

The Pennsylvania Office of Vocational Rehabilitation (OVR) has many policies and procedures in place to help us provide services for people with disabilities.

From time to time, it is necessary to update these policies and procedures. Please read the following document, *OVR Supported Employment Policy*.

If you have any comments about ways to improve this policy, please e-mail them to OVR at RA-LIOVR-STAKEHOLDER@listserv.pa.gov

If you prefer, you can mail written comments to:

Pamela Brauchli

c/o Office of Vocational Rehabilitation

1521 N. 6th Street

Harrisburg, PA 17102

All comments are due by July 15, 2016.

Thank you.

SUPPORTED EMPLOYMENT REGIONAL RATES
DEPARTMENT OF LABOR AND INDUSTRY
OFFICE OF VOCATIONAL REHABILITATION

POLICIES & PROCEDURES

NUMBER: ~~**This language will be deleted.**~~ 03-200.05
A new number will be assigned.

SUBJECT: ~~**This language will be deleted.**~~ ~~Performance Based Job Coaching~~
~~**This is new language.**~~ OVR Supported Employment Policy**

STATE BOARD

APPROVAL DATE: This will be the date of the State Board meeting.**

DISTRIBUTION: OVR Staff

OVR Legal Counsel
Pennsylvania State Board of Vocational Rehabilitation
Pennsylvania State Rehabilitation Council
Client Assistance Program
Statewide Independent Living Council
Advisory Committee for People who are Deaf and Hard of Hearing
Advisory Committee for the Blind
External Stakeholders

EFFECTIVE

DATE: This will be the date of the State Board meeting.

**IMPORTANT
CHANGES:**

Title has been changed.
Definitions of Supported employment section have been added.
New service definitions have been added.**

RESULTING

ACTION: ~~**This is new language.**~~ Archive 03-200.05 Performance Based Job Coaching, dated October 28, 2003.**

**AUTHORING
AUTHORITY:**

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

INQUIRIES:

Amy Engbarth Vocational Rehabilitation Specialist (412) 209-4524

Copies of this numbered memorandum are available upon request.

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

SUPPORTED EMPLOYMENT REGIONAL RATES

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SUPPORTED EMPLOYMENT REGIONAL RATES

BACKGROUND

This is all new language

RATIONALE

Due to changes in federal legislation such as the Workforce Innovation and Opportunity Act of 2014 (WIOA), which reauthorized the Rehabilitation Act of 1973, and the Centers for Medicaid and Medicare Services (CMS) Final Rule, the Office of Vocational Rehabilitation (OVR) is revising its policy on supported employment to ensure customers are provided adequate supports to meet their rehabilitation needs. The last revision of OVR policy in 1999 identified this service as job coaching, but to align policy language to the Rehabilitation Act of 1973 as amended, OVR will describe this VR service as supported employment (SE) from this point forward.

SUPPORTED EMPLOYMENT INTRODUCTION

Supported Employment (SE) is an intensive method of providing vocational rehabilitation to individuals who have the most significant disabilities and require frequent and intensive support prior to employment, during initial employment and after the provision of OVR services to maintain employment.

The three (3) key components of OVR-funded SE are:

- Competitive integrated employment at a level comparable to individuals without disabilities
- Ongoing supports and intensive supports
- Services individualized to persons with the most significant disabilities who will require significant on-site employment supports

Federal legislation indicates the following:

- Supported Employment (SE) means competitive integrated employment (CIE) or employment in an integrated work setting in which individuals are working on a short-term basis toward competitive integrated employment, that is individualized consistent with the strengths, abilities, interests, and informed choice of the individuals involved, for individuals with the most significant disabilities for whom competitive integrated employment has not historically occurred; or for whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability; and who, because of the nature and severity of their disability, need intensive supported employment services and extended services. 29 U.S.C. § 705(38).
- Supported Employment Services means ongoing support services needed to support and maintain an individual with a most significant disability in supported employment, that are provided singularly or in combination and are organized and made available in such a way as to assist an eligible individual to achieve competitive integrated employment; are based on a determination of the needs of an eligible individual, as specified in an individualized plan for employment; and are provided by the designated State unit for a period of time in order to achieve the employment outcome identified in the individualized plan for employment. 29 U.S.C. § 705(39).

SUPPORTED EMPLOYMENT REGIONAL RATES POLICY

Supported Employment Services

- OVR-funded SE services are intended to allow the customer to enter into competitive integrated employment as quickly as possible, achieve stability in a competitive integrated work setting with natural supports, and move into extended services, as needed, with other long-term funding sources.
- SE services will be provided in a variety of formats to best meet the needs of the customer, which include: Non-Performance Based Supported Employment, Performance Based Supported Employment, Transitional Employment Programs, and Customized Employment.
- An SE plan is individualized to the customer. The length of time and amount of services provided will vary and are determined collectively by OVR and the customer, with input from the customer's family, the Community Rehabilitation Provider (CRP), and the customer's employer, as appropriate.
- If long-term supports are necessary, OVR will only provide intensive supported employment services if comparable benefits or General Fund for Extended Service (GFES) funds are available to allow customers to maintain competitive integrated employment.
- Any entity providing SE services must adhere to OVR's numbered memorandum 12-100.06 *Provider Agreement Policy and Procedures* and must sign the OVR-131 *Provider Agreement Form*. Using a CRP which is not an established trade or business is prohibited.
- OVR has the right to increase or decrease fees annually, or as needed, based on the availability of funds as long as notification is provided 60 days in advance.
- Funding for SE services is determined by use of the OVR-105 Financial Needs Test. If a financial contribution is calculated, this amount must be paid first by the customer before the use of VR funds. If other funding sources through MA Waiver Programs or other sources are available, they may be utilized as well.

MINIMUM PROVIDER QUALIFICATIONS

In order to provide high quality SE services to customers, OVR will require all CRP staff to obtain minimum qualifications to provide SE services. This list of accepted qualifications may be amended by the OVR Executive Director if additional qualifications become available. OVR will recognize the following minimum qualifications:

1. The Association of Community Rehabilitation Educators (ACRE)'s Basic Employment Certificate or Professional Employment Certificate;
2. The Association for People Supporting Employment (APSE) Certified Employment Support Professional credential; and
3. Marc Gold and Associates' Certification in Discovery, Customized Employment, and Systematic Instruction.

OVR recognizes that it takes time and expenditures to acquire the minimum qualifications for employees providing SE services. With that consideration, OVR will continue to use CRPs and their employees for a period of one year after OVR State Board approval of this policy. After one year, all individuals providing SE services must provide a copy of their qualifications to their local OVR office, or they will no longer be qualified to provide these services. If a provider does not have any employees meeting the minimum qualifications after

SUPPORTED EMPLOYMENT REGIONAL RATES

the grace period, they will no longer be eligible to serve as a provider of SE services until they are able to demonstrate that they have obtained the minimum qualifications.

New Hires

When a provider needs to hire employees that do not meet the minimum qualifications, they may file a Waiver of Qualifications. A Waiver of Qualifications may be granted if it is necessary to avoid a lapse in services or the provider is unable to meet the needs of its customers without it. The Waiver of Qualifications is good for up to a year to allow new hires to meet the minimum qualifications.

The CRP will participate in ongoing monitoring of SE Minimum Qualifications and Certifications. If the CRP is found to be non-compliant, they will no longer be eligible to serve as a provider of SE services until they are able to demonstrate that they have obtained the minimum qualifications.

Employment Services Premiums

OVR has determined through the Comprehensive Statewide Needs Assessment (CSNA) that unserved and underserved populations may require more intensive services to obtain CIE. As a result, OVR has developed employment service premiums for placement of these populations. The following premiums will be authorized for payment to a CRP once the customer has reached case closure. If at least three of the nine categories listed below are met, the Vocational Rehabilitation Counselor (VRC) will verify and authorize for the Employment Service Premium. The OVR Executive Director reserves the right to amend the requirements for, or eliminate the premiums, with 30 days' notice to providers based on funding or changes to population, or other factors. A premium will only be paid if OVR is able to close the customer's case in Status 26. A provider may only receive one premium per placement.

| | |
|------------------------------------------------------------------|-------|
| Employment Service Premium (one per person per placement) | \$250 |
|------------------------------------------------------------------|-------|

1. Criminal Background Premium- To be eligible for this premium, the customer's criminal history must include one of the following:
 - a. Felony criminal conviction;
 - b. Guilty plea with deferred adjudication for a felony offense; or
 - c. No contest plea with deferred adjudication for a felony offense
2. Wage Premium- To be eligible for this premium, a customer must be working at least 20 hours a week with wages over \$14 an hour, or \$21.50 an hour for individuals who are blind. The CRP must provide copies of pay stubs showing the hours and wages. The wage premium amount will be updated by OVR Central Office as Substantial Gainful Activity rates are raised as determined by the Social Security Administration.
3. Veteran Premium- To be eligible for this premium, the VRC will verify that the customer meets the criteria for this factor.
4. STEM, Green, or In Demand Job Premium- To be eligible for this premium, the CRP or customer must provide a copy of the job description and the job must be verified by VRC using the Occupational Information Network (ONET) as a STEM, Green, or In Demand job.
5. Full-Time Employment Premium- To be eligible for this premium, the customer must be considered a full-time employee by the standard set by the employer.
6. Age Premium- To be eligible for this premium, the customer must be under the age of 24 or over the age of 60.
7. Health Benefit Premium- To be eligible for this premium, the customer must be offered medical benefits through the employer. Verification of benefits must be obtained through pay stub showing deduction for benefits.

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8. Rural Premium- To be eligible for this premium, the customer must reside in a classified rural area in accordance with the most recent US Census Data.
9. Minority Premium- To be eligible for this premium, VRC must verify that the customer meets OVR's definition of a minority category as defined by the federal government. The federal government considers the following to be minority groups: Black or African Americans, Native Americans or Alaska Natives, Asian or Subcontinent Asian Americans, Native Hawaiians or Other Pacific Islanders, and Hispanic Americans.

Longevity Premium - To be eligible for this premium, the customer must maintain employment in the job that they are placed through SE for one year. Verification of employment must be documented by the CRP or the customer with a copy of a pay stub.

| | |
|---------------------------------------------------------|-------|
| Longevity Premium (one per person per placement) | \$250 |
|---------------------------------------------------------|-------|

PROCEDURES

List of Supported Employment Forms

The following forms are used throughout the SE process to assist the VRC, customer and CRP in the rehabilitation process. Access to these forms can only be obtained within the Commonwealth Workforce Development System (CWDS).

- OVR-??? Waiver of SE Qualifications
- OVR-??? Community Based Work Assessment Report
- OVR-180 Supported Employment Referral Form
- OVR-??? Supported Employment Supports Plan (SESP)
- OVR-182- Needs Determination and Training Plan
- OVR-183 Supported Employment (SE) Placement Report
- OVR-184A Supported Employment (SE) Job Development Reporting Form
- OVR-184B Supported Employment (SE) Job Placement Monthly Reporting Form
- OVR-185 Supported Employment (SE) Extended Services Reporting Form

Supported Employment Steps

OVR staff will have the following SE services available to tailor individualized services to each SE customer:

- I. Community Based Work Assessment (CBWA)
- II. Referral to a CRP/SE Referral Form
- III. Provision of SE services:
 - A. Non-Performance Based Supported Employment
 - B. Performance Based Supported Employment
 - C. Customized Employment
 - D. Transitional Employment Program

SUPPORTED EMPLOYMENT REGIONAL RATES

I. COMMUNITY BASED WORK ASSESSMENT (CBWA)

Service Description

A CBWA can be used independently or in combination with other SE services. A CBWA can be used to assess customers for eligibility, training, placement, and other services. The Rehabilitation Act, as amended, requires OVR to conduct such assessments if existing information is insufficient to determine whether or not a customer would benefit from services. A CBWA may not be needed for all SE cases, as there may be situations where the VRC may have enough information from the customer's case and work history to move directly to job development activities. Some customers may have previously completed assessments through their school district, MA waiver funded services, or a previous OVR case. If the information provided in these reports is sufficient to determine eligibility and appropriate services, then an additional CBWA is not needed.

The CBWA is an assessment conducted in the community by a CRP chosen by the customer. The purpose of the CBWA is to help the customer learn about their abilities and to determine if CIE is an appropriate vocational goal.

A CBWA may involve several competitive integrated work experiences in order to obtain adequate knowledge of the customer's ability to gain and maintain CIE. The information revealed by the CBWA allows the VRC, the customer and the CRP to develop the SE training plan designed to meet the individualized needs of the customer so he/she can reach CIE.

The CRP must provide line of sight coaching throughout the CBWA. The total number of hours for a CBWA is negotiated based on the customer's need. The CRP may bill no more than 20% of the maximum hours negotiated for the CBWA for time that is used to develop the CBWA.

Process

1. The VRC completes the referral form and authorization for the CBWA, and submits it to the CRP.
2. The VRC will send any additional information with the proper release that will assist in developing the CBWA such as:
 - a. Sources of evaluation reports from other funding sources (i.e. ODP, Education, etc.);
 - b. Findings of medical/psychological exams;
 - c. Work history;
 - d. Transportation needs;
 - e. Criminal background; and
 - f. Any other supporting documentation that identifies the customer's current situation.
3. The CRP develops the CBWA and provides line of sight coaching during the assessment.
4. The CRP completes the CBWA Report.
5. The CRP submits the CBWA report (OVR-???) and invoice for payment.
6. The VRC reviews the report and submits the invoice, or sends back to the CRP if the information is not sufficient. The CRP must resubmit the report and invoice, with all issues corrected, to receive payment.

II. REFERRAL TO A CRP/SE REFERRAL FORM (OVR-180)

Once the customer has chosen a CRP, the VRC initiates a SE referral by completing the OVR-180 through CWDS.

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- A. In addition to the OVR-180, the VRC should provide any vocationally relevant information with the proper release to the CRP such as:
1. Sources of evaluation reports from other funding sources (i.e. ODP, Education, etc.);
 2. Findings of medical/psychological exams;
 3. Work history;
 4. Transportation needs;
 5. Criminal background; and
 6. Any other supporting documentation that identifies the customer's current situation.
- B. The VRC must be in contact with the customer and CRP within 15 working days of referral to determine whether the customer and the CRP are willing to work with each other.

III. PROVISION OF SUPPORTED EMPLOYMENT SERVICES

A. Non-Performance Based Supported Employment

1. Job Mentoring

Service Description

Job mentoring services are purchased from a CRP when a customer needs intensive and frequent support to obtain and maintain employment beyond what a VRC, business service counselor, or business service representative would be available to provide. A customer may have the skills needed to perform the essential duties of the job, but needs additional supports in order to learn and maintain the job. Customers will benefit from having a coach to mentor them through their first 90 days of employment to ensure job retention and stability. Job mentoring services are intended to be the least intrusive to the customer's work environment. Most mentoring services will be provided off site, but may occasionally be on site support.

Job Mentoring Services include:

- Providing "on call" support to the customer, which could include evenings and weekends, when the customer needs assistance working through job related issues
- Job search activities
 - Résumé Development
 - Training on completing applications
 - Interview skills
 - Training on job search tools
 - Training and assistance completing assessments for applications
 - Instruction on computer related skills needed for job search
- Researching and planning transportation to and from work
- Establishing natural supports and job accommodations

Process

- a. The VRC completes the referral form in CWDS and authorization for Supported Employment Support Plan (SESP), and submits to CRP, checking off job mentoring as the service to be provided.
- b. The VRC will send any additional information, with the proper release, that will assist in job mentoring (i.e. psychological evaluations, vocational records, school records, etc.).
- c. The CRP holds an initial meeting with customer and then submits the SESP along with invoice for SESP.

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- d. A team meeting is held to review the SESP. This meeting is led by the CRP and includes the customer, VRC, and other team members to determine the next step. This is also a good time for the team members to discuss questions, concerns or the need for further information. It may be decided at this meeting that the customer should continue with job mentoring services or that other services would be more appropriate.
- e. The CRP submits a monthly report and invoice for each month of job mentoring.
- f. The VRC reviews the monthly report and submits invoice for payment, or sends the report and invoice back to the CRP if the information is not sufficient. The CRP must resubmit the report and invoice, correcting any issues to receive payment.
- g. The CRP must submit a report every month, even if no job mentoring activities occurred. The CRP will not receive a payment if no activities occur. The report shall document the reason no activities occurred.
- h. The CRP must notify the VRC when a job has been offered to the customer. If the job does not match the Individualized Plan for Employment (IPE), the IPE may be amended to reflect any new services to be provided with the new job goal. The new job goal must have been assessed and must meet the strengths, skills, and abilities of the customer. The customer must confirm that they are accepting this job over their IPE goal. If the customer does not agree with the job placement, services will continue until the job on the IPE has been obtained.
- i. The CRP will submit a monthly report with invoice for payment during the first 90 days of employment. If the VRC is dissatisfied with the report, it will be sent back with the invoice for correction before payment will be processed.
- j. After 3 months with no job placement, the VRC will set up a meeting with the CRP and the customer to review why job placement has not occurred, with the exception of a disability-related lapse (hospitalization, relapse, etc.).
- k. If the customer wishes to continue working with the same CRP, the CRP must provide rationale for an extension for services that will be reviewed and approved by OVR up to a total of 6 months.
- l. If 6 months of job development has passed with no offers of employment, the team will need to meet to discuss the reasons why employment has not been obtained, and review whether or not the customer is ready for CIE or if the services need to be reconsidered.
- m. The case can be closed Status 26 once a customer has obtained CIE and no longer needs support from the CRP to maintain employment.

Fees

| Service | Fees |
|-----------------------------------|---------------------------------------|
| Supported Employment Support Plan | \$250 |
| Job Mentoring | \$250 a month, not to exceed 3 months |

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2. Job Retention

Service Description

Job Retention services are purchased from a CRP to be used when a customer is currently working at a job within their capacities and needs line of sight support to learn or relearn job tasks to retain their employment. A customer may have had changes in job duties, new managers, or issues arise associated to their disability/medication that needs to be addressed in order to maintain employment. Job retention services may be provided to a customer whose case has been successfully closed within the last 24 months in post-employment services. If the customer has had a case closed for over 24 months or has not been a customer of OVR, a new application for services must be taken.

Process

- a. The VRC completes the referral form in CWDS and authorization for an SESP, and submits to it to a CRP, checking off job retention as the service to be provided.
- b. The VRC will send any additional information, with the proper release, that will assist in job retention (psychological evaluations, vocational records, school records, etc.).
- c. The CRP holds an initial meeting with customer and then submits the SESP along with an invoice for the SESP.
- d. A team meeting is held to review the SESP. This meeting is led by the CRP and includes the customer, VRC, and other team members to determine the next step. This is also a good time for the team members to discuss questions, concerns or the need for further information. It may be decided at this meeting that the customer should continue with job retention services, or that other services would be more appropriate.
- e. The CRP provides line of sight job coaching to provide the customer with the tools needed to keep the job.
- f. The CRP submits a monthly report and invoice for each month of job retention.
- g. The VRC reviews the monthly report and submits invoice for payment, or returns the report and invoice to the CRP if the information is not sufficient. The CRP must resubmit the report with the issues corrected to receive payment.
- h. Job retention services are not to exceed 3 months. However, if the CRP or VRC feels that more time is needed for the customer to reach job stabilization, the CRP must submit documentation to justify the additional time and the VRC may approve additional months of job retention services on a month by month basis. Additional time beyond 6 months requires the VRC supervisor's approval on a bimonthly basis.
- i. The CRP provides documentation that the customer has reached job stabilization and provides a final report for payment.
- j. The case can be closed Status 26 or Status 34 as appropriate once a customer no longer needs support from the CRP to maintain employment.

Fees

| Service | Fees |
|-----------------------------------|---------------|
| Supported Employment Support Plan | \$250 |
| Job Retention Services | \$500 a month |

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B. SUPPORTED EMPLOYMENT (SE)

Supported Employment Support Plan

The initial meeting for SE services must include the customer, the CRP, and may also include any other members of the customer's support system to develop the SESP (OVR-???). The SESP is used to review all evaluations and assessments a customer has completed in order to determine the level of support and services the customer will need to obtain and maintain CIE. Other sources of evaluation may have been provided to the customer that can be used to determine the level of support and services. The SESP includes a descriptive account of the customer's strengths, abilities, preferences, and interests to develop a SESP. Lastly, the need for extended services and their potential funding source must be discussed and verified for availability to ensure vocational success for the customer.

The CRP reviews all of the referral information provided by the VRC and any other sources. The CRP then completes the SESP and submits it with an invoice via CWDS to the VRC. The VRC may then approve payment for the completion of the SESP.

A team meeting is held to review the SESP. This meeting is led by the CRP and includes the customer, VRC, and other team members to determine the next step in the SE process. This is also a good time for the team members to discuss questions, concerns or the need for further information. It may be decided at this meeting that the customer should continue with Performance Based Supported Employment (PBSE), or that other services would be more appropriate.

Job Development Phase I

Service Description

Job development activities provided by the CRP are intended to continue until the customer starts a job that matches the IPE employment goal. Job development activities are intended to be direct service provision to the customer. All job development activities need to include active participation from the customer and include line of sight services provided directly to the customer. Phase 1 activities performed by the CRP include job development to assist the customer in obtaining employment.

Job Development may not be needed for all SE cases. It is possible for the customer to gain employment from job development services provided directly by OVR staff, even though the individual may require further SE services once he/she is on the job. In this situation, the VRC can proceed directly to **Job Placement Phase II** to develop a training plan with the customer and the customer-chosen CRP.

Activities that fall under job development are:

1. Résumé preparation
2. Job club
3. Master application preparation
4. Assessment of employability factors
5. Job search that aligns with IPE goal
6. Job modification
7. Coordination of adaptive or assistive (rehabilitation) technology related to a specific employment opportunity and related personal assistance services
8. Contacting employers on behalf of the customer

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9. Any other activity that prepares the customer, employment site and/or employer for the customer in obtaining employment

Process

1. The CRP submits OVR 184A-Job Development Monthly Reporting Form along with an invoice for the month's job development activities.
2. The VRC reviews all the forms and the services for consistency with the IPE and, if acceptable, approves payment to the CRP.
3. It is the VRC's and CRP's joint responsibility to ensure that progress is being made and monitored.
 - a. The CRP is required to submit OVR 184 reports in CWDS within the first five (5) days of the next month, and the reports should be reviewed in their entirety by the VRC prior to approval of payment to the CRP.
 - b. If any OVR-184 Job Development report is 2 months delinquent and placement of the customer has not occurred, the VRC may work with the customer to choose another suitable CRP (with the customer's approval).
 - i. If the customer wants to choose another CRP, the VRC may not authorize any further services to the original CRP for the customer.
 - ii. In such cases, the VRC will work with the customer to choose another CRP and begin with the new provider.
4. If any concerns are identified by the CRP they should be addressed as soon as possible in the Job Development Monthly Report to ensure the customer's needs are supported.
5. The VRC continues to maintain regular contact with the customer and CRP to ensure progress toward employment.
6. Job Development activities will last for a maximum of 40 hours over a 6 month period. If the CRP needs additional time for job development, and the customer would like to continue with the CRP for more than 6 months, the CRP will request an extension of job development clearly identifying why job placement has not occurred. The VRC can either approve the extension, or deny it if satisfactory progress is not being made or the customer is dissatisfied and chooses to use another CRP or other options for service.
7. Upon notification of a job offer to the customer, the CRP must contact the VRC/OVR staff to report:
 - a. Job title, position description, wage and anticipated schedule, and
 - b. Location of the work site, including the contact information (name, phone, e-mail, address) for the supervisor of the customer.
8. If the job does not match the IPE, the IPE may be amended to reflect any new services to be provided with the new job goal. The new job goal must have been assessed and must meet the strengths, skills, and abilities of the customer. The customer must confirm that they are accepting this job over their IPE goal. If the customer does not agree with the job placement, services will continue until the job on IPE goal has been obtained.

| Service | Fees |
|-----------------------------------|----------------------------------------------------------|
| Supported Employment Support Plan | \$250 |
| Job Development | Hourly Regional Rate, not to exceed 40 hours or 6 months |
| Job Development Extension | Hourly Regional Rate, not to exceed 20 hours or 3 months |

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Job Placement Phase II

Service Description

Job Placement services are provided up to the first 40 hours of employment. Services provided under Phase II are direct, line of sight job coaching provided to the customer. Among other SE services provided during Phase II, orientation to the job is provided by the CRP to assist the customer in understanding job duties and employer expectations. The CRP provides intensive, line of sight coaching to ensure a positive adjustment to time management, co-worker relations, and job tasks. All job orientation activities are recorded by the CRP in the OVR-183 Job Placement report. The CRP must record all time spent providing line of sight job coaching in order to calculate job stability.

Process

1. The CRP submits the OVR-183 Job Placement report and invoice in CWDS for review and approval, and the VRC verifies that the customer is satisfied with services through personal contact.
 - a. The VRC reviews the OVR-183 Job Placement report and, if satisfied, will approve payments to the CRP for line of sight coaching up to forty hours of employment.
 - b. CRP must submit report documenting and verifying the hours they provided on site coaching.
2. If the customer needs 20 percent or less line of sight coaching at any point during Phase II, the CRP needs to report this to the VRC so that the case may move into status 22.

Eight Week Job Maintenance Payment Phase III

Service Description

Job Maintenance services are direct, line of sight job coaching provided to the customer. Services should continue to assist the customer in understanding job duties and employer expectations. Natural supports should be developing so that the customer can rely on natural supports rather than the job coach. Ongoing communication with the customer, the employer, VRC, and other supports should be occurring to ensure success.

Process

As close to the 40 hour mark of employment as is feasible, the CRP, VRC, customer, and any other members of the support team must review job performance and negotiate hours needed for the customer to reach job stabilization. This negotiation may take place in person or over the phone.

1. The VRC may negotiate a contract based on the hours needed for the customer to reach job stability. Anything above 50 hours needs to be approved by a VRC supervisor. The VRC and CRP will complete OVR 182-Needs Determination & Training Plan.
2. The CRP's activities should include continuation of intensive job training, if necessary, ongoing job analysis, performance evaluation, and detailed communication with the customer and the employer. Skill maintenance, the development of natural supports, and the fading of intensive supports should be the focus.
3. At eight weeks of the customer's employment, the CRP will submit OVR 183. The report must include the percentage of time spent at the work site providing line of sight coaching. This percentage will be used to calculate job stability. It is expected that job stabilization will increase over time.

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4. The VRC will review OVR-183 and approve for negotiated percentage of Job Maintenance payment. If the VRC does not approve the report, he/she will return it for correction. The CRP will not receive payment until corrections are made.
5. The CRP is required to submit OVR-183 reports in CWDS within five (5) days following each phase. The VRC should review the reports in their entirety prior to approval of payment to the CRP.

Job Stabilization Payment Phase IV

Service Description

Job stabilization occurs when the customer's work performance reaches a level acceptable to the employer, and the job coaching and related ongoing support services have diminished to the level necessary to maintain the customer in competitive integrated employment. Typically, the acceptable level of work performance occurs when the customer is able to work 80% of the scheduled hours independently. Therefore, CRP staff is only required to be on-site 20% or less of the customer's work time. It is expected that natural supports will be established and the CRP will be able to fade from line of sight coaching completely.

There may be situations in which the customer has not yet achieved stability on the job. In these instances, the customer, VRC, and CRP staff must agree on the customer's maximum level of stability. Maximum level of stability occurs when a customer maintains a consistent level of support for ten (10) working days with no more than ten (10) percent variation. Reports from the CRP must indicate the percentage of line of sight coaching provided throughout the case.

Process

1. If the customer has not demonstrated job stability, line of sight coaching will continue until the customer has reached job stability. Monthly reports are required after the 8 week payment point.
2. Job stabilization may occur at any time with the job coaching services diminishing and natural supports in place. Once the CRP has indicated that the customer has reached job stabilization, the case is moved into Status 22.
3. When the CRP submits a monthly report indicating that job stability or maximum level of stabilization has occurred, they may invoice for payment of the negotiated hours.
4. If the customer has not reached a level of job stability below 51 percent, within six months of Phase IV payment, a team meeting must take place with the VRC, customer, CRP, and representatives of other funding sources. This meeting will review the services provided and determine if other funding sources are available to continue to provide the customer with support at the level necessary.
5. If other funding sources are not readily available, additional hours may be approved to assist the customer in maintaining employment, until other funding sources become available or up to 24 months from job placement if no other funding sources are available.

Case Closure Payment Phase V

Service Description

A customer's case meets the criteria for case closure when the customer has been employed for 90 calendar days past job stabilization or their maximum level of stabilization. Line of sight job coaching services should be diminished to the level necessary for the customer to maintain job stability. The case may be closed Status 26 when one of the following conditions occurs:

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- A customer meets the definition of job stability and with natural supports in place and no longer needs the line of sight job coaching from the CRP.
- A customer meets the definition of job stability but still needs line of sight job coaching to ensure vocational success and extended services (provided by OVR or alternative funding sources) are needed to ensure vocational success
- A customer has met their maximum level of stability and extended services (provided by OVR or alternative funding sources) are needed to ensure vocational success

Process

1. The CRP will continue to diminish line of sight job coaching.
2. The CRP will submit monthly reports to the VRC indicating time spent on-site. This will be used to show that the customer is maintaining job stability.
3. At 90 calendar days from job stability or the customer's maximum level of stability (Phase IV), the CRP will submit the final monthly report and invoice for payment of negotiated hours.
4. The CRP must validate the customer's hours worked per week, wage, medical benefits, and that employment is in a competitive integrated setting.

| Service | Fees |
|---------------------------------------|----------------------------|
| Eight Week Job Maintenance- Phase III | 15% of negotiated contract |
| Job Stabilization Payment- Phase IV | 35% of negotiated contract |
| Case Closure Payment- Phase V | 50% of negotiated contract |

Extended Services

Service Description

The customer's case enters SE Extended Services when the VRC has determined there is the need for OVR-funded intensive supports beyond case closure. There may be situations in which the customer has not yet achieved stability on the job, or needs additional supports to maintain employment. In these instances, OVR support may continue with extended SE services to support the customer as determined by the VRC and the customer, if there are no alternative funding sources.

Funding for OVR Extended Services will always be considered secondary to alternative funding sources and pending availability. Ongoing communication with alternative funding sources must occur at the beginning of any SE case and continue through case closure. If the customer is eligible for alternative funding, every effort should be made to review the status of the funding to ensure that responsibility is transferred to the appropriate funding source.

Funding for extended services is often available for customers eligible for MA Waiver Programs administered through the Office of Developmental Programs (ODP) and the Office of Long Term Living (OLTL). These services will need to be identified in the customer's Individual Service Plan (ISP). The GFES, OVR Fund Code 5/E, is a source of state funds available to provide extended services for customers who need these services because there they have no comparable benefit.

NOTE: Some customers may meet the eligibility requirements for services through Medical Assistance (MA) waiver programs; however, they may not actually receive funding through those programs based upon waiver capacity (i.e. Waiting Lists). In the event that funding is not available due to waiting lists, OVR may provide the needed services.

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Extended services can be provided after a customer's case has been closed and moved into Post Employment Services (Status 32). State funded OVR services can only be authorized using General Fund for Extended Services (GFES) Fund Code 5/E funds. Extended services can be authorized in 3 month increments up to 24 months. Support needed by youth with disabilities, up to the age of 24 years, for as long as 48 months, may be authorized out of Fund Code 1 funds when no other comparable benefit is available. For individuals who need them but have no other source of funding for long-term extended services, GFES Fund Code 5/E may be used indefinitely based upon need, or until funds are exhausted.

Process

1. The CRP must indicate the need for extended services in monthly reports (OVR 184 B) before commencing extended services. This will alert the VRC for the need to review the issues identified in the report and, if in agreement, will prepare for OVR-funded extended Services as deemed necessary. The case can be closed status 26 and moved into status 32-Post Employment Services.
2. Comments should be included on the monthly report that includes the focus of training. The CRP must have approval from the VRC prior to any service provision beyond case closure.
3. If the VRC is in agreement with the CRP's recommendation he/she will communicate with the customer, the CRP, and any other team members necessary to discuss the need for continued OVR-funded support.
 - a. Any circumstances beyond the CRP's control should prompt a team meeting (VRC, customer, CRP, and employer) in order to stabilize job placement. The VRC will determine if there is need for a meeting upon notification from the CRP and will set it up accordingly.
4. Extended services may be authorized in 3 month increments. Reports must be submitted on a monthly basis in order for additional extended services to be authorized.
5. The VRC will review OVR-184 and approve for payment. If the VRC does not approve the report, he/she will return the report and invoice for correction. The CRP will not receive payment until corrections are made.
6. The CRP is required to submit OVR-184 reports in CWDS within 5 days of the following month, and the reports should be reviewed in their entirety by the VRC prior to approval of payment to the CRP.
7. The VRC may close the case status 34 at any time during extended Services when he/she determines the customer has reached job stability.
8. The need for extended services should be evaluated on a bi-annual basis with input from the customer, CRP, employer, and other sources of extended services funding.

NOTE: It is the responsibility and function of the VRC to determine the appropriateness of the request for OVR-funded, extended services after consultation with the CRP, customer, and employer. Therefore, if the VRC determines that the customer is stable in the job, the recommendation for OVR-funded extended services may be denied.

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| Service | Fees |
|---------------------------------------------------------------------------------------------------------|-----------------|
| Extended Services-Case closure-24 months for age>24, 48 months for age<24 from start date of employment | \$150 per month |

C. TRANSITIONAL EMPLOYMENT PROGRAM (TEP)

Service Description

SE services for customers with severe mental illness (SMI) are identified in the Rehabilitation Act of 1973, as amended, as a Transitional Employment Program (TEP). A TEP is a series of temporary job placements in competitive integrated work with ongoing support services for customers with the most significant disabilities due to SMI. The purpose of TEP is to strengthen a customer's skill level and work history with the goal of achieving assisted or unassisted community-integrated, competitive integrated employment at or above the minimum wage. TEP follows clubhouse models in which placements are developed in competitive, integrated settings that allow for a customer to work at competitive wages while working through disability related vocational issues. TEP can be used as an assessment tool for customers with SMI to determine job goal and services needed to obtain competitive integrated employment. TEP may be provided sequentially in more than one competitive integrated setting during the life of the case. The customer may accept a position at the same employer site in which the TEP program is operated, or complete TEP and move to other services to assist in obtaining competitive integrated employment.

Process

1. The VRC completes a referral form and authorization for the SESP, and submits to the CRP, checking off TEP as the service to be provided.
2. The VRC will send any additional information that will assist in job retention (psychological evaluations, vocational records, school records, etc.).
3. The CRP holds an initial meeting with the customer and submits the SESP along with an invoice for the initial meeting.
4. A team meeting is held to review the SESP. This meeting is led by the CRP and includes the customer, VRC, and other team members to determine the next step in the SE process. This is also a good time for the team members to discuss questions, concerns or the need for further information. It may be decided at this meeting that the customer should continue with TEP, or that other services would be more appropriate.
5. The CRP, VRC, and customer will negotiate the length of TEP, which can be amended or extended based on needs of the customer and services needed to reach job goal.
6. The CRP provides TEP services to provide the customer with opportunities to participate in work with options at various TEP employment sites based upon the agreed upon length of time.
7. The CRP submits a monthly report and invoice for each month of TEP.
8. The VRC reviews the monthly report and submits invoice, or returns both to the CRP if the information is not sufficient. The CRP must resubmit the report and invoice correcting the issues to gain payment.
9. The length of time for TEP may vary based on a Letter of Understanding with the CRP.

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10. The VRC will meet with the CRP and customer to determine if TEP should continue or if the customer is ready to move into other services to achieve competitive integrated employment.

D. DISCOVERY AND CUSTOMIZED EMPLOYMENT (CE)

Service Description

Discovery is the first step used in the Customized Supported Employment process when a limited or comprehensive vocational evaluation will not provide the information needed for successful vocational planning. Discovery identifies the individual's abilities, interests, talents and passions and translates that information into possible tasks the customer can do for pay, the conditions needed for the customer to be successful, and the contribution he or she would bring to an employer. Discovery can be used as an assessment tool to determine appropriate supported employment services. Customers may be appropriate for PBSE or CE.

The profile consists of 3 sections that offer the individual, the family, OVR, the provider, and the employer the information source from which a customized plan can be developed.

- a. Part I of the profile, the Intake Interview Summary, is developed during the meeting held prior to the initiation of Discovery. This form summarizes the individual's life with factual information necessary to accomplish the Discovery interactions.
- b. Part II, the Profile of Discovery, provides the descriptive basis of the profile. A broad range of life domains are described, starting with the family and home and proceeding through education, employment, life activities and skill performance.
- c. Part III, the Plan Preparation Summary, allows the facilitator to begin to summarize and translate the information from Parts I and II into a document that provides the preparation necessary for a quality customized plan. These documents utilize a narrative format that may be augmented by digital photos.

Process

1. The VRC completes a referral form and authorization for the SESP, and submits to the CRP, checking off Discovery and CE as the service to be provided.
2. The VRC will send any additional information that will assist in Discovery.
3. The CRP holds an initial meeting with customer and submits the SESP along with invoice for SESP.
4. A team meeting is held to review the SESP. This meeting is led by the CRP and includes the customer, VRC, and other team members to determine the next step in the SE process. This is also a good time for the team members to discuss questions, concerns or the need for further information. It may be decided at this meeting that the customer should continue with Discovery, or that other services would be more appropriate.
5. The VRC completes the OVR-180 and authorization for Discovery, Discovery Profile, and Customized Employment meeting and submits to CRP, checking off Discovery/CE as the service to be provided.
6. The CRP submits OVR 184 Monthly Reports-Discovery for each month Discovery is provided.
7. The CRP notifies the VRC, customer, and any customer supports needed to the CE Planning Meeting to review results of the Discovery Profile. The CRP provides copies of the Discovery Profile to the VRC and customer.

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8. The VRC will review the Discovery Profile as well as the invoice and approve for payment. If the VRC does not approve the report, he/she will return it with the invoice for correction. The CRP will not receive payment until corrections are made.
9. At the CE meeting, appropriate services are discussed to determine if the customer will continue with customized employment or if a different service is more appropriate.
10. The VRC will pay invoice for the CE Planning Meeting regardless of next steps in the case.
11. The VRC will write or amend IPE to reflect services determined appropriate through Discovery Profile and CE Planning Meeting, if the customer has been found eligible for services.

CE relies on a negotiated relationship with employers rather than traditional methods to obtain competitive integrated employment. Based on an approved review and observation of an employer's business needs, the CRP will match the unmet needs of the business with the strengths, skills, and abilities of the customer. A job is developed when the strengths, skills, and abilities of the customer meet the unmet needs of the business. The CRP uses the blueprint from the CE Planning Meeting to guide job development. Following the customized plan, a visual résumé is developed that uses a presentation format such as PowerPoint to gather and organize information pertinent for consideration by potential employers. Used in tandem by job developers with an agency portfolio, the visual résumé provides employers with a look beyond the hyperbole and rhetoric so often included in traditional résumés into the competencies evident in the life experience of the job seeker. Prior to making employer contacts, it is essential to identify any relationships that might exist between the job seeker, family and others in the person's support circle with targeted employers. This helps to ease the way when making initial contacts with prospective employers. In customized employment, traditional job openings will not be appropriate. Tours and in-depth needs analyses of specific employment sites are used to identify the unmet needs of an employer by looking at job tasks, employee routines, and worksite cultures.

Process

1. The VRC authorizes the creation of a Visual Résumé and Job Development.
2. The CRP provides copy of the Visual Résumé to the VRC for approval and payment.
3. The VRC will review the Visual Résumé and approve for payment. If the VRC does not approve, he/she will return the Visual Résumé for correction. The CRP will not receive payment until corrections are made and the revised Visual Résumé is submitted with an invoice.
4. Customized job development includes looking for job tasks and work cultures that fulfill the criteria for a successful job match. Tours and in-depth needs analyses of specific employment sites are used to identify the unmet needs of an employer by looking at job tasks, employee routines, and worksite cultures.
5. Customized Job Development begins when the CRP's job developer presents the visual résumé to employers in the community. The job developer uses the visual résumé to explain customized employment and to present the customer to each potential employer.
6. The CRP submits OVR 184 Monthly Reports-Customized Employment for each month customized employment is provided.
7. Upon notification of a job offer, the CRP must contact the VRC/OVR staff to report:
 - a. Job title, position description, wage and anticipated schedule
 - b. Location of the work site, including the contact information (name, phone, e-mail, address) for the supervisor of the customer.
8. The VRC must approve the job offer as appropriate to the IPE goal prior to approval of payment for Job Placement. Any changes in job goal must be approved and amended by the VRC.

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9. The CRP must notify the counselor when a job has been offered. If the job does not match the IPE, the IPE will be amended to reflect any new services to be provided with the new job goal. The new job goal should have been assessed and must meet the strengths, skills, and abilities of the customer. The customer must confirm that they are accepting this job over their IPE goal. If the customer does not agree with the job placement, services will continue until the job on IPE goal has been obtained.
10. The CRP submits the OVR-183 Job Placement report and invoice in CWDS for review and approval, and the VRC verifies that the employer and the customer are satisfied with services.
11. CE follows the process and procedure of PBSE after acceptance and approval of a job offer by the VRC, CRP, and the customer.
12. On-Going Support Services are provided from job stabilization until transition to extended services. At a minimum, 2 visits per month at the work site will be provided unless it is determined that off-site monitoring is more appropriate for a particular individual. Off-site monitoring must consist of at least 2 face-to-face meetings with the individual and 1 employer contact monthly.
13. Extended Services are provided to support and maintain the individual's employment. The job coach will provide at least 2 visits per month at the work site unless it is determined that off-site monitoring is more appropriate for a particular individual. Off-site monitoring must consist of at least 2 face-to-face meetings with the individual and 1 employer contact monthly.
14. The CRP will use the OVR-184 and submit monthly with an invoice in CWDS.
15. The VRC will review OVR-184 and approve for payment. If the VRC does not approve the report, he/she will return the OVR-184 with invoice for correction. The CRP will not receive payment until corrections are made and the OVR-184 is resubmitted with an invoice.
16. The CRP is required to submit OVR-184 reports in CWDS within 5 days of the following month, and the reports should be reviewed in their entirety by the VRC prior to approval of payment to the CRP.
17. The VRC may close the case status 34 at any time during Extended Services when he/she determines the customer has reached job stability.
18. OVR staff will determine services required on a month by month basis and will determine when to close the case.

ATTACHMENTS

OVR-??? Waiver of SE Qualifications
OVR-??? Community Based Work Assessment Report
OVR-180 Supported Employment Referral Form
OVR-??? Supported Employment Supports Plan (SESP)
OVR-182- Needs Determination and Training Plan
OVR-183 Supported Employment (SE) Placement Report
OVR-184A Supported Employment (SE) Job Development Reporting Form
OVR-184B Supported Employment (SE) Job Placement Monthly Reporting Form
OVR-185 Supported Employment (SE) Extended Services Reporting Form

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APPENDIX I HISTORY OF PA SUPPORTED EMPLOYMENT

In the early 1980's, numerous academic institutions began to demonstrate that persons with severe disabilities could move from day-activity programs and, with appropriate supports, work in integrated settings. Out of these demonstration projects emerged what is now known as Supported Employment (SE). SE provides a means for customers with severe disabilities to obtain and maintain community-integrated, competitive integrated employment.

Historically, the Pennsylvania Department of Labor and Industry's Office of Vocational Rehabilitation (OVR) has taken a leadership role in providing quality services to customers with disabilities as they seek community-integrated, competitive integrated employment through the use of SE services.

In 1996, OVR developed a formal interagency Memorandum of Understanding (MOU) with Department of Public Welfare agencies: the Office of Mental Retardation (now Office of Developmental Programs) and the Office of Mental Health (now the Office of Mental Health and Substance Abuse Services). The goal of the MOU was to enable customers with disabilities to receive coordinated, pre-vocational, vocational rehabilitation, and long-term employment support services, which would allow them to successfully gain and maintain employment. This MOU resulted in the establishment of local interagency agreements between the fifteen local OVR district offices and local administrative entities and their case management partner agencies.

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APPENDIX II SUPPORTED EMPLOYMENT DEFINITIONS

Assessment

Identification of the interests, capacities, and skills of a customer with a disability is the foundation which determines the most appropriate SE services to meet their employment needs. Therefore, assessment of this information involves either a work history or the use of community-integrated, competitive work experiences in a variety of settings as needed. Prior to any employment search or on the job support, information, which acts as a thorough SE assessment, must be obtained and reviewed by OVR staff. OVR staff will always make the determination on the amount and nature of assessment to meet the needs of the job seeker.

A thorough SE assessment could be conducted in a variety of ways. One example is a community based work assessment (CBWA). Other formats may be used if they provide a community-integrated work experience where the customer actually performs the job tasks. An assessment that has been conducted within at least the past two (2) years may be used if it contains information on the customer's current work ability. A thorough assessment may not be necessary if an established work history identifies the customer's current work ability and capacity.

Any assessment results must be shared with the customer, the customer-chosen CRP, and any other necessary team members to provide detailed information in order for the team to develop the most appropriate SE plan.

Community Based Work Assessment (CBWA)

The CBWA is separate from PBSE. The CBWA is a tool to overcome the limitations of facility-based assessments. For vocational planning purposes, the CBWA utilizes job coaches at actual work sites to assess the customer's preferences, abilities, and behaviors at actual jobs for vocational planning purposes. It permits the customer to experience real work in a real work environment. This type of assessment is particularly valuable in situations where the customer has never worked or never worked outside of a sheltered environment or when the customer's impairment is so significant that competitive integrated employment as a goal may be in question.

NOTE: While job shadowing may indicate customer interest, it does not inform the VRC as to whether not a customer has the potential to work in a community-based setting. Therefore, job shadowing should not be a part of the CBWA.

Community Rehabilitation Program

Community rehabilitation program means a program that provides directly, or facilitates the provision of, one or more of the following vocational rehabilitation services to customers with disabilities to enable those customers to maximize their opportunities for employment, including career advancement:

- a. Medical, psychiatric, psychological, social, and vocational services that are provided under one management.
- b. Testing, fitting, or training in the use of prosthetic and orthotic devices.
- c. Recreational therapy.
- d. Physical and occupational therapy.
- e. Speech, language, and hearing therapy.
- f. Psychiatric, psychological, and social services, including positive behavior management.
- g. Assessment for determining eligibility and vocational rehabilitation needs.
- h. Rehabilitation technology.
- i. Job development, placement, and retention services.
- j. Evaluation or control of specific disabilities.
- k. Orientation and mobility services for customers who are blind.

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- l. Extended employment.
- m. Psychosocial rehabilitation services.
- n. Supported employment services and extended services.
- o. Services to family members if necessary to enable the applicant or eligible customer to achieve an employment outcome.
- p. Personal assistance services.
- q. Services similar to the services described in paragraphs (A) through (P) of this definition.

For the purposes of this definition, the word *program* means an agency, organization, or institution, or unit of an agency, organization, or institution, that provides directly or facilitates the provision of vocational rehabilitation services as one of its major functions.

Extended Services means ongoing support services and other appropriate services that are needed to support and maintain a customer with a most significant disability in SE and that are provided by a State agency, a private nonprofit organization, employer, or any other appropriate resource. If a specific need has been identified, extended services begin at 90 calendar days after the customer has reached their maximum potential for job stability. Extended services are needed to support and maintain the customer in supported employment. Funding for extended services is most often provided by the PA Department of Human Service's MA Waiver programs or, for customers for whom there is no other source of funding, the OVR state-supported employment funding, GFES Fund Code 5/E.

NOTE: It is the responsibility of the counselor to arrange for the provision of extended services at the time the IPE is developed. The IPE must identify who will provide extended services. Funding for extended services is to be arranged with the county Office of Mental Health/Intellectual Disabilities (OMH/ID) program for customers who qualify for services under the OMH/ID program.

Job Stabilization

Job stabilization occurs when the customer's work performance reaches a level acceptable to the employer, and the job coaching and related ongoing support services have diminished to the level necessary to maintain the customer in competitive integrated employment. Typically, the acceptable level of work performance occurs when the customer is able to work 80% of the scheduled hours independently. Therefore, CRP staff is only required to be on-site 20% or less of the customer's work time.

Job stabilization may occur either before or by 90 calendar days with natural supports and/or the customer's case moving into extended services. In this situation, the case may be closed at 90 calendar days after the first day of employment in Status 22.

However, there may be cases in which the customer is making progress towards competitive integrated employment, but has not yet achieved stability on the job. In these instances, OVR support may continue until job stabilization occurs. In order to address the potential need for job maintenance beyond 90 calendar days, short-term and long-term services may be available to support the customer as determined by the VRC and the customer. Extended services are defined as:

1. Supports needed beyond case closure, and are determined needed by the VRC and the customer. State funded OVR services can only be authorized using GFES Fund Code 5/E funds.
2. Support needed by youth with disabilities, up to the age of 24 years, for as long as 48 months, may be authorized out of Fund Code 1 funds when no other comparable benefit is available.

The following guidelines will be utilized to determine "job stabilization:"

1. Job stabilization is agreed upon by the VRC, the CRP, the customer, and the employer.

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2. When job stabilization occurs, the worker is ready to transition from OVR-funded, intensive SE services to natural supports and/or extended services, using the appropriate funding source.
3. This transition must not occur until all aspects of the customer's placement indicate that the employment situation is secure and consistent with the functional capabilities of the customer and employment factors.
4. Before anticipated case closure, the VRC shall ensure job stability based upon the following:
 - a. Natural Supports have been developed.
 - b. Funding for extended services has been secured, if needed.
 - c. Job coaching and related interventions have decreased to the minimal level necessary to maintain the client in employment.
 - d. Contact with the supervisor to learn if the customer's job performance is acceptable.
 - e. Contact with the customer to find out his/her satisfaction with the job and work environment.

Line of Sight

Line of sight is defined as job coaching that occurs on site of the employer with direct service to the customer. The amount of time a customer needs line of sight job coaching is used to determine job stability. Line of sight coaching should occur at 100% of the time that the customer is on the job initially, and begin to fade as the customer learns job tasks, develops natural supports, and meets the expectations of the employer.

Natural Supports

These 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. 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. Additionally, 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.

Performance Based Supported Employment (PBSE)

The distinguishing feature of performance based funding is that the CRP's compensation is contingent upon the achievement of specific outcome performance measures, which are known as *phases*. In the case of PBSE, the last outcome measure is sustained and stable employment in the competitive labor market for customers with the most significant disabilities.

PBSE is built upon the ability of each customer. Following a thorough assessment, the VRC and the customer develop the IPE that establishes the vocational goal and identifies supported employment via PBSE as the service needed to achieve that goal. Once the IPE has been developed and a vocational goal has been established, the VRC is ready to begin the process of providing PBSE services. A Financial Needs Test (FNT) is required for the provision of PBSE services. It is essential that the VRC have a thorough understanding of the vocational needs of the customer before beginning the process of PBSE.

Supported Self-Employment

This is defined as customers with disabilities owning their own businesses, who receive support and ongoing assistance in the operational aspects of the business. Unlike traditional SE services, ongoing supports are not time-limited and may continue for the life of the business, encouraging continued growth in the business to be legitimately recognized as a business by the Internal Revenue Service (IRS), and that the business results in the customer having a role in the economic life of the community.

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Transitional Employment Program

A Transitional Employment Program (TEP) is a series of temporary job placements in competitive integrated work with ongoing support services for customers with the most significant disabilities due to mental illness. The purpose of TEP is to strengthen a customer's skill level and work history with the goal of achieving assisted or unassisted competitive integrated employment at or above the standard minimum wage. These placements provide time-limited employment and on-the-job training in competitive integrated work settings. In TEP, the provision of ongoing support services must include continuing, sequential job placements until job stability is achieved.

Wage Requirement

Under SE, the customer must be compensated in accordance with the Fair Labor Standards Act. In order for a customer to be closed as a competitive closure (closed with an employment outcome, status 26), the customer must be compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by employees who are not disabled. SE can result in a non-competitive integrated employment outcome when the customer is working toward the competitive integrated employment wage but has not yet achieved that standard.

NOTE: Unpaid work and summer employment do not qualify as SE. Seasonal employment is allowable only if it is typical of the local labor market.

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SUPPORTED EMPLOYMENT REGIONAL RATES
APPENDIX III MEMORANDUM OF UNDERSTANDING

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SUPPORTED EMPLOYMENT REGIONAL RATES

APPENDIX IV OVR FUND CODES FOR SUPPORTED EMPLOYMENT

| | Fund 1/A | Fund 2/B | Fund 5/E |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Source of Funding | Title 1 (110) and State Match | Title VI-B <u>MUST</u> be used for ALL Supported Employment Services for customers who are MSD until exhausted before Title I (110) Funds are used. | General Fund Extended Services (GFES)- State Appropriation-Supported Employment Line Item |
| Who | Eligible customers who meet “Order of Selection” for whom: <ul style="list-style-type: none"> Supported Employment Services are necessary in order to reach a Competitive integrated employment outcome | Eligible customers who meet criteria for MSD for whom: <ul style="list-style-type: none"> Supported Employment Services are necessary in order to reach a competitive integrated Employment Outcome | Eligible customers who meet the criteria for MSD who: <ul style="list-style-type: none"> Require Extended) Services to maintain employment or career advancement; AND Have no other comparable benefit available for Extended Services. |
| Fundable Services | <ul style="list-style-type: none"> Assessment/CBWA Job Development Job Placement Intensive Job Coaching Discrete Post-Employment Services <u>All other VR Services determined to be necessary for customer to reach competitive integrated employment goal.</u> | <ul style="list-style-type: none"> Assessment/CBWA Job Development Job Placement Intensive Job Coaching Discrete Post-Employment Services | <ul style="list-style-type: none"> Extended Services <ul style="list-style-type: none"> Maintenance New Skill Acquisition Career Advancement |
| When to Use It | <ul style="list-style-type: none"> Title VI-B (Fund 2/B) is exhausted. | <ul style="list-style-type: none"> Until Funds are exhausted. | No other source of funding is available and Long-Term Follow-Up Services are necessary. Until Funds are exhausted. |
| Special Consideration | <ul style="list-style-type: none"> May be utilized for a period up to 48 months for youth under the age of 24 | <ul style="list-style-type: none"> May be utilized for a period up to 48 months for youth under the age of 24; <u>Limited availability of funds.</u> | <ul style="list-style-type: none"> Need for long-term follow-up should be established during development of IPE and/or SE Contract; Provided in Post-Employment Status (32); No established time limit on the provision of services; <u>Limited availability of funds.</u> |

SUPPORTED EMPLOYMENT REGIONAL RATES

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|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Comparable Benefits | <p>Typically NO OVR - Funder of 1st Resort for eligible customers while funding is available.</p> <p>If funds are not available in Fund 1/A, funding may be available through:</p> <ul style="list-style-type: none"> • MA Waiver Programs • ODP/OMHSAS County Funding • Brain Injury Program | <p>Typically NO OVR- Funder of 1st Resort for eligible customers who are MSD while funding is available.</p> <p>If funds are exhausted, use Title I (Fund 1/A).</p> | <p>YES OVR- Funder of Last Resort when comparable benefit exists from:</p> <ul style="list-style-type: none"> • MA Waiver Programs • ODP/OMHSAS County Funding • Brain Injury Program • SSA Plan for Achieving Self-Support (PASS) • Ticket-to-Work/Partnership Plus |
| Legislative/ Policy References | <p><u>34CFR361</u></p> <p><u>03-200.05 Performance Based Job Coaching</u></p> | <p><u>34CFR363</u></p> <p><u>03-200.05 Performance Based Job Coaching</u></p> | <p><u>34CFR363</u></p> <p><u>03-200.05 Performance Based Job Coaching</u></p> |

SUPPORTED EMPLOYMENT REGIONAL RATES
APPENDIX V SUPPORTED EMPLOYMENT FEE SCHEDULE NUMBERS

| | | | | | | | |
|----------------------|------------------------------------|-------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------|--------|
| Training | Job Readiness Training | Transitional Employment | 59806 | Transitional Employment | Transitional Employment | Variable | Active |
| Job Related Services | On the Job Supports | Job Coaching | 59814 | Job Coaching, Short Term (per hour) | Job Coaching, Short Term (per hour) | Variable | Active |
| General Services | Evaluation and Assessment Services | Job Coaching | 59815 | Community Based Work Assessment | Community Based Work Assessment | Variable | Active |
| Job Related Services | | Job Coaching | | Job Mentoring | | | |
| Job Related Services | | Job Coaching | | Job Retention | | | |
| Job Related Services | On the Job Supports | Job Coaching | 59816 | Extended Services Facility Based (State General Funds- Only for Extended Services for Supported Employment Customers) | Extended Services Facility Based (State General Funds- Only for Extended Services for Supported Employment Customers) | Variable | Active |
| Job Related Services | Job Search Assistance | Job Coaching | 59818 | Performance-Based Job Coaching - PHASE I, 03-200.05 | Performance-Based Job Coaching - PHASE I, 03-200.05 | Administrative Memo (am) | Active |
| Job Related Services | Job Search Assistance | Job Coaching | 59819 | Performance-Based Job Coaching - PHASE II, 03-200.05, 03-200.05 | Performance-Based Job Coaching - PHASE II, 03-200.05 | Administrative Memo (am) | Active |
| Job Related Services | On the Job Supports | Job Coaching | 59820 | Performance-Based Job Coaching - PHASE III, 03-200.05 | Performance-Based Job Coaching - PHASE III, 03-200.05 | Administrative Memo (am) | Active |
| Job Related Services | On the Job Supports | Job Coaching | 59821 | Performance-Based Job Coaching - PHASE IV, 03-200.05 | Performance-Based Job Coaching - PHASE IV, 03-200.05 | Administrative Memo (am) | Active |
| Job Related Services | On the Job Supports | Job Coaching | | Performance Base Job Coaching-Phase V | | | |
| Job Related Services | Job Search Assistance | | 59981 | Discovery - Qualitative Assessment Of Interests, Preferences, Talents & Abilities Conducted Through Interviews & Observations In A Person's Natural Environment | | | |
| Job Related Services | Job Search Assistance | | 59982 | Discovery Profile - Narrative Summary Of Discovery Findings Includes: Intake Interview Summary, Observation Summary, And Plan Preparation Summary | | | |

SUPPORTED EMPLOYMENT REGIONAL RATES

| | | | | | | | |
|----------------------|--------------------------|--|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| Job Related Services | Job Search Assistance | | 59983 | Customized Employment Meeting-Meeting(S) To Determine Plan(Blueprint) For Job Development By Identifying 10-20 Employers Within The Customer's Community | | | |
| Job Related Services | Job Search Assistance | | 59984 | Visual Résumé - Used To Present Customers To Potential Employers. Explains Customized Employment, The Customer's Contributions, & The Types Of Tasks | | | |
| Job Related Services | Job Search Assistance | | 59985 | Customized Job Development - An Individualized Approach To Employment Planning & Job Development Based On An Individualized Match Between The Strength | | | |
| Job Related Services | Job Placement Assistance | | 59986 | Customized Job Placement - Initial Job Training With Task Analysis & Identification Of Accommodations/Development Of Natural Supports | | | |
| Job Related Services | Job Placement Assistance | | 59987 | Customized Job Stabilization - Fading Of Job Coach Intervention; Additional Development Of/Reliance On Natural Supports | | | |
| Job Related Services | Job Placement Assistance | | 59988 | Ongoing Supports - Completion Of Fading Of Job Coaching Direct Intervention/Support; Contact On A Bi-Weekly Basis For Follow-Up & Job Maintenance. | | | |

SUPPORTED EMPLOYMENT REGIONAL RATES

| District Office | Rate |
|-------------------|------|
| Allentown | \$52 |
| Altoona BBVS | \$39 |
| Altoona BVRS | \$39 |
| Dubois | \$45 |
| Erie BBVS | \$47 |
| Erie BVRS | \$47 |
| Harrisburg BBVS | \$49 |
| Harrisburg BVRS | \$49 |
| Johnstown | \$44 |
| New Castle | \$44 |
| Norristown | \$52 |
| Philadelphia BBVS | \$57 |
| Philadelphia BVRS | \$57 |
| Pittsburgh BBVS | \$52 |
| Pittsburgh BVRS | \$52 |
| Reading | \$49 |
| Washington | \$52 |
| Wilkes Barre BBVS | \$47 |
| Wilkes Barre BVRS | \$47 |
| Williamsport | \$54 |
| York | \$47 |