**SERVICE FEE MEMORANDUM**

PS 14/15 04

TO: Office of Vocational Rehabilitation

Branch Managers, Counselors, and Assistants,

CDPVTC Director, Case Management Director, and Counselors

Office for the Blind Staff

Gerry Gordon-Brown and Vanessa Jones, Client Assistance Program (CAP)

FROM: Patricia Selch MRC, CRC

Systems and Fiscal Management Branch

Office of Vocational Rehabilitation

Janell Turner

Vocational Rehabilitation Administrator

Office for the Blind

Teresa Brandenburg, Branch Manager

Supported Employment Services

Office of Vocational Rehabilitation

DATE: April 14, 2015

RE: Guidelines for Purchase of Customized Supported Employment Services

Customized employment is defined as competitive integrated employment, for an individual with a significant disability based on strengths, needs, and interests, designed to meet the specific abilities, and the business needs of the employer, and carried out through flexible strategies. Customized Supported Employment should include specific job exploration and employer relations to facilitate placement, a customized job description, development of a specific set of job duties, work schedule, job arrangements to include specific supervision, performance evaluation and review, determination of job location. In addition Customized Supported Employment will include representation by a professional to facilitate placement, and provide services and supports on the job location. Customized Supported Employment offers more intensive services than Supported Employment.

The following guidelines pertain to the purchase of customized supported employment services for eligible consumers with the most significant disabilities. The Supported Employment Branch must approve all customized supported employment providers and vendors and they must have completed the training. Employment Specialists approved to provide this service (those who have completed the training) are listed on the Supported Employment Page of the OVR/OFB website. The counselor must pre-authorize specific services for each consumer according to an Individualized Plan for Employment (IPE) or IPE Amendment.

Payment for services should be processed by upon verification of an appropriate outcome, and receipt of outlined documentation of services from the supported employment provider. All approved employment specialist/SE providers are in the CMS. In the case of those with an (\*) by their name the counselor must submit the notes/reports to their district SE consultant for review and approval for payment. Those without an (\*) do not need to be submitted to the SE Consultant. This is to assure that providers, who are newly trained to the customized employment model, demonstrate a clear knowledge of the required documentation and expectations of the program. The (\*) will be removed from their name once they have demonstrated that knowledge. Any questions about documentation and requirements should be referred to the Supported Employment Consultant for the area.

***Services and Fees***

**Person-Centered Job Selection Expanded**

**PCEP-Vocational Profile Format 1-0-Q**

|  |  |  |  |
| --- | --- | --- | --- |
| **Consumer/Students ages 16-21 in school on IEP or 504** | **BUN Pre-employment Transition SE Services (PETS) BUN 6793** | **Outcome Fee** | **$1,500.00** |
| **Other consumers** | **BUN 6760** | **Outcome Fee** | **$1,500.00** |

For supported employment specialists who utilize customized employment principles and strategies, following the Vocational Profile process and report format as developed by Marc Gold and Associates (MG&A), an enhanced fee may be paid. This fee can only be used by staff that has been trained in the development of a MG&A Vocational Profile.

A minimum of 25 individualized, documented hours must be spent with the individual and/or people who know the person well in order for the PCEP-Expanded Format to be paid. The report must be developed according to the MG&A Vocational Profile Format, and the MG&A Customized Employment Activity Logs must be submitted. The PCJS expanded should be authorized for 90 days.

|  |  |  |  |
| --- | --- | --- | --- |
| **Customized Job Development Services**  **(7-2-A)** | **BUN 6760** | **Outcome Fee** | **$1900.00** |

Individualized job development services are very important in the customized supported employment process. The provider should assure that customized job development activities are based on the Expanded PCEP Vocational Profile format. Accordingly, the customized job development fee will only be paid for a suitable customized job which has been identified in the Expanded PCEP/Vocation Profile. This fee will be paid after the consumers completes one day of employment. The $1900 fee is only paid for a customized job. If a labor market job is obtained then the job development fee of $900 would be paid.

Job development services may include but not limited to: presenting information to employers; interviews with employers from job planning list; interviews to discover job information; touring businesses from planning meeting list to ensure good job match and employer needs; conducting job calls with employers that include tours negotiate job terms based on interests, conditions and contributions; conducting job and task analysis to determine ways, means and people.

The VR counselor should issue an authorization for job development services upon receipt of the Expanded PCEP/Vocational Profile (PCEP-Expanded) and the Individual Plan for Employment (IPE) has been signed by the consumer. This authorization should be no longer than 6 months in length.

Supported Employment providers must submit Job Development activity notes to the Counselor by the 5th of each month for the prior month while job development is in progress. A standard format for the notes has been developed and must be used by all providers. If at the end of each six month authorization period, a job has not been developed, the consumer, provider and Counselor shall discuss next steps. Communication between the counselor and provider is vital to assure that quality job development services are being provided to each consumer. The Consumer, OVR Counselor or the Supported Employment Provider may request assistance from the Supported Employment Consultant at any time during this process.

|  |  |  |  |
| --- | --- | --- | --- |
| **Customized Supported Employment Outcome Fee (7-2-A)** | **BUN 6760** | **Outcome Fee** | **$5,000.00** |

Once the individual has obtained customized supported employment, the outcome-fee should be authorized to the supported employment provider so that individualized supported employment services can be delivered to assist the supported employee in achieving job success.

The list of possible supported employment services covered under the outcome fee is extensive. These services can occur both on and off the job site. Services are not limited to skills training by a job coach only, but should be individually tailored based on the needs of the particular person.

The supported employment provider must give feedback to the counselor as needed, furnishing written progress reports on a monthly basis or more often as needed. The provider must also submit a **Long Term Supported Employment Plan** with the invoice when the service is completed. Successful completion of the service means:

* the individual has been employed at least 60 calendar days and is stable in a customized job that was identified in the Expanded PCEP/Vocational Profile;
* is satisfied with the job, and has a satisfactory number of hours of work scheduled each week;
* and has the extended services support in place to continue on after the case file is closed.

The fee will be paid to the supported employment provider if the above criteria are met. The case closure could then occur after another 30 days of successful employment, for a total of at least 90 days in “employment status” before case closure.

Before closing the case file, the counselor should talk with the individual, the supported employment specialist, and possibly with the employer and other “stakeholders” such as family members, etc. The counselor should be assured that the consumer is functioning well at the job not only in terms of general satisfaction, number of hours worked, performance of job duties and other basics, but also his/her comfort level on the job, in interacting with coworkers and supervisors, and in other “less visible” but essential, aspects of the job which, if unattended, could jeopardize the worker’s future.

The supported employment agency is responsible for provision of all ongoing support services necessary to help the individual remain employed. The supported employment agency must use funds other than OVR dollars to cover the cost of these services.