# Vocational Rehabilitation Services Manual C-1200: Supported Employment Services

Revised September 1, 2020

## C-1206: Benchmarks

SE services may not exceed 24 months, beginning with Benchmark 2. When the customer needs an SE longer than 24 months to reach job stabilization, a [VR3472, Contracted Service Modification Request](https://www.twc.texas.gov/forms/index.html), must be completed and submitted for approval. The VR counselor and the customer must agree to extend services and must document the approved extension on the customer's individualized plan for employment (IPE).

Any time a change to a Supported Employment Service Description, Process and Procedure, or Outcomes Required for Payment is required to meet a customer's individual needs, the change must be documented and approved by the VR director using the VR3472, Contracted Service Modification Request, before the change is implemented.

The following VR services may not be purchased while a customer is receiving SE services from an employment services provider:

* Job Development
* Bundled Job Placement
* Job Skills Training, except when the Job Skills Training is used to provide Extended Services as described in [C-1202-3: Extended Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1200#c1202-3)
* Nonbundled Job Placement
* On-the-Job Training (OJT)
* Personal Social Adjustment Training (PSAT)
* Vocational Adjustment Training (VAT)
* Environmental Work Assessment
* Vocational Evaluation
* Work Adjustment Training (WAT)
* Work Experience Services (WE)

For all benchmarks, the VR counselor:

* works in coordination with the customer and the SE specialist throughout the SE process to ensure the best possible employment outcome for the customer;
* facilitates the SE process, providing guidance and monitoring throughout, to ensure successful employment for the customer;
* monitors the customer's case;
* reviews all required documentation; and
* verifies all deliverables have been achieved prior to authorizing payment of the invoice.

For all benchmarks, the RA can:

* request records;
* create service records and issue service authorizations, ensuring that SE funds are used when available;
* schedule and/or coordinate meetings with the customer, the customer's circle of support, the provider, and the VR counselor;
* complete the primary review of provider forms by completing the "VRS Use Only" sections of the forms; and
* return reports and invoices to the provider to correct errors using the using [VR3460, Vendor Invoice Additional Data Request](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html).

Refer to [Employment Services](https://intra.twc.texas.gov/intranet/vrs/html/employment-services.html) on the VR Division intranet for the Supported Employment Diagrams.

### C-1206-1: Benchmark 1A—Supported Employment Assessment

During Discovery, the meetings between the Supported Employment Specialist and the customer’s circle of supports may be conducted remotely.

During Discovery the following cannot be conducted remotely:

* customer’s interviews to observe skills and identify interests;
* home visits;
* work skills observations; and
* informational interviews.

When the Centers for Disease Control and Prevention (CDC) , federal, state, and/or local governments issue health and safety protocols, such as social distancing, Discovery Process can be provided with a VR director approved [VR3472, Contracted Service Modification Request.](http://www.texasworkforce.org/forms/VR3472.docx%22%20%5Co%20%22https%3A//twc.texas.gov/forms/index.html%22%20%5Ct%20%22_blank) The VR3472 must include:

* how the service delivery will meet the customers individual training needs.
* how health and safety protocols will be followed; and
* the customer’s agreement to participate.

For more information, refer to VR Standards for Providers (VR-SFP) 3.6.4.1 Remote Service Delivery for requirements and VR-SFP 3.6.4.2 Evaluation of Service Delivery.

Refer to [VR-SFP 18.4 Benchmark 1A: Supported Employment Assessment and Supported Employment Assessment Review Meeting](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-18#s18-4) for information about the service description, process and procedure, outcomes required for payment, and the fee schedule for Benchmark 1A.

For Benchmark 1A, the VR counselor:

* reviews the SEA before the SEA meeting;
* returns the SEA when it is incomplete and/or inaccurate;
* facilitates the SEA review meeting, which takes place before the SESP Part 1 meeting, to determine whether an appropriate employment outcome for the customer can be achieved through SE services or Supported Self-Employment, or if no employment outcome will be pursued; and
* facilitates the identification of the next steps that must take place.

### C-1206-2: Benchmark 1B—Supported Employment Service Plan (SESP)—Part 1

The SESP-1 meeting to develop the Supported Employment Service Plan may be conducted remotely. The customer and, as appropriate, the customer's representative must be in attendance of the SESP-1 meeting. Refer to [VR-SFP 18.5 Benchmark 1B: Supported Employment Services Plan—1](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-18#s18-5) for information about the service description, process and procedure, outcomes required for payment, and the fee schedule for Benchmark 1B.

For Benchmark 1B, the VR counselor:

* helps the employment services provider coordinate the SE service plan meeting, which is led by the customer and/or customer's representative;
* accurately completes the [VR1642, Supported Employment Services Plan – 1 (SESP-1)](https://www.twc.texas.gov/forms/index.html), recording the customer's identified:
	+ interests, preferences, skills, job tasks;
	+ employment conditions in measurable terms;
	+ Extended Services (long-term supports); and
	+ potential employers;
* ensures that the information on the VR1642 represents the information in the SEA and the customer's best interests;
* submits electronically a completed VR1642 to the employment services provider using encrypted e-mail;
* provides a printed copy of the completed signed VR1642 to the provider and customer, when applicable; and
* verifies that the service authorizations for Benchmark 2 and 3 are issued; and
* verifies that the service authorizations for premiums are issued.

### C-1206-3: Benchmark 2—Job Placement and Supported Employment Service Plan (SESP)—Part 2

Refer to [VR-SFP 18.6 Benchmark 2: Job Placement and Supported Employment Service Plan—2](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-18#s18-6) for information about the service description, process and procedure, outcomes required for payment, and the fee schedule for Benchmark 2.

For Benchmark 2, the VR counselor:

* reviews the employment placement to see if it meets the definition of competitive-integrated employment and requests that a competitive integrated employment checklist be completed (refer to [Competitive Integrated Employment](https://intra.twc.texas.gov/intranet/vrs/html/competitive-integrated-employment.html)), when applicable;
* monitors the customer's employment to ensure that 100 percent of nonnegotiable employment conditions, at least 50 percent of negotiable employment conditions, and at least one Targeted Job Task are maintained throughout the delivery of SE services;
* verifies that the customer worked five days and/or shifts in the job as required by the [VR1642, Supported Employment Service Plan – 1](https://www.twc.texas.gov/forms/index.html);
* confirms with the customer that ongoing supports have been provided and that the customer is satisfied with the SE services;
* verifies that the Standards for Providers have been followed and that all deliverables have been achieved before authorizing payment;
* verifies that the Extended Services (long-term support) have been identified and the provider has arranged to train the long-term support provider;
* verifies that the customer has received ongoing supports as necessary for the customer to learn the job and meet the employer's expectations;
* verifies that the service authorization for Benchmark 4 is issued; and
* checks the service authorizations for premiums that are still open.

For information on how a CIE checklist is completed, refer to the [Competitive Integrated Employment (CIE) intranet page](https://intra.twc.texas.gov/intranet/vrs/html/competitive-integrated-employment.html).

### C-1206-4: Benchmark 3—Four-Week Job Maintenance

Refer to [VR-SFP 18.7 Benchmark 3: Four-Week Job Maintenance](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-18#s18-7) for information about the service description (including how services can be delivered), process and procedures, outcomes required for payment, and the fee schedule for Benchmark 3.

For Benchmark 3, the VR counselor:

* monitors the customer's employment to ensure that 100 percent of nonnegotiable employment conditions, at least 50 percent of negotiable employment conditions, and at least one Targeted Job Task are maintained throughout the delivery of SE services;
* verifies that the customer has maintained employment for 28 cumulative days without a seven-day or greater break within a workweek that is consistent with the requirements of the [VR1642, Supported Employment Service Plan – 1](https://www.twc.texas.gov/forms/index.html);
* monitors and verifies that ongoing support services are provided at least twice monthly to monitor the customer at the work site and, as necessary, off-site to ensure that the customer maintains successful competitive integrated employment;
* confirms that the customer is satisfied with the SE services;
* verifies that the Standards for Providers have been followed and that all deliverables have been achieved before paying a provider;
* verifies that the Extended Services (long-term support) are arranged and that the individuals involved have been trained to support the customer in successful competitive integrated employment;
* verifies that the customer has received ongoing supports as necessary for the customer to learn the job and meet the employer's expectations;
* verifies that the service authorization for Benchmark 5 is issued; and
* checks the service authorizations for premiums that are still open.

### C-1206-5: Benchmark 4—Eight-Week Job Maintenance

Refer to [VR-SFP 18.8 Benchmark 4: Eight-Week Job Maintenance](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-18#s18-8) for information about the service description (including how services can be delivered), process and procedure, outcomes required for payment, and the fee schedule for Benchmark 4.

For Benchmark 4, the VR counselor:

* monitors the customer's employment to ensure that 100 percent of nonnegotiable employment conditions, at least 50 percent of negotiable employment conditions, and at least one Targeted Job Task are maintained throughout the delivery of SE services;
* verifies that the customer has maintained employment for 56 cumulative days without a seven-day or greater break within a workweek that is consistent with the requirements of the [VR1642, Supported Employment Service Plan – 1](https://www.twc.texas.gov/forms/index.html);
* monitors and verifies that ongoing support services are provided at least twice monthly to monitor the customer at the work site and, as necessary, off-site to ensure that the customer maintains successful competitive integrated employment;
* confirms that the customer is satisfied with the SE services;
* verifies that the Standards for Providers have been followed and that all deliverables have been achieved before paying a provider;
* verifies that the Extended Services (long-term support) are arranged and that the individuals involved have been trained to support the customer in successful competitive integrated employment;
* verifies that the customer has received ongoing supports as necessary for the customer to learn the job and meet the employer's expectations;
* verifies that the service authorization for Benchmark 6 is issued; and
* checks the service authorizations for premiums that are still open.

### C-1206-6: Benchmark 5—Job Stability

The Job Stability meeting may be conducted remotely. Refer to [VR-SFP 18.9 Benchmark 5: Job Stability](https://www.twc.texas.gov/standards-manual/vr-sfp-chapter-18#s18-9) for information about the service description, process and procedure, outcomes required for payment, and the fee schedule for Benchmark 5.

Refer to [C-1202-3: Extended Services](https://www.twc.texas.gov/vr-services-manual/vrsm-c-1200#c1202-3) for information about Extended Services and information about when a VR counselor can purchase Extended Services through Job Skills Training for VR customers who are youth with disabilities.

For Benchmark 5, the VR counselor:

* ensures the Extended Services provider(s) are identified on customer’s IPE and [VR1646, Supported Employment, Job Stability Justification Summary](https://www.twc.texas.gov/forms/index.html);
* monitors the customer's employment to ensure that 100 percent of nonnegotiable employment conditions, at least 50 percent of negotiable employment conditions, and at least one Targeted Job Task are maintained throughout the delivery of SE services;
* verifies that the customer has maintained employment for at least 56 cumulative days without a seven-day or greater break within a workweek that is consistent with the requirements of the [VR1642, Supported Employment Service Plan – 1](https://www.twc.texas.gov/forms/index.html) and that job stability status has been attained;
* conducts the stability meeting to:
	+ confirm the customer is satisfied with the SE services;
	+ confirm the employer is satisfied with the customer's performance;
	+ verify the Extended Service providers are established and trained and that they understand their roles and responsibilities as identified on the VR1646;
* verifies that the Standards for Providers have been followed and that all deliverables have been achieved before paying a provider;
* verifies that the customer has received ongoing supports as necessary for the customer to learn the job and meet the employer's expectations;
* verifies that the service authorization for Benchmark 6 continues to be open; and
* checks the service authorizations for premiums that are still open.

The VR counselor makes the final decision in determining job stability status. A case is considered "job stable" once the job stability date is established in a job stability meeting.

If the customer finds a new position, a new job, or requires additional supports from the SE specialist or job skills trainer, at least 30 cumulative days of employment must occur before job stability is reestablished with a new stability meeting.

### C-1206-7: Benchmark 6—Service Closure

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