



# **Indiana Vocational Rehabilitation**

## **Manual of Employment Services**

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# VR EMPLOYMENT SERVICES

A Vocational Rehabilitation (VR) participant who needs individualized assistance to obtain or retain employment may receive Employment Services. This manual contains an explanation of these services. The manual provides guidance regarding typical timeframes and services that should meet the needs of the great majority of participants being served. If a participant requires services that fall outside of the guidelines, the team will come together to determine arrangements for necessary services. The table of contents may be used to locate specific information based on content area.

*Table 1: Overview of Employment Services*

Employment Services	Description
<b>Discovery</b>	Discovery happens before job development, either with the VR Counselor or with an Employment Service provider for more extensive exploration or support needs.
<b>Employment Milestones:</b> <ul style="list-style-type: none"><li>• Milestone 1: Job Development and Placement (Employed 1 Calendar WEEK)</li><li>• Milestone 2: Support and Short-Term Retention (Employed 4 Calendar WEEKS)</li><li>• Milestone 3: Retention (90 days post-stabilization)</li></ul>	<p>Job development and job placement occurs under Milestone 1.</p> <p>Support and short-term job retention occurs under Milestone 2.</p> <p>At least 90 days of successful job retention after achievement of stabilization must occur to meet Milestone 3.</p>
<b>Supported Employment Services</b>	Participants with a Most Significant Disability (MSD) may require Supported Employment (SE) services to achieve stabilization and successful job retention. Many of these individuals will require SE services that extend beyond what is provided under the milestone payments. SE services are funded in addition to milestone payments.
<b>Other Supports</b>	Some participants may require additional supports to ensure achievement of stabilization and successful retention that extends beyond what is provided under the milestone payments. Other supports may be funded in addition to milestone payments when needed.

## COLLABORATION THROUGHOUT EMPLOYMENT SERVICES

While a participant is receiving Employment Services it is important to establish and maintain regular communication between the members of the support team to enhance collaboration. The following touchpoints are opportunities for regularly scheduled meetings with the participant, support team, employment service staff, and VR Counselor (VRC) during Employment Services. While these meetings are not all-inclusive, they are best practice to establish and maintain collaborative communication throughout Discovery and Job Placement Services. Meetings can occur over the phone or virtually, although if possible, in-person meetings are preferred at least once a quarter. Touchpoints include but are not limited to:

- At the beginning of Discovery or Job Placement Services.
- Approximately six weeks after the start of Discovery or Job Placement Services.
- When a participant obtains a job offer to discuss the offer and next steps for support.
- At the completion of Discovery Services or when the participant is ready to start Job Placement Services.
- At least quarterly while a participant is receiving Employment Services to review progress and make necessary adjustments to job search strategies.
- If a participant is missing meetings or their engagement is a concern, to address the cause and plan for

improvement.

- If needed, to address difficulties with the job once it has begun or to identify additional support needs.

When working with VR participants and requesting services, ES providers may submit an Authorization Request Form at any time throughout the case to request any necessary authorizations. This form is not required, and with strong collaboration, may not need to be utilized. Authorization requests may be made to the VR Counselors verbally during conversation, phone call, or requested by email.

## DISCOVERY

Discovery is a participant-driven process that includes activities designed to gather information about the participant's talents, interests, preferences, capabilities, ideal work environment, challenges, support strategies, and informed choice to ultimately assist in identifying an employment goal and the anticipated supports necessary to achieve that goal. The specific services, scope, and duration of Discovery activities vary based on each participant's needs. Discovery begins during the intake meeting when a participant applies for VR services and continues during VR plan development. Some participants may be able to identify their employment goal and need for supports through Vocational Guidance and Counseling from their VR Counselor. Vocational Guidance and Counseling includes discussion with the participant about information gathered during the application; preferences and skills learned during Pre-ETS services; the outcome of inventory assessments and other exploratory activities, to assist the participant in making an informed choice about their employment outcome.

Other participants may also need targeted Discovery services from a wide range of Discovery activities provided by an Employment Service provider. Some examples of participants that may require Discovery services with a provider may include:

- A participant without previous work or volunteer history that is anticipated to require Supported Employment Services.
- A participant with limited ability to communicate their work preferences effectively.
- A participant with a newly acquired disability who is unsure about how their limitations will impact employment.
- A participant who requires more intensive Discovery activities to help determine a more targeted or unique employment goal and necessary supports.

In most cases, these Discovery services should be accomplished within 30-90 days of the start of services. If Discovery services need to extend beyond 90 days (or beyond the initial timeframe established if initial timeline expected was less than 90 days), the team should communicate to clarify the outstanding activities and a timeline to complete them.

Discovery activities should be targeted and purposeful based on the participant's individualized needs and designed to answer specific questions about the participant's interests, skills and abilities to determine the most appropriate employment goal and identify necessary supports. Discovery includes a review and discussion with the participant about available information regarding their educational, volunteer, and work history. Current supports and career interests must be taken into consideration to ensure the participant can make an informed choice regarding their employment goal. As Discovery continues it is important to review the local labor market including specific employers, access to transportation and other individual preferences and needs that will ensure a successful job placement for the participant. While the following activities may be completed by the VR Counselor during Vocational Guidance and Counseling, they may also be part of Discovery Services as necessary:

- Facilitate the use of interest inventories and job exploration tools suitable for the participant that identify interests to be further explored.
- Review information learned from Pre-ETS services to identify areas of skills and preferences.

- Exploration of local employers and available opportunities to inform the participant about possible available job matches.
- Practice completing applications, preemployment assessment testing, and writing resumes and cover letters.
- Gather documentation that could be required for the participant's job search, such as social security card, driver's license/state ID, verification of education, etc.
- Mock interviews to identify and improve skills necessary for successful job interviewing.
- Discussion of the participant's preferences regarding disclosure of information about their disability to employers, and anticipated accommodation needs to develop a plan to approach disclosure and accommodations during job search and placement.
- Informational interviews that assist the participant in learning about requirements and qualifications for specific careers of interest.

Below is a list of more intensive Discovery activities that should be used to build upon information gained after using the techniques described in the bulleted list above. These activities are intended to support the identification of an employment goal or provide direction for further Discovery activities.

- Home visits or time spent accompanying the participant in their community to observe relationships, typical routines or tasks that occur during daily living. This activity is appropriate when working with participants who have difficulty communicating information such as their interests, skills and preferences (i.e., someone who is non-verbal or has difficulty with verbal communication), and where observation of them in their daily activities may provide insight toward the identification of an employment goal. In addition, this activity may help identify possible employers that could provide opportunities for employment due to an existing relationship with the participant.
- Job Shadows
  - Job shadows provide opportunities for participants to expand their knowledge about available jobs and learn about their own interests. Job shadowing may occur informally, by visiting employers and observing what is visible to the public or may be arranged with an employer to get a more complete understanding of the jobs available.
- Situational Assessments
  - Providers may use situational assessments to evaluate a participant's skills and support needs concerning a specific work environment or specific job tasks. They should be carried out in settings that are community based and integrated to the fullest extent possible.
- Work Based Assessment
  - Work Based Assessments provide an opportunity for a more extensive on-site experience. Typically, they are consistent with the type of work that interests the participant and provides them with an opportunity to further explore the employment firsthand, obtain some job experience and solidify their employment goal. Participants may require varying degrees of support while participating in a Work-Based Assessment. The ES is not required to be onsite the entire time a participant is completing a Work Based Assessment and can only bill for the time actually spent onsite. During a Work Based Assessment, a participant may or may not receive a wage or stipend.
  - VR may support a Work Based Assessment for a total of six to eight weeks, based on the needs of the participant. Work Based Assessments 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 Work Based Assessment to be completed consecutively. Alternatively, the team may decide to do a Work Based Assessment at one employment site for an appropriate amount of time to solidify an employment goal.
  - Occasionally a Work Based Assessment may result in a job offer. If this occurs, the VR Counselor may determine it is necessary to assess this position under a Work Based Assessment for one to two weeks

(within the six-to-eight-week timeframe reference in the previous bullet) to allow the team to determine if this would be an appropriate employment goal.

### *Service Delivery Requirements*

Discovery activities should occur at a 1-to-1 staff to participant ratio and are generally completed within 20-40 hours over up to three months. When a participant is referred to an Employment Service provider, Discovery is paid at an hourly rate and the provider is responsible for the following:

- developing sites and appropriate settings that are community-based and integrated to the fullest extent possible,
- providing onsite support, as needed, for activities completed with the participant,
- observing and learning about the participant's skills, learning style, and preferred work settings,
- completing the Monthly Progress Summary with detailed information.

If employment is obtained while a participant is receiving Discovery services a Milestone 1 authorization will not be issued. However, in order to support the participant in the first week of their job VR can authorize 5 – 8 of hourly support for the ES to assist the participant to gather and complete necessary documentation and get their badge; obtain uniforms or tools; arrange transportation or childcare; complete drug testing and work physicals, etc. The team should communicate and coordinate the provision of this support. An authorization for Milestone 2 may be issued based on the date of approval on the NOJO.

### *Expected Outcome*

Ultimately the expected outcome of Discovery services is to provide the participant and VRC with information they need to identify an employment goal and support needs that are anticipated to achieve that employment goal. At the conclusion of Discovery, the Career Profile fully documents the information gathered and should be submitted to the VR office general email and reviewed with the support team.

### *Documentation Requirements*

#### **Monthly Progress Summary**

Providers must submit the Monthly Progress Summary (MPS) detailing activities completed during the month, support needs identified, information gathered and plans for the following month if necessary to continue Discovery. The MPS must be submitted within 10 days of the last day of the prior month to the VR area office general email.

#### **Career Profile**

When a participant is referred for Discovery services, the VRC will generate and complete the top section of Career Profile and email it, as a Word document, to the ES provider with necessary collateral information. The ES will use the Career Profile to document the outcome of Discovery Services as they are provided. The completed Career Profile must be submitted to the VR area office general email at the conclusion of Discovery.

At the conclusion of Discovery, the team, including the participant, should meet to determine the next steps for job development and job search. The VRC will update the IPE with the employment goal and necessary services, complete the Job Ready page within the VR case management system, and send the updated IPE with the completed Job Ready page to the ES provider in addition to authorizing for the appropriate services.

# JOB READINESS TRAINING

Job Readiness Training (JRT) may be necessary to address specific, significant barrier(s) a participant is experiencing due to their disability, including getting to work on time; appropriate dress and personal hygiene; and demonstrating appropriate soft skills and social skills. Job Readiness Training will typically be authorized when these barriers are not adequately addressed through other services such as Discovery or supported employment. The team may determine if the use of Job Readiness Training is necessary to identify and teach strategies to overcome these barriers. Because JRT is intended to support a specific, targeted area of need as it relates to employment, JRT services are short-term in nature. Authorizations for JRT will range from 10-20 hours and JRT should typically be completed within 30-60 days.

The following are examples of appropriate use of Job Readiness Training:

- During Discovery, the participant is observed to continue to wear inappropriate clothing or clothing in need of being laundered and guidance provided during Discovery did not resolve the issue. It is hoped that JRT for two to four weeks will improve this situation, and it is determined that it is appropriate to proceed with JRT Services while beginning job search under Milestone 1.
- A participant has obtained employment and is doing well in their job tasks, but the employer has expressed concerns about the presence of body odor and that sometimes the participant is wearing a dirty uniform. The employer and ES provider have both encouraged the participant to shower, wear deodorant and wear clean uniforms, but this has not resolved the issue. JRT will be used to ensure the participant plans for and carries out good daily hygiene, has access to appropriate deodorant, and devises and follows a schedule to launder his three uniforms so that he can wear a clean uniform daily.
- During Discovery the participant was very engaged in services, and they were able to identify an employment goal and begin job placement under Milestone 1. However, the participant continuously has difficulty with arriving in a timely manner and now they have missed a job interview because they were fifteen minutes late. Because the issue has occurred multiple times, the team has decided to use JRT to identify the cause of the tardiness and determine some concrete strategies to resolve the issue.
- A participant, who has autism and has a college degree is ready to begin their job search. The participant was referred directly to Milestone job placement services because it is anticipated that she will need support at least during the first four weeks of employment. During the intake, the ES provider observed the participant had significant difficulties being concise when answering interview questions and tended to overshare information and speak very loudly. This did not improve after the ES provided some guidance. The team determined that JRT would be provided to resolve these concerns.

After receiving an authorization for JRT, the employment provider must develop and submit a Job Readiness Training Plan (JRTP) within one week and prior to starting JRT services. The plan should include a description of the participant's specific need(s), and the teaching techniques and strategies that will be implemented to assist the participant to develop the specific skill(s).

If a participant requires Job Readiness Training, this service must be identified as a needed service on the Individualized Plan for Employment (IPE).

## *Service Delivery Requirements*

Job Readiness Training occurs on a one-to-one staff to participant ratio with an ES provider. The provider documents the

targeted training strategies and techniques that will be used to address the specific identified barrier(s) on the JRTP as described above. The VR Counselor will set expectations based on the identified need(s) and training plan. The VR Counselor, participant, and ES provider should all agree on whether training goals have adequately been met. ES providers must complete the MPS with detailed information submitted within 10 days of the last day of the prior month to inform the VR Counselor of what strategies were attempted and progress made.

### *Expected Outcome*

The participant should develop skills to overcome one or more significant barriers to employment identified on the JRTP.

### *Documentation Requirements*

#### **Job Readiness Training Plan (JRTP)**

The JRTP should be completed within 1 week of authorization. The plan outlines the specific barrier and training needs, training goals, and targeted strategies and techniques for achieving job readiness goals. VR and the provider should work together to set the goals as well as the strategies to achieve the goal within 30-60 days. In rare circumstances, if the goals of JRTP are not met within the agreed upon timeframe, the provider is responsible for submitting an updated JRTP identifying the progress that has been made, appropriate teaching techniques and strategies to assist the participant to achieve the goals and the proposed timeframe so that the team can determine if it is reasonable and necessary for JRT to continue for the specified timeframe.

#### **Monthly Progress Summary**

Providers must submit an MPS to VR each month throughout Job Readiness Training summarizing strategies attempted, progress made and if the participant has completed their Job Readiness Training. If the participant continues to need JRT services, summarize the plans to implement the JRTP for the following month. The MPS must be submitted within 10 days of the last day of the prior month to the VR area office general email.

## **EMPLOYMENT SERVICES**

The employment service milestones include the following:

Milestone 1: Job Development and Placement (1 calendar week)

Milestone 2: Support and Short-Term Retention (4 calendar weeks)

Milestone 3: Retention (90 days after stabilization)

These outcome-based payments are appropriate for individuals who have identified their employment goal and need assistance with job development, placement and support, and job retention. Milestone payments will be authorized using separate codes for the provision of outcome-based services to individuals with an MSD designation who are receiving Supported Employment, and outcome-based services provided to other individuals who do not require Supported Employment services. When starting outcome-based services, VR will create one authorization that includes Milestone 1 & 2. Facility transportation can also be included on the same authorization. See Attachment B for service codes and rates.

Milestone payments are outcome based and rely on the provision of individualized job placement and retention services that assist the participant to obtain employment that matches their goals, preferences and need for support to ensure job retention and satisfaction. In the event a participant loses their employment after achieving one or more milestones,



VR may consider it necessary to authorize for hourly job placement services to assist the participant in obtaining new employment. 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.

#### *Hourly Placement, Support and Retention*

In addition to the milestone payments, hourly services necessary for job placement, support and retention, or additional Discovery may be authorized if required to meet a participant's needs. Each of these services are described in more detail in later sections, and, if necessary, may be used to supplement the Employment Service Outcome Based milestones as follows:

- Direct Referral for Milestone Services: When a participant and VRC identify an employment outcome prior to being referred for Employment Services, the VRC will complete the first section of the Career Profile and any applicable additional sections, the Job Ready Page, the IPE and send them to the ES provider along with collateral information. In addition to Milestone 1 & 2, VR will authorize for 5 - 8 hours of ES Job Search and Placement to be used to complete intake activities to prepare for job search. The ES provider can use the Career Profile to gather additional information necessary for job development and placement services to achieve the employment goal under Milestone 1. Note: The Career Profile is acting as the referral, and it will not be returned to VR as the employment goal has already been determined.
- Intensive and Extended Hours of Job Search: If a job placement does not occur within 30 hours of Milestone 1 service provision, it may be appropriate, based on individual needs and at the discretion of the VR Counselor, to authorize for hourly job search assistance/job placement assistance (defined below). Some individuals, particularly those with the most significant disabilities, may require more intensive support to find a good job match. In instances when the job search has been occurring for an extended period of time (i.e., more than 30 hours), the team may need to assess job development strategies to determine if adjustments need to be made or new strategies need to be implemented to address barriers to job placement. In some cases, it may be necessary to consider a modification of the employment goal. The Monthly Progress Summaries should substantiate that intensive and extended hours of job search have been provided based upon specific needs of the individual.
- Intensive Supports for Job Retention: Additional supports necessary to achieve stabilization, including hourly Supported Employment services or hourly On-the-Job Supports Short-Term, may be authorized in addition to Milestone 2, to ensure participants receive adequate support to reach their highest level of independence on the job. Review Supported Employment Services and On-the-Job Supports Short-Term sections below for more information.
- Additional Discovery: If further Discovery services are determined to be necessary, a limited number of hours (5-8 hours) may be authorized after job development begins (before achieving Milestone 1) if it is identified that there is a need for clarification or increased understanding of the participant's ideal work environment, length of work shift, or brief exploration of a modified employment goal.

## **Milestone 1: Job Development and Placement (Employed 1 Week / 7 Days)**

### *Service Delivery Requirements*

Job development may occur after:

- There is an appropriate IPE and employment goal.
- Any applicable preparation or training is complete or nearing completion.
- The provider receives an authorization for Milestone 1.

Milestone 1 supports the job development and placement process, including job search activities. Job search assistance may include resume preparation for a specific job opening, identifying appropriate job opportunities, assistance applying for jobs, further development of interview skills, assisting individuals in contacting businesses or making contacts with businesses on behalf of the participant, and other related tasks. Job placement assistance includes helping a participant plan for the beginning of employment. Some of these activities might include obtaining a badge, appropriate clothing or uniform, completing paperwork and related tasks for the specific job obtained. Any supports the participant needs to successfully learn and perform their job should begin right away.

From the time job development begins, up until the time that placement is achieved, providers should maintain monthly communication with VR. Such communication should include, at minimum, submission of the Monthly Progress Summary but may also include additional email updates, phone calls, meetings, etc.

The VR Counselor contacts the participant to ensure satisfaction with the placement.

If employment is obtained while a participant is receiving Discovery services a Milestone 1 authorization will not be issued. However, in order to support the participant in the first week of their job VR can authorize 5 – 8 of hourly support to the ES to assist the participant to gather and complete necessary documentation and obtain their badge; obtain uniforms or tools; arrange transportation or arrange childcare; complete drug testing and work physicals, etc. The team should communicate and coordinate the provision of this support. An authorization for Milestone 2 may be issued based on the date of approval on the NOJO.

### *Expected Outcome*

Milestone 1 is achieved when a participant obtains a job consistent with the employment goal outlined in the Job Ready Page and IPE, including desired wages and weekly work hours. The participant must maintain this outcome for 1 week (7 days) before payment for Milestone 1 can be claimed.

### *Documentation Requirements*

#### **Monthly Progress Summary**

The Monthly Progress Summary documents the activities completed, progress being made and plans for the next month. If the participant has obtained employment, both the Job Search/Placement and On-going Supports section should be completed as applicable. The MPS must be submitted within 10 days of the last day of the prior month to the VR area office general email.

#### **Notice of Job Offer**

When a participant receives a job offer that is consistent with their employment goal the ES must submit a Notice of Job Offer (NOJO) to VR through the VR general area office email for approval at least 2 business days prior to the start date of the employment. After the VRC has discussed the job offer with the participant, the VRC will return the NOJO to the ES within 2 business days, indicating whether they approve of the job offer and, if so, indicating the anticipated date that

the participant will achieve Milestone 1 (after 7 days) and Milestone 2 (after 4 full weeks). In cases where the Notice of Job Offer is not received in a timely manner, the VRC will review the NOJO with the participant when it is received and return it to the ES within 2 business days or as quickly as possible. In situations where the IPE will need to be amended to match the job on the NOJO, the VRC and ES provider should communicate and the NOJO will be approved and returned as soon as possible. The dates for Milestone 1 and 2 will be based on the NOJO approval date.

## **Milestone 2: Support and Short-Term Retention (Employed 4 Full Weeks)**

### *Service Delivery Requirements*

Milestone 2 provides support during the first four full weeks on the job. The job goal, hours worked, and wages earned should remain consistent with the IPE goal. Milestone 2 is achieved when the participant:

- maintains the hours per week and pay rate stated on the Job Ready Page and in the IPE,
- is satisfied with the placement as demonstrated by maintaining the job and completing four full weeks of work,
- is meeting the job requirements of the employer (formal statement from employer is not required).

The VR Counselor is expected to contact the participant to ensure satisfaction with the placement.

### *Expected Outcome*

Milestone 2 is achieved when a participant has retained employment for four full weeks with appropriate support in a job that is consistent with the IPE employment goal, desired wages, and weekly work hours. The ES provider will review the approved NOJO returned by VR to determine the Milestone 2 achievement date and submit a claim within VR-CPS upon that achievement date. Although Milestone 2 includes up to 40 hours of support, the provider is eligible for payment for Milestone 2 after 4 full weeks of employment that is consistent with the employment goal, regardless of the level of support required during the 4 weeks.

During this four-week period, some participants may stabilize in their need for support as they require minimal support from the ES Provider. If the team agrees the participant has stabilized on their job, the Stabilization Form should be processed as indicated under Documentation Requirements below. Other participants may require either Supported Employment or On-the-Job Supports Short-Term after they have achieved Milestone 2. If a participant does not achieve stabilization by the end of the first 4 full weeks, the provider should request an authorization for Supported Employment or On-the-Job Supports Short-Term to continue providing adequate support to the participant. See Milestone 3 section for further information.

### *Documentation Requirements*

#### **Monthly Progress Summary**

The ES provider documents the support provided to the participant and their progress toward stabilization on their job in the On-Going Supports section of the MPS. If the participant does not achieve stabilization during the first four full weeks of employment, the MPS should document the type of support being provided and if it has been possible to fade supports as the participant has become more proficient in their job duties. In addition, the ES should indicate support needs anticipated for the following month. The Monthly Progress Summary must be submitted within 10 days of the last day of the prior month to the VR area office general email.

#### **Stabilization Form**

If the provider, VR and participant agree that the participant has stabilized in their need for support on the job, the provider will submit the Stabilization Form to VR for approval. The VR Counselor reviews the Stabilization Form, authorizes an Incentive Level Payment if appropriate, selects the appropriate checkbox, and enters the Milestone 3 achievement date on the Stabilization Form, which is then returned to ES provider within 1 week (7 days). If VR overlooks authorizing for the Performance Incentive Payment, the ES Provider should request an authorization, prior to submitting the claim for Milestone 3.

### **Milestone 3: Retention (90 Days After Stabilization)**

#### *Service Delivery Requirements*

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 Employment Service 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. If the participant is experiencing challenges at work, the ES should offer feedback and guidance to support the participant in problem solving and retaining their employment.

When a participant receiving Supported Employment services has stabilized in their need for support, they should continue to receive necessary on-going support services as identified on their Stabilization Form. Once the participant reaches stabilization, SE services provided during the 90-day retention period are funded through Milestone 3: Retention which covers 40 hours of support. In addition, the team will focus on the transition to Extended Services and if still necessary, accessing funding sources (e.g., Waiver funding, Medicaid Rehabilitation Option [MRO], natural supports, VR Youth Extended Services, etc.). The VR Counselor will contact the participant to ensure satisfaction with the job.

#### *Expected Outcome*

Milestone 3 is achieved when a participant retains employment for 90 days following stabilization, in an appropriate job consistent with the IPE employment goal, desired wages and weekly work hours. Milestone 3 includes up to 40 hours of support if they are required, however the provider is eligible for payment for Milestone 3 regardless of the level of support required during that 90-day period.

#### *Documentation Requirements*

The ES provider documents the support provided to the participant in the On-Going Supports section of the MPS. This may include a record of conversations or visits with the participant to ensure they are retaining their employment, addressing any challenges they may be having at work, and direct communication with the employer, if appropriate. The Monthly Progress Summary must be submitted within 10 days of the last day of the prior month to the VR area office general email.

### **Supported Employment**

Supported Employment (SE) is a set of services designed to assist qualifying participants in learning and maintaining their employment. VR may determine a participant qualifies for SE if they have been determined to

- have a most significant disability (MSD); which
- results in significant barriers to obtaining and maintaining competitive integrated employment; and
- they require significant support to learn and stabilize on their job; and

- it is anticipated they will require Extended Services to maintain employment after successful VR case closure. When the VR Counselor develops an IPE that includes SE services, they check the box indicating Supported Employment and include SE services on the IPE.

### *Service Delivery Requirements*

When providing SE services, the provider is responsible for the necessary on and off-site supports while the participant is becoming as independent as possible on the job. The provider is responsible for coordinating with the employer regarding their typical training process; identifying and coordinating support needs; and developing natural supports with the employer and other appropriate team members. On-going supports include, but are not limited to, onsite job coaching, social skills training, bus training, training for new job duties and staffing changes, and the use of natural supports. In some cases, the provider may notify the VR Counselor that Assistive Technology services may be necessary. Hourly SE should be faded as the participant becomes more proficient in their job and as natural supports are meeting their needs. As support needs decrease and the participant stabilizes in their need for support (i.e., the support needs are relatively consistent from month to month) it is appropriate to determine that the participant has stabilized. Although the time it takes for a participant to reach stabilization can vary from person to person, typically it takes 3-6 months.

Participants determined by the VR Counselor to qualify for and require Supported Employment Services will have an IPE that provides for SE services to begin after job placement. Milestone 2 payment includes up to 40 hours of support during the first 4 full weeks after placement. After placement, in collaboration with the provider, the VR Counselor will assess the number of hours the participant is working and amount of support that will be necessary to determine if more than 40 hours will be necessary and will authorize accordingly. VR can provide an authorization for SE hourly during this 4-week period (Milestone 2), if more than 40 hours of support are required.

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. Additional authorizations may be necessary until the participant achieves stabilization. VR acknowledges it is important to authorize for enough hours of SE services to ensure the provider can support the participant without interruption or delay until they are stable on their job. Milestone 3 covers support during the 90-day retention period. The provider's plan for meeting the support needs of the participant and progress being made should be documented in the Monthly Progress Summary.

Table 2 provides examples and further explanation.

**Table 2: SE Services Examples**

Length of Time on Job	Example 1	Example 2	Example 3
	<p><b>Participant is working 25 hours per week.</b></p> <p>40 hours of support are provided during the first 2 weeks. An authorization for SE Hourly is needed <b>prior to 4 weeks.</b></p>	<p><b>Participant is working 30 hours per week.</b></p> <p>40 hours of support are provided during first 4 weeks. <b>Milestone 2</b> provides funding for up to 40 hours of support. Additional funding for supports is needed <b>after 4 weeks.</b></p>	<p><b>Participant is working 10 hours per week.</b></p> <p>30 hours of support are provided during the first 4 weeks. <b>Milestone 2</b> provides funding for up to 40 hours of support. Additional funding for supports is needed <b>after 4 weeks.</b></p>
<b>Week 1</b>	<b>20 hours</b>	<b>20 hours</b>	<b>10 hours</b>
<b>Week 2</b>	<b>20 hours</b>	<b>10 hours</b>	<b>10 hours</b>
<b>Week 3</b>	<p><i>40 hours provided in first 2 weeks. Additional funding is needed to continue to support the participant. An authorization for SE should be issued following completion of week 2 and continue as needed until the individual achieves stabilization.</i></p> <p><b>Authorization of 40 hours SE hourly over a 3-month period.</b></p>	<b>5 hours</b>	<b>5 hours</b>
<b>Week 4</b>	<i>Needed support continues until the participant achieves stabilization.</i>	<b>5 hours</b>	<b>5 hours</b>
<b>Week 5+</b>	<i>If needed, supports continue until the participant achieves stabilization.</i>	<p><i>40 hours provided during the first 4 weeks. If needed, additional funding for supports should begin after the achievement of Milestone 2 and continue until the participant achieves stabilization.</i></p> <p><b>Authorization of 30 - 40 hours SE hourly over a 3-month period.</b></p>	<p><i>30 hours provided during first 4 weeks. If needed, additional funding for supports should begin after the achievement of Milestone 2 and continue as needed until the individual achieves stabilization.</i></p> <p><b>Authorization of 30 hours SE hourly over a 3-month period.</b></p>

## *Expected Outcome*

Stabilization on the job after a period of fading job supports. It should be noted that fading of job supports may not be a linear process. In other words, the level of support may vary as the participant becomes more independent on their job. However, the amount of support should become relatively consistent for a participant to achieve stabilization, and this should be reflected in the Monthly Progress Summaries prior to stabilization.

## *Documentation Requirements*

### **Monthly Progress Summary**

The ES provider documents the support provided to the participant and their progress toward stabilization on their job in the On-Going Supports section of the MPS. If the participant has not achieved stabilization, the MPS should document the type of support being provided and strategies being implemented to fade supports as the participant has become more proficient in their job duties. In addition, the ES should indicate support needs anticipated for the following month. The Monthly Progress Summary must be submitted within 10 days of the last day of the prior month to the VR area office general email.

### **Stabilization Notification**

If the provider, VR and participant agree that the participant has stabilized in their need for support on the job, the provider will submit the Stabilization Form to VR for VR approval. The VR Counselor reviews the Stabilization Form, authorizes an Incentive Level Payment authorization if indicated, selects the appropriate checkbox, and enters the Milestone 3 achievement date on the Stabilization Form, which is then returned to ES provider.

### **Transfer to Extended Services**

When a participant receiving Supported Employment Services reaches Stabilization, the VR Counselor will complete the ES Transfer to Extended Services Form. If the participant will receive BDS services, the form is sent to the local BDS office, using their general email as noted on the form, and the Employment Service Provider. If the participant will receive MRO services, the form should be sent to the local Community Mental Health Center (CMHC).

## **Job Search Assistance/Job Placement Assistance**

Job Search Assistance/Job Placement Assistance is an hourly service that may be authorized to support a participant with their job search and job placement needs in three different circumstances as described below:

- Direct Referral for Milestone services: Participants who are being referred directly for Milestone Outcome Employment Services because the VRC and participant have identified the employment goal. In this situation the VRC will authorize for 5-8 hours of hourly Job Search Assistance/Placement Assistance and Milestone 1 & 2 simultaneously. The VRC will complete the Career Profile with as much detail as applicable to the participant's employment goal and email it with the IPE, Job Ready Page, and collateral information to the ES provider. The ES provider can use the Career Profile to gather additional information, and it does not have to be returned to VR.
- The 5-8 hours of Hourly Job Search Assistance/Job Placement Assistance services can be used by the provider to conduct intake activities to prepare for job placement under the Milestones. Such activities include preparing resumes and cover letters; arranging mock interviews; practicing the completion of applications and preemployment assessments; planning for disclosure of the disability and requesting accommodations (if applicable); and gathering necessary documentation for employment. Additional time needed for these activities will occur under Milestone 1 services.



- Intensive and Extended Hours of Job Search: Some participants may require intensive and extended hours of job search under Milestone 1. If a job placement does not occur within 30 hours of Milestone 1 service provision, it may be appropriate, based on individual needs and at the discretion of the VR Counselor, to authorize for hourly job search assistance/job placement assistance. Some participants, particularly those with the most significant disabilities, may require more intensive support to find a good job match. For example, the participant may not be able to follow through on job leads or other homework assignments, complete applications or attend job interviews independently. In instances when job search has been occurring for an extended period of time, the team may need to assess job development strategies to determine if adjustments need to be made or new strategies need to be implemented to address barriers to job placement. In some cases, it may be necessary to consider a modification of the employment goal. Previous Monthly Progress Summaries should substantiate that intensive and extended hours of job search have been provided.
- Direct Referral for Hourly Job Search Only: Participants that require minimal assistance with obtaining employment and therefore do not require the full range of job development, support and retention services provided through the milestones, may receive job search and/or job placement assistance through VR on an hourly basis. The participant may need assistance with refining their resume, practicing their interview skills, or identifying some job leads to independently follow up on.

### *Service Delivery Requirements*

Hourly Job Search/Placement Assistance services are provided on a one-to-one staff to participant ratio and will be individualized to meet the expectations set by VR when the services are authorized.

### *Expected Outcome*

The expected outcome from this hourly service will depend on the purpose of the services:

- Direct Referral for Milestone services: When hourly services have been authorized because the participant did not require Discovery services, the ES will use the authorized hours to develop rapport with the participant and get to know their skills, abilities and preferences. In addition, the ES can use this time to write resumes, cover letters, practice applications and do other preparation work to begin job placement activities under Milestone 1.
- Intensive and Extended Hours of Job Search: When hourly services are provided to supplement job search services under Milestone 1, because job search has been occurring for an extended period of time and obtaining a job has been particularly challenging, the expected outcome is that new job search strategies will be considered and implemented and the participant will be successful in obtaining employment in the area of their employment goal.
- Direct Referral for Hourly Job Search Only: When hourly services are provided, instead of Milestone Services, to offer assistance with activities related to a more independent job search, the expected outcome is that the participant receives the requested assistance, such as support with resume writing, job interviews or job leads. In some cases, the service may continue until a job has been obtained, and in other cases the service may end after a specific activity has taken place.

### *Documentation Requirements*

#### **Monthly Progress Summary**

The provider will use the appropriate section of the Monthly Progress Summary form to communicate the services provided and progress achieved in that month, in addition to specific plans for the following month. The Monthly Employment Services, v8.0



Progress Summary must be submitted within 10 days of the last day of the prior month to the VR area office general email.

### **On-The-Job Supports Short-Term**

On-the-Job Supports Short Term services are provided to participants who do not qualify for Supported Employment services but require supports that are in excess of what is included in Milestone 2 or to reach stabilization after Milestone 2 is achieved.

Milestone 2 includes up to 40 hours of support during the first 4 full weeks of employment. If a participant requires more than the 40 hours of support during that 4-week period, the provider should communicate with the VR Counselor and clearly articulate the reasons additional support is needed so the VRC can provide the appropriate authorization for On-the-Job Supports Short Term. Alternatively, if the participant requires additional intervention to reach stabilization after Milestone 2 has been achieved, the provider should communicate with the VR Counselor and clearly articulate the reasons additional support is needed so the VRC can provide the appropriate authorization.

This service is intended to be short-term. If it becomes apparent that the participant requires supports for more than 3 months to achieve stabilization, VR may re-evaluate disability priority determination and consider eligibility for SE services.

#### *Service Delivery Requirements*

On-the-Job Supports Short Term are provided on a one-to-one staff to participant ratio and can be used to supplement Milestone services or support job retention. These services may include job coaching, training on new job duties or other support services necessary to retain or stabilize on the job. This service is for participants who do not qualify for Supported Employment services.

#### *Expected Outcome*

Job retention and stabilization on the job.

#### *Documentation Requirements*

### **Monthly Progress Summary**

The ES provider documents the support provided to the participant and their progress toward stabilization on their job in the On-Going Supports section of the MPS. If the participant does not achieve stabilization during the first four full weeks of employment, the MPS should document the type of support being provided and if it has been possible to fade supports as the participant has become more proficient in their job duties. In addition, the ES should indicate support needs anticipated for the following month. The Monthly Progress Summary must be submitted within 10 days of the last day of the prior month to the VR area office general email.

### **Stabilization Notification**

If the provider, VR and participant agree that the participant has stabilized in their need for support on the job, the provider will submit the Stabilization Form to VR for approval. The VR Counselor reviews the Stabilization Form, authorizes an Incentive Level Payment authorization if indicated, selects the appropriate checkbox, and enters the Milestone 3 achievement date on the Stabilization Form, which is then returned to ES provider.

## Youth Extended Services

VR Youth Extended Services provides supports to youth (14 through 24 years old) who qualify for and received Supported Employment services, and for whom there is no funding source for Extended Services. This service can be provided for up to 4 years or until the participant turns 25. A youth may be eligible for VR Youth Extended Services if the following conditions are met:

- The individual has achieved stabilization and 90 days retention.
- The individual is age 14-24 and is designated as MSD.
- The individual requires extended services to continue to be successful in maintaining competitive, integrated employment after stabilization and retention.
- The provider has development all available natural supports and has provided documentation in the Monthly Progress Summaries that demonstrates that natural supports do not fully address the participant's need.
- The provider and VR have explored all other possible sources of support, and the provider documents that there is no other funding source (e.g., BDDS waiver, Medicaid Rehabilitation Option, etc.) for extended services.

The need for VR Funded Youth Extended Services is considered during Discovery and the provision of Employment Services to youth who qualify for Supported Employment and finalized based on the needs of the youth and a determination that there is no funding source available for the necessary support services. Providers must indicate the need for VR Funded Youth Extended Services on the Stabilization Form. After verifying that all criteria are met, the VR Counselor should authorize for a minimum of 5 hours per month for up to 3 months, to begin 90 days after stabilization. More than 5 hours per month and additional authorizations may be provided based on VR Counselor judgement and participant needs to maintain employment.

When VR funds VR Youth Extended Services, the participant's case remains open after achieving Milestone 3 and Youth Extended Services begin immediately. VR may fund youth extended services for up to 4 years, but must close the case sooner if any of the following occur:

- Participant reaches age 25.
- No further extended services are required.
- Other funding for extended services is obtained.

### *Service Delivery Requirements*

VR Youth Extended Services are provided at a one-to-one staff to participant ratio and are meant to assist the participant to successfully maintain competitive, integrated employment. Funding for extended services may include time spent supporting the participant on and off the job site and documentation time.

### *Expected Outcome*

The participant receives appropriate and adequate supports, on a monthly basis, to successfully maintain competitive, integrated employment. As appropriate the provider will guide the participant to obtain access to other funding sources for Extended Services, such as BDS, especially if it is anticipated that the participant will have an on-going need for support.

### *Documentation Requirements*

#### **Monthly Progress Summary**

The ES provider documents the support provided to the participant in the On-Going Supports section of the MPS. In addition, the ES should indicate support needs anticipated for the following month. The Monthly Progress Summary

must be submitted within 10 days of the last day of the prior month to the VR area office general email.

## **Trial Work Experience**

VR presumes that everyone can benefit from services in terms of an employment outcome unless there is clear and convincing evidence to the contrary. If VR has significant concerns about a participant's ability to benefit from services, Trial Work Experiences (TWE) must be offered to give the participant the opportunity to demonstrate that they can work in competitive integrated employment with appropriate supports.

As most individuals are presumed to be able to benefit from VR services in terms of an employment outcome, the need for TWE services will be rare. In these rare situations, VR will request a TWE to be conducted by an ES provider. The VRC will send a Trial Work Plan and a Trial Work Experience Referral outlining the concerns that the VRC has identified, the parameters of the TWE, the questions that need to be answered, the optimal environment for the TWE in addition to other relevant details.

### *Service Delivery Requirements*

TWE services are provided at a one-to-one staff to participant ratio, and within a timely manner. TWE services must take place in the most integrated setting possible, using real work tasks, and must offer enough support, time and variety to provide the opportunity for the participant to demonstrate that they are capable of competitive integrated employment. If there is evidence that it appears the participant will be able to work in competitive integrated employment before completing all the trial work experiences, the ES should notify the VRC immediately to determine if it is necessary to proceed with previously planned trial work experiences.

### *Expected Outcome*

Using the Monthly Progress Summary, the ES provider will report on the results of each trial work experience provided, detailing the parameters of the TWE and the participant's ability to complete work tasks, the type of supports that were provided, and the level of productivity attained. In addition, the ES should report on the ability of the participant to receive and respond to feedback and coaching and any other factors that could impact competitive integrated employment. The VRC will use this information to make a determination regarding the participant's ability to benefit from VR services in terms of employment.

### *Documentation Requirements*

The ES provider documents the results of the TWE as indicated in the Expected Outcome above, in the Misc. (Job Readiness Training, Trial Work Experience, etc.) section of the MPS. If TWE services have not yet been completed, the ES should indicate what will be completed in the following month. The Monthly Progress Summary must be submitted within 10 days of the last day of the prior month to the VR area office general email.

# PERFORMANCE INCENTIVE PAYMENTS

VR and providers should strive to assist participants to maximize their employment potential, including achievement of full-time employment and career opportunities. This incentive payment structure will provide additional outcome payments to employment service providers when their efforts result in placement of participants into CIE outcomes that meet the criteria outlined in the table below. Providers will receive incentive payments based on achieving any combination of the criteria below.

Criteria	Benchmark Level
Hourly Wage	\$18.71/hour (or higher)
Weekly Hours Worked	30 hours/week (or more)
Availability of employer offered health insurance	Yes, the employer offered health insurance to participant

Providers will be paid an incentive payment when at least 1 of the criteria in the table above are met, with a higher payment for meeting 2 criteria, and the highest outcome payment for meeting all 3 criteria. Only one performance incentive payment will be made for the employment outcome (either level 1, level 2, or level 3). The benchmark payment levels are outlined in the table below.

The Stabilization Form must be thoroughly completed, including current information regarding wages, hours, and employer health benefits. An authorization will be issued for the appropriate performance incentive payment upon VR review and approval of the Stabilization Form, using the stabilization date as the service start date, and end date 90 days later. If VR overlooks authorizing for the Performance Incentive Payment, the ES Provider should request an authorization, prior to submitting the claim for Milestone 3.

If the participant's hours, wages or health benefits status changes after the Stabilization Form is submitted, the provider must communicate with the VR Counselor to identify any changes needed to the authorization.

Benchmark Level	
Performance Incentive Payment Level 1	\$226
Performance Incentive Payment Level 2	\$791
Performance Incentive Payment Level 3	\$1,356

## Documentation Requirements

Performance Incentive Payment claims should be submitted with the claim for Milestone 3 or the final hourly employment services claim. The following documentation is required to verify the applicable components of the benchmark level being claimed.

- Hourly Wages of \$18.71/hour (or higher) – supporting documentation includes an offer letter, pay verification or other documentation.
- Weekly Hours Worked of 30 hours/week (or higher) - supporting documentation include an offer letter, pay verification or other documentation.
- Availability of employer offered health insurance – offer letter or other documentation that medical benefits are available (e.g. verification on the employer website).

# REFERRAL PROCESS

VR may provide a referral to an Employment Service Provider for one or more of the employment services described in this manual. Note that upon completion of the initial services, it is not necessary to send a new “referral” for services. Communication, Monthly Progress Summaries and Authorizations will serve to begin the next appropriate services.

Referrals must include the following items:

- Discovery Services:
  - The Career Profile with the first section completed including expectations of Discovery.
  - Applicable collateral information such the Comprehensive Assessment, Aware Application Report (PDF), IPE, IEP or 504 plan, guardianship paperwork and other information that will be helpful while conducting Discovery services.
  - Authorization for Discovery services – It is recommended that the participant’s needs are considered, however generally authorizing 30 hours over 3 months is an appropriate initial authorization.
- Direct Referral for Milestone Employment Services
  - The Career Profile with the VR section completed plus any other relevant sections reviewed by VRC and participant to identify the employment goal.
  - Collateral information including the IPE, Job Ready Page, Aware Application Report (PDF), guardianship paperwork, IEP or 504 plan and any other information that will be helpful with the provision of Milestone Employment Services.
  - Authorization for 5-8 hours of Hourly Job Search Assistance/Job Placement Assistance in addition to the authorization for Milestone 1 & 2.
- Hourly Job Search Assistance/Job Placement Assistance (only)
  - The Career Profile with the VR section completed plus any other relevant sections reviewed by VRC and participant to identify the employment goal.
  - Collateral information including the IPE, Job Ready Page, Aware Application Report (PDF), IPE, and any other information that will be helpful while providing hourly services.
  - Authorization for hourly services as indicated. It is expected that these hours will be limited as these services were chosen, instead of Milestone Services, due to the limited job search assistance required.
- Facility transportation to cover the ES provider mileage can be authorized as necessary.

# ADMINISTRATIVE INFORMATION

## Billing Information

Throughout this manual, information is provided regarding when services can be claimed for payment. Provider generated invoices are NOT required but documentation of all billable hours must be available upon request at the time of billing. Please refer to the list below for documentation requirements for each service. This section provides definitions and expectations regarding requirements for billable activities.

- Participant On-Job Site: This is time spent by provider staff at a participant's job site while the participant is engaged in work activities. This includes time spent working with participants, managers, supervisors, and coworkers; active observations; and any other tasks performed at the job site to help the participant.
- Participant Off-Job Site: This is time spent working for a particular participant, but not at their job site. Off-Job Site activities include participant specific job development and worksite development activities, employment support activities, participant specific documentation time, and participant specific off-job site training.
- Participant Communication: This is time spent communicating with the participant and the support team, coordinating service delivery to schedule meetings, share information, and address questions.
- Mileage Reimbursement: Mileage may be reimbursed at the current state mileage rate for all employment services including Milestones. If necessary, VR may request additional information regarding the amount of miles claimed. Mileage reimbursement is made following the Indiana Department of Administration travel circular.<sup>1</sup>
- Non-Billable Activities: Non-billable activities include travel time, billing activities (e.g., submitting claims in VR-CPS, requesting authorizations, internal accounting functions, etc.), and activities that are not participant-specific, such as public relations, community education, in-service/staff meetings, staff development and training.
- Billable Unit: Billable time for hourly services should be tracked for each participant. *The **total** number of billable minutes shall be added for the month and any fraction of an hour will be rounded to the nearest half hour. When calculating the total, **15 minutes or less must be rounded down** to the nearest one-half hour, and **more than 15 minutes may be rounded up** to the nearest one-half hour.* Rounding occurs after totaling all services in that service category for the month. If necessary, VR may request additional information such as a comprehensive log of all billable activities during the billing period. The table below provides an example. (Note: While we do not expect ES providers will track an activity down to the minute, it is not acceptable to round up to 15 minutes for each activity as they are completed. For example, it does not take 15 minutes to attempt contact with a participant one or two times.)

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<sup>1</sup> The Indiana Department of Administration reviews mileage rates quarterly. Current mileage rate is posted at: <http://www.in.gov/idoa/2459.htm>

**Table 3: Billable Unit Example for a one-month period**

SERVICE CATEGORY	MINUTES	TOTAL HOURS & MINUTES	# & MINUTES (ROUNDED)	TOTAL UNITS BILLED (ROUNDED)
<p>Discovery activities June 1st – 45 minutes (meeting)</p> <p>June 8th – 10 minutes (emailed resources and meeting date options)</p> <p>June 15th – 5 minutes (2 phone call attempts)</p> <p>June 22nd – 55 minutes (meeting)</p> <p>Total for June – 115 minutes</p>	115 minutes	1 hour and 55 minutes	2 hours	2.00 units
<p>Discovery activities June 1st – 60 minutes (meeting)</p> <p>June 5<sup>th</sup> – 90 minutes (situational assessment)</p> <p>June 8<sup>th</sup> – 10 minutes (arrange job shadow with Ace Hardware)</p> <p>June 15th – 60 minutes (job Shadow)</p> <p>June 22nd – 30 minutes (Team meeting)</p> <p>Total for June – 250 minutes</p>	250 minutes	4 hours and 10 minutes	4 hours	4.00 units
<p>Work based assessment June 7th – 140 minutes</p> <p>June 9th – 145 minutes</p> <p>June 11th – 110 minutes</p> <p>Total for June – 395 minutes</p>	395 minutes	6 hours and 35 minutes	6 hours and 30 minutes	6.50 units

## Payment of Claims in VR-Claims Payment System (VR-CPS)

The best practice is to submit claims in VR-CPS monthly. Review the outstanding authorization report in VR-CPS frequently to ensure claims are timely and the service is provided within the authorization dates.

Claims submitted more than 90 days after the service was provided will be considered untimely and will require the provider to send an email to VR Vendor at [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov) to request assistance submitting the late claim (see VR Vendor Services Manual for more information).

- **Approved Claims** – Once the submitted claim is approved by VR, it will appear in VR – CPS as an approved claim and the payment will be issued within 10 business days.
- **Not Approved Claims** – The provider should review claim statuses routinely in VR-CPS by viewing the dashboard on the home screen. Any claims that have been canceled will show up as ‘not approved’. These claims should be corrected and resubmitted within thirty (30) days, if appropriate. ‘Not approved’ claims that the vendor does not plan to resubmit should be deleted by the provider by going to the claim information screen and scrolling to the bottom and selecting the “delete claim” button.
- **Inquiring about an Unpaid Claim** –
  - Prior to inquiring about an unpaid claim, the provider should review the VR – CPS report titled ‘Claim Status’ to see if the claim is listed as ‘not approved’ to determine if the claim needs to be corrected and resubmitted. The *Claim Information* page in VR-CPS will indicate the reason for the denial.
  - If there are questions regarding what needs to be corrected before resubmitting the claim, contact the VR Case Coordinator (VRCC) or VRC for additional information so that the claim can be resubmitted for payment.
  - If, after discussing the issue with the VRC, the problem remains unresolved, contact the Area Supervisor, and if necessary, the Region Manager, to work to resolve the issue and determine if the claim can be resubmitted for payment. Providers may email [VRVendor@fssa.in.gov](mailto:VRVendor@fssa.in.gov) to receive further assistance after the above steps have been exhausted.

## DESCRIPTION OF EMPLOYMENT SERVICE FORMS

FORM	WHEN TO SUBMIT	DESCRIPTION
CAREER PROFILE	<ul style="list-style-type: none"><li>• At the conclusion of Discovery Services.</li><li>• Note: If a participant does not require Discovery services and has been referred to begin MS 1 services after intake is completed, the Career Profile is not required to be submitted back to VR.</li></ul>	<p>The Career Profile contains information the participant and the support team learn through Discovery. This includes the following:</p> <ul style="list-style-type: none"><li>• Skills</li><li>• Interests</li><li>• Personality and behavior</li><li>• Ideal work conditions</li><li>• Related information</li></ul> <p>The completed Career Profile helps develop the participant’s VR Individualized Plan for Employment (IPE). The IPE includes an employment goal, and the services needed to reach this goal. If Discovery services are provided, the Career Profile must be completed prior to moving to the next step in employment services. Signatures are optional. Providers may choose to obtain signatures for accreditation purposes.</p>



FORM	WHEN TO SUBMIT	DESCRIPTION
JOB READINESS TRAINING PLAN (JRTP)	<ul style="list-style-type: none"> <li>• Within one week of authorization</li> <li>• Updated after 60 days if the team agrees additional JRT is necessary.</li> </ul>	The Job Readiness Training Plan identifies one or more targeted work behaviors or performance issues that present a barrier to employment, have not been adequately improved through other services, and the supports the ES staff will provide to the participant to address the specific barrier(s) identified. This form is specific to planned Job Readiness Training for which there is a current authorization.
NOTICE OF JOB OFFER (NOJO)	<ul style="list-style-type: none"> <li>• Prior to the job start date</li> </ul>	<p>The Notice of Job Offer outlines important details about the job offer including:</p> <ul style="list-style-type: none"> <li>• Title of job</li> <li>• Employer name and location</li> <li>• Rate of pay</li> <li>• Hours worked</li> <li>• Start date</li> <li>• Related information</li> <li>• Attach job description / job duties</li> </ul> <p>The first week on the job begins on the day the VRC signs this form, or the noted job start date, whichever occurs last.</p>
JOB READY PAGE	<ul style="list-style-type: none"> <li>• The Job Ready Page will be emailed to the provider at the beginning of job search.</li> </ul>	The Job Ready Page will be completed by the VR Counselor within the VR Case Management System when the employment goal has been determined and sent to the provider. The job ready page outlines preferences like shifts, hours, location, and the employment goal.
STABILIZATION FORM	<ul style="list-style-type: none"> <li>• The Stabilization Form should be sent at time of stabilization.</li> </ul>	The Stabilization Form provides evidence of participant's stabilization. The agreed upon stabilization date marks the start of the 90-day count for reaching Milestone 3 (retention).
TRANSFER TO EXTENDED SERVICES	<ul style="list-style-type: none"> <li>• VR completes and sends the Transfer to Extended Services form to the funding source and provider for Extended Services at least 90 days prior to achievement of Milestone 3 (retention).</li> </ul>	VR completes the Transfer to Extended Services form for participants who need Extended Services. VR and the provider may work together to complete the form once the participant is stable.
MONTHLY PROGRESS SUMMARY (MPS)	<ul style="list-style-type: none"> <li>• This form must be sent to the local VR general office email within 10 business days of the following month.</li> </ul>	The Monthly Progress Summary provides a description of activities, information learned and plans for the following month.
AUTHORIZATION REQUEST	<ul style="list-style-type: none"> <li>• As needed (optional)</li> </ul>	A provider can use the Authorization Request form to request authorizations for services throughout the Employment Services process. VR does not require utilization of this form as other means of communicating authorization needs are acceptable.

## DEFINITIONS

Term	Definition
Competitive, Integrated Employment	<p>There are 3 required components that must be met to satisfy the definition of competitive, integrated employment:</p> <ol style="list-style-type: none"> <li>1. competitive wages and access to employer-provided benefits,</li> <li>2. integrated setting, and</li> <li>3. opportunities for advancement.</li> </ol>

Term	Definition
	<p>The individual's placement must meet all criteria for VR to provide payment to a provider for the placement. These three criteria are further detailed below:</p> <p><b>Competitive wages:</b> Work can be performed on a full-time or part-time basis (including self-employment). The individual receives compensation at a rate that is not less than the federal minimum wage AND is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills. The individual must be eligible for the level of benefits provided to other employees.</p> <p><b>Integrated location:</b> The location of employment is typically found in the community. For the purpose of performing the duties of the position, the employee with a disability interacts with other employees within the particular work unit and the entire work site. As appropriate to the work performed, the employee with a disability interacts with other people (<i>e.g.</i>, customers and vendors), who do not have disabilities (not including supervisory personnel or individuals who are providing services to the individual with the disability) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these people.</p> <p><b>Opportunities for advancement:</b> The placement must provide, as appropriate, opportunities for advancement that are like those for other employees who are not individuals with disabilities and who have similar positions.</p>
Customized Employment	Customized employment is competitive, integrated employment, that is designed to meet the specific abilities of the individual with a significant disability and the business needs of the employer and is carried out through flexible strategies. Strategies may include job exploration by the individual and working with an employer to facilitate placement, including customizing a job description based on current employer needs or on previously unidentified and unmet employer needs. The provider or participant may work with an employer to develop a set of job duties, determine a work schedule and job arrangement, specifics of supervision (including performance evaluation and review), job location, and services and supports at the job location. Customized employment is funded in the same way and at the same rates as other employment services, including supported employment.
Extended Services	Extended Services are ongoing support services needed to support and maintain an individual with a most significant disability in supported employment. These services are provided by a State agency, a private nonprofit organization, employer, natural supports, or any other appropriate resource. In the case of a youth with a most significant disability, VR may provide extended services up to 4 years, or until the youth turns 25 years old, if there is no other funding source available.
Individualized Plan for Employment (IPE)	The IPE is the plan the VR Counselor and participant, at a minimum, jointly develop and implement with an employment goal and objectives to reach that goal. The IPE includes services, service providers, and supports.
Informed Choice	Informed choice was implemented in The Rehabilitation Act of 1973. The law requires that activities and services are provided in a manner consistent with the principles of respect for individual dignity, personal responsibility, self-determination, and pursuit of meaningful careers, based on informed choice of individuals with disabilities. It requires that participants must be active and full partners in the VR process, making meaningful and informed choices during assessments for determining eligibility and VR service needs, and in the selection of employment goals.
Natural Supports	<p>Natural Supports are developed by the Employment Service provider, as needed and available, to support a participant who will continue to need support to maintain their employment. Natural supports are unpaid supports and are facilitated by coworkers, supervisors, community or family members. They may supplant or supplement paid ongoing supports and extended services. Developing appropriate natural supports allows for the fading of paid on-going support, facilitates job stabilization and allows a participant to be more independent in their employment. Some examples of natural supports are:</p> <ul style="list-style-type: none"> <li>• A designated family member assists the participant in checking their job schedule on the computer every week to be sure that the participant knows their schedule and how to request days off.</li> <li>• A designated co-worker or supervisor checks in with the participant on a weekly basis to determine if the participant is doing okay at work.</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>The participant has two specific people that they can go to if they have questions about their job duties.</li> <li>Arrangements for an opportunity to carpool to work with a coworker.</li> <li>Mental health provider will check in with the participant on a regular basis encouraging medication compliance which will have a positive impact on employment.</li> </ul>
On-the-Job Training (OJT)	OJT is training in specific job skills by a prospective employer. The trainee is paid during this training and will generally remain in the same or a similar job upon successful completion.
Review of the Local Job Market or Labor Market Survey	<p>This is an assessment of a participant's local, intended, or acceptable (relocation) labor market that includes information about the availability of specific jobs, in demand skills, pay scales, fringe benefits, location, and accessibility of work sites for those specific jobs in that geographical area. Tool options for this assessment may include the following:</p> <ul style="list-style-type: none"> <li>Hoosiers by the Numbers (<a href="http://www.hoosierdata.in.gov/">http://www.hoosierdata.in.gov/</a>)</li> <li>Career One Stop (<a href="https://www.careeronestop.org/Toolkit/">https://www.careeronestop.org/Toolkit/</a>)</li> <li>Indiana Career Explorer <a href="https://indianacareerexplorer.com/">https://indianacareerexplorer.com/</a></li> </ul>
Review of Work History and Transferable Skills	<p>This is an assessment of an individual's skills that have been acquired through previous jobs and could be used in future employment. Results of this assessment will include the identification of the transferable skills and the specific occupation(s) where those skills are marketable. Occupations identified can be used to establish employment goals and to identify job placement alternatives which may be immediately pursued by the participant with little or no vocational training. Tool options for this assessment include the following:</p> <ul style="list-style-type: none"> <li>Indiana Career Connect/Career Explorer (<a href="https://www.indianacareerconnect.com/vosnet/Default.aspx?plang=E">https://www.indianacareerconnect.com/vosnet/Default.aspx?plang=E</a>)</li> <li>The Career Index Plus (<a href="https://www.thecareerindex.com/">https://www.thecareerindex.com/</a>)</li> <li>O*Nets interest inventory resource - <a href="https://www.mynextmove.org/">https://www.mynextmove.org/</a></li> </ul>
Disability Priority Determination:  Not Significant Disability (NSD)  Significant Disability (SD)  Most Significant Disability (MSD)	<p>Not Significant Disability (NSD), Significant Disability (SD), and Most Significant Disability (MSD) are designations used in the service priority category determination process. This determination is required for the VR Program to meet federal reporting requirements and is used as a prerequisite to the provision of SE services, which are limited to individuals with the most significant disabilities. This determination will establish the service priority category based on one of three levels of significance:</p> <ul style="list-style-type: none"> <li>NSD – has a physical or mental impairment that results in a substantial impediment to employment and who presumably will benefit in terms of employment outcome from the provision of VR services</li> <li>SD – has a severe physical or mental impairment that will substantially limit <u>one or two</u> functional capacities (communication, interpersonal skills, mobility, self-care, self-direction, work skills, and work tolerance) in terms of employment outcome and who can be expected to require multiple VR services over an extended period of time</li> <li>MSD – has a severe physical or mental impairment that substantially limits <u>three or more</u> of the functional capacities, specified above, in terms of employment outcome who can be expected to require multiple VR services over an extended period of time.</li> </ul>
Stabilization	<p>Stabilization is the highest level of independence a participant can attain in their job. For many VR participants stabilization occurs immediately or before achieving Milestone 2 (four weeks of employment). For participants receiving Supported Employment services, it might take several months to achieve stabilization. While a participant receives Supported Employment services the provider should coordinate appropriate natural supports and on-going supports should be progressively faded, or decreased, as the participant becomes more proficient and independent in their job. When a participant stabilizes in their need for support, (i.e. the supports needs are relatively consistent from month to month) it is appropriate to determine that the participant has reached stabilization. When determining stabilization there should be evidence of the following:</p> <ul style="list-style-type: none"> <li>Paid ongoing support has been reduced to the lowest possible level and the participant is successfully maintaining employment with the supports at that relatively consistent level for an appropriate period of time.</li> <li>Natural supports are in place and assisting the participant to be independent on the job.</li> </ul>

Term	Definition
	<ul style="list-style-type: none"> <li>• The participant is meeting the performance standards of the employer, and it appears they are secure in their job.</li> <li>• It is anticipated the participant will be able to maintain employment with Extended Services, if needed, and there is a plan for the type of support that will be necessary.</li> </ul>
Task Analysis	<p>Task analysis involves observing a complex set of tasks and breaking them into smaller more manageable steps for the purpose of teaching someone how to practice and learn the more complex task. Task analysis is a strategy that can be used by trainers and job coaches to assist someone to learn how to do tasks required in their job.</p>
Trial Work Experience (TWE)	<p>Prior to any determination that an individual with a disability is incapable of benefiting from Vocational Rehabilitation Services in terms of an employment outcome because of the severity of that individual's disability, VR must conduct an exploration of the individual's abilities, capabilities, and capacity to perform in realistic work situations to determine whether there is clear and convincing evidence to support such a determination. This process is conducted through a TWE.</p> <ul style="list-style-type: none"> <li>• An agreed-upon written TWE plan that is created within the VR Case Management System must be in place.</li> <li>• The assessment must take place in the most integrated setting possible, using real work settings, provides of needed supports, and must offer enough time and variety to determine whether the participant is capable or incapable of benefiting from VR services in terms of an employment outcome.</li> </ul> <p>The Monthly Progress Summary will be utilized for documentation purposes.</p>

# ATTACHMENT A

## Employment Services Workflow

The following is a step-by-step overview of the employment service process:

1. Determination of Employment Goal:
  - If the employment goal and support needs have been determined by VRC and participant -- VRC completes (at least) the top section of the Career Profile and sends the Career Profile, IPE, Job Ready Page, and authorizes for 5-8 hours of job development/search in addition to Milestone 1 and Milestone 2 and transportation if needed. The hourly job search and placement authorization can be used to prepare to begin for job search under Milestone 1.
  - If ES provided Discovery services are required the VRC refers the participant for Discovery services. The VRC completes the top section of the Career Profile, indicating expectations of Discovery activities, including scope and duration based on individual needs. When Discovery concludes the ES Provider sends completed Career Profile to VR, and the team meets to determine next steps for job search.
2. Job Search and Development begins:
  - If ES provided Discovery was not needed, Milestone 1 job search and development begins immediately after intake activities are completed.
  - When ES provided Discovery is complete, ES provider returns the Career Profile, the team meets, VRC updates the IPE and completes Job Ready Page and sends a copy of both to ES provider with appropriate authorization for Milestone 1 and Milestone 2 to begin job development and placement activities.
3. Job Search and Development is being provided:
  - Periodic team meetings to review job search and make adjustments to job search strategies as needed.
  - If receiving Job Search and Development services under Milestone 1 and more than 30 hours have clearly been provided without obtaining employment, VR may consider supplementing Milestone 1 authorization with Hourly Job Search/Placement Assistance. In this case the team should review and implement adjustments to the job search strategies, and if appropriate, modify the employment goal.
4. Employment is obtained:
  - Notice of Job Offer is submitted to VR for approval as soon as possible, preferably at least 2 business days prior to the job start date.
  - If the job aligns with the employment goal, and participant's needs and preferences, the NOJO will be approved and returned to the ES Provider within 2 business days. The signed NOJO indicates projected Milestone 1 & Milestone 2 achievement dates.
5. Milestone 1: Job Development and Placement (One Week of Employment) is achieved and claim is submitted in VR-CPS.
  - The necessary supports to begin work, such as arranging for transportation, obtaining uniforms/clothing, obtaining required tools are included in the achievement of Milestone 1.
6. Milestone 2: Support and Short-Term Retention (Four Weeks of Employment) is achieved after 4 full weeks of employment. During this 4-week period, the participant receives necessary supports on their job.

- Some participants may reach stabilization prior to Milestone 2, while others may need additional support. Milestone 2 includes up to 40 hours of support during the first 4 full weeks of employment for all participants.
  - For participants qualifying for Supported Employment, services can begin after Milestone 2 is achieved until stabilization occurs. If the participant requires more than 40 hours of support during the first 4 weeks of employment, communicate with VR as Supported Employment can begin before Milestone 2 is achieved.
  - In rare instances, for participants that do not qualify for Supported Employment, but require intensive supports after Milestone 2 is achieved, hourly On-the-Job Supports Short-Term can be authorized until stabilization is achieved.
7. Stabilization is achieved at the point in time when the participant has reached their highest level of independence on the job.
- Stabilization Form is submitted to VR.
  - VR Counselor signs and enters projected Milestone 3 achievement date and returns completed Stabilization form to ES Provider within two (2) business days.
    - If Extended Services are required, they should be identified on the Stabilization Form.
    - Transfer to Extended Services Form is completed and sent to the appropriate funding source
  - VR will authorize for Milestone 3.
8. Milestone 3: Retention is achieved (participant has maintained employment for at least 90 days after reaching stabilization) and claim is submitted in VR-CPS.
- Youth Extended Services begin for participants meeting the criteria and is funded through VR.
  - Extended Services begin after Milestone 3 is achieved.

Note: In some instances, a participant who requires minimal assistance with obtaining employment, and does not require the full range of job development, support and retention services provided through the milestones, may receive assistance under an authorization for Job Search Assistance/Job Placement Assistance.

# ATTACHMENT B

## Service Codes and Rates

Service	Procedure Code	Rate
Discovery: Work Based Assessment	53-05	\$50 per hour
Discovery	53-10	\$50 per hour
Employment Services: Job Readiness Training	80-05	\$50 per hour
Employment Service Outcomes Milestone 1: Job Development and Placement - Supported Employment	82-01	\$1,500
Employment Service Outcomes Milestone 2: Support and Short-Term Retention - Supported Employment	82-02	\$2,000
Employment Service Outcomes Milestone 3: Retention – Supported Employment	82-03	\$2,000
Employment Service Outcomes Milestone 1: Job Development and Placement	72-01	\$1,500
Employment Service Outcomes Milestone 2: Support and Short-Term Retention	72-02	\$2,000
Employment Service Outcomes Milestone 3: Retention	72-03	\$2,000
Facility/Private Transportation	85-06	current state mileage rate
Performance Incentive Payment Level 1	80-06	\$226
Performance incentive Payment Level 2	80-07	\$791
Performance incentive Payment Level 3	80-08	\$1,356
Job Search Assistance/Job Placement Assistance	80-01	\$50 per hour
On-the-Job Supports – Short-Term	80-04	\$50 per hour
Supported Employment (SE) Hourly	63-01	\$50 per hour
Trial Work Experience(s)	53-03	\$50 per hour
Youth Extended Services	72-04	\$50 per hour