# Employment Service Updates

# Frequently Asked Questions

## Implementation Process

1. If a provider is wanting to submit a claim for April, which is the last month for the old forms, but they are doing so in July, would they still be using the old forms?

**Answer:** Providers may submit all documentation for billing on the old forms until May 2025 for services provided in April. Services provided during the month of May 2025 should all be on the new forms. An exception is that providers may submit a Discovery Profile up to June or perhaps even July if there is a lot of data to transfer.

1. For participants that we have already been using the old Discovery Profile are we to continue to use that or should we change to the Career Profile?

**Answer:** The transition timeline to adopt use of new forms has been established to minimize the need for transferring information from old to new documents. The team should make every effort to complete Discovery services within 90 days. All participants who will not be completing Discovery by June will need information transferred from the Discovery Profile to the Career Profile. Communication should occur with VRC’s to determine which participants should have the information transferred.

## Discovery Services Questions

1. Is there still supposed to be a team meeting once Discovery is done?

**Answer:** Yes. There should be a meeting at the end of Discovery with the participant, VRC, and the employment provider. This meeting may be in person or virtual.

1. Will the listed hourly rate a participant is willing to accept be based on current job market research?

**Answer:** The Job Ready Page will note the lowest rate of pay the participant would be willing to receive. During the meeting at the conclusion of Discovery, the market research will be discussed.

1. Will medical documentation be provided with the Career Profile? What if the rapid response expectations are not met due to a delay in receiving medical records?

**Answer:** VR will include information that is necessary to provide services that will meet the participant’s needs. This includes information about their disability as it pertains to employment, and the comprehensive assessment which summarizes their capabilities and limitations, the status of social support and their anticipated service needs. If the provider would like additional information, they should discuss the need with the VRC.

1. If a provider receives a referral for a participant with significant barriers related to behaviors, do we request additional information from VR such as medical records or a behavior plan?

**Answer:** VR will provide the information that is necessary to provide services to the participant. If the participant is receiving Medicaid Waiver Services and has a Behavior Support Plan it is recommended that the ES request the participant/ guardian to inform the Waiver Case Manager that the participant would like the ES to join their Support Team. This would allow the ES to consult with the Behavior Support Specialist to find out how best to support the individual while receiving employment services. In addition, as a member of the Support Team, the ES could be invited to the waiver quarterly meetings to gain information that could be helpful.

1. If participant decides to transfer to a different provider, do we use the same Career Profile or start a new one?

**Answer:** A new Career Profile will be sent to the new provider because it is the referral document. If the transfer occurs during Discovery services, there may not be a completed Career Profile to send to the new provider. If the transfer occurs during job placement services, the VRC will send a new Career Profile, as a referral, and may also send a Career Profile that was previously completed during Discovery services.

1. If I have a participant in Discovery who is wanting to apply to jobs, should we suggest to the VRC to move the client to M1?

**Answer:** This is a great touch point and the team should discuss moving to employment services.

1. For work-based assessments is the maximum number of hours the participant can receive 20 to 40 hours? Can the participant have more than 6 - 8 weeks of work based assessment?

**Answer:** VR will support Work Based Assessment (WBA) for up to six to eight weeks. Some participants may require 6 – 8 weeks of WBA, while others may require the service for a shorter timeframe. WBAs can occur at multiple employment sites to give the participant an opportunity to try out more than one type of employment that aligns with their interests. It is not required for all six to eight weeks of a WBA to be completed consecutively. Depending on the support needs of the participant, the ES is not required to be onsite for the all of the participant’s work hours and the provider should only claim the amount of hours spent supporting the participant receiving WBA. If Discovery services cannot be accomplished within 20 to 40 hours in the expected timeline of 30-90 days, the team must communicate and identify the acceptable timeframe and hours required to complete Discovery services.

1. What if a participant gets a job offer during a Work Based Assessment, would they still go to M2?  
   **Answer:** The ES and VRC should have a meeting with the participant. If everyone is in agreement that the job is a good fit for the participant, the VRC would update the IPE, including the employment goal and adding necessary services, and then an authorization for M2 would be issued. If the team isn’t sure the job is the right fit, the participant can continue in the work-based assessment, allowing them to see if the job is a good fit, before proceeding to update the IPE and issue the M2 authorization.
2. Will there be a standard for determining if a participant needs more time for the Discovery process?

**Answer:** The team should make every effort to complete Discovery within 30-90 days. VR should clearly outline specific activities on the Career Profile when requesting Discovery. If additional Discovery activities are necessary, to identify a vocational goal, beyond what was outlined and exceeding 90 days, the team must communicate and identify the additional, specific activities and an acceptable timeframe.

## Employment Services-Job Placement Questions

1. Will the Job Ready Page be a part of the information sent to the provider, if the participant only will be getting Job Search/Milestone 1?

**Answer:** Yes, the Job Ready Page in addition to the IPE will be sent to the provider.

1. If the participant is not referred to the provider to receive Discovery services, what happens with the Career Profile?

**Answer:** If a participant is referred to begin job placement services directly, the VRC completes the Career Profile and sends it to the provider as the referral. The Career Profile can be used as resource but is not returned to the VRC.

1. Should the provider use the job start date or the date the participant clears the background check? When does the first day of employment start – at orientation or the first day doing their job?

**Answer:** The start date should be the first paid date of employment.

1. Will the VRC automatically generate 30 hours of Supported Employment under M2?

**Answer:** To prevent a lapse in services, prior to the achievement of Milestone 2 the team will consider the number of hours being worked, and amount of support being provided to anticipate future support needs and the VRC will authorize accordingly for 3 months of SE.

1. After M2, if VR authorizes for 40 hours of SE over the next three months, but the participant needs supports longer than three months, can we ask for additional SE for up to two years?

**Answer:** If a participant requires additional SE support the ES should request the additional supports and the MPS should provide information about the supports that have been required. Supported employment is not limited to 40 hours, but is based on the needs of the participant. Although rare, VR can provide SE services for up to 2 years, however there should be regular communication between team members regarding the ongoing need for SE, including plans to continue to fade job supports to work toward stabilization.

1. If a participant loses a job, but we have already been paid for M1 and M2, would the participant begin to receive hourly job search until they reach stabilization?

**Answer:** In this situation, have a conversation with the VRC about how to best support the participant through hourly job search services.Re-authorizing for Milestones to the same Employment Service provider will be limited to rare and extenuating circumstances and must be approved by the Area Supervisor.

1. What are the rare circumstances in which an Area Supervisor may approve the reauthorization of a Milestone to the same ES provider?

**Answer:** An Area Supervisor may approve the reauthorization for a Milestone if it is determined that the original employment goal is unattainable or there was a change in the participant’s disability, requiring a reassessment of skills and a new employment goal.

1. What should happen if a client loses their job during Milestones and needs Job Readiness Training?

**Answer:** A meeting should occur between all team members to discuss job loss and if appropriate, what, specific, significant barriers are being experienced due to the participant’s disability that need to be addressed by JRT.

1. What if you are ready to move a participant into Milestones, can you request hourly payments to bridge the gap between Discovery?

**Answer:** No, M1 has 30 hours of support built in to cover job search activities after Discovery. After Discovery is completed, the team should meet to prepare to begin Milestone services, as applicable.

1. Will the VRC let us know when we can submit a claim for Milestone 1?

**Answer:** The returned NOJO form has the Milestone 1 and Milestone 2 billing dates. As long as things proceed as planned, those dates indicate the billing dates and it is the providers responsibility to bill accordingly.

1. If a participant is referred with an authorization for Milestone services, but needs additional Discovery work, do we just amend the initial Career Profile or do we create a new Career Profile?

**Answer:** If the provider is concerned that additional Discovery is needed after the VRC has authorized for Milestone services, there should be a conversation to address the questions the provider has about the employment goal. If it is determined that the participant requires Discovery services, the team should discuss a clear plan for moving forward. The existing Career Profile may be updated with new information as appropriate.

1. If a client quits their job before achieving M2 or M3, is there any process for reimbursement for the provider’s time?

**Answer:** Milestones are outcome based payments and are paid upon the achievement of the outcome. If a participant loses their job before achieving the Milestone, a provider will not be eligible for payment. However, the provider would still be eligible for these payments once the participant obtains new employment and achieves the Milestones.

1. What does the team do if a participant gets a job they thought they would like but ends up hating it?

**Answer:** If a participant obtains a job and ends up not being satisfied with the position, a team meeting should occur to determine the cause of the dissatisfaction and if supports can be added to address it. If the participant choses to leave employment, next steps can be discussed as well as lessons learned from the first placement. The VRC and the team can determine the most appropriate way to authorize, based on what services have been completed.

1. If a participant is referred to begin Milestone services without Discovery services by the provider, are the 5-8 hours authorized for job search assistance/placement assistance taking the place of the get-to-know-you hours?

**Answer:** Yes, if a participant is referred to the ES to begin job search under Milestones immediately, the VRC will authorize for 5 to 8 hours of job search assistance/placement assistance and M1 and 2. Milestone services should begin immediately after the ES has completed their intake activities.

1. If orientation takes up the entire 8 hours authorized for job placement assistance, how do we support the person the first week on the job?

**Answer:** Milestone 2 covers the first 4 weeks of support while the participant is working. If it is anticipated the participant will require more than the 40 hours of support M2 entails, the ES should consult with the VRC for possible need for additional hourly supports.

1. How is client choice being considered/prioritized in the ES process?

**Answer:** Informed choice means the individual is given the opportunity to learn about and make choices about their own rehabilitation. Informed choice is an essential component of the rehabilitation process.

1. Is there a timeline on how long to approve an IPE change so there is not a service disruption?

**Answer:** VRC’s will work to communicate with the participant as soon as possible to discuss IPE changes.

1. What if the participant is searching for a survival job rather than their employment goal job?

**Answer:** The purpose of employment services is to assist individuals in achieving the agreed upon goal as outlined on the IPE.

## Notice of Job Offer (NOJO)

1. If VR is not approving the job offer, do providers still need to send the NOJO to VR within 2 business days?

**Answer:** If the ES has communicated with VR regarding a job offer and VR and the participant have determined that the job offer does not meet the requirements of the employment goal, and therefore is not approved, the ES does not need to send the NOJO to VR. The ES should record information about the job offer, the discussion and the outcome in the MPS.

1. What’s more important to have - the participant’s signature on the NOJO or being able to send it to VR two days in advance of the start date? How do we get someone to sign the NOJO if it’s not in paper form?

**Answer:** The participant signature line has been removed from the NOJO and is not required to be obtained. It is very important to get the document to the VRC as soon as possible prior to job start date. Keep in mind that it is best practice for the ES, VRC and participant to discuss the job offer and agree that it meets the employment goal, and the NOJO is a formal confirmation of that discussion.

1. Should the job description be attached to the NOJO?

**Answer:** Yes, the job description should be attached to the NOJO.

1. Will we need to submit a new NOJO if a participant loses their job when they are in Milestones?  
   **Answer:** When a participant gets a new job, a new NOJO will need to be submitted.
2. If a participant is receiving job search assistance instead of Milestones, is there a NOJO form that doesn't have Milestones on it?  
   **Answer:** There is not a separate form. The same NOJO will be used. If VR will not be authorizing for Milestones there will be no dates indicated on the NOJO.

## Hourly Job Search/Job Placement Assistance

1. The first week on the job usually requires 30 hours of an ES’s time. Will providers have additional hourly payments if they have already used their 30 hours?

**Answer:** If a job placement does not occur within 30 hours of Milestone 1 service provision, it may be appropriate, based on the participant’s needs and at the discretion of the VR Counselor, to authorize for hourly job search assistance/job placement assistance. Milestone 2 covers the first 4 weeks of support while the participant is working. If it is anticipated the participant will require more than the 40-hours of the support M2 entails, please consult with the VRC for possible need for additional hourly supports.

1. What happens once the participant gets a job under hourly job placement?

**Answer:** This should be determined on a case-by-case basis, based on the participant’s need for supports. The VRC should note on the Career Profile what the expectation for services is (Milestone, hourly job support or job search placement assistance).

1. When a client is referred for hourly job search/job placement assistance will the authorization still be for 30 hours of assistance?

**Answer:** When an authorization for hourly job search/job placement assistance is issued instead of ES Milestones, the number of authorized units will be determined based on participant needs. Please see the “Job Search Assistance/Job Placement Assistance” section in the Employment Services Manual for examples of the use of hourly job search/job placement assistance.

## Stabilization

1. Will a meeting be required to confirm stabilization?

**Answer:** A meeting is not required but communication should occur between all team members to discuss stabilization and the plans for Extended Services, if appropriate.

1. If there is a struggle between what we consider stabilization and when the participant is ready to close things down, what should be done?

**Answer:** Stabilization should be an agreed upon achievement. If the participant has concerns about stabilization, it is appropriate to meet and discuss what supports need to be implemented or strengthened to help the participant feel confident with moving towards stabilization.

1. Does the stabilization have a timeline?

**Answer:** The time it takes to reach stabilization on the job varies and is dependent on the participant’s need for support. For some participants it may occur prior to achieving M2. For participants receiving Supported Employment Services stabilization may take months. While a participant is receiving SE the provider should coordinate natural supports and on-going supports should be progressively faded or decreased as the participant becomes more independent in their job, until the need for support stabilizes. Once a participant achieves stabilization (agreed upon by the team and documented on the Stabilization Form), the 90-day retention period begins. During this time frame, the ES provider should regularly check in with the participant and ensure that the participant maintains their hours per week and pay rate; is satisfied with their employment; and is meeting the job requirements of the employer.

## Monthly Progress Summary (MPS)

1. Should we be filling out a new MPS form each month?

**Answer:** Yes. Each month you would submit a new form. The MPS is not a running document.

1. Can we answer multiple sections (Discovery, M1, and M2) on one form/month?

**Answer:** Yes! One MPS should be submitted for all activities in the month. On the MPS there are section headers for Discovery, Job Search/Placement, On-Going Supports, and Misc. You will complete information in each of the headers that correlate to services you provided during the month.

1. What if no action or contact is made during a month, does the provider still submit an MPS?

**Answer**: If you have not started providing services yet, or there is an agreed upon pause in the delivery of services there is no need to submit an MPS. If a participant is receiving services, it is expected that activities are occurring regularly and will be reported on an MPS each month.

1. Should information on bus training be included on the MPS?

**Answer:** Yes. Bus training may fall under miscellaneous services on the MPS if you are supporting the participant to learn to get to and from their employer.

1. Does our agency need to password protect the MPS or other documents before submitting them to VR?

**Answer:** No, please do not password protect any documents being submitted to the VR.

1. At the end of Discovery does the VRC receive both the Career Profile and the MPS?  
   **Answer:** A meeting should be held at the end of Discovery. The completed Career Profile is returned to VR at the end of Discovery. The MPS would be expected by the 10th of the following month just like any other month in which services have been provided.

## Authorizations and Claims

1. Is the authorization request form still an option if VRC requests it?

**Answer:** The authorization request is an option but should not be required; providers can request an authorization during a meeting with the VRC or by sending an email/ making a phone call explaining the need for the authorization.

1. Will VR still authorize for clothing for interviews?

**Answer:** VR will authorize for required supports such as interview clothing, work boots, uniforms, etc. The need for these supports could be discussed during a touch point meeting and if necessary an authorization will be issued.

1. Will mileage authorizations be limited to 200 miles?

**Answer:** VR will authorize for mileage based on the location of the participant and the ES provider. If additional miles are needed as the case progresses, the provider should request additional miles via email or phone call. The MPS should demonstrate the need for additional miles.

1. What if the VRC doesn’t approve my supplemental mileage or hourly payment request?

**Answer:** If the ES feels additional mileage or hourly support is needed and the VRC does not, this would be a great time to have a meeting and discuss the expectation for services and ensure everyone is clear on the goal, services being provided and outcomes to be achieved. If an agreement cannot be reached, the Area Supervisor could be consulted.

1. What if the VRC is out of the office? Is VR back dating the authorization to the date it was requested?

**Answer:** The VRC should have someone identified to cover their caseload if they are out of the office. You can call the office or email the VRCC or the general office mailbox for immediate attention if the VRC is out of the office. VR can back date if it is truly necessary, but it is not the preference.

1. Are providers still going to see one authorization come through with multiple services on it?

**Answer:** As we continue to see growth in services, BRS is actively monitoring open authorizations and service utilization, and assessing any need to adjust processes to support continued provision of services to all eligible individuals. Some authorizations may contain multiple services. For instance, authorization of multiple milestone payments: If a participant is expected to secure a job rapidly (e.g., within 30-60 days), VR may authorize for both Milestone 1 & 2 simultaneously on the same authorization. For many other cases, job development and placement may take a longer length of time, and the best practice in those situations is for VR to authorize for MS 1. Then, once a NOJO has been approved, Milestone 2 will be authorized to the ES provider. This approach will better align with individual participant job development expectations and needs, help reduce administrative efforts with authorization reconciliation processes, while continuing to promote a smooth service delivery process.

1. When billing for a Milestone does it have to be billed on that date or can it be billed monthly?

**Answer**: It can be billed monthly. VR does require the MPS to be submitted prior to billing for a Milestone.

1. When a VRC reviews claims, do they review the Career Profile or the MPS?  
   **Answer:** The VRC will review the MPS as supporting documentation for billing. The Career Profile is only submitted to the VRC at the completion of Discovery.
2. Will the provider still need to submit proof for the incentives?

**Answer:** Yes, documentation is still required for the performance level incentives. Please refer to the Performance Incentive Payment section in the ES manual for specific documentation requirements.

## Benefits Counseling

1. Will the Career Profile be the referral to the Benefits Information Network (BIN) also?

**Answer:** No. The BIN referral process has not changed.

1. Are the BIN updates included on the monthly progress summary?

**Answer:** No. The BIN is not an employment service. MPS are only for employment-related services.

1. What if the BIN delays the rapid engagement for employment?

**Answer:** BIN services should not delay engagement for employment.