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# Division of Vocational Rehabilitation Statewide Service Updates

Customized Employment

Spring 2022 Release

# Questions?

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Questions can be directed to:

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# Training Objectives

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- Understand the purpose of the service
- Understand all services in the category and how they are related
- Identify important elements of each service and important changes



# Training Objectives

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Show Resources for:

- Reporting
- DVR Statewide Service Fee Schedule
- Service-related tools

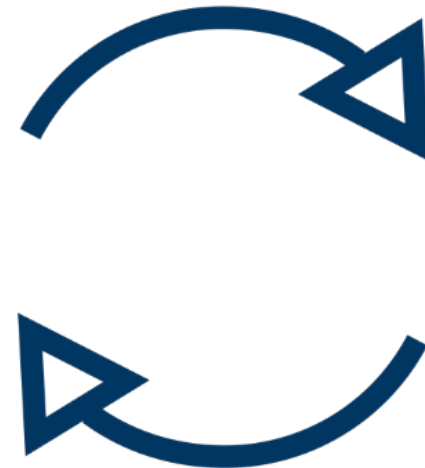


# Technical Specifications and Fees

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## Process for changes:

- Research
- Feedback
- Workgroups
- Stakeholder Feedback
- Editing



# DVR Service Provider Webpages

Main Page Link:  
<https://dwd.wisconsin.gov/dvr/service-providers/>



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Or you can reach us by phone at: 800-442-3477 (Toll Free)

## Technical Specifications & Sample Reports

Statewide Services

Other Services

Resources/Links

### List of Services

- **Customized Employment Services** is a set of services that uses an approach called Discovery to identify the strengths of an individual in community settings. The role of the service provider in Customized Employment is to facilitate customizing a job for the individual matching those strengths to a business's needs. Customized Employment is an option when typical supported employment strategies have not been successful, or when customized employment strategies may more successfully meet a consumer's individualized support needs.
- **Individualized Placement and Support (IPS) Services** is an evidence-based model of Supported Employment services for consumers with the most significant disabilities (Category 1) who have a primary diagnosis of serious and persistent mental illness or substance use disorders and need long-term support to maintain a job. IPS services are provided in a working alliance with mental health services and include planning for employment, job development, job placement, on-the-job support, transition to long-term support, and successful employment. To build ongoing collaboration, DVR attendance at meetings and continued use of information from the IPS Employment Center is encouraged, including resources on implementation of the IPS model, agency guidance, fidelity reviews and recommendations, policies, and regulations.
- **Internship/Temporary Work (I/TW)** is a time-limited, paid work experience. This service is designed to provide DVR consumers in-depth knowledge of day-to-day work requirements in a competitive integrated setting. Possible purposes may be to try out a job, determine an appropriate vocational goal, determine needs for rehabilitation technology or job accommodations, assist with work hardening, or develop a current work reference or new skills.



# DVR Service Provider Webpages



Department of Workforce Development

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2020-2022 Statewide Service Fee Structure

2022-2024 Statewide Service Fee Structure

2020-2022 Technical Specifications

**2022-2024 Technical Specifications**

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## Customized Employment

About

Service Details

Fee Schedule

Reports/Forms

Resources/Links

### About

**Customized Employment** uses an approach called *Discovery* to identify the strengths of an individual in community settings. The role of the service provider in Customized Employment is to facilitate customizing a job for the individual matching those strengths to a business's needs. Customized Employment is an option when typical supported employment strategies have not been successful, or when customized employment strategies may more successfully meet a consumer's individualized support needs. More information about Customized Employment can be found in the Service Details page.

A current list of service providers and staff approved to provide Customized Employment in Wisconsin may be found on the [DVR Service Provider Personnel for Customized Employment](#) directory.

To be approved to provide Customized Employment services, service providers must undergo specialized training. Service providers interested in adding Customized Employment to their service agreement should contact the DVR Contract Specialist or refer to the list of approved Customized Employment trainings available on the [DVR Service Provider Training](#) webpage.

SERVICE	PURPOSE	TIMEFRAME(S)	DELIVERABLES	PAYMENT
<b>Discovery and Discovery Profile</b>	Using a qualitative approach, identify existing skills and abilities needed for a job.	90 days <b>Note:</b> Extensions must be approved by DVR	1. Discovery Profile report 2. Required meeting before initiation of service 3. Documentation of service coordination with long term care (see note)	\$1000
<b>Customized Employment Job Preparation and</b>	To create a plan for the consumer to successfully find and keep a job position	45 days to complete the service	1. Job Preparation and Development Plan. (Revised 08/2020)	\$350



# Statewide Service Process

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- How a service is authorized
- How a referral is made to the provider
- Role of communication
- DVR typical case progress in this category
- Reporting
- Invoicing





# Customized Employment

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## About **Customized Employment**

Competitive integrated employment in an integrated work setting in which an individual with a most significant disability, including a youth, is working consistent in a job created with their unique strengths, abilities, interests, and informed choice, with ongoing support services.

- Includes 7 Customized Employment Services



# Customized Employment Team

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## About **Customized Employment**

- DVR Consumer is at the center of the team.
- Long term care partners should be invited to meetings.
- Important aspects are discussed with a goal of reaching agreement.
- Team members should share information and resources.



# Customized Employment

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## Services in the category:

- Discovery Profile\*
- Job Development Plan
- Job Development and Hire
- Job and Task Analysis/Systematic Instruction\* (Including Job Retention)
- Job Retention *NEW*
- Transition to Long Term Supports\* (Less than 6 months/6+ months)



\*Coordination with long term care required



# Discovery Profile

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## Service Details

- Goal: To identify the strengths of the consumer and work with an employer to create a job to meet the business's need.
  - Part I - The Intake Interview Summary
  - Part II - The Profile of Discovery
  - Part III - The Plan Preparation Summary
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- An optional Visual Resume may be recommended



# Job Preparation and Development Plan

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## Service Details

Includes the employment goal, hours and area(s) of interest, responsibilities of each CE/SE team member, contact standard, initial discussion about job supports, and identify needed employment preparation services.



# Job Development, Hire, and Report

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## Service Details

- Customized Employment job development relies on relationship building with employers to create job opportunities. The outreach should focus on a good job match and reduce the need for workplace support while maximizing consumer independence.
- Employer contacts and progress made by the consumer in job preparation should be included in reporting. Progress is reviewed every 90 days.
- Upon a job offer, DVR should be notified within 5 days to review the job match and to authorize support services. The support plan section should be updated for the new position in the hire report.



# Job/Task Analysis Monthly Systematic Instruction

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## Service Details

- Two parts: A task analysis to determine the tasks that make up a job followed by targeted and systematic instruction planning based on what the consumer needs to learn. Almost all consumers will receive this service.
- Monthly Systematic Instruction uses individualized strategies to match the learning needs of the consumer, planning for fading of supports and use of employer training and natural supports is emphasized.
- Ideally a consumer would become as independent as possible and stabilize the need for job skill training.



# Job Retention vs. Monthly SI

<b>Job Retention Services</b>	<b>Monthly Systematic Instruction (SI)</b>
<ul style="list-style-type: none"> <li>• Communicate directly on a weekly basis with the consumer</li> <li>• Provide other supports as is detailed in the job supports plan section of the Hire report. (Examples: assistance with schedule, work related clothing, supplies, identify transportation options)</li> <li>• Contact the employer and DVR.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate directly on a weekly basis with the consumer</li> <li>• Provide other supports as is detailed in the job supports plan section of the Hire report. (Examples: assistance with schedule, work related clothing, supplies, identify transportation options)</li> <li>• Contact the employer and DVR.</li> </ul>
<ul style="list-style-type: none"> <li>• Not included</li> </ul>	<ul style="list-style-type: none"> <li>• Provide instruction for job tasks to fade over time. (Example: demonstrate restocking, provide verbal instructions for restocking, observe restocking with verbal affirmation of successful completion by consumer)</li> </ul>





# Job Retention

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## Service Details

- Used if a consumer does not need on site systematic instruction to learn job tasks, or to be redirected back to attend to job tasks.
- Includes regular weekly check ins with the consumer and the employer seeking to identify any issues that need resolution. Including: attendance, wages, scheduling, training and progress, problem-solving strategies.
- If the consumer needs to learn job tasks monthly SI should be requested and the need explained as soon as possible from DVR.



# Transition to Long Term Support-Six Months

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## Service Details

- This service is to secure an appropriate plan and time to facilitate the transition to long term support services with 6 months or less including any supports provided to encourage fading.
- The CE/SE team must agree to the plan to provide a transition of supports to the consumer. The transition should occur on the last business day of the month.
- DVR continues to follow along for another 90 days prior to case closure.



# Retention and Transition to Long Term Support-Six Months +

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## Service Details

- This service is to secure an appropriate plan and time to facilitate the transition to long term support services beyond 6 months including any supports provided.
- The CE/SE team must agree to the plan to provide a transition of supports to the consumer. The transition should occur on the last business day of the month.
- DVR continues to follow along for another 90 days prior to case closure.



# Case Curveballs

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- Employment goal change
- Job duties added/altered after work begins
- IRIS funding/budget update
- Systematic Instruction not needed/Supervision needed



# Reports/Forms

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- Discovery Profile Report
- Job Development Plan and Monthly Report
- Job Development Hire Report
- Job and Task Analysis and Systematic Instruction Report or Job Retention Report
- Transition to LTS Report



# Fee Schedule/Service Notes

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When requested and approved by DVR:

- Monthly SI to Retention-services and payment will transition at the **start of the next month.**
- Retention to Monthly SI-services begin **as soon as DVR approves** (no matter how much time remains in the month), Monthly SI is paid for the month.



# Purchase Orders and Invoicing

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- DVR will issue POs to reflect the timeframe to deliver the service, extending POs as needed.
- DVR staff should follow PO construction guidance and policy.
- Service Providers may not seek or accept payments from another source for the same consumer and service funded in the same timeframe as DVR.
- Providers should have supplemental documentation to justify service delivery invoiced to DVR.



# Resources/Links

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- Approved Customized Employment Training
- Competitive Integrated Employment Guidance
- Current List of Approved DVR Service Provider Staff
- DVR Supported Employment Guidance
- Essential Elements of Customized Employment Webinar
- Job Center of Wisconsin
- Role and Responsibilities document





# Resources/Links

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- Wage Document Requirements
- Wisconsin Association for Persons Supporting Employment First
- Wisconsin Board for People with Developmental Disabilities
- Wisconsin Job Center Publications (Multiple titles for viewing or printing)
- Wisconsin labor market information: Visit [WisConomy.com](http://WisConomy.com)



# Qualifications and Metrics

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- **Qualifications:** To be approved to provide Customized Employment services, service providers must undergo Customized Employment training and verified
- **Metrics:** DVR has identified criteria for establishing baseline quality information and will eventually establish goals for quality improvement with our provider partners.

Details and discussion will take place in the future for both updates



# Contact Us

QUESTIONS AND COMMENTS:  
[DVRServiceProviders@dwd.wisconsin.gov](mailto:DVRServiceProviders@dwd.wisconsin.gov)

