):

Name of Supervisor:

Start Date of Employment:

Work Schedule/Hours:

Wages:

Benefits:

Type of Employment: Community, Enclave, Mobile Crew, Other

Describe:

Use of Hiring Incentives: Tax Credit, WTO, OJT, Other

Describe:

Section 2: Performance

- | | | |
|--|--------------------------|--------------------------|
| | Yes | No |
| 1. Have there been any changes in job tasks since day 45?
List changes: | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Overall, are you satisfied with the individual's performance?
Explain: | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Does the individual: | | |
| A. Satisfactorily perform job tasks? | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Maintain satisfactory attendance? | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Demonstrates punctuality? | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Communicate well with co-workers? | <input type="checkbox"/> | <input type="checkbox"/> |
| E. Communicate well with supervisor? | <input type="checkbox"/> | <input type="checkbox"/> |

Comments: Please describe any additional areas of concern that are not listed above:

4. Job Task Achievement Levels (list top 4)

1.	<input type="checkbox"/> Limited <input type="checkbox"/> Average <input type="checkbox"/> Above Average <input type="checkbox"/> Excellent
2.	<input type="checkbox"/> Limited <input type="checkbox"/> Average <input type="checkbox"/> Above Average <input type="checkbox"/> Excellent
3.	<input type="checkbox"/> Limited <input type="checkbox"/> Average <input type="checkbox"/> Above Average <input type="checkbox"/> Excellent
4.	<input type="checkbox"/> Limited <input type="checkbox"/> Average <input type="checkbox"/> Above Average <input type="checkbox"/> Excellent

Comments:

Section 3: Barriers and Strategies

1. List ongoing needs to retain employment and strategies to meet those needs (Review 574X - Job Placement Day 45 Report):

Barrier	Strategies
1.	1.
	2.
	3.
2.	1.
	2.

	3.
--	----

2. Describe long term natural supports already in place (or being developed) and how they will assist in job retention (or in intermittent services):

Natural Support	How Does This Assist in Job Retention
1.	1.
	2.
	3.

3. Does individual understand the effect of income on benefits? Yes No
Comments:

4. Is the individual interested and is there an opportunity to accomplish growth in wages or hours? Yes No

If Yes, outline the plan for achieving one or both of these quality levels (30 hours per week or hourly wage of \$9.50 Upstate and \$10.50 Downstate) within the next 6 months.

Section 4: Consumer Satisfaction

(Provider should assist the individual in completion of the job satisfaction survey below.)

- | | Yes | No |
|---|--------------------------|--------------------------|
| A. Are you satisfied with your job? | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Do you have any problems getting to work each day? | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Do you feel you need additional help in any of your current work responsibilities? | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Do you feel you have adequate opportunity to communicate with your supervisor? | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

Section 5: Business Satisfaction

- | | Yes | No |
|---|--------------------------|--------------------------|
| 1. Is the business satisfied with the individual's performance? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Has the business identified areas for improvement? | <input type="checkbox"/> | <input type="checkbox"/> |
| If Yes, has an action plan been developed to meet these expectations? Please describe in the comment section below. | <input type="checkbox"/> | <input type="checkbox"/> |

Comments:

Section 6: Considerations

- | | Yes | No |
|---|--------------------------|--------------------------|
| 1. Is there an expected need for VR services beyond extended services (i.e., tools, clothing, equipment, transportation)? | <input type="checkbox"/> | <input type="checkbox"/> |

2. Will the individual have the opportunity to increase hours and/or wages in this position?
3. Will the individual have the opportunity to receive health care or other benefits from the business or other sources?

Please list sources and type of benefits:

Comments:

Section 7: Additional Closure Requirements

1. Are 50% or more of the individual's wages the result of a NYSID or NISH Contract?
 Yes No
2. If earning less than minimum wage, what is the individual's commensurate wage and, how was it determined? Please describe (including the expectation of reaching minimum wage):
3. Extended Funding Source will be:
 ACCES-VR OPWDD/Waiver OMH (note if PROS) Other
 Please note other source or if eligibility is pending on the above services.
4. Did the individual reach either of the quality bonus areas in this placement? (Provider must supply hard copy documentation from the business based upon the last 4 weeks of employment records prior to successful closure or the last 4 weeks prior to reaching 6 months since closure.)
- a. Wage per hour of \$9.50 upstate or \$10.50 downstate: Yes No
- b. Average of 30 hours of work per week: Yes No

Quality Bonus Confirmation: In order to be eligible to receive either quality bonus, verification must be provided by submitting: pay stubs or official confirmation on company letterhead.

The transition of this individual to extended service funding and approval for closure of this case as a successful rehabilitation confirms the final deliverable of Job Retention Services.

Additional Comments:

Extended Service Notes

- Frequency of intervention must continue at a minimum of two times per month;
- Waivers for off-site follow along must still be established;
- This plan may be reviewed semi-annually or if a major change occurs including any transition to Intermittent Extended or graduation from extended services.

Document the date of discussion and agreement on this plan:

Signature of Consumer

Date

Signature of Provider

Date

Signature of Provider's Supervisor

Date

Discussed with and Agreed to by ACCES-VR VRC on the date listed below:

Yes No _____

Date

Quality Bonuses

-----Hours per Week-----

Case Service Code 576X

Quality Bonus – Hours Per Week

Payment Rate:

-----Hourly Wage-----

Case Service Code 577X

Quality Bonus – Hourly Wage

Payment Rate:

Region 1: \$520

Region 2 & 3: \$400

Report Expectations

575X Report – *Updated if Needed* – Includes documentation that consumer’s hourly wage over the previous four weeks meets the following:

Region 1: \$10.50 per hour

Region 2 & 3: \$ 9.50 per hour

Additional Information for this Service

- Report confirms employment – average hourly wage over the previous 4 weeks minimum \$10.50 Region 1; \$9.50 Region 2 & 3.
- Can be paid at closure or at 6 months.
- Documentation can be pay stubs or confirmed on official company letterhead.