**Customized Employment (CE) Exhibit**

# Part 1-CE Project

## 1.1 Background

In July 2014, the Workforce Innovation and Opportunity Act (WIOA) was passed, which mandated the requirement for VR programs across the nation to provide CE services for their customers. The Legal Authorization that describes CE is located in 34 CFR §361.5 (11)).

TWC-VR is establishing a CE Project to determine how to deliver quality CE Services for TWC-VR customers. TWC-VR has contracted with San Diego State University (SDSU) who is partnering with Griffin-Hammis Associates (GHA) and together they will assist TWC-VR in the development of the CE Service Model, provide CE training, provide CE mentoring and development of a CE Hub for credentials, trainings, and data management. The CE Project will include both VR staff and VR providers.

The CE Project will be administered in selected counties in Texas with the expectation the results of the CE Project will create a new Standards for Providers services chapter that outlines the TWC-VR CE Service Model and qualifications. All CE services delivered will meet [CE Fidelity Standards.](https://www.griffinhammis.com/resources/cefidelityscales/) The ultimate goal is to have CE services and CE providers statewide.

This solicitation is to secure Existing Employment Service Providers who will have both their executive leadership (e.g., legal authorized representation, governing bodies) and staff participate in CE training, CE mentoring and data collection. The provider’s staff will complete CE training prior to delivering CE services to TWC-VR customers and receive mentoring to ensure services being delivered meet [CE Fidelity Standards.](https://www.griffinhammis.com/resources/cefidelityscales/)

## 1.2 Description of TWC-VR Customized Employment Model

CE is a universal strategy that benefits many people. This includes individuals with [Significant disabilities](#_Significant_Disability) and individuals with the [Most Significant disabilities](#_Most_Significant_Disability) and/or limited to no work history, who might not find employment success through [traditional employment](#_Traditional_Employment) strategies. CE is [Competitive Integrated Employment (CIE)](#_Competitive_Integrated_Employment) that is distinguished from traditional job placement, supported employment and [self-employment](#_Self-Employment) models because it assumes every customer is employable when flexible strategies, services and supports are in place.

CE is based on Discovery, a [person-centered model](#_Person-Centered_Planning) used to determine a customer’s unique strengths, needs, interests and abilities and can result in a Customized Wage Employment or Customized Self-Employment outcome. Customized Wage Employment meets the specific needs of a customer and meets unmet business needs of the employer. Customized Self Employment meets the specific needs of a customer and the community’s unmet need through the development of a Self-Employment Business Plan.

Customized Wage Employment creates employment through negotiation of job duties with the employer instead of using the traditional approach of matching a person to an existing job. Customized Self Employment uses concepts such as a business within a business to establish a successful business venture that produces a needed good or service for the community.

To support a CE customer in long-term Competitive Integrated Employment, strategies, [Extended Services](#_Extended_Services_and), and [Natural Supports](#_Natural_Supports) are coordinated and often braided to meet a customer’s unique needs.

### 1.3 CE Project Implementations Flow Chart



The CE Project begins with the Development the TWC-VR CE Service Model.

Then the model is implemented following the following steps:

1. Identity VR Service Areas,

2. CE Open Enrollment,

3. CE Training for VR Staff and Providers,

4. VR Customer Referrals,

5. CE Service Delivery, and

6. Program Evaluation.

The CE Service Model is repeated, making adjustments to the CE Service Model as necessary, until it is determined the CE Service Model is working effective and CE Service Expansion is no longer necessary, or the Project is complete.

### 1.4 TWC-VR CE Process



**Phase 2**

**Phase 4**

CE Process begins with Phase 1-Discovery, then in Phase 2 it is determined if the customer will pursue [Wage Employment-Job Development](#_7.1_Customized_Wage), or [Self-Employment Business Development](#_6.2_Customized_Self) to secure the customer’s [Customized Employment](#_Customized_Employment_(CE)). Once the CE Employment is secured, Consultative Employment Training and Supports (CETS) Services begin and continue until the customer’s Customized Employment is either determined Job Stable or Business Stable in Phase 4. Untimate goal is for the customer to achieved a Successful VR Closure.

## 1.5 Overview of Phases and Stages of Customized Employment (CE)

### 1.5.1 CE Launch

The CE Launch Meeting occurs when a customer is considering participation in CE services. The CE Launch Meeting should include the customer, the customer’s circle of supports, CE Specialist, and VR Counselor to discuss the CE process and address:

* Timeframes associated with services; and
* Roles and responsibilities of the CE Specialist, customer, customer’s circle of supports and VR Counselor.

Once a customer and their circle of supports commit to engaging in CE services, the customer will begin the first phase of CE which is Discovery.

### **1.5.2 CE Phase 1 - Discovery**

Discovery is a person-centered qualitative analysis that includes interviews, observations, and engagements with the customer to identify their unique abilities. Required elements of discovery include:

* Identification of strengths, needs, interests, and demographic information to assist the CE Specialist and VR Counselor in understanding details about the customer, customer’s family, customer’s supports, living situation, and local community;
* Collection of information related to the customer’s life experiences including past employment, education, life activities, and skills that will have an impact on employment;
* Engagement in familiar and unfamiliar activities that focus on the development of the customer’s CE Plan; and
* Comprehensive, descriptive, optimistic, non-evaluative, and non-comparative documentation that provides sufficient information to assist the customer, CE Specialist, customer’s circle of supports, and VR Counselor in planning for CE.

There are 3 stages of Discovery:

1. Who the Employment Seeker is Now;
2. Creating New Opportunities; and
3. Career Narrative-Vocational Profile.

For more detailed information about Discovery, see [Section 2.3 Phase 1-Discovery](#_2.3_Phase_1) .

### **1.5.3 CE Phase 2** - CE Plan and Job Development or Business Development

CE Plan and the development of a customized position based on results gathered through Discovery, so the customer secures a negotiated position through either [Wage Employment](#_Wage_Employment) or [Self-Employment](#_Self-Employment) services.

For Customized Wage Employment (CWE)

Job Development activities are completed by the CE Specialist, customer, and the other members of the customer’s [CE Team](#_CE_Team), when applicable, to develop a customized job description with specified job duties based on the unique features of the customer that will benefit the employer, and to secure a CIE position that is negotiated with potential employer(s).

There are 2 stages in the service delivery of Job Development in CWE:

1. CE Plan which includes Resource Mapping, [Vocational Themes](#_Wage_Employment), "List of 20”, and Business Identification.
2. Customized Job Development Implementation which includes:
	* Informational Interviewing with businesses on the “List of 20” related to the vocational themes;
	* Analysis to identify potential unmet needs of the business that could lead to the development and negotiation of a customized position for the customer that meets the employer’s unmet need(s); and
	* CE Wage Employment position secured for the customer.

For more information refer to CE Phase 2 Section [2.4.1 Customized Wage Employment (CWE)](#_6.1_Customized_Wage)

For Customized Self-Employment (CSE):

Business Development includes activities to explore the identification of a business idea and researching the business idea’s feasibility which are completed by customer, CE Specialist, and the members of the [CE Team](#_CE_Team), when applicable, under the direction of the Certified Business Technical Assistant Consultant (CBTAC). The CBTAC will support the customer by developing the Customized Business Plan.

There are 2 stages in the service delivery of Business Development for CSE:

1. CE Plan which includes Resource Mapping, [Vocational Themes,](#_Wage_Employment) "List of 20”, Identification of possible business concepts including products and services.
2. Customized Business Development and planning which includes the CE Specialists under the direction of a CBTAC assisting with:
	* Informational Interviews related to the “List of 20” and vocational themes to collect information for business concept development;
	* Business Feasibility Researched; and
	* Business Plan Development and Projected Financials.

Note: the CBTAC will create the Business Plan and Financial Spreadsheets.

For more information refer to CE Phase 2 Section [2.4.2 Customized Self Employment](#_6.2_Customized_Self)

### **1.5.4 CE Phase 3 -** Consultative Employment Training and Support (CETS) Services

CETS Services are delivered when a customer enters a Customized Wage Employment position, or a Customized Self-Employment business is launched.

For Customized [Wage Employment](#_Wage_Employment) (CWE) Position:

CETS Services are identified and described in the customer’s CETS Plan. CETS Services facilitate the development of the employer’s and co-worker’s ability to train, work with, and foster successful employment of the customer. Natural and paid community supports can also be established to address support needs, that are necessary for the customer to remain engaged in long-term competitive integrated CE.

CETS Services for CWE:

* Trains or consults with employers, co-workers, or advocates to maximize [Natural Supports](#_Natural_Supports);
* Develops support strategies;
* Provides on-site training that reinforces the employer's expectations and procedures;
* Fosters workplace social interactions;
* Assists the customer in learning of non-work time management including break/lunch periods;
* Arranges accommodations and supports the customer can use to be successful, such as job aids and [Natural Supports](#_Natural_Supports);
* Addresses work issues or employment barriers related to the customer maintaining the employment;
* Negotiates job modifications, new job tasks and/or accommodations in collaboration with the customer, customer’s circle of supports, and employer; and
* Identifies, arranging, and training long-term support providers so the customer can achieve employment stability.

There are 3 stages of CETS Services for CWE:

1. Comprehensive Job Analysis of the customer’s position and development of the CETS Plan.
2. [Ongoing Services](#_Ongoing_Support_Services) including training and supports for the customer and employer.
3. Establishment of [Extended Services](#_Extended_Services_and) for long-term supports for the customer and business.

For more information refer to CE Phase 3 Section [2.5.1 Customized Wage Employment (CWE)](#_7.1_Customized_Wage)

For Customized Self Employment (CSE) Business:

CETS Services are identified and described in the customer’s CETS Plan. The CETS Plan will identify how the customer’s [CE Team](#_CE_Team) will train, assist, and support with aspects of the business.

CETS Services for a CSE business can include:

* Business support strategies;
* Business owner’s training on work assignment/tasks;
* Business owner’s development self-management strategies;
* Fostering work-related social interactions;
* Business owner learning about non-work time management including break/lunch periods; and
* Business owner acquisition of accommodations.

There are 3 stages of CETS Services for CSE:

1. Business Launch.
2. Business Operation including business financials.
3. [Ongoing Supports](#_Ongoing_Support_Services) including training and supports to assist the customer and [CE Team](#_CE_Team) with business operation and establishment [Extended Services](#_Extended_Services_and) for long-term business success.

For more information refer to CE Phase 3 Section [2.5.2 Customized Self Employment](#_7.2_Customized_Self)

### 1.5.5 CE Phase 4 - TWC-VR Customized Wage Employment Job Stability or Customized Self Employment Business Stability and CE Closure

When the customer has completed receiving the CE services based on [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf), TWC-VR determines the customer’s employment (CWE or CSE) is “Stable” and ensures the customer maintains “Stability” for at least 90 days with [Extended Services](#_Extended_Services_and) being funded by resources other than TWC-VR, when applicable.

See the following for more information see CE Phase 4 Section [2.6. Phase 4 - TWC-VR Stability Determination and CE Closure-Service Delivery Requirements](#_2.6._Phase_4)

##  Provider’s Commitments

### 1.6.1 Participation in training, technical assistance, and mentoring:

* 1. For the Provider’s Executive Leadership and Director to:
		1. Complete the [Fundamentals of Customized Employment Training](#_Fundamentals_of_Customized):

The training will include topics such as: An Overview of the CE Project, Comparison of Supported Employment and Customized Employment, High Level review of the TWC-VR Customized Employment Model and a review of the [Essential Elements of Customized Employment](https://vrtac-qm-drupal-shared-files.s3.us-west-2.amazonaws.com/s3fs-public/site-files/prog-perform-qm/cie/Essential-Elements-of-Customized-Employment-for-Universal-Application.pdf).

* + 1. Complete the [GHA’S Organizational Leadership CE Training Series](#_GHA_Organizational_Leadership):

The training will include s comprehensive overview of CE and Identifies the policies and processes required to ensure the best-practices for implementation and sustainability of CE within the provider’s organization.

* + 1. Complete [GHA's Organizational Leadership CE Technical Assistance](#_GHA_Organizational_Leadership_1):

The on-demand technical assistance includes reviewing and revising internal policies and procedures to align with best-practice CE service delivery.

* 1. For the provider’s Director (as defined in TWC-VR SFP Manual Chapter 3, Section 3.4.2 Director) to:
		1. Complete the [GHA CE ACRE Certificate Training:](#_Griffin-Hammis_Associates_(GHA))

A comprehensive 40-hour instructor lead training program on CE, which is approved by the Association for Community Rehabilitation Educators (ACRE). The training covers all the Essential Elements of CE and addresses each of the CE competencies required by ACRE. The program is a 10-week instructor-led course with discussion boards, assignments interactive training techniques, videos or webinars, and activities. Upon completion of all required training components, including course lectures, readings, assignments, and passing the final exam, participants will receive an ACRE certificate in Employment Services with an Emphasis on CE.

* + 1. Complete the [GHA CE Fidelity Training](#_GHA_CE_Fidelity):

The virtual training consists of three 90-minute sessions. Each training covers one of the three [Griffin-Hammis Associates Customized Employment Fidelity Scales](https://www.griffinhammis.com/resources/cefidelityscales/): Discovery Fidelity Scale (DFS); Job Development Fidelity Scale (JDFS); and Consultative Employment Training and Supports Fidelity Scale (CETS FS).

* 1. For provider’s CE Specialist to:
		1. Complete [GHA CE Association of Community Rehabilitation Educators (ACRE) Certificate Training](#_Griffin-Hammis_Associates_(GHA)).
		2. Complete the [GHA CE Fidelity Training.](#_GHA_CE_Fidelity)
		3. Enroll and actively participate in the [GHA CE Mentoring Program](#_GHA_CE_Mentoring_1):

The mentorship program requires CE Specialists to provide services to at least three VR customers, while GHA mentors provide support and technical assistance to ensure that all services meet the requirements of the [CE Fidelity Scales.](https://www.griffinhammis.com/resources/cefidelityscales/)

### Allocating business time and resources:

1. For serving individuals with the [most significant disabilities](#_Most_Significant_Disability) and/or with limited to no work history, to achieve CIE through matching the customer’s unique strengths, abilities, needs, interests, and abilities through CE services.
2. Note: It can take over 10 months to achieve CE services that meets fidelity for a customer.
3. For one Director and a minimum of two employees to work an average of 20 hours a week, or one employee to work an average of 40 hours per week as a CE Specialist.
4. Note: Most weeks, a CE Specialist will spend a minimum of 6 hours with a customer delivering CE Services.
5. For the Director and CE Specialist(s) to fulfill their commitments outlined in [CE Exhibit](https://www.twc.texas.gov/sites/default/files/vr/docs/ce-exhibit-twc.docx), and to demonstrate the Knowledge, Skills and Abilities (KSAs) necessary to support, advocate, implement, delivery CE services to fidelity.
6. Achieving the staff qualifications of an Advanced CE Specialist which on average takes 12-18 months to achieve.
7. For the Director to support, train, assist, and review assigned CE specialist’s service delivery and documentation ensuring it meets the required fidelity.
8. To submit invoices for CE services only after work has been reviewed by their GHA mentor or the after the CE Specialist has become an Advanced CE Specialist.
9. To create, implement, and maintain policy, procedures and practices that support CE best practices and delivery of all phases of CE services to fidelity.
10. To collaborate with GHA and SDSU and TWC-VR in the implementation of CE services including training, mentoring, CE data collection, and [CE fidelity standards](https://www.griffinhammis.com/resources/cefidelityscales/).
11. To explore options available to compensate the CE Specialists and Advanced CE Specialists commensurate with the skills necessary to perform CE with best practice and fidelity.
12. To allow the Director and CE Specialist to:
13. Deliver CE Services that meets best practice and [GHA Fidelity Scale](https://www.griffinhammis.com/resources/cefidelityscales/);
14. Follow the prescribed TWC-VR policy and procedures when implementing CE Services;
15. Meet routinely with customer’s team (customer, customer’s family/supports, CE Specialist, VR staff, etc.) to review and discuss the progress of the CE cases;
16. Collaborate with people with disabilities, family members, direct support professionals, VR staff, Extended Service providers, employers, and business community;
17. Participate in [GHA CE Mentoring Sessions](#_GHA_CE_Mentoring) and their assigned GHA mentor;
18. Participate in [CE Community of Practice (COP);](#_CE_Community_of) and
19. Enter information into the [Credentialing Management System](#_Credentialing_Management_System) and complete tasks in the [GHA CE Mentoring Platform](#_GHA_CE_Mentoring_2) on topics such fidelity and time for task completion related to training, mentoring, and service delivery.
20. Participate in CE Systems Analysis, ongoing program evaluation, continuous quality improvement data collection and the provision of information.

## 1.7 Provider’s Requirements at Application:

An Applicant for an open enrollment solicitation must:

* Be an existing Employment Services Contractor with an active contract with a history of achieving Support Employment placement outcomes.
* Have a history of positive performance in meeting the expectations related to service delivery and documentation as it relates to their existing contract.
* Submit the [Form VR1700, CE Applicant and Provider Certification](https://www.twc.texas.gov/sites/default/files/vr/forms/vr1700-ce-provider-certification-twc.docx) with the Legal Authorized Representative signature indicating their commitment to participate in the CE Project.
* Submit [Form VR1701, CE Director Certification](https://www.twc.texas.gov/sites/default/files/vr/forms/vr1701-ce-director-certification-twc.docx) with the Provider’s Director signature indicating the Director’s commitment to participate in the CE Project.
* Submit a [VR3455, Provider Staff Information Form](https://www.twc.texas.gov/sites/default/files/vr/forms/vr3455-twc.docx) for the Director of the CE Project detailing their qualifications.
* Submit [Form VR1702, CE Specialist Certification](https://www.twc.texas.gov/sites/default/files/vr/forms/vr1702-ce-specialist-certification-twc.docx) with signature(s) for a minimum of two employees who will work an average of 20 hours a week, or one employee who will work an average of 40 hours per week as a CE Specialist.
* Submit a [VR3455, Provider Staff Information Form](https://www.twc.texas.gov/sites/default/files/vr/forms/vr3455-twc.docx) for all CE Specialist participating in the CE Project detailing their qualifications.
	+ Note: The CE Specialist must have a current UNT WISE Job Placement Credential and Work history that demonstrates aptitudes for skills necessary to collaborate with people with disabilities, family members, direct support professionals, VR staff, service providers, employers, and business community.

## 1.8 Provider Selection:

Applications will be review in the order received and accepted as complete by the TWC-VR Consumer Procurement. Qualifications will be reviewed by the date TWC-VR Consumer Procurement declared the Application submission complete. There are a limited number of CE Specialist training and mentoring spot available for TWC-VR sponsorship. Contracts will be awarded until spots are no longer available. For the qualified applicants not awarded a training spot, they will be placed on a wait list and awarded a spot by the date the applicant was determined qualified should another approved applicant become unavailable to participate in the CE Project.

Due to the TWC-VR limited availability to sponsor CE Specialist in training and mentoring, a provider can choose to sponsor staff by paying the rates established in the SDSU contract when arranged with TWC-VR.

# Part 2 – TWC-VR CE Service Model

The contractor and contractor staff who provide services described in this Exhibit must also comply with Chapters 1–3 of the VR [Standards for Providers (SFP) Manual](https://www.twc.texas.gov/programs/vocational-rehabilitation/sfp).

When CE service definition, process and procedures, or outcomes required for payment described in this Exhibit are needed to be altered to better meet a customer's individual needs or circumstances, a Form VR3472, Contracted Service Modification Request, must be completed and approved by the VR Director before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file.

## 2.1Overview of the TWC-VR CE Service Model



The diagram the TWC-VR CE Service Model begins with Discovery. Once Discovery is completed, it is decided if the customer’s case will progress to [Wage employment](#_Wage_Employment) or [Self- Employment.](#_Self-Employment)

For [Wage Employment](#_Wage_Employment), a CE Plan is developed prior to the Customized Job Development. Customized Job Development is provided until the customer obtains a position that meets the CE Plan. Once Customized Job Development is completed, a Job Analysis is performed prior to the customer’s Consultative Employment Training and Supports Plan being completed. After the CETS Plan is completed, the customer receives CETS Services until the VR Counselor determines the customer’s employment is stable. Once the customer’s employment is determined stable, it must remain stable for 90 days. After the 90 days of [job stability](#_Customized_Wage_Employment), the VR counselor reevaluates the customer’s [job stability](#_Customized_Wage_Employment). When the customer’s employment is considered stable the case is closed. If the customer’s employment is not stable, a new CETS Plan will be created, and the process is repeated until the case can be closed.

For [Self-Employment](#_Self-Employment), a CE Plan is completed prior to the Customized Business Development. Customized Business Development is provided until the customer’s Business Plan is created. The Business Plan will assist in the development of the Consultative Employment Training and Supports Plan. After the CETS Plan is developed, the customer receives CETS Services until the VR Counselor determines the customer’s business is stable. Once the customer’s business is determined stable, it must remain stable for 90 days. After the 90 days of [business stability](#_Customized_Self-Employment_(CSE)), the VR counselor reevaluates the customer’s business for stability. When the customer’s case is considered stable the case is closed. If the customer business is not stable, a new CETS Plan will be created, and the process is repeated until the case can be closed.

## 2.2 Applicant, Contractor, and Staff Qualifications

### 2.2.1 Applicant’s or Contractor’s Leadership

Refer to Part 1- Provider’s Commitment for CE Project commitment requirements.

The Legal Authorized Representative, and any governing bodies agree must complete the Form [VR1700, CE Applicant & Provider Certification](https://www.twc.texas.gov/sites/default/files/vr/forms/vr1700-ce-provider-certification-twc.docx) indicating their commitment to the CE Project.

### 2.2.2 Director Qualifications

Director must meet the qualifications and fulfill the requirements in the [TWC-VR SFP Manual Chapter 3, Section 3.4.2 Director](https://www.twc.texas.gov/sites/default/files/vr/policy/vr-sfp-03-twc.docx).

Refer to Part 1- Provider’s Commitment and the Form [VR1701, CE Director Certification](https://www.twc.texas.gov/sites/default/files/vr/forms/vr1701-ce-director-certification-twc.docx) for the Directors responsibilities.

The Director must complete the Form [VR1701, CE Director Certification](https://www.twc.texas.gov/sites/default/files/vr/forms/vr1701-ce-director-certification-twc.docx) indicating their commitment to the CE Project and a [VR3455, Provider Staff Information Form](https://www.twc.texas.gov/sites/default/files/vr/forms/vr3455-twc.docx) at application, when hired or added to the project, or when dismissed from the project or employment is terminated.

### 2.2.3 CE Specialist and Advanced CE Specialist Qualifications

Refer to Part 1- Provider’s Commitment, Sections [2.2.3.1 CE Specialist Qualifications](#CESpecialistQualifications) and [2.2.3.2 Advanced CE Specialist](#AdvancedCESpecialist)

and the [Form VR1702, CE Specialist Certification](https://www.twc.texas.gov/sites/default/files/vr/forms/vr1702-ce-specialist-certification-twc.docx) for CE Specialist and Advanced CE Specialist responsibilities.

The CE Specialist must complete the Form [VR1702, CE Specialist Certification](https://www.twc.texas.gov/sites/default/files/vr/forms/vr1702-ce-specialist-certification-twc.docx) indicating their commitment to the CE Project and a [VR3455, Provider Staff Information Form](https://www.twc.texas.gov/sites/default/files/vr/forms/vr3455-twc.docx) at application, when hired or added to the project, when staff obtain a credential, or when dismissed from the project or employment is terminated.

2.2.3.1 CE Specialist Qualifications

The CE Specialist must have:

* The UNT WISE Job Placement Credential;
* A work history demonstrates aptitudes for skills necessary to collaborate with people with disabilities, family members, direct support professionals, VR staff, service providers, employers, and business community; and
* A commitment to secure employment for individuals with disabilities, including individuals with the most significant impact of disability and/or limited to no work history, into CIE matching the customer’s unique strengths, abilities, needs, interests, and abilities.

To provide CE Services to TWC-VR customers, a CE Specialist must:

* Obtain and maintain the GHA CE Association of Community Rehabilitation Educators (ACRE) Certificate; and
* Enrolled and actively participating in the [GHA CE Mentoring Program](#_GHA_CE_Mentoring_1).

Note: The CE Specialists work must be reviewed by their GHA mentor to ensure fidelity standards are met before submitting with an invoice.

2.2.3.2 Advanced CE Specialist

The Advanced CE Specialist must:

* Meet the qualifications of a CE Specialist, and
* Within a year of the completion of the [GHA CE ACRE Certificate Training](#_Griffin-Hammis_Associates_(GHA)), obtain the GHA Advanced CE Specialist credential demonstrating proficiency in the fidelity of CE.

Note: Advanced CE Specialists must have a case reviewed each year that demonstrates continued proficiency in fidelity standards.

# 2.3 Phase 1 – Discovery - Service Delivery Requirements

## 2.3.1 Stage 1 Discovery-

### 2.3.1.1 Discovery- Stage 1- Service Description

Stage 1 Discovery focuses on “Who the Employment Seeker is Now”. It is anticipated that Stage 1 Discovery will take 2 to 4 weeks from the date of the initial home visit with the CE Specialist spending a minimum of 6 hours per week (12 to 24 hours) per customer. This stage must include observing the customer’s abilities, challenges, and resources, as well as collecting information from professional and nonprofessional supports in the customer’s life.

Stage 1-Discovery includes the following activities:

* Meeting the customer in their home to learn about the customer’s living environment, home supports, routines, habits, behaviors, and daily activities;
* Exploring the customer’s neighborhood and the local community to connect with community members to gather additional insights and information about the customer, and identify neighbors, services, events, topography, modes of transportation, local establishments, culture, and historical heritage;
* Engaging in substantive conversations with at least 3 non-paid individuals who support the idea of the customer obtaining CIE and know the customer’s interests, habits, preferences, needs, routines, friends, circle of supports and resources;
* Engaging with the customer while he/she is participating in a minimum of 3, but preferably 5, familiar activities the customer enjoys, does well, and engages or engaged in routinely such as hobbies, social events, and recreation activities; and
* Reviewing the results of the Stage 1 - Discovery Personal Genius Staging Record with the customer and as applicable with the VR Counselor and the customer’s circle of supports.

### 2.3.1.2 Discovery- Stage 1- Process and Procedures

The CE contractor receives a referral, a service authorization and documentation, such as medical and/or psychological reports, case notes, vocational testing, housing, and/or employment data from the VR Counselor.

The CE Specialist will schedule a home visit, activities, and meetings necessary to conduct the Stage 1-Discovery. When the customer’s home cannot be visited, a mutually acceptable place in the community may be used as the visit location.

CE Specialist completes the CE Activity Report and provides descriptive responses in the Stage 1-Discovery Personal Genius Staging Record.

Once the Stage 1-Discovery Personal Genius Staging Record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

CE Specialist will review the Stage 1 - Discovery Personal Genius Staging Records with the customer, customer’s circle of supports (when applicable) and the VR Counselor.

### 2.3.1.3 Discovery- Stage 1- Outcomes Required for Payment

The CE Specialist completes the tasks and documents in descriptive terms the information required by the service description and the customer’s Stage 1-Discovery Personal Genius Staging Record, including evidence that the CE Specialist:

* Gathered information and made observations to learn about the customer’s living environment, home supports, routines, habits, behaviors, valued possessions, and daily activities at the customer’s home visit or visit at a mutually acceptable place in the community;
* Learned information about the customer’s neighborhood, the local community, and surroundings such as local establishments, services, events, topography, modes of transportation, culture, and historical heritage;
* Connected with and had substantive conversations with at least 3 individuals (friends, family members, or other important people who were not present at the home visit) to build relationships and learn more about the customer;
* Performed Stage 1-Discovery and completed the Stage 1-Discovery Personal Genius Staging Record with Fidelity; and
* Reviewed results of the Stage 1-Discovery Personal Genius Staging Record and obtained the customer’s signature to verity service delivery.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Payment for Stage 1 - Discovery is made when the VR Counselor reviews and approves a complete, accurate, signed, and dated:

* CE Activity Report;
* Stage 1-Discovery Personal Genius Staging Record; and
* Invoice.

### Discovery- Stage 1- Fees

Refer to [Section 2.8.1 Phase 1- Discovery](#_2.8.1_Phase_1-)

## 2.3.2 Stage 2- Discovery

### 2.3.2.1 Discovery- Stage 2 - Service Description

Stage 2-Discovery focuses on “Creating New Opportunities”. It is anticipated that Stage 2 Discovery will take 3 to 6 weeks spending a minimum of 6 hours per week (18 to 36 hours) per customer from the completion of Stage 2. This stage will include the CE Specialist facilitating opportunities for the customer to explore new places, new people, and new activities.

The CE Specialist will observe the customer’s abilities, interests, skills, motivators and assist the customer in the identification of at least 3 [vocational themes.](#_Vocational_Themes)

Stage 2- Discovery includes the following activities:

* Customer’s engagement in 3 to 5 unfamiliar activities so the customer can explore new places, new people, and new activities;
* CE Specialist arranging and facilitating activities that are related to the customer’s preferences, interests, to create opportunities for the customer to connect with community member who have similar interest and skills;
* CE Specialist arranging at least 1 opportunity with a local business for the customer to participate in unfamiliar activities related to the customer’s skills, and potential vocational strengths, abilities, or themes;
* CE Specialist and the customer identifying emerging vocational interests, preferences, and themes;
* CE Specialist arranging 3-5 informational interviews with or for the customer based on the customer’s emerging vocational interest, preferences, and themes;
* CE Specialist and the customer will conduct interviews using conversational techniques and open-ended questions to collect information from individuals within the customer’s neighborhood and the local community that leads to the collection of information about protentional jobs or potential business opportunities for business ownership;
* The identification of at least 3 [vocational themes](#_Wage_Employment); and
* Reviewing the results of the Stage 2-Discovery Personal Genius Staging Record with the customer and as applicable with the VR Counselor and the customer’s circle of supports.

### **2.3.2.2 Discovery- Stage 2 - Process and Procedures**

The CE contractor receives, a service authorization for Stage 2 - Discovery.

The CE Specialist conducts Stage 2 Discovery by arranging and facilitating engagement in familiar activities, unfamiliar activities, business informational interviews and community informational interviews so 3 [vocational themes](#_Wage_Employment) can be identified.

CE Specialist completes the CE Activity Report and provides descriptive responses in the Stage 2-Discovery Personal Genius Staging Record.

Once the staging record is Stage 2 - Discovery Personal Genius Staging Record complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

CE Specialist will review the Stage 2 - Discovery Personal Genius Staging Records with the customer, customer’s circle of supports (when applicable) and the VR Counselor.

### Discovery- Stage 2 -Outcomes Required for Payment

The CE Specialist completes required tasks and documents in descriptive terms the information required by the service description on the customer’s Stage 2-Discovery Personal Genius Staging Record, including evidence that the CE Specialist:

* Arranged 3 to 5 unfamiliar activities for the customer to explore new places, new people, and new activities;
* Identified emerging vocational patterns, preferences, or themes based on information gathered while engaging Stage 2 Discovery activities with the customer;
* Arranged at least one opportunity at a local business for the customer to participate in unfamiliar activities related to the customer’s skills and potential vocational strengths, abilities, or themes;
* Conducted, with the customer, informational interviews with several businesses that align with the customer’s, skills, tasks, interests, and [vocational themes](#_Wage_Employment);
* Created opportunities for the customer to perform new work tasks in a business setting that match his or her skills, interests, or vocational themes;
* Conducted, with the customer, informational interviews using conversational techniques and open-ended questions to collect information from individuals within the customer’s neighborhood and the local community that could possibly lead to a future potential job or business opportunities for business ownership;
* Identified and confirmed at least 3 vocational themes for the customer;
* Performed Stage 2-Discovery and completed the Stage 2-Discovery Personal Genius Staging Record with Fidelity; and
* Reviewed results of the Stage 2-Discovery Personal Genius Staging Record and obtained the customer’s signature to verity service delivery.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Payment for Stage 2 - Discovery is made when the VR Counselor reviews and approves a complete, accurate, signed, and dated:

* CE Activity Report;
* Stage 2 - Discovery Personal Genius Staging Record; and
* Invoice.

### Discovery- Stage 2- Fees

Refer to Refer to [Section 2.8.1 Phase 1- Discovery](#_2.8.1_Phase_1-)

## 2.3.3 Stage 3- Discovery

### 2.3.3.1 Discovery- Stage 3 - Service Description

Stage 3-Discovery focuses on “The Career Narrative Report-Vocational Profile” It is anticipated Stage 3 Discovery will take 1 to 2 weeks spending a minimum of 6 hours per week (6 to 12 hours) per customer.

In Stage 3- The CE Specialist:

* Completes an analysis of all the information collected and documented in Stage 1 and Stage 2 of Discovery to identify three [vocational themes](#_Wage_Employment) for the customer;
* Creates the Career Narrative-Vocational Profile in the Stage 3-Discovery Personal Genius Staging Record;
* Reviews and confirms the agreement with the results documented in the Stage 3 Discovery Personal Genius Staging Record- Career Narrative-Vocational Profile with the customer and as applicable, with the customer’s circle of supports and VR Counselor.

### 2.3.3.2 Discovery- Stage 3 - Process and Procedures

The CE contractor receives, a service authorization for Stage 3-Discovery.

CE Specialist completes the CE Activity Report, an analysis of the information collected during Discovery, and provides descriptive responses the in the Stage 3-Discovery Personal Genius Staging Record- Career Narrative Report.

Once the Stage 3-Discovery Personal Genius Staging Record Career Narrative-Vocational Profile staging record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

CE Specialist will review the Stage 3 - Discovery Personal Genius Staging Records with the customer, customer’s circle of supports (when applicable) and the VR Counselor.

### 2.3.3.3 Discovery- Stage 3 -Outcomes Required for Payment

The CE Specialist completes tasks and documents in descriptive terms all the information required by the service description and on the customer’s Stage 2-Discovery Personal Genius Staging Record, including evidence that the CE Specialist:

* Completed an analysis of all information collected and document in Stage 1 and Stage 2 - Discovery Personal Genius Staging Records and identifies three [vocational themes](#_Wage_Employment) for the customer;
* Documented in descriptive terms all information required in Career Narrative-Vocational Profile in the Stage 3-Discovery Personal Genius Staging Record so the report meets the fidelity standard;
* Obtained the customer’s signature confirming the Career Narrative-Vocational Profile was review with the customer; and
* Completed the CE Activity Report.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Payment for Stage 3 - Discovery is made when the VR Counselor reviews and approves a complete, accurate, signed, and dated:

* CE Activity Report;
* Stage 3-Discovery Personal Genius Staging Record Career Narrative-Vocational Profile; and
* Invoice.

### 2.3.3.4 Discovery- Stage 3- Fees

Refer to Refer to [Section 2.8.1 Phase 1- Discovery](#_2.8.1_Phase_1-)

# 2.4 Phase 2 – Job Development or Business Development-Service Delivery Requirement

## 2.4.1 Customized Wage Employment (CWE)

### 2.4.1.1 Customized Employment (CE) Plan

2.4.1.1.1 CE Plan - Service Description

It is anticipated the CE Plan will be completed 1 to 2 weeks from the date of the Stage 3 Discovery was completed.

The CE Specialist will arrange and facilitate a CE Plan Meeting by:

* Coordinating a meeting with the customer’s [CE Team](#_CE_Team);
* Reviewing the results of the Discovery Personal Genius Staging Records;
* Identifying the 3 [vocational themes](#_Wage_Employment) in the Career Narrative-Vocational Profile;
* Facilitating discussions, brainstorming, and completing activities to create the customer’s CE Plan to identify:
* The customer’s skills, interests, ideal employment conditions, disability disclosure preferences and potential support needs;
* Potential resources for the customer related for job development, [Ongoing Supports](#_Ongoing_Support_Services) and Extended Service for long term supports through Resource Mapping;
* The “List of 20”;
* A minimum of 5 businesses with potential contacts for each Vocational Theme; and
* Job development marketing tools;
* Developing a plan for future CE Planning Meetings; and
* Identifying the next steps for future job development.

The CE Specialist invoices for the time to coordinate and attend the CE Planning meeting.

* + - * 1. CE Plan - Process and Procedures

The CE Specialist arranges and facilities the CE Plan Meeting to establish the customer’s CE Plan.

The CE Specialist completes the CE Activity Report and CE Plan Staging Record.

Once the Stage 1- CWE Job Development-CE Plan Staging Record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

2.4.1.1.3 CE Plan - Outcomes Required for Payment

The CE Specialist completes tasks and documents in descriptive terms the information required by the service description and on the customer’s Customized Wage Employment (CWE) Job Development-CE Plan Staging Record, including evidence that the CE Specialist:

* Arranged and facilitated the CE Plan Meeting to establish the customer’s CE Plan; and
* Documented in descriptive terms all information required in the CWE Job Development-CE Plan Staging Record so the report meets the fidelity standard;
* Obtained the customer’s signature confirming agreement with the CE Plan; and
* Completed the CE Activity Report.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Payment for Stage 1 – CWE Job Development – CE Plan is made when the VR Counselor reviews and approves a complete, accurate, signed, and dated:

* CE Activity Report;
* Stage 1- CWE Job Development-CE Plan Staging Record; and
* Invoice.

2.4.1.1.4 Plan - Fees

Refer to Section [2.8.2 Phase 2 Job Development and Business Development](#_2.8.2__Phase)

## 2.4.1.2 Job Development

2.4.1.2.1 Job Development - Service Description

Customized Wage Employment (CWE)- Job Development activities should happen routinely (weekly/monthly) as identified in the customer’s CE Plan and in CE Team Meetings.

All job development will be based on the customer’s ideal employment conditions, skills, interests, disability disclosure preferences, and [vocational themes](#_Wage_Employment) outlined in the CE Plan. The CE Plan may be updated, when applicable.

CWE Job Development creates employment through negotiation of job duties with an employer instead of using the traditional approach of matching a person to an existing job. A created CE position must meet the specific needs of a customer and unmet business needs of the employer.

The customer should engage in job development activities with the CE Specialist when the customer’s circumstance supports the engagement. The customer’s [CE Team](#_CE_Team) should assist with job development activities such as making initial contact with potential businesses when there is a relationship or connection.

The CE Specialist and the CE Team Members, as applicable, create and update existing job development tools such as video resumes, media brochures and presentations to highlight the customer’s skills, strengths, and accomplishments relevant to a vocational theme or business.

The CE Specialist arranges and facilitates CE Planning Meetings with the customer, VR Counselor or CE Team, as necessary, to review the customer’s progress in securing a customized position, to plan future job development opportunities and to adjust the CE Plan when applicable.

CWE Job Development activities include, but are not limited to:

* Identifying businesses through a CE Team contacts, relationships, and interacting with the business community;
* Creating and updating marketing tools the customer can use during job development such as video resumes, media brochures and/or a presentation that highlights the customer’s skills and accomplishments;
* Researching businesses;
* Making cordial contacts with potential businesses;
* Scheduling informational interviews;
* Conducting or guiding a customer in the completion of informational interviews;
* Building relationships with businesses;
* Conducting job analysis of potential job matches;
* Identifying unmet needs of a potential employer;
* Creating a plan to share the customer’s job development tools with businesses;
* Creating a business proposal for the potential employer on how the customer could meet unmet needs for the business;
* Working with the potential employer to negotiate a win-win situation so that the business’s unmet needs and the customer’s needs are met with a position being secured for the customer;

CWE- Job Development ends when a CE position has been secure for the customer meeting the criteria in the CE Plan.

2.4.1.2.2 Job Development - Process and Procedures

The CE Specialist receives a service authorization for CWE Job Development.

The CE Specialist:

* conducts CWE Job Development Activities,
* creates and updates existing job development tools, and
* conducts and facilitates CE Planning Meetings.

The expectation is that job development activities will be conducted as frequently as outlined in the CE Plan or as identified in CE Team Meetings.

The CE Specialist completes the CE Activity Report and provides descriptive responses in the Stage 2-Job Development Staging Record.

Once the Stage 2- Job Development Staging Record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

2.4.1.2.3 Job Development - Outcomes Required for Payment

The CE Specialist completes required tasks and documents in descriptive terms the information required by the service description on to the customer’s Job Development Staging Record, including evidence of CE Specialist:

* Conducted CWE Job Development Activities necessary to secure a customized position for the customer;
* Arranged and facilitated the CE Plan Meeting routinely to review the customer’s progress in securing a customized position, plan future job development opportunities, and adjust the CE Plan, when applicable;
* Documented in descriptive terms all information required in the Stage 2- Job Development Staging Record so the report meets the fidelity standard;
* Obtained the customer’s signature confirming service delivery; and
* Completed the CE Activity Report.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Customized Wage Employment Job Development Services are invoiced monthly (approximately 28 days).

Payment for CWE Job Development is made when the VR Counselor reviews and approves a complete, accurate, signed, and dated:

* CE Activity Report;
* Stage 2- Job Development Staging Record; and
* Invoice.

2.4.1.2.4 Job Development - Fees

Refer to Section [2.8.2 Phase 2 Job Development and Business Development](#_2.8.2__Phase)

## 2.4.2 Customized Self-Employment (CSE)

### 2.4.2.1 Customized Employment (CE) Plan

2.4.2.1.1 CE Plan - Service Description

It is anticipated the CE Plan will be completed 1 to 2 weeks after the completion date of the Stage 3 Discovery.

Customized Self Employment (CSE) businesses are typically small and require a [CE Team](#_CE_Team) approach in planning and supporting the business owner (customer). A CE Self-Employment business must meet the specific needs of a customer and a community’s unmet need through the development of a Self-Employment business plan.

The CE Specialist will arrange and facilitate a CE Plan Meeting by:

* Coordinating a meeting with the customer’s [CE Team](#_CE_Team);
* Reviewing the results of the Discovery Personal Genius Staging Records;
* Identifying the 3 [vocational themes](#_Wage_Employment) in Career Narrative-Vocational Profile;
* Facilitating discussions, brainstorming, and completing activities to create the customer’s CE Plan to identify:
	+ The customer’s skills, interests, ideal employment conditions, disability disclosure preferences, and potential support needs;
	+ Possible business concepts;
	+ Resource mapping to identify supports to assist with research and the development of:
* Identifying potential of goods or services;
* Developing a business idea;
* Exploring business feasibility; and
* Project Business Financials;
* Developing a plan for future CE Planning Meetings; and
* Identifying the next steps for future job development.

A Certified Business Technical Assistant Consultant (CBTAC) will be part of the [CE Team](#_CE_Team) and is responsible for the development of the business idea, feasibility studies, writing the business plan, and creating the business financials. Under the direction of the CBTAC, the CE Specialist and [CE Team](#_CE_Team) assist with business development activities.

The CE Specialist will invoice for the time to coordinate and attend the meeting.

2.4.2.1.2 CE Plan - Process and Procedures

CE Specialist receives, a service authorization for CSE CE Plan.

CE Specialist in coordination with the Certified Business Technical Assistance Consultant (CBTAC) arranges and facilities the CE Plan Meeting to establish the customer’s CE Plan and Completes the Stage 1- Business Development Staging Record - CE Plan Staging Record.

Once the Stage 1- Business Development- CE Plan staging record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

2.4.2.1.3 CE Plan - Outcomes Required for Payment

The CE Specialist completes tasks and documents in descriptive terms all the information required by the service description and the Stage 1- Business Development- CE Plan Staging Record, including evidence that the CE Specialist:

* Arranged and facilitated the CE Plan Meeting to establish the customer’s CE Plan;
* Documented in descriptive terms all information required in the Stage 1- Business Development- CE Plan so the report meets the Fidelity Standard;
* Obtained the customer’s signature confirming agreement with the CE Plan; and
* Completed the CE Activity Report.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Payment for Stage 1 Business Development - CE Plan is made when the VR Counselor approves a complete, accurate, signed, and dated:

* CE Activity Report;
* Stage 1- Business Development- CE Plan Staging Record; and
* Invoice.

2.4.2.1.4 CE Plan - Fees

Refer to Section [2.8.2 Phase 2 Job Development and Business Development](#_2.8.2__Phase)

### 2.4.2.2 Business Development

2.4.2.2.1 Business Development - Service Definition

It is a best practice for the CE Specialist to assist with business development activities routinely (weekly/monthly) as identified in the customer’s Customized Self Employment (CSE) Plan. Business Development includes exploring a business idea(s), developing a business idea(s), and researching the business ideas feasibility.

Ultimately Certified Business Technical Assistant Consultant (CBTAC) will be responsible for the development of the business idea, feasibility studies, writing the business plan and creating the business financials.

All Business Development will be based on the customer’s ideal employment conditions, skills, interests, disability disclosure preferences, and [vocational themes](#_Wage_Employment) outlined in the CE Plan.

The customer must engage in their Business Idea Exploration, development of the Business Idea, and Feasibility Research activities when the customer’s circumstance supports the engagement.

The CE Specialist, the customer’s VR Counselor, and the [CE Team,](#_CE_Team) as applicable, assist with the business development activities under the direction of the CBTAC. As applicable, the responsibilities of business development will be outlined in the CE Plan and may include:

* Exploring a business idea(s);
* Developing a business idea;
* Researching the business idea’s feasibility; and
* Developing the comprehensive business plan.

CE Specialist, under the direction of a CBTAC, may assist with supporting activities that include, but are not limited to:

* Identifying the disability disclosure preferences;
* Identifying and describing potential goods or services;
* Informational interviews to collect information from existing business owners to identify unmet needs that could be developed into a business idea;
* Developing of potential business ideas;
* Creating a proposal for business within another business;
* Researching competition related to the products or service;
* Identifying factors necessary for success of the business operation;
* Identifying potential sale/marketing opportunities;
* Testing business ideas;
* Completing an analysis of the business to identify training and support needs related to the customer’s business operation;
* Preparing the business;
* Identifying and locating service and supports needs of the business/customer;
* Developing business financials; and/or
* Developing a business plan.

CE Specialist in coordination with the CBTAC, will arrange and facilitate ongoing CE Meetings, as necessary to review the customer’s progress in Business Development and Feasibility Research and to assign activities CBTAC is requesting assisting in completing.

For information on how TWC-VR defines Self-Employment see Section 2 Definitions, [Self-Employment.](#_Self-Employment)

**2.4.2.2.2 Business Development -** Process and Procedure

CE Specialist receives a service authorization for CSE Business Development.

The expectation is that business development activities will be conducted as outlined in the CE Plan and/or assigned by the Certified Business Technical Assistant Consultant (CBTAC).

CE Specialist in coordination with the CBTAC, may arrange and facilitate ongoing CE Meetings, to review the customer’s progress in Business Development and Feasibility Research and to assign activities to the [CE Team](#_CE_Team).

CE Specialist completes the CE Activity Report and provides descriptive responses in the Stage 2- Business Development Staging Record.

Once the Stage 2 Business Development Staging Record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

2.4.2.2.3 Business Development - Outcomes Required for Payment

The CE Specialist completes business development activities assigned by the Certified Business Technical Assistant Consultant (CBTAC) or outlined in the CE Plan and documents in descriptive terms all information required by the service description on customer’s Stage 2- Business Development Staging Record, including evidence the CE Specialist assisted with:

* Exploring a business idea(s);
* Developing a business idea;
* Researching the business ideas feasibility;
* Arranging and facilitating CE Planning Meeting jointly with the CBTAC;
* Documenting in descriptive terms all the information required in the Stage 2- Business Development Staging Record so the report meets the fidelity standard;
* Obtaining the customer’s signature confirming service delivery; and
* Completing the CE Activity Report.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Customized Self Employment Business Development Services are invoiced monthly (approximately 28 days).

Payment for Customized Self Employment (CSE) Business Development is made when the VR Counselor reviews and approves a complete, accurate, signed, and dated:

* CE Activity Report;
* Stage 2 Business Development Staging Record; and
* Invoice.

2.4.2.2.4 Business Development - Fees

Refer to Section [2.8.2 Phase 2 Job Development and Business Development](#_2.8.2__Phase).

# 2.5 Phase 3 - Consultative Employment Training and Support (CETS) Services-Services Delivery Requirements

## 2.5.1 Customized Wage Employment (CWE)

### 2.5.1.1 Job Analysis and Consultative Employment Training and Support (CETS) Plan

2.5.1.1.1 Job Analysis and CETS Plan - Service Description

The customer’s customized position has been secured, but the customer has not begun employment.

Consultative Employment Training and Supports (CETS) Services will assist the customer in maintaining a customized CIE position long term. Before the CETS services can be implemented, a CETS Plan must be created which begins with the completion of a comprehensive job analysis.

The CE Specialist:

* Conducts a comprehensive job analysis of the customer’s secured position focusing on job tasks, required skills, work and nonwork routines, unspoken/unwritten rules, co-work/employer training and [Natural Supports;](#_Natural_Supports)
* Collaborates with the employer to develop the Customized Wage Employment (CWE) CETS Plan for the customer and the business that identifies accommodations, job aides, training, and supports that the customer will need to be successful;
* Identifies [Extended Services](#_Extended_Services_and) (long-term supports) providers funded by other local or state agencies or Social Security, private pay, and/or [Natural Supports](#_Natural_Supports) that the customer will need to reach [Job Stability](#_Customized_Wage_Employment) and to maintain long term [Competitive Integrated Employment (CIE)](#_Competitive_Integrated_Employment);
* Reviews the CETS plan with the employer before to the customer’s first day on the job; and
* Identifies the next steps for CETS services.

When necessary, the CE Specialist will assist the customer with any onboarding paperwork with the employer.

CE Specialist arranges and facilitates CETS Plan Meetings with the customer, VR Counselor or [CE Team](#_CE_Team), as necessary, to review the customer’s CETS Plan and to adjust the CETS Plan when applicable.

CE Specialist invoices for the time to coordinate and attend the meeting.

2.5.1.1.2 Job Analysis and CETS Plan - Process and Procedures

CE Specialist receives a service authorization for Stage 1- Job Analysis and CETS-Plan.

The CE Specialist:

* Arranges a time with the employer to conduct the comprehensive job analysis;
* Completes the comprehensive Job Analysis;
* Creates the CETS Plan; and
* Reviews the CETS Plan with the customer and employer before the customer’s first day on the job.

CE Specialist completes the CE Activity Report and provides descriptive responses in the Stage 1- CETS Job Analysis and Plan- Staging Record.

Once the CETS Job Analysis and Plan-Staging Record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

2.5.1.1.3 Job Analysis and CETS Plan - Outcomes Required for Payment

The CE Specialist completes the tasks and documents in descriptive terms the information required by the service description and the customer’s Stage 1- Job Analysis and CETS Plan – Staging Record, including evidence that the CE Specialist;

* Conducted the comprehensive Job Analysis;
* Collaborated with the employer in the development of the CETS Plan;
* Reviewed the final CETS Plan with the employer;
* Identified [Extended Services;](#_Extended_Services_and)
* Reviewed the CETS Plan with the customer and the customer’s [CE Team](#_CE_Team), when applicable;
* Obtained the customer’s signature confirming agreement with the CETS Plan; and
* Identified the next steps for CETS services.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Payment for Stage 1 –Job Analysis and CETS Plan is made when the VR Counselor reviews and approves a complete, accurate, signed, and dated.

* CE Specialist Activity Report;
* CETS Job Analysis and Plan-Staging Record; and
* Invoice.

2.5.1.1.4 CWE- Job Analysis and CETS Plan - Fees

Refer to Section [2.5 Phase 3 Consultative Employment and Support Services](#_2.5_Phase_3)

### 2.5.1.2. CETS Services

2.5.1.2.1 CETS - Service Description

During Consultative Employment Training Services (CETS) services, the CE Specialist provides onsite support to both the customer and the customer’s employer as outlined in the CETS Plan. CETS service will gradually reduce as the customer gains skills and independence, and/or long-term support needs are transferred to an Extended Service provider funded by other local or state agencies or Social Security, private pay, and/or [Natural Supports](#_Natural_Supports). CE Specialist will train Extended Service providers in the skills necessary to support the customer long-term in their customized position.

For a customer to be considered “Job Stable” within their CE position all CETS services must have faded or transferred to an [Extended Services](#_Extended_Services_and) provider through local or state agencies or Social Security, private pay, and/or [Natural Supports](#_Natural_Supports). TWC-VR cannot fund [Extended Services](#_Extended_Services_and) for an adult VR customer. Under special circumstances, VR may purchase [Extended Services](#_Extended_Services_and) for VR customers who are youth with disabilities.

Once the CE Specialist has faded from providing intensive CETS services they must at a minimum, make 2 visits with the customer at or away from the employment site and must make a minimum of 1 visit with the employer every 28 days until the VR Counselor determines the Customer’s case is stable at described in Section [2.6.1Determination of Customized Wage Employment Job Stability or Customized Self Employment Business Stability](#_8.1_TWC-VR_90).

CETS activities include, but are not limited to:

* Training or consulting with employers, co-workers, or advocates to maximize [Natural Supports](#_Natural_Supports);
* Providing on and off jobsite supports to help the customer adjust to the demands of the integrated work environment;
* Providing on-site training that reinforces the employer's expectations and procedures;
* Supporting the customer in acclimating to the workplace culture and etiquette;
* Addressing interpersonal skills necessary to be accepted as a worker at the job site and in related community contacts;
* Facilitating communication between the customer, co-workers, and supervisors;
* Arranging accommodations and supports the customer can use to be successful, such as job aids and [Natural Supports](#_Natural_Supports);
* Negotiating job modifications, new job tasks and/or accommodations in collaboration with the customer, customer’s circle of supports, and employer;
* Identifying cost effective assistive technology or other aides that will help the employee perform job functions;
* Training Natural and Extended Support providers who will provide long-term supports to the customer to foster long-term employment;
* Addressing work issues or employment barriers related to maintaining the employment;
* Training in work-related behaviors and skills to ensure job retention (for example, grooming or anger management);
* Attending meetings to resolve problems with company personnel or support systems to ensure job retention;
* Attending meetings with customer’s managers and supervisors to gather input, discuss support needs of the customer and business and identify a plan of action to meet support needs; and
* Identifying, arranging, and training long-term support providers so the customer can achieve employment stability.

The CE Specialist arranges and facilitates the CETS Planning Meeting, as necessary, to update the customer’s CETS Plan with the customer and the customer’s [CE Team](#_CE_Team) focusing on training and supports necessary for the customer to maintain long-term competitive integrated Wage Employment.

2.5.1.2.2 CETS Services - Process and Procedures

CE Specialist receives a service authorization for Customized Wage Employment (CWE) Consultative Employment Training Supports (CETS) Services.

CE Specialist provides onsite training and supports to both the customer and the customer’s employer as outlined in the CETS Plan.

The CE Specialist arranges and facilitates CETS Planning Meeting, as necessary, to update the customer’s CETS Plan with customer and the customer’s [CE Team](#_CE_Team).

The customer receives CETS Services until the customer achieves [CWE Job stability.](#_Customized_Wage_Employment)

CE Specialist works with the customer and the customer’s [CE Team](#_CE_Team) to identify long-term support needs and potential providers to deliver the supports. CE Specialist ensures all long-term supports are transferred to Extended Service providers that are funded by other local or state agencies or Social Security, private pay, and/or [Natural Supports.](#_Natural_Supports)

CE Specialist completes the CE Activity Report and provides descriptive responses in the Stage 3- CETS Staging Record monthly.

Once the CETS Services service Staging Record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

2.5.1.2.3 CETS - Outcomes Required for Payment

The CE Specialist completes tasks and documents in descriptive terms all information required by on customer’s CETS Services Staging Record, including evidence the CE Specialist conducted CETS Services activities based on the customer’s individual needs and the needs of the business.

When the CE Specialist has faded from providing intensive CETS services they must at a minimum, make 2 visits with the customer at or away from the employment site and must make a minimum of 1 visit with the employer every 28 days.

Customized Wage Employment (CWE) CETS Service are invoiced monthly (approximately 28 days).

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

CE Specialist must obtain the customer’s signature to verity service delivery.

Payment for CETS services is made when the VR Counselor approves a complete, accurate, signed, and dated:

* CE Specialist Activity Report;
* CETS Services service Staging Record; and
* Invoice.

2.5.1.2.4 CETS Service - Fees

Refer to [Section 2.8.3 Phase 3 Consultative Employment and Support Services](#_2.8.3__Phase)

## 2.5.2 Customized Self-Employment (CSE)

### 2.5.2.1 Consultative Employment Training and Support (CETS) Plan

2.5.2.1.1 CETS Plan - Service Definition

The Business Plan has been approved, but the business has not launched.

Consultative Employment Training Supports (CETS) Services assists the customer in business launch, with training, and setting up supports so the customer can achieve long-term business operation. Before the CETS services can be implemented a CETS Plan has to be created.

The CE Specialist:

* Reviews the Business Plan’s Operation Plan to identify training, supports or consulting needs related to launching and running the customer’s business;
* Collaborates with the customer and the customer’s [CE Team](#_CE_Team) to develop the CETS Plan to outline training and supports necessary for the customer to perform the business operations tasks such as advertising, marketing, production, sales, business financials, licenses, and registrations;
* Identifies [Extended Services](#_Extended_Services_and) (long-term supports) providers funded by other local or state agencies or Social Security, private pay, purchasing business services (accountant, payroll, etc.) and/or [Natural Supports](#_Natural_Supports) that the customer will need to reach [Business Stability](#_Customized_Self-Employment_(CSE)) and to maintain long term CIE;
* Reviews the CETS plan with the customer and the customer’s [CE Team](#_CE_Team) before the business launch; and
* Assists the customer and the customer’s [CE Team](#_CE_Team) in hiring employees and/or arranging or purchasing services necessary for business launch.

CE Specialist arranges and facilitates CETS Meetings with the customer, as necessary, to discuss the business’ operations and to review the customer’s CETS Plan when applicable.

2.5.2.1.2 CETS Plan - Process and Procedures

CE Specialist receives, a service authorization for CSE CETS Plan.

The CE Specialist:

* Reviews the customer’s Business Plan and consults with the Certified Business Technical Assistant Consultant (CBTAC), as necessary;
* Arranges and facilitates the CE Meeting with the customer and the customer’s [CE Team](#_CE_Team) including the CBTAC to collaborate on the customer’s potential support and training needs related to business launch and operation;
* Creates the CETS Plan; and
* Reviews the CETS Plan with the customer and the VR Counselor before Business launch.

When applicable the CE Specialist will assist the customer and the customer’s [CE Team](#_CE_Team) in hiring employees and/or arranging or purchasing services necessary for business launch.

CE Specialist completes the CE Activity Report and provides descriptive responses in the Stage 1- CETS- Plan Staging Record.

Once the CETS Plan-Staging Record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

2.5.2.1.3 CETS Plan - Outcomes Required for Payment

The CE Specialist completes tasks and documents in descriptive terms all information required by the service description on the customer’s Stage 1- CETS- Plan- Staging Record including evidence that the CE Specialist:

* Reviewed the customer’s Business Plan and consulted with the CBTAC, as necessary;
* Arranged and facilitated the CE Meeting with the customer and the customer’s [CE Team](#_CE_Team), including the CBTAC, to collaborate on the customer’s potential support and training needs related to business launch and operation;
* Created the CETS Plan;
* Reviewed the CETS Plan with the customer and the VR Counselor before Business Launch;
* Obtained the customer’s signature confirming agreement with the CETS Plan; and
* Identified the next steps for CETS services.

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

Payment for Stage 1- CETS Plan- Staging Record is made when the VR Counselor approves a complete, accurate, signed, and dated:

* CE Specialist Activity Report.
* CETS Plan-Staging Record; and
* Invoice.

2.5.2.1.4 CETS Plan - Fees

Refer to [Section 2.8.3 Phase 3 Consultative Employment and Support Services](#_2.8.3__Phase)

### 2.5.2.2 CETS Services

2.5.2.2.1 CETS Service - Description

During Customized Employment Training Support (CETS) services the business is launched and supports are put into place to foster business success. CE Specialist provides training and supports to both the customer and the customer’s [CE Team](#_CE_Team) based on the CETS Plan.

CETS service will gradually reduce as the customer gains skills and independence, or long-term support needs are transferred to an Extended Service provider. CE Specialist will train Extended Service providers in the skills necessary to support the customer’s long-term business ownership.

For a customer to be considered [CSE Business Stable](#_Customized_Self-Employment_(CSE)) with in their CE Business all CETS services must have faded or transferred to an [Extended Services](#_Extended_Services_and) provider through local or state agencies or Social Security, private pay, and/or [Natural Supports](#_Natural_Supports). TWC-VR cannot fund Extended Services for an adult VR customer. Under special circumstances, VR may purchase Extended Services for VR customers who are youth with disabilities.

Once the CE Specialist has faded from providing intensive CETS services they must at a minimum, make 2 visits with the customer at or away from the employment site and must make a minimum of 1 visit with the employer every 28 days until the VR Counselor determines the customer’s case is stable at described in Section [2.6.1Determination of Customized Wage Employment Job Stability or Customized Self Employment Business Stability.](#_8.1_TWC-VR_90)

Customized Self Employment (CSE)-CETS activities can include, but are not limited to:

* Assisting with business start-up;
* Providing on-site training to assist with the Business Plan implementation;
* Supporting the customer in acclimating to owning a business and understanding ownership responsibilities;
* Training, supporting, or consulting in business ownership tasks such as advertising, marketing, sales, licenses, registrations, accounting, monthly reporting of net profit or loss;
* Training, supporting, or consulting with paid (accountants, employees, etc.) and/or Natural Extended Service providers who will provide long-term supports to the customer’s business operations;
* Providing on and off the business site supports to help the customer adjust to the demands of business ownership;
* Facilitating meetings to resolve problems with customer’s business personnel or support systems to ensure successful business operations;
* Addressing employment barriers related to business ownership;
* Identifying accommodations and supports the customer can use to be successful with business ownership;
* Identifying cost effective assistive technology or other aides that will help the customer run the business;
* Helping the customer in adjusting to owning a business;
* Assisting with resolution of any problematic or concerns that have emerged related to the customer’s business ownership;
* Addressing interpersonal skills and communication skills necessary for interacting with [Natural Supports](#_Natural_Supports), paid supports, and the business’s customers;
* Assisting in business monitoring and maintenance;
* Meeting with the customer and customer’s [CE Team](#_CE_Team) to gather input, discuss unmet support needs of the customer and identify a plan of action to meet support needs; and
* Organizing and facilitating CETS Planning Meetings.

CE Specialist will arrange and facilitate CETS Meetings, as necessary, to review the customer’s business operations, and to review and adjust the customer’s CETS Plan when applicable.

2.5.2.2.2 Consultative Training and Support Services - Process and Procedures

CE Specialist receives a service authorization for Customized Self Employment (CSE) CETS services.

CETS Services are invoiced monthly (approximately 28 days).

The customer receives CSE CETS services until the [CSE Business Stability](#_Customized_Self-Employment_(CSE)) is achieved.

CE Specialist provides any necessary training and supports to both the customer and the customer’s [CE Team.](#_CE_Team)

CE Specialist arranges and facilitates CETS Meetings, as necessary, to review the customer's Business Operations, and to review and adjust the customer’s CETS Plan when applicable.

CE Specialist works with the customer and the customer’s [CE Team](#_CE_Team) to identify long-term support needs and potential providers to deliver the supports. CE Specialist ensures any long-term supports are transferred to the [Natural Supports](#_Natural_Supports), funded Extended Service providers and/or arranged or purchased services.

CE Specialist completes the CE Activity Report and provides descriptive responses in the CSE CETS Staging Record.

Once the CSE CETS service Staging Record is complete:

* CE Specialist will submit staging record to their GHA mentor, for a Fidelity Review, before submitting it with an invoice to TWC-VR; or
* Advanced CE Specialist submits staging record, with the invoice, for quality standard review by the VR Counselor. If the VR Counselor is unsure whether it meets quality standards, the VR Counselor may request a GHA Authorized CE Fidelity Reviewer complete a Fidelity Review before paying the invoice.

The CE Specialist will complete the CSE CETS Staging Record and submit monthly with an invoice.

2.5.2.2.3 CETS Services - Outcomes Required for Payment

The CE Specialist completes tasks and documents in descriptive terms all information required by customer’s Stage 2- CSE-CETS services Staging Record, including evidence that the CE Specialist conducted CS-CETS activities based on the customer’s individual needs, the needs of the customer’s business and the CETS Plan.

CSE CETS Service are invoiced monthly (approximately 28 days).

All service delivery must meet the [Griffin-Hammis Associates Fidelity Standards](https://www.griffinhammis.com/wp-content/uploads/2023/10/DFS-v3-March-2022.pdf).

CE Specialist must obtain the customer’s signature to verity service delivery.

Payment for CSE CETS services is made when the VR Counselor approves a complete, accurate, signed, and dated:

* CE Specialist Activity Report;
* CSE CETS service Staging Record; and
* Invoice.

2.5.2.2.4 CETS – Fees

Refer to [Section 2.8.3 Phase 3 Consultative Employment and Support Services](#_2.8.3__Phase)

# 2.6. Phase 4 - TWC-VR Stability Determination and CE Closure-Service Delivery Requirements

## 2.6.1 TWC-VR Customized Wage Employment (CWE) Job Stability or Customized Self Employment (CSE) Business Stability and CE Closure

### 2.6.1.1 Determination of Customized Wage Employment (CWE) Job Stability or Customized Self Employment (CSE) Business Stability

2.6.1.1.1 Determination of CWE Job Stability or CSE Business Stability - Service Definition

CE Specialist arranges and coordinates a Stability Meeting to review the customer’s case for either [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) with the customer, VR Counselor, and the customer’s circle of support, when applicable.

The VR Counselor will make the final determination if the customer’s employment has achieved either [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability .](#_Customized_Self-Employment_(CSE))

2.6.1.1.2 Determination of CWE Job Stability or CSE Business Stability - Process and Procedures

CE Specialist receives a service authorization for CWE Job Stability or CSE Business Stability Determination.

CE Specialist arranges and coordinates a Stability Meeting with the customer, VR Counselor, and the [CE Team](#_CE_Team) and/or customer’s circle of support, when applicable.

The Stability Meeting is conducted to discuss the customer’s employment or business ownership circumstances, so the VR Counselor has the required information to determine if the customer’s employment is stable.

If the customer is considered [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)), the case will move into 90-day phase of Job or Business Stability so the case can meet the requirements for case closure.

If the customer is considered not stable, the case will continue to CETS Services until the customer’s case is determined either [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) or the customer’s circumstances require a change in the IPE.

CE Specialist invoices for the time to coordinate and attend the meeting.

2.6.1.1.3 Determination of CWE Job Stability or CSE Business Stability- Outcomes Required for Payment

The CE Specialist must have:

* Arranged and coordinated the Stability Meeting with the customer, VR Counselor, and the [CE Team](#_CE_Team) and/or customer’s circle of support, when applicable, to review the customer’s employment for [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)); and
* Attended and actively participated in discussions in the Stability Meeting that are necessary to evaluate the customer’s [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)).

Payment is made after the meeting when the [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) determination has been made by the VR Counselor and the VR Counselor approves a complete, accurate, signed and dated:

* CE Activity Report, and
* Invoice.

2.6.1.1.4 Determination of CWE Job Stability or CSE Business Stability - Fees

Refer to Section [2.8.4 Phase 4 TWC-VR Job or Business Stability Determination and CE Closure](#_2.8.4_Phase_4)

### 2.6.1.2 Customized Wage Employment (CWE) or Customized Self Employment (CSE) Service Closure

2.6.1.2.1 Customized Wage Employment or Customized Self Employment Service Closure - Service Definition

The customer has maintained [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) for 90 days from the date stability was determined.

The CE Specialist’s role is to monitor the customer’s employment by:

* Conducting a minimum of two visits with the customer;
* Conducting a minimum of one visit with either the:
* Customer’s employer every 30 days; or
* Customer’s [CE Team](#_CE_Team) supporting the customer in successful business ownership every 30 days; and
* Ensuring the customer is receiving the necessary supports, training, and accommodations provided through [Extended Services](#_Extended_Services_and).

After the customer has completed 90 days of [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)), the CE Specialist arranges and coordinates a Closure Meeting with the VR Counselor, customer, and the customer’s circle of support, if applicable, to review the customer’s case for CE service closure.

The VR Counselor will make the final determination if the customer has maintained [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) for 90 days.

2.6.1.2.2 Customized Wage Employment (CWE) or Customized Self Employment (CSE) Service Closure - Process and Procedures

CE Specialist receives a service authorization for either 90 days of Successful CWE Job Stability for CE Closure or 90 days of CSE Business Stability for CE Closure.

Customer maintains successful employment for 90 days with all supports being provided by [Extended Services](#_Extended_Services_and) providers. CE specialist makes the required visits every 30 days.

CE Specialist arranges and coordinates a Closure Meeting.

The Closure Meeting is held so the VR Counselor can determine if the customer has maintained either [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) for 90 days to achieve CWE Closure or CSE Closure.

CE Specialist completes the CE Activity Report and provides descriptive responses in the 90 days of Stability Report.

CE Specialist invoices for required visits and the time to coordinate and attend the Closure Meeting

2.6.1.2.3 Customized Wage Employment (CWE) or Customized Self Employment (CSE) Service Closure - Outcomes Required for Payment

Customer maintained successful employment with all supports and training being provided by [Extended Services](#_Extended_Services_and) with the CE Specialist only monitoring the customer’s case for either 90 days of [CWE Job Stability](#_Customized_Wage_Employment); or 90 days of [CSE Business Stability](#_Customized_Self-Employment_(CSE)).

The CE Specialist:

* Monitored the customer’s employment, and [Extended Services](#_Extended_Services_and) every 30 days by making both:
* the required two visits with the customer; and
* one visit with either:
* the customer’s employer; or
* the customer’s [CE Team](#_CE_Team) supporting the customer in successful ownership.
* Arranged and coordinated the Closure Meeting with the customer, VR Counselor, and the customer’s circle of support, when applicable, after the customer’s 90th day of either [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) date to review the customer’s employment; and
* Attended the Closure Meeting and actively participated in the discussions necessary to evaluate the customer’s achievement of 90 days [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) for service closure.

Payment for 90 days of CWE Job Stability or 90 days of CSE Business Stability is made after the VR Counselor has determined the customer has achieved 90 days of [CWE Job Stability](#_Customized_Wage_Employment) or [CSE Business Stability](#_Customized_Self-Employment_(CSE)) at the Closure Meeting and the VR Counselor approves a complete, accurate, signed, and dated:

* CE Activity Report;
* 90 days of Stability Report, and
* Invoice.

2.6.1.2.4 Customized Wage Employment (CWE) or Customized Self Employment (CSE) CE Service Closure - Fees

Refer to Section [2.8.4 Phase 4 TWC-VR Job or Business Stability Determination and CE Closure](#_2.8.4_Phase_4)

# 2.7. Exemplary CE Premium-Service Delivery Requirements

The Advanced CE Specialist is eligible to invoice for the Exemplary CE Premium when they have:

* A Fidelity Proficiency Score of Exemplary (60-78), and
* Delivered all services meeting all requirements for a CE Services described above. [2.8. Customized Employment Service Fees.](#_2.8._Customized_Employment)

A contractor cannot collect money from a VR customer or the customer's family for any service charged in excess of VR fees. If VR and another resource are paying for a service for a customer, the total payment must not exceed the fee as specified in the CE Exhibit.

Fees include contractor’s direct and indirect costs associated with the delivery of CE services defined in this exhibit.

# 2.8. Customized Employment Service Fees

## 2.8.1 Phase 1- Discovery

|  |  |
| --- | --- |
| **Stage 1** | **Unit Rate Per Hour** |
| CE Discovery performed by a CE Specialist | $81 |
| CE Discovery performed by an Advanced CE Specialist | $91 |
| Exemplary CE Discovery Premium | $10 |
| **Stage 2** | **Unit Rate Per Hour** |
| CE Discovery-Stage 2 performed by a CE Specialist | $81 |
| CE Discovery-Stage 2 performed by an Advanced CE Specialist | $91 |
| Exemplary CE Discovery Stage 2-Premium | $10 |
| **Stage 3** | **Unit Rate Per Hour** |
| CE Discovery-Stage 3 performed by a CE Specialist  | $81 |
| CE Discovery-Stage 3 performed by an Advanced CE Specialist | $91 |
| Exemplary CE Discovery Stage 3-Premium | $10 |

## 2.8.2 Phase 2 - Job Development or Business Development

|  |  |
| --- | --- |
| **Customized Wage Employment** | **Unit Rate Per Hour** |
| CWE-CE Plan performed by a CE Specialist | $81 |
| CWE-CE Plan performed by an Advanced CE Specialist | $91 |
| CWE- CE Plan Premium | $10 |
| CWE- Job Development performed by a CE Specialist  | $81 |
| CWE- Job Development performed by an Advanced CE Specialist | $91 |
| CWE- Job Development Premium | $10 |
| **Customized Self-Employment** | **Unit Rate Per Hour** |
| CSE-CE Plan performed by a CE Specialist | $81 |
| CSE- CE Plan performed by an Advanced CE Specialist | $91 |
| CSE- CE Plan Premium | $10 |
| CSE- Business Development performed by a CE Specialist | $81 |
| CSE- Business Development performed by an Advanced CE Specialist | $91 |
| CSE- Business Development Premium | $10 |

## 2.8.3 Phase 3 - Consultative Employment Training and Support (CETS) Services

|  |  |
| --- | --- |
| **Customized Wage Employment** | **Unit Rate Per Hour** |
| CWE - Job Analysis and CETS Plan performed by a CE Specialist | $81 |
| CWE - Job Analysis and CETS Plan performed by an Advanced CE Specialist | $91 |
| CWE Job Analysis and CETS Plan Premium | $10 |
| CWE - CETS performed by a CE Specialist | $81 |
| CWE - CETS performed by an Advanced CE Specialist | $91 |
| CWE - CETS | $10 |
| **Customized Self-Employment** | **Unit Rate Per Hour** |
| CSE - CETS Plan performed by a CE Specialist  | $81 |
| CSE - CETS Plan performed by an Advanced CE Specialist | $91 |
| CSE - CETS Plan Premium | $10 |
| CSE - CETS performed by a CE Specialist | $81 |
| CSE - CETS performed by an Advanced CE Specialist | $91 |
| CSE - CETS Premium | $10 |

## 2.8.4 Phase 4 - TWC-VR Job or Business Stability Determination and CE Closure

|  |  |
| --- | --- |
| **Customized Wage Employment** | **Unit Rate Per Hour** |
| CWE- Determination of Job Stability Meeting by a CE Specialist | $81 |
| CWE- Determination of Job Stability Meeting by an Advanced CE Specialist | $91 |
| CWE- Determination of Job Stability Meeting Premium | $10 |
| CWE- 90 days of Successful Job Stability for CE Closure performed by a CE Specialist | $81 |
| CWE- 90 days of Successful Job Stability for CE Closure performed by an Advanced CE Specialist | $91 |
| CWE- 90 days of Successful Job Stability for an Advanced CE Closure Premium | $10 |
| **Customized Self-Employment** | **Unit Rate Per Hour** |
| CSE- Determination of Business Stability Meeting performed by a CE Specialist | $81 |
| CSE- Determination of Business Stability Meeting by an Advanced CE Specialist | $91 |
| CSE- Determination of Business Stability Meeting Premium | $10 |
| CSE- 90 days of Successful Business Stability for CE Closure performed by a CE Specialist | $81 |
| CSE- 90 days of Successful Business Stability for CE Closure performed by an Advanced CE Specialist | $91 |
| CSE- 90 days of Successful Business Stability for CE Closure Premium | $10 |

# 2.9 Definitions

## Competitive Integrated Employment (CIE)

Competitive Employment is work performed on a full-time or part-time basis (including [Self-Employment](#_Self-Employment)) and for which an individual is compensated at a rate that:

* Is not less than the higher of the rate specified in Section 6(a)(1) of the Fair Labor Standards Act of 1938 (29 U.S.C. 206(a)(1)) or the rate required under the applicable State or local minimum wage law for the place of employment;
* 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;
* Is eligible for the level of benefits provided to other employees; and
* In the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills.

Integrated Employment is work that is performed at a location typically found in the community:

* Where the employee with a disability interacts for the purpose of performing the duties of the position with other employees within the particular work unit and the entire work site, and, as appropriate to the work performed, other persons (e.g., customers and vendors), who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these persons; and
* Presents, as appropriate, opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.

(34 CFR §361.5(c) (9))

## Customized Employment (CE)

CE is a universal strategy that benefits many people. This includes individuals with [Significant disabilities](#_Significant_Disability) and individuals with the [Most Significant disabilities](#_Most_Significant_Disability) and/or limited to no work history, who might not find employment success through [traditional employment](#_Traditional_Employment) strategies. CE is [Competitive Integrated Employment (CIE)](#_Competitive_Integrated_Employment) that is distinguished from traditional job placement, supported employment and [self-employment](#_Self-Employment) models because it assumes every customer is employable when flexible strategies, services and supports are in place.

CE is based on Discovery, a person-centered model used to determine a customer’s unique strengths, needs, interests and abilities and can result in a Customized Wage Employment or Customized Self-Employment outcome. Customized Wage Employment meets the specific needs of a customer and meets unmet business needs of the employer. Customized Self Employment meets the specific needs of a customer and the community’s unmet need through the development of a Self-Employment Business Plan.

Customized Wage Employment creates employment through negotiation of job duties with the employer instead of using the traditional approach of matching a person to an existing job. Customized Self Employment uses concepts such as a business within a business to establish a successful business venture that produces a needed good or service for the community.

To support a CE customer in long-term Competitive Integrated Employment, strategies, [Extended Services](#_Extended_Services_and), and [Natural Supports](#_Natural_Supports) are coordinated and often braided to meet a customer’s unique needs.

For additional information refer to the [Essential Elements of Customized Employment](https://vrtac-qm-drupal-shared-files.s3.us-west-2.amazonaws.com/s3fs-public/site-files/prog-perform-qm/cie/Essential-Elements-of-Customized-Employment-for-Universal-Application.pdf) and [Critical Elements of Customized Employment Mentoring](https://vrtac-qm-drupal-shared-files.s3.us-west-2.amazonaws.com/s3fs-public/site-files/prog-perform-qm/cie/Critical-Elements-of-CE-Mentoring20-0817.docx).

## CE Community of Practice (CE-COP)

The CE-COP will share best practices, proactively address barriers, build connections, and enhance knowledge in CE to support successful implementation and ongoing sustainability. The CE-COP will consist of TWC-VR Managers, TWC-VR Supervisors, TWC-VR Counselors, CE Specialists, Advanced CE Specialists, and the contractor’s organizational leadership.

## CE Fidelity

CE Fidelity refers to the extent to which a service or intervention is delivered according to best practices and a set of standards. Fidelity Scales provide information about the structure and process of an intervention or model and promote evidence-based, standardized service implementation. TWC-VR will use the [Griffin-Hammis Associates Customized Employment Fidelity Scales](https://www.griffinhammis.com/resources/cefidelityscales/) for Discovery Fidelity Scale (DFS); Job Development Fidelity Scale (JDFS); and Consultative Employment Training and Supports Fidelity Scale (CETS FS). The three CE Fidelity Scales offer an objective measure of performance to assess whether CE services meet the best-practice standards.

## CE Team

The CE Team is comprised of the customer, CE Specialist, VR Counselor, and the customer’s identified circle of supports. When the employment goal is [Self-Employment](#_Self-Employment), the CE Team will include individuals that specialize in business ownership. The CE Team will meet regularly to assist in the planning and task completion related to either customized job or business development. CE Team members should include the [Extended Services](#_Extended_Services_and) providers, including Natural Support, that will assist the customer in maintaining long-term Customized Wage Employment (CWE) or Customized Self Employment (CSE).

## CE Trainings, Technical Assistance, and Mentoring Descriptions

### Fundamentals of Customized Employment Training

Training is provided with TWC-VR administration, TWC-VR Managers, TWC-VR Supervisors, and TWC-VR Program Specialists and with the contractor’s executive leadership such as the Legal Authorized Representative, Director (as define TWC-VR SFP Manual Chapter 3, Section 3.4.2 Director), and any governing bodies to support implementation and sustainability of CE organizational infrastructure and practices. Training will include topics such as: An Overview of the CE Project, Comparison of Supported Employment and Customized Employment , High Level review of the TWC-VR Customized Employment Model and a review of the [Essential Elements of Customized Employment](https://vrtac-qm-drupal-shared-files.s3.us-west-2.amazonaws.com/s3fs-public/site-files/prog-perform-qm/cie/Essential-Elements-of-Customized-Employment-for-Universal-Application.pdf).

### Griffin-Hammis Associates (GHA) CE ACRE Certificate Training

A comprehensive 40-hour instructor lead training program on CE, which is approved by the Association for Community Rehabilitation Educators (ACRE). The training covers all the Essential Elements of CE and addresses each of the CE competencies required by ACRE. The program is a 10-week instructor-led course with discussion boards, assignments interactive training techniques, videos or webinars, and activities. Upon completion of all required training components, including course lectures, readings, assignments, and passing the final exam, participants will receive an ACRE certificate in Employment Services with an Emphasis on CE. This training must be completed before a CE Specialist provides services to TWC-VR customers.

### GHA Authorized Fidelity Reviewer Training

GHA Authorized Fidelity Reviewers must complete an initial GHA web-based CE Fidelity Administrator training to learn how to score each of the three [CE Fidelity Scales](https://www.griffinhammis.com/resources/cefidelityscales/) and then must demonstrate competency and reliability when conducting fidelity reviews. Fidelity Reviewers who meet inter-rater reliability requirements are credentialed as an Authorized CE Fidelity Reviewer. The Authorized CE Fidelity Reviewer must renew their credential annually with GHA. This training is typically completed by TWC-VR State and Regional Program Specialists assigned to CE.

### GHA CE Fidelity Training

The GHA CE Fidelity Training consists of three 90-minute virtual trainings to provide an introduction and overview of [CE Fidelity](#_CE_Fidelity) required for VR Counselors, VR Mangers/Supervisors, VR Program Specialists, CE Specialists, and the contractor’s appointed Director. While not required this training may be beneficial for any VR professional and the contractor’s executive management. Each training covers one of the three [Griffin-Hammis Associates Customized Employment Fidelity Scales](https://www.griffinhammis.com/resources/cefidelityscales/): Discovery Fidelity Scale (DFS); Job Development Fidelity Scale (JDFS); and Consultative Employment Training and Supports Fidelity Scale (CETS FS). The contractor’s Director is required to successfully complete this training, but the training is available for anyone.

### GHA CE Mentoring Program

CE mentorship is required for all CE Specialists who have obtained the GHA ACRE certificate in Employment Services with a focus on CE to serve TWC-VR customers. The mentorship program requires CE Specialists to provide services to at least three VR customers, while GHA mentors provide support and technical assistance to ensure that all services meet the requirements of the [CE Fidelity Scales](https://www.griffinhammis.com/resources/cefidelityscales/). The program also assesses the CE Specialist's proficiency on each CE task. CE Specialists who meet the proficiency standards after working with a minimum of three VR customers graduate from the GHA mentoring program and earn the GHA Advanced CE Specialist Proficiency Certification.

### GHA Organizational Leadership CE Training Series

A three-part training series for Executive Leaders and Directors (as defined in [TWC-VR SFP Manual, Chapter 3](https://www.twc.texas.gov/sites/default/files/vr/policy/vr-sfp-03-twc.docx)). The training series provides a comprehensive overview of CE and identifies the policies and processes required to ensure the best-practices for implementation and sustainability of CE.

### GHA Organizational Leadership CE Technical Assistance

GHA Organizational Leadership CE Technical Assistance is on-demand technical assistance to TWC-VR Employment Service Contractors who have completed the [Organizational Leadership CE Training Series](#_GHA_Organizational_Leadership). The Executive Leaders receive technical assistance related to how to review and revise internal policies and procedures to align with best-practice CE service delivery.

### GHA CE Training for VR Staff

GHA provides a five-module CE asynchronous training for VRCs. The CE for VRC training provides an overview of the CE process, clarifies VRC roles and responsibilities, and identifies strategies to help VRCs effectively facilitate and oversee CE services. CRCs are available upon the completion of the required competency test.

### GHA CE Mentoring Web Based Platform

GHA uses a web-based platform for the CE Specialist to submit completed CE documentation and record time spent delivering CE services. The platform guides the CE Specialist through each step of CE. CE Specialists may also access tips, tools, and refresher training content through the platform.

## Credentialing Management System

The Credential Management System is a web-based platform that documents progress and proficiency of CE Specialist as they complete the phases of the GHA CE Training and Mentoring program. CE proficiency is tracked upon graduation of GHA’s CE program and on an annual basis through completion of fidelity reviews. The Credentialing Management System provides a mechanism to verify an individual's credential to provide CE services for TWC-VR customers.

## Customized Self-Employment (CSE) Business Stability

CSE Business Stability occurs when the customer:

* Is satisfied with the CSE business described in the customer’s Business Plan and that CSE business matches the customer’s interests, skills, ideal employment conditions as outlined in the CE Plan;
* Has launched and is operating the CSE business;
* Has a CSE business that meets the definition of CIE with the customer's wage being equal to or greater than minimum wage as calculated on Financial Actual Spreadsheet(s), for at least one month;
* Can fulfill the physical, cognitive, and environmental demands of the customer’s duties as described in the Business Plan;
* Has secured supports identified in the Business Plan and identified by the [CE Team](#_CE_Team) that are necessary to assist the customer with business operations;
* Has ending cash equal to or greater than one month of business operating expenses as calculated on Financial Actual Spreadsheet(s);
* Has all necessary training, accommodations, and supports being provided and/or funded through [Extended Services,](#_Extended_Services_and) provided by local or state agencies, Social Security programs, private pay, [Natural Supports](#_Natural_Supports), and/or paid business services necessary for business operations. The CE Specialist is only monitoring the customer’s progress with the customer, and the customer’s [CE Team](#_CE_Team), as applicable. TWC-VR cannot fund Extended Services for an adult VR customer. Under special circumstances, VR may purchase Extended Services for VR customers who are youth with disabilities.
* Has met any additional business stability criteria described in the individualized plan for employment (IPE).

## Customized Wage Employment (CWE) Job Stability

CWE Job Stability occurs when the customer:

* Is satisfied with the CE position secured, and it matches the customer’s interests, skills, and ideal employment conditions as outlined in the CE Plan;
* Has a position that meets the definition of [Competitive Integrated Employment (CIE](#_Competitive_Integrated_Employment));
* Can fulfill the physical, cognitive, and environmental demands of the position;
* Is meeting or exceeding the employer’s expectations; and
* Has all necessary training, accommodations, and supports being provided and/or funded through [Extended Services](#_Extended_Services_and), provided by local or state agencies, Social Security programs, private pay and/or [Natural Supports](#_Natural_Supports) necessary for successful employment. The CE Specialist is only monitoring the customer’s progress with the customer, and the customer’s [CE Team](#_CE_Team), as applicable. TWC-VR cannot fund Extended Services for an adult VR customer. Under special circumstances, VR may purchase Extended Services for VR customers who are youth with disabilities.

## Extended Services and Supports

Once [Job Stability](#_Customized_Wage_Employment) or [Business Stability](#_Customized_Self-Employment_(CSE)) has been determined and after a customer’s VR case has been closed, Extended Services and Supports may be necessary for the customer to maintain the CE outcome.

Extended Services and Supports:

* Involve either on-or-off-site monitoring (as requested by the customer or legal representative) for as long as needed to ensure the customer's Job Stability or Business Stability; and
* Are provided and funded by sources other than TWC-VR, including the employer.

Extended Services and Supports are identified on the CE Plan and updated as needed throughout the CE service delivery. Providers of Extended Services and Supports are first identified through Discovery and continue to be identified in Job Development or Business Development and in the delivery of On-going Supports (CETS Services). Extended Services and Supports can be provided and/or funded by local or state agencies, Social Security programs, private pay and/or [Natural Supports](#_Natural_Supports). TWC-VR cannot fund Extended Services for Adult VR customer. Under special circumstances, VR may purchase Extended Services for VR customers who are youth with disabilities.

(Based on 34 CFR §361.5(c) (19))

## Most Significant Disability

Most Significant Disability means the VR customer must:

* Have serious limitations in three or more functional areas (for example, mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills); and
* Require multiple VR services over an extended period.

Only a VR Counselor can determine if a customer has a “Most Significant” Disability.

## Natural Supports

Natural Supports are individual in the workplace and the community. Examples of providers of Natural Supports are co-workers, supervisors, parents, and friends.

## Ongoing Support Services

Ongoing Support Services are provided for a customer while they are engaged in services. Ongoing Support Services begin after the position is secured for CWE or at business launch for CSE.

Ongoing Support Services are referred to as Consultative Employment Training and Supports (CETS) within the exhibit. Ongoing Support Services end when a customer has been determined stable with their CE and support needs have transferred to [Extended Services.](#_Extended_Services_and)

Ongoing Support Services can take place at or away from the employment site and are provided by the CE Specialist. At a minimum, Ongoing Support Services must be provided with the customer a minimum of twice monthly (every 30 days), and with the business or the [CE Team](#_CE_Team) for Self-Employment, a minimum of one time monthly to evaluate the customer’s success, challenges, support needs and the effectiveness of Natural, paid and funded supports that have been established for the customer.

Ongoing Support Services focus on:

* Teaching skills;
* Reinforcing skills;
* Developing or setting up accommodations and/or compensatory techniques to increase the customer's independence and ability to meet either the employer's expectations, or the businesses success in Self-Employment; and
* Establishing and training Extended Service providers.

(Based on (34 CFR §361.5(c) (37))

## Person-Centered Planning

Person-Centered Planning is a process that assembles a team of individuals who are important to the person including family, friends, neighbors, support workers, and other professionals to create a comprehensive portrait of the person and what they want to do with their life. This team identifies the skills and abilities that can help the person achieve their goals for competitive employment, independent living, continuing education, and full inclusion in the community. The team also identifies areas in which the person may need assistance and support and decides how the team can meet those needs. In Person-Centered Planning, the person (customer) owns and controls the planning process and its products.

## Self-Employment

Self-Employment:

* Means the customer solely owns, manages, and operates a business and is not considered an employee of another person, business, or organization;
* Exists when the service or product is actively marketed to other potential customers; and
* Includes a business within a business, home-based businesses, and telecommuting businesses.

A customer who becomes self-employed must yield an income that is comparable to the income received by other individuals without disabilities, who are self-employed in similar occupations or on similar tasks, and who have similar training, experience, and skills.

Self-Employment includes contracted employment.

## Significant Disability

A Significant Disability is a severe physical or mental impairment that seriously limits one or more functional capacities such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills as they relate to achieving and/or maintaining competitive employment. Only a VR Counselor can determine if a customer has a “Significant” Disability.

## Traditional Employment

A customer obtains Traditional Employment by applying to an announced or advertised job with an employer independently or through counselor-directed placement, Job Placement, or Supported Employment services.

## Vocational Themes

Vocational themes are not job titles, positions, or job description but instead they are broad categories that represent a collection of skills, interests, environments, and tasks that can be categorized together. Examples: music, architecture or helping others.

## Wage Employment

When a customer is working in a competitive integrated position, for an employer, earning wages that compensate an employee for their time and labor. This does not include being a contracted employee.