

Supported Employment FAQ

(Updated 02/01/24)

- 1. Question:** Is a Career Planning Assessment (CPA) required to be completed before Supported Employment (SE) can begin?

Answer: Yes, a CPA must be completed before referring a customer to SE.

- 2. Question:** Can a CPA be purchased more than one time for a customer?

Answer: Yes, if circumstances dictate, such as significant changes in the customer's life or a long amount of time between assessments, an entire CPA may be purchased a second time with an approved VR3472, Contracted Service Modification Request for Vocational Assessments, before the referral.

- 3. Question:** What service authorization(s) is issued when sending the VR5000, Referral for Provider Services to the provider?

Answer: When submitting the VR5000, VR staff will issue an SA for the SE Plan Meeting.

- 4. Question:** If I know the date and time of the SE Plan Meeting, where do I put it on the VR5000?

Answer: Any additional information that needs to be added to the VR5000 can be included in the 'Additional Comments' section on the form.

- 5. Question:** What service authorization(s) are issued at the end of the SE Plan Meeting?

Answer: At the end of the SE Plan Meeting, VR staff will issue an SA for Supported Employment Job Development and Placement Benchmark and any relevant premiums.

- 6. Question:** What premiums are available for SE?

Answer: The following premiums are available for SE:

- Autism
- Brain Injury
- Blind

- Criminal Background
- Deaf
- Mileage
- Professional Placement
- Wage

7. Question: How many premiums can be issued for SE customers at one time?

Answer: If authorized by the VR counselor, a provider can be paid multiple premiums for the same customer. For example, a provider can be paid a premium for Autism, Criminal Background, and Wage.

8. Question: When do we issue the SAs for premiums?

Answer: SAs for premiums available for SE services are issued at the following:

- Job Development and Placement Benchmark
- Each Job Retention Benchmark
- SE Closure Benchmark

9. Question: Can the Job Development and Placement benchmark be purchased more than once?

Answer: Yes. On a case-by-case basis, it may be necessary to purchase the Job Development and Placement benchmark more than once. When the VR counselor determines the customer needs the supports of a supported employment specialist for an additional Job Development and Placement benchmark, the VR counselor must obtain VR supervisor approval. Before obtaining VR supervisor approval, the VR counselor must document in a case note why the customer requires another placement and what interventions and/or services have been provided to the customer to address needs, circumstances, behaviors, and/or other employment barriers since the first purchase of the benchmark.

10. Question: When do I issue SAs for the Job Retention Benchmark?

Answer: When the customer is placed in a position, VR staff will issue an SA for either one or two Job Retention Benchmarks, based on the customer's needs. After the first Job Stability Meeting, when another Job Retention Benchmark is necessary it should be issued one at a time.

11. Question: How many Job Retention benchmarks can be purchased for a customer?

Answer: As many as the customer needs to become stable in their position. However, before the end of the 2nd Job Retention benchmark, a Job Stability meeting must be scheduled. And then another Job Stability meeting is required before the end of every additional Job Retention benchmark moving forward. And finally, if a customer requires 6 or more Job Retention benchmarks, the VR counselor must seek VR supervisor approval before purchasing more.

12. Question: On what day does the Job Retention benchmark begin?

Answer: The first day of the first Job Retention benchmark is the day after the customer meets the requirements for the Job Development and Placement Benchmark (i.e., the customer must have worked a minimum of five shifts on five different days).

13. Question: Can Job Skills Training be purchased for a customer in SE?

Answer: No, SE is an all-inclusive service. Therefore, the following VR services may not be purchased while a customer is receiving SE services from an SE provider:

- Bundled Job Placement
- Job Skills Training*
- Non-bundled Job Placement
- On-the-Job Training (OJT)
- Personal Social Adjustment Training (PSAT)
- Vocational Adjustment Training (VAT)
- Environmental Work Assessment
- Vocational Evaluation
- Project SEARCH
- Work Adjustment Training (WAT)
- Work Experience Services (WE)

14. Question: Can Job Skills Training be purchased as an extended service for SE services?

Answer: Under special circumstances, VR may purchase job skills training as an extended service for VR customers who are youth with disabilities. The VR counselor must document how all other available resources for extended services, such as Medicaid waiver

programs, natural supports, other public agencies, and/or private nonprofit organizations are not available for a customer. The goals for job skills training must address the extended service needs of the customer. Before a Job Skills Trainer can provide Job Skills Training for Extended Services to a youth with a disability, a Form VR3472, Contracted Service Modification Request must be approved by the VR Division Director. A new Form VR3472, must be approved by the Director of the VR Division for every 200 hours of Job Skills Training authorized for the customer. For more information, refer to VRSM C-1007-3: Job Skills Training, SFP 18.7.1.1: Youth with Disabilities, and SFP Chapter 17, Section 17.5.1.1 Purchasing Job Skills Training for Extended Services for Youth with Disabilities.

- 15. Question:** How do I ensure the Job Stability meeting is scheduled timely?

Answer: It is a best practice to set up multiple SE Job Stability meetings when the Job Development and Placement benchmark is achieved. Schedule an SE Job Stability meeting two weeks before the end of each Job Retention benchmark. If all future meetings are not needed, they can easily be canceled. This can be done using SARA.

- 16. Question:** Are any SAs issued at the Job Stability meeting?

Answer: Yes, during the Job Stability meeting, VR staff will issue an SA for another Job Retention benchmark, if necessary, and/or an SA for SE Closure.

- 17. Question:** What date do I use for Job Stability?

Answer: The date used for Job Stability is the day after the last day of the current Job Retention benchmark that was completed.

- 18. Question:** What date do I use for SE Closure?

Answer: The SE closure meeting date is used as the date of service on the invoice.

- 19. Question:** What is a good way to keep up with issuing SAs for a supported employment case?

Answer: To ensure tasks, such as timely issuing of SAs, setting action items in ReHabWorks and reminders in Outlook/Teams can help. After a customer is placed in a job, it is critical that VR staff issue SAs to the SE specialist for one or two job retention

benchmarks, based on the customer's needs, as soon as possible to avoid an after-the-fact SA.