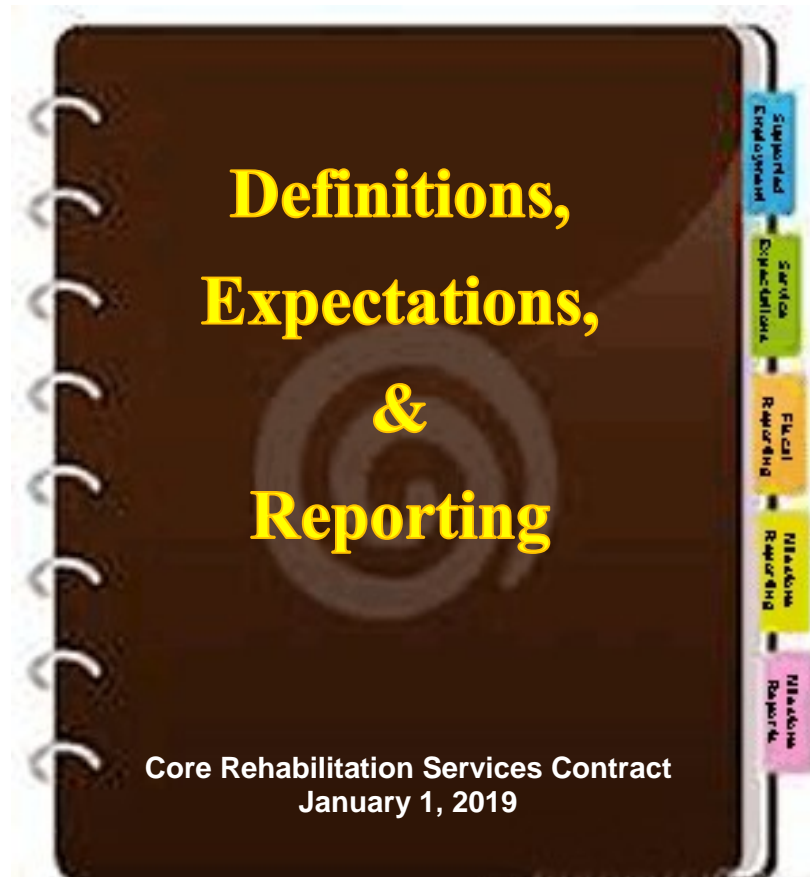


Supported Employment Guidelines



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The State Education Department
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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.

Supported employment means competitive integrated employment, including customized employment or employment in an integrated setting in which an individual (including a youth) with a most significant disability is working on a short-term basis toward competitive integrated employment, and that is individualized and customized consistent with the individual's unique strengths, abilities, interests, and informed choice.

The goal of supported employment is for an individual to achieve employment in a competitive integrated setting for the maximum number of hours possible based on the individual's employment factors. A key characteristic which distinguishes supported employment from other employment services is the provision of ongoing support services. Ongoing support services are provided throughout the intensive and extended phases of supported employment. The same services may be offered during both phases but typically differ in intensity, frequency and duration of intervention.

This document replaces the 2014 Supported Employment Guidelines.

Supported Employment Definitions

Supported employment services are the ongoing support services, including customized employment and other appropriate services that are necessary to support and maintain an individual with a most significant disability in employment.

An Individual with a Most Significantly Disability is an individual with a severe physical or mental impairment that seriously limits three or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) impacting an employment outcome; and whose vocational rehabilitation will require multiple vocational rehabilitation services over an extended period of time (6 months or more).

Competitive Integrated Employment refers to work that is performed on a full or part time basis (including self-employment) and establishes three essential criteria for employment; competitive earnings, integrated location, and opportunities for advancement.

Short-term basis refers to employment in an integrated setting in which the individual is working toward competitive integrated employment that is individualized and customized consistent with the unique strengths, abilities, interests, and informed choice of the individual.

Ongoing support services are defined as services that are needed to support and maintain an individual with a most significant disability including a youth with a most

significant disability in supported employment. Ongoing support services are to be provided as needed regardless of whether the individual is in the intensive or extended phase of supported employment.

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 through the assistance of a supervisor or co-workers. 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, consistently 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.

Customized Employment means competitive integrated employment, for an individual with a significant disability, which is based on an individualized determination of the unique strengths, needs, and interests of the individual and designed to meet the specific abilities of the individual and the business needs of the employer. It may include customizing a job description, developing specific job duties, identifying a work schedule, and/or providing services and supports at a job location.

Youth with a Disability means an individual with a disability that is not younger than 14 and not older than 24.

Eligibility Requirements for Supported Employment Service

Supported employment services are the ongoing support services and other appropriate services that are necessary to support and maintain an individual with a most significant disability in employment. Supported employment services may be provided to any individual who is determined eligible for vocational rehabilitation services by ACCES-VR who meets the following criteria documented in the case record:

- Is most significantly disabled as defined in Section 205.00 of ACCES-VR Policy on Significance of Disability;
- Has not traditionally participated in competitive integrated employment or whose employment has been interrupted or intermittent as a result of a disability; and
- Whose comprehensive assessment of rehabilitation needs identifies supported employment as the most appropriate vocational objective based on the individual's unique employment factors.

Note: Prior to making an ineligibility determination, supported employment services may be provided as a Trial Work Experience (TWE). If, in the counselor's judgment and based upon currently available information there is a strong likelihood that the individual will not be able to benefit from vocational rehabilitation services to achieve an employment outcome due to the severity of the individual's disability, a Trial Work Experience (TWE) is required.

Required Features for Supported Employment Programs

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

- Programs must be designed to serve people with the most significant disabilities who require supported employment services, including ongoing support services, to obtain and maintain employment in an integrated work environment.
- 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).
- Programs must emphasize the integration of persons with the most significant disabilities into the general work force. Individual placement should be person-centered based on this participants interests, needs and abilities.

Employment Models

Customized employment, mobile work crews, and enclaves may meet the requirements for a supported employment outcome when the following conditions are met:

- Employees with disabilities interact with individuals who do not have disabilities (co-workers, customers and the general public) to the same extent as non-disabled workers;
- The business has the same job titles, duties, descriptions and promotional opportunities for employees with and without disabilities; and the business has the recruitment, hiring, and training policies designed to maintain a diversified workforce comprised of individuals with and without disabilities;
- The work of the employee is performed independently and/or with a typical level of supervision based upon the industry;
- Co-workers include employees who do not have disabilities. Staff providing support are not co-workers;
- Employees with disabilities are not isolated or restricted to one room or area within the business;
- The work performance and/or proficiencies of the employee(s) are held to industry standards and based on the same expectations as non-disabled employee(s), including opportunities for growth within that company; and
- The work is driven by the need of the employer and would be necessary regardless of a service contract.

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.

Supported employment is required to be in a competitive integrated setting or employment in an integrated setting in which the individual is working on a short-term basis toward competitive integrated employment.

To be considered working on a short-term basis, the individual must reasonably anticipate achieving competitive wages within six months of attaining a supported employment outcome; or in limited circumstances, within a period not to exceed (12) twelve months from the attainment of the supported employment outcome.

The six-month short-term basis period, and the additional six months that may be available in limited circumstances, begins only after the individual has completed up to 24 months of intensive supported employment services. The individual is considered to have achieved a supported employment outcome when the individual is stable in the supported employment placement for a minimum of 90 days following stabilization and transition to extended services.

Ongoing Support Services

Intensive Supported Employment services are provided both on and off the job site as frequently as necessary. Training should be directly related to the employer's specific requirements and services should be customized to meet the individual needs of the participant. 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, understanding and using the benefits of 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.

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 participant should occur on the job site unless these on-site monitoring meetings are waived by ACCES-VR/NYCB. (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 job 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 participant.

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 coworkers); and
- developing a community support system that accommodates and positively reinforces the employee's role as a worker.

Wage Requirement

Under supported employment, the individual must be compensated in accordance with the Fair Labor Standards Act. In order for an individual to be closed as a competitive closure, the individual must be compensated at or above the minimum wage rate, and not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled.

Unpaid work experiences and summer employment do not qualify as supported employment.

Wage Verification (Paystub or letter from the employer) must be submitted with the 574X Job Placement (Day 45) report form.

Wage Verification (Paystub or letter from the employer) is required to be submitted quarterly for the first year of the service and then annually thereafter for participants in Extended Supported Employment for Youth (582X).

Waivers

Duration of Intensive Supported Employment Services: Supported employment services funded by ACCES-VR are limited to 24 months beginning on the first day the participant works at the job site which is intended as the individual's permanent placement. It is a cumulative total for the life of the current case, unless, under special circumstances, the individual and the rehabilitation counselor involved jointly agree to extend the time in order to achieve the employment outcome identified on the IPE. If it is agreed that the individual requires more than 24 months of supported employment services, a waiver is required.

Requirements for Waiver of the Onsite Visit for the Ongoing Support Services: Under specific circumstances, especially at the request of the individual, the VR counselor can waive the requirement for on-site visits. If a waiver has been approved the participant contact should be provided away from the work site, it must be documented in the record of services and still consist of at least two meetings with the individual. If the individual has not disclosed his or her disability to the employer, then employer contact is prohibited by law.

Referral Process

Referrals for supported employment services must address the reasons why the individual needs the service, based on the ACCES-VR/NYCB VR counselor's comprehensive assessment that shows the need for supported employment. This would

be addressed in the comprehensive assessment of the participant's rehabilitation needs.

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

Upon receipt of an ACCES-VR/NYCB 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 participant qualifies for extended funding and under which funding source; and
- determine whether there is capacity remaining in their contract to serve that participant.
- Determine whether the referral is appropriate for the provider (i.e. County and disabilities served)

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

Authorization for Supported Employment Services

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

- the ACCES-VR/NYCB financial authorization; and
- the SE Referral form with the employment goal.
- The provider record must contain documentation from ACCES-VR/NYCB for both of these requirements before providing services to the individual.

COMMENT: 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

Once sufficient information has been obtained, the provider should complete the Supported Employment Pre-Employment Assessment/Job Development Service, which is designed to equip the participant with the necessary skills to participate, to the greatest degree possible, with the job search process. The pre-employment assessment must include at least one situational assessment. 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/NYCB documented goal. Any changes to that goal must be discussed with and approved by the ACCES-VR/NYCB VR counselor. The provider's record must document approval of any change in goal.

The Intensive Service Plan (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.

The Intensive Service Plan (VR-ISP) (572X) must be reviewed by and agreed to by the ACCES-VR VRC.

A copy of the VR-Intensive Service Plan must be sent to ACCES-VR/NYCB. 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 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 participant 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 participant'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 and Transition to Extended Services

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 participant. When stabilization occurs, the worker is ready to transition from ACCES-VR funded intensive supported employment services to the appropriate source of ongoing 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. Stabilization on the job marks the end of intensive services and the transition to extended services.

An employment outcome is achieved after 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 stabilization.

COMMENT: Factors to be considered and addressed for stabilization:

- knowledge of the essential tasks of the job;
- attendance and punctuality within acceptable standards;
- 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 participant'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.

Provider record 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:

- 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.
- copies of ACCES-VR/NYCB correspondence (including electronic correspondence), and documentation of ACCES-VR/NYCB contacts, as appropriate.
- documentation of major changes in participants' status (changing jobs, leaving or reentering program, treatment, etc.).

Extended Supportive Employment services are those ongoing support services that are needed to support and maintain the individual in supported employment.

Extended services are furnished by the provider to assist the individual in maintaining supported employment once the intensive training has satisfactorily lead to stabilization of the individual on the job. Extended services are funded through agencies such as the Office for People With Developmental Disabilities (OPWDD); Office of Mental Health (OMH); ACCES-VR State funds and ACCES-VR Extended Supported Employment Services for Youth (582X).

ACCES-VR Extended Supported Employment for Youth (582X) services are provided using federal funds for up to 48 months, or until the individual reaches age 25. Individuals who use 48 months or turn 25, would transition into other funding streams for extended services, if needed.

Extended Supported Employment services provide continuation of ongoing support and other appropriate services, as needed, and must include twice monthly contact at either the job site or off-site if a waiver for onsite was approved. Monitoring must include a minimum of two meetings with the participant; and one employer contact per month unless the participant has not disclosed the disability to the employer.

Examples of extended services are:

- Periodic observation of work performance in relation to training standards and employer goals to determine the needs for continuing or different intervention;
- Assurance to the supported employee that help is available if a problem arises;
- Responses to changes in the employment situation or in the participant's community living arrangements as they may interfere with continued successful employment; and,
- Placement in another employment situation if minimal intervention is required.

An individualized habilitation plan is required for a participant to receive extended services though ACCES-VR (ACCES-VR State Funds and ACCES-VR Extended Services for Youth). The habilitation plan should be updated as needed and minimally one time per year.

Requirements for an Employment Outcome in Supported Employment

Requirements that must be satisfied for an employment outcome in supported employment:

- The individual must have completed supported employment services, which may be received for up to 24 months, or longer if the counselor and the individual have determined that such services are needed to support and maintain the individual in supported employment. Any other vocational rehabilitation services listed on the IPE provided to individuals who are working on a short-term basis toward the achievement of competitive integrated employment in supported employment need not be completed prior to satisfying the achievement of an employment outcome;
- The individual has transitioned to extended services provided either by ACCES-VR or another provider;
- The individual has maintained employment and achieved stability in the work setting for a minimum of 90 days after stabilization and transitioning to extended services, and;
- The employment must be individualized and customized consistent with the strengths, abilities, interests, and informed choice of the individual.

Intermittent Funding of Extended Supported Employment (ACCES-VR State Funds) While extended services may be provided for a life time, they may also be phased out if the individual no longer benefits, requires bimonthly interventions OR natural supports are observed to meet some or all of the individuals on-going support needs.

Intermittent Extended Services may be appropriate where:

- natural supports are identified on the Extended Services Plan;
- supports required to maintain employment are documented;
- the individual, family, service provider, employer, provider agency and the ACCES- VR counselor agrees.

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. As appropriate, the individual may be considered for IES (Intermittent Extended Employment) which may occur every other month or every 3 months, etc. depending on the individual's need.

Based on continued evaluation, the individual may return to extended services, remain on IES or graduate from extended services using natural supports to maintain employment.

- IES and graduation are initiated by the provider agency;
- must be documented in the Extended Services Plan and approved by the ACCES-VR, district office.

Seasonal Employment may be considered as a supported employment outcome if it is based on the informed choice of the participant 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 day minimum after stabilization) to be considered rehabilitated during the work season. Seasonal employment is allowable only if it is typical of the local labor market. These considerations must be clearly documented and the seasonal nature of the employment goal must have approval from ACCES-VR/NYCB. The supported employment provider will use extended service for the readjustment period in subsequent seasons.

If the participant 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 participant must be removed from extended funding until he/she resumes the seasonal job.

On-the-Job training (OJT) or Work Try-Out (WTO) may be combined with supported employment when it is deemed by the ACCES-VR/NYCB 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/NYCB management is required and must meet the requirements of ACCES-VR/NYCB policies and procedures.

Service Needs Following Rehabilitation

Re-intervention may become necessary for an individual after rehabilitation. Re-intervention occurs after the individual's case has been transferred to an extended services contract and the individual shows a need for increased interventions in order to maintain or regain employment. Possible reasons can include changes in job duties or work site, supervisory requirements, medical problems, or disability related limitations, etc. when these factors jeopardize the individual's ability to maintain employment without additional intensive services.

Re-intervention can be addressed through:

- the extended service contract,
- post-employment services, or
- reopening of the participant's case.

The extended services contract should be utilized when it is anticipated that the intensive services required for re-stabilization will be short term (short term may be considered to be any number of hours or weeks under 60 hours or 12 weeks). No ACCES-VR VRC or district office action is required when intensive services are anticipated to be temporary and provided under the extended services contract. However, if it is determined that the provision of these services is not going to be sufficient for re-stabilization, the ACCES-VR counselor and/or district office with the participant and supported employment provider should determine if reopening the case is appropriate. Early discussion between the provider and ACCES-VR VRC /or district office is recommended.

If Post-Employment Services are needed for re-stabilization, and the service is a short-term discrete service (i.e. hearing aid, assistive device) that is not available through the extended services contract, post-employment services should be utilized.

Supported Employment Service Expectations

The following expectations are established as provider responsibilities:

- Actively involve participants and their families in assessment, planning, and decision-making throughout the service delivery process. With the participant'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.
- 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.
- Pursue the employment goals detailed by ACCES-VR/NYCB 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 participant-centered decision-making process.
- Report in a timely fashion as required to ACCES-VR/NYCB on programmatic and fiscal details.
- 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. ACCES-VR has expectations that providers of supported employment services will routinely take advantage of the continuing education opportunities made available through ACCES-VR funded Supported Employment Training in compliance with the requirements.

Supported Employment staff must complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency. These courses of study are offered at no registration charge through the sponsorship of ACCES-VR and requirements are highlighted in the table below.

Type of Personnel	Tier of Training	Timeframe for completion
New Supported Employment Staff	Tier 1 – Employment Services Delivery	Within 24 months of: CRS Contract Start date, or Employment Services start date (If after Jan. 1, 2019)
Supported Employment Staff with two years' experience or Tier 1 certification	Tier 2 – Advanced Employment Services Delivery	Within 24 months of: CRS contract start date, or Completion of Tier 1
Supported Employment Managers and Supervisors	Tier 3 – Employment Administration	Within 24 months of contract execution or hire

In addition, individuals completing their required courses of study are required to annually obtain at least 6 hours of continuing education in supported employment by taking elective coursework offered by the ACCES-VR training contractor or other supported employment training source (e.g. APSE).

Fiscal Reporting

Fiscal reporting will be done via a VR-370 form. Instructions for completion of the VR-370 can be found at:

<http://www.acces.nysed.gov/vr/core-rehabilitation-services>

In addition to the VR-370 every service/case service code has a report form that is required to be completed and submitted via the electronic reporting process. These forms can be found at:

<http://www.acces.nysed.gov/vr/crs-services-report-forms>

A Monthly Progress Report for Supported Employment (MPSE) is required to be submitted monthly for any participant during the job preparation and job development phase. MPSE reporting is required to resume within two weeks if the Job Retention milestone (Case Service Code 575X) is not achieved 90 days after the stabilization date and should continue until the Job Retention milestone is achieved (Case Service Code 575X).

Summary of Supported Employment Services

Case Service Code	Description - Agency Report
Supported Employment Intake – (Case Service Code 571X) –	This service is designed to permit the individual referred for services and the service provider to determine if there is an adequate match in the following areas: the vocational goal, the job search methodologies, the choice of supported employment as a placement approach and mutual expectations. It may be utilized as an assessment or placement service, including evaluation of appropriateness for this service option or as a pre-screening relative to placement potential in a particular occupation.
Supported Employment Pre-Employment Assessment/Job Development Service – (Case Service Code 572X)	These services are designed to equip the participant with the necessary skills to participate, to the greatest degree possible, with the job search process. The pre-employment assessment must include at least one situational assessment. The job development service may include, but not be limited to, the following activities: workplace behavior skills training, job application training, job seeking skills training, situational assessment, interviewing skills training, and/or job retention skills training. This service also includes simultaneously providing the ACCES-VR counselor with an up-to-date Individualized Intensive Service Plan for the participant and performing individual job development activities such as following up on job leads through both direct and indirect contact with employers. These activities conducted by the service provider would be for a minimum of five hours monthly. This must include direct engagement with the participant as well as job development with potential employers.
Supported Employment Job Placement Day 5 – (Case Service Code 573X)	This is an outcome-based service that is paid when an ACCES-VR participant begins working on a job that meets his or her vocational goal and stays on the job for 5 calendar days (having worked a minimum of three days).
Supported Employment Job Placement Day 45 – (Case Service Code 574X)	This is an outcome-based service that is paid when an ACCES-VR participant begins working on a job that meets his or her vocational goal and stays on the job for 45 calendar days.

<p>Supported Employment Job Retention Services – (Case Service Code 575X)</p>	<p>This service provides a resource to both the participant and the employer during the initial days of employment for at least 90 days after stabilization; ACCES-VR expects on-going contact with the participant and, where it is not contraindicated, the employer, to ensure a successful transition to his or her new position.</p>
<p>Supported Employment Job Retention Quality Outcome Payment (Case Service Code 576X)</p>	<p>This service provides an incentive to the community-based provider based upon the average number of hours worked by the participant for the last four weeks prior to case closure. The vendor can claim this payment if the participant is working, on average for the final four weeks prior to the completion of the 90-day period, 22 hours per week.</p>
<p>Employment Customization – (Case Service Code 510X)</p> <p>NOTE: This service can be provided, as appropriate to the rehabilitation needs of the individual, with both direct job placement (931X/936X) or with supported employment (573X)</p>	<p>Employment customization requires face-to-face meetings with the participant and the employer to make a job match that is significantly more complex and difficult than average. It requires a blend of flexible strategies that result in the provision of individually negotiated and designed services, supports and job opportunities that lead to an employment outcome. The negotiating can be done during the job development phase of supported employment. This includes customizing a job description based on the current employer needs and developing a set of job duties, work schedule, and specifics of supervision that will match to a specific individual. A key factor in deciding if a service is a customized employment service is the presence of employer negotiation, including:</p> <ul style="list-style-type: none"> customizing a job description based on current unidentified and unmet needs of the employer and the needs of the employee; developing a set of job duties or tasks; developing a work schedule (including determining hours worked); determining a job location; developing a job arrangement (such as job carving, job sharing, or a split schedule); and/or determining specifics of supervision.

<p>Extended Supported Employment - (Case Service Code 578X)</p>	<p>Extended supported employment are ongoing support services and other appropriate services needed to support and maintain an individual with a most significant disability in supported employment. Extended services are furnished by the provider to assist the individual in maintaining supported employment once the intensive training has satisfactorily lead to stabilization of the individual on the job. Extended services are funded through agencies such as the Office of People With Developmental Disabilities (OPWDD); Office of Mental Health (OMH); and ACCES-VR State Funds.</p>
<p>Extended Supported Employment for Youth (Case Service Code 582X)</p>	<p>Extended Supported Employment for Youth is provided using federal funding for up to 48 months for individuals up until age 25. Individuals who use 48 months or turn 25, would transition into other funding streams for extended services, if needed.</p>

Framework for Performance Indicators

ACCES-VR has made a comprehensive effort to develop an improved contracting process for the service providers. Included in these efforts is the implementation of a system to track key performance indicators for the contracted services along with minimum standards for those services. The revised CRS system will enable ACCES-VR to be more flexible in its contracting process and to be more responsive to participant needs. The performance indicators are critical in assisting ACCES-VR in making informed decisions regarding all providers, both current and new, and the allocation of resources within the contracting system.

The system will:

- Enhance participants’ informed choice of providers from which they wish to receive services;
- Provide ACCES-VR counseling staff with critical information on performance of providers from whom they seek to purchase services;
- Enable District Offices to oversee and allocate contract dollars to better serve participants; and,
- Provide information to providers to improve services and set expected level of performance.

Outcomes/Quality/Timeliness

Outcomes - ACCES-VR’s goal is to enable participants to attain employment. Accordingly, a provider’s performance will be assessed where appropriate on key indicators such as, but not limited to: percentage of participants successfully employed, the amount of time it takes a participant to become successfully employed, the number

of hours a participant is working per week and hourly wages earned by the participant.

Quality - ACCES-VR has developed a rubric by which some services will be rated. The rubric provides guidance to professional staff in rating a particular service as superior, satisfactory or needing improvement. Data on the rubric will be compiled on individual providers and individual services and be used to provide feedback to the individual providers at least twice a year at performance review meetings. Reports will be rated superior, satisfactory or needs improvement. They are defined as follows:

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 participant. It only addressed issues and concerns articulated by the counselor. The needs of the participant were not clearly communicated and lacked details and next steps. The report provided no additional information or service.

N/A

Vendor submitted something other than a final report, such as attendance or interim report.

Timeliness - ACCES-VR has established minimum standard timelines in which participants will access services and the District Offices will receive required reports resulting from those contracted services. These standards are established for all service categories in the CRS contracting system.

Timeliness of service is a critical indicator in providing services to participants. Standards are set for individual services and data will be compiled to assist to measure compliance with those standards. This data too will be shared with individual providers at their semi-annual performance reviews.

Additional Resources

1310.00 Supported Employment Policy

1310.00 Supported Employment Procedure

010.00 Employment Outcome Procedure

CRS 2 Program Guide