



Employment Services IVRS Menu of Services

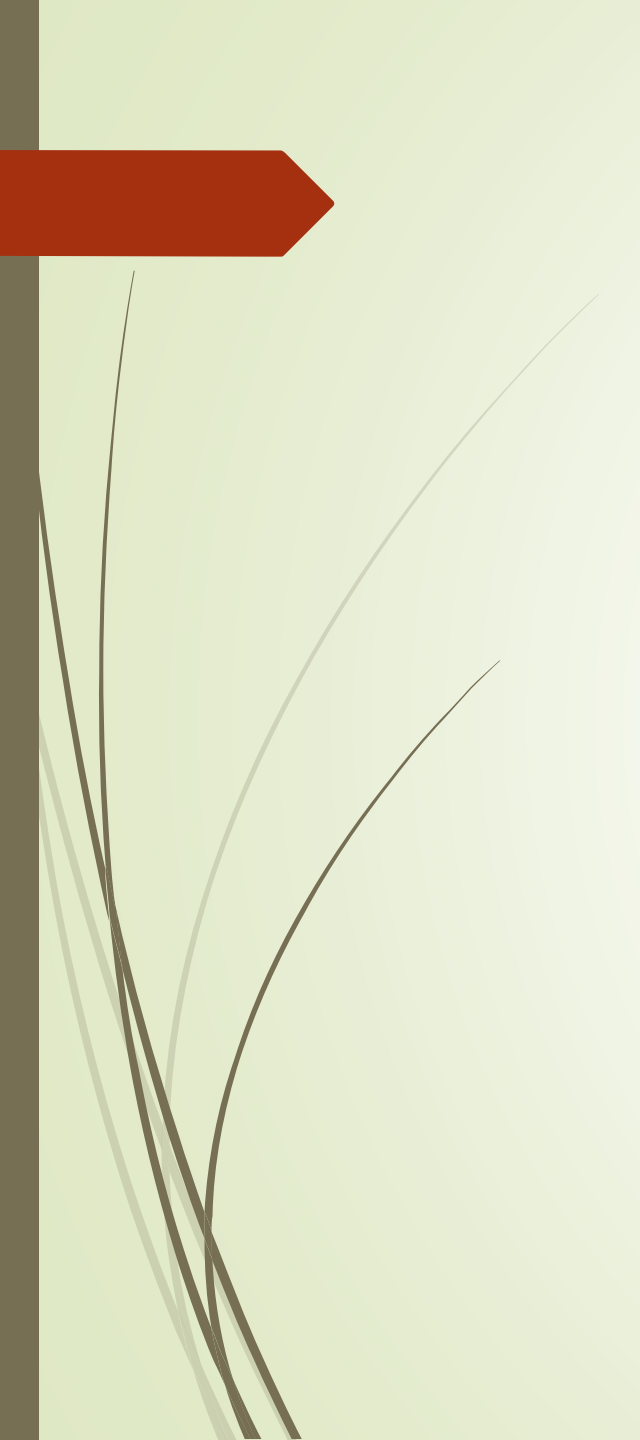
Iowa Vocational Rehabilitation Services

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The purpose of this training is to help staff understand the purpose of each service on IVRS's Menu of Services and to support JCs, VR staff and partnering agencies with understanding the responsibilities of those services.



Objectives:

- Understand what is the Menu of Services
 - Services under the Menu of Services
 - Supported employment services
- Have a foundation for when to use Menu of Services and supported employment services
 - Corroborating statuses
- Know our documentation requirements
 - Case notes – rationale for using service from the Menu
 - Documentation – narrated reports from CRP
- Feel comfortable in reaching out to me



What is the **Menu of Services**?

They are various employment services that IVRS is able to purchase from a CRP on behalf of an IVRS job candidate

1. Discovery
2. Workplace Readiness
3. Comprehensive Vocational Evaluation
4. Job Shadow
5. Career Exploration
6. Occupational Skills Training
7. Work Adjustment
8. Job Seeking Skills Training
9. Job Development
10. Natural Supports
11. Customized Employment
12. Externship
13. Supported Employment Job Coaching
14. Job Follow-Up
15. Non-Supported Employment Job Coaching
16. Supported Short-Term Paid Work Experience

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Our Vision

To Make a Positive Difference
For Every Person,
One Person at a Time.

Services

High School Students

Partners

Business Services

Contact

Community

Rehabilitation Programs
(CRPs)

State Rehabilitation
Council

Iowa Employment First

Resources

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Finding solutions. Generating success.

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Partners

Community Rehabilitation Programs (CRPs)

State Rehabilitation Council

Iowa Employment First

Resources

Partners



The Workforce Innovation and Opportunity Act (WIOA) reinforces increased coordination between state systems and partner organizations. It is designed to help job seekers access employment, education, training and support services to succeed in the labor market and to match businesses with the skilled workers they need to compete in the global economy. IVRS plays a critical role. We focus on service delivery efforts for individuals

with the most significant barriers to employment and this is accomplished through the alignment of service



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Community Rehabilitation Programs (CRPs)

[CRP Menu of Services](#)

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Community Rehabilitation Programs (CRPs)



Iowa Vocational Rehabilitation Services (IVRS) supports Community Rehabilitation Programs (CRPs) as respected and valued partners in providing employment services to IVRS job candidates. IVRS and CRP staff work together to jointly coordinate services that will assist a job candidate in reaching a successful employment outcome. IVRS remains interested in expanding local CRP partnerships and welcomes new and existing partners in the provision of quality employment services.

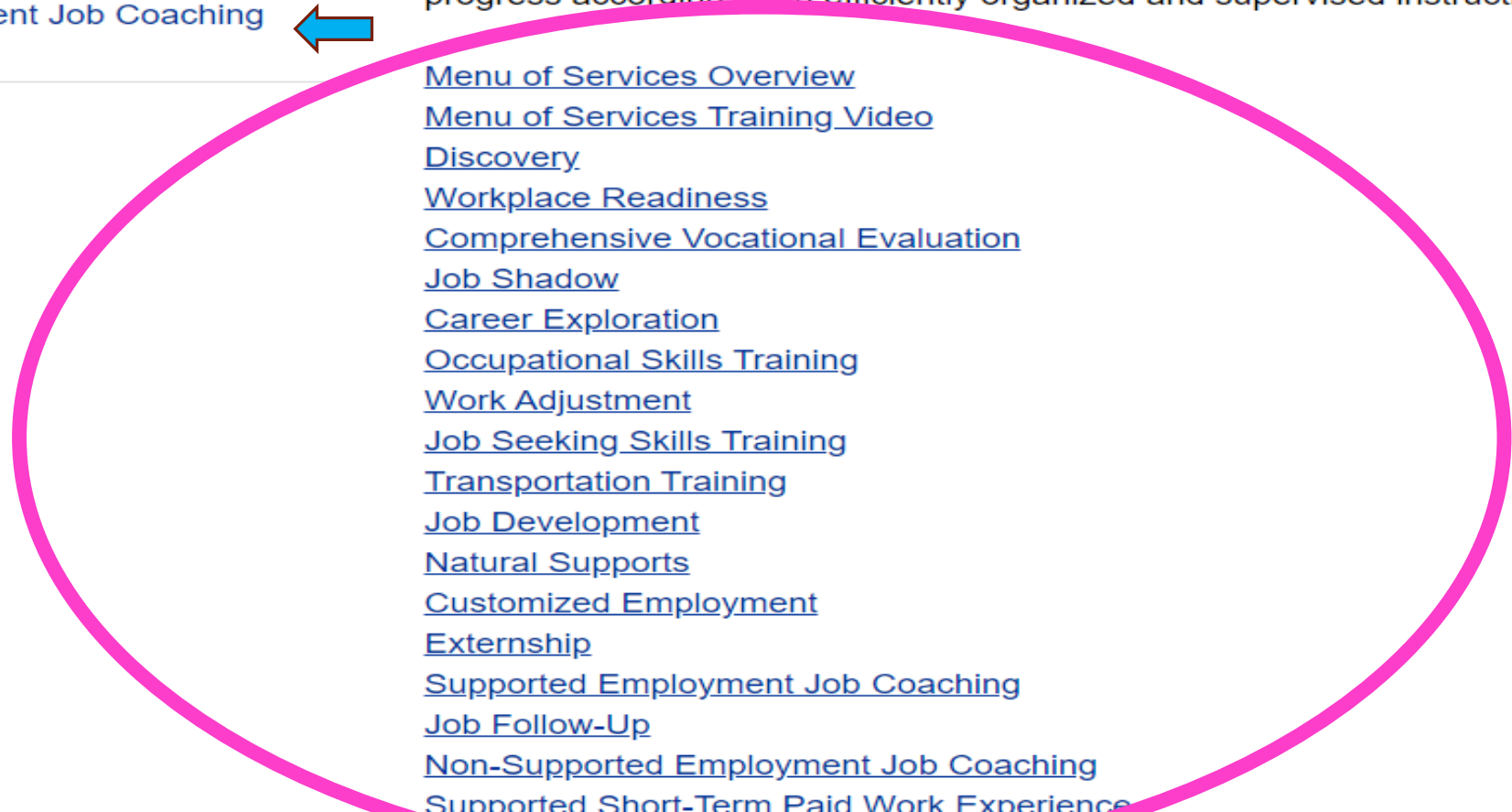
CRP Menu of Services

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- [CRP Service Forms](#) ←
- [Business Partnership Incentive](#) ←
- [CCO Info for Job Coaching Services](#) ←
- [Independent Job Coaching Services](#) ←

CRP Menu of Services

The Iowa Vocational Rehabilitation Services (IVRS) counselor and job candidate select services they believe provide the type of experience and generate the quality of information necessary to develop a vocational plan that will lead to employment. Contractors select as locations for employment training must have personnel qualified with respect to personality, knowledge, and skills in the techniques of instruction, have adequate equipment and instructional materials, and be willing to make provisions for a plan of graduated progress according to an efficiently organized and supervised instructional schedule.

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- [Menu of Services Training Video](#)
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Discovery



- What is Discovery?
- Responsibilities tab
 - IVRS

Discovery

Discovery is a person-centered approach that leads to generating information to design a pathway to a career that focuses on the individual's interest, talents, and contributions (not limitations). Discovery services are appropriate for job candidates who haven't worked, worked primarily in segregated settings, or had little vocational success. Candidates who know their vocational goal or have a successful work history are not appropriate for Discovery. The results from Discovery are used to identify a job candidate's skills, interests, abilities, conditions, contributions, and support needed for employment - all of which lead to a more compatible job match.

[View Discovery Responsibilities](#)

[Watch Discovery Training Videos](#)

Forms Needed

- Section II Discovery Services

Discovery

- What is Discovery?
- Responsibilities tab
 - IVRS

- Provide G&C
- Ask JC about any specific interests & skills
- What's known/unknown
- What are strengths & weaknesses
- Determine how interests might translate into employment tasks
- Establish what VR hopes to find out through Discovery & make referral CRP
- Initiate communication to JC's team to commence Discovery service & complete the Discovery Plan
- Documentation is provided to CRP to initiate Discovery services
 - Discovery Plan
 - Authorization for Discovery service
- Assist in brainstorming Discovery activities
- Problem solve
- Timeline for services



Discovery

- What is Discovery?
- Responsibilities tab
 - CRP

CRP Responsibilities for Discovery

- Determine if Discovery services can be delivered w/in 30 days of receiving referral
- Schedule intake & initial home visit
- Review benefits information, potential work incentives & impacts of employment
- Determine need for AT
- Schedule interviews w/ those who know JC well (vocational themes)
- Share info collected w/ VR to help w/ brainstorming & identifying Discovery Activities
- Summarize info gathered in appropriate sections of Discovery Services Form:
 - Part B. Visit to home
 - Part C. Interview others

Workplace Readiness

- What is Workplace Readiness?
- Assessment vs Training
- Not used for job development
- Responsibilities

Workplace Readiness

Workplace Readiness is used to assist a job candidate and IVRS counselor in determining vocational options, direction, goals, and training strategies. While a Workplace Readiness service can be used more than once based on the needs, interests, desires, and capabilities of a candidate, it can only be authorized one site at a time to review and build on results. Workplace Readiness services may also complement the Discovery process, help identify support needs, and result in the development of a job candidate's individual Plan for Employment.

[View Workplace Readiness Responsibilities](#)

Forms Needed






- Section III Vocational Assessment/ Preparation/ Training Services



Workplace Readiness



IVRS

-  Team meeting to identify questions to be answered by CRP
-  Attend staffing to answer all questions
-  Receive final report and recommendations to generate payment
-  Oversee stipend reimbursement
-  Problem-solve



Workplace Readiness



CRP

- Seek clarification from VR and JC
- Arrange for assessment to occur
- Provide written identification of the business, contact person, job assignment & start-end dates to VR
- CRP & employer provide training & supervision to JC who works alongside individuals w/o disabilities
- CRP pays stipend
- CRP & employer assess JC's strengths & needs
- Track number of hours spent at worksite in order to pay JC and submit reimbursement for stipend paid to JC to IVRS
- Complete & provide Section III of the Employment Analyses for Vocational Assessment/Preparation/Training report to VR itemizing the time period billed, hours worked, payment amount & documentation of achievement of performance measures

Comprehensive Vocational Evaluation

- What is a comprehensive vocational evaluation?
- E.g. Functional Capacity Assessments
- Responsibilities

Comprehensive Vocational Evaluation

The purpose of a Comprehensive Vocational Evaluation is to assess a job candidate's aptitudes in order to determine transferable skills for potential employment opportunities, possible training needs, or a specific skill program a candidate might undertake. Comprehensive Vocational Evaluation services provide an individualized and systemic assessment by which a candidate - in partnership with a Certified Evaluator - identify vocational options to assist in the development of appropriate employment goals and objectives.

[View Vocational Evaluation Responsibilities](#)

Forms Needed





- Written report of assessment results



Comprehensive Vocational Evaluation Services



IVRS

-  Team meeting to identify questions to be answered by CRP
-  Attend staffing to answer all questions
-  Review final report and recommendations
-  Problem-solve

Job Shadow

- What is a job shadow?
- IVRS
 - Meet w/ JC & CRP to discuss options/activities
 - Attend staffing to address questions
 - Receive & Review report
 - Problem solve as needed
- CRP
 - Arrange experience w/ local businesses
 - Facilitate activities w/ JCs & businesses
 - Prepare final report

Job Shadow

The purpose of a Job Shadow is to provide opportunities for a candidate to make an informed choice about occupations of interest to them in the implementation of an employment goal. This service utilizes experiential learning opportunities in the community with local employers and may include informational interviews.

[View Job Shadow Responsibilities](#)

Forms Needed

- Section III Vocational Assessment/ Preparation/ Training Services

Career Exploration

- What is a career exploration?
- IVRS
 - Meet w/ JC & CRP to direct activities to the CRP
 - Attend staffing to address any questions
 - Receive & review the final report
 - Problem solve issues
- CRPs
 - Identify occupations & training programs
 - Research
 - Prepare final report & share the results w/ the team

Career Exploration

Career Exploration is to provide informed client choice and identify occupations of interest to a job seeker. Career Exploration is a process in which the candidate and staff research, through various media, labor market information, occupational skill requirements, occupational projections, and training providers. This service may also include a computerized career search to help identify vocational options available in the local labor market.

[View Career Exploration Responsibilities](#)

Forms Needed

- Section III Vocational Assessment/ Preparation/ Training Services

Occupational Skills Training (OST)

- What is an occupational skills training?
- IVRS
 - Determine JC's suitability & generate referral to CRP
 - Oversee reimbursement to CRP for stipends
 - Attend meetings to assess progress
 - Problem solve w/ the team
- CRPs
 - Use curriculum base training program for specific work tasks
 - Provide training on specific job
 - Provide training on job retention skills
 - Share written report of outcomes & recommendations
 - Track hours worked & pay stipend to JC & submit report to IVRS for reimbursement
 - Address barriers to success
 - Provide progress report & time sheet

Occupational Skills Training

The purpose of Occupational Skills Training (OST) is to assist a job candidate in developing specific work skills. Training may occur in partnership with a business or industry, or CRP providing the training. OST is designed to enhance the candidates' ability to do a potential job identified in the community and also provide strategies on job retention skills.

[View OST Responsibilities](#)

[View OST Costs](#)

Forms Needed

- Occupational Skills Training Progress Report

Work Adjustment

- What is a work adjustment?
- Assessment vs Training
- Not used for job development
- IVRS Responsibilities
 - Approve methods & strategies plan
 - Attend meetings to assess progress
 - Oversee reimbursement to CRP for stipend
 - Problem solve w/ the team

Work Adjustment

Work Adjustment Training (WAT) is a training program that remedies negative work habits and behaviors, improves work tolerance, and develops strategies to improve a job candidate's ability to maintain employment. The purpose of WAT is to enhance a job candidate's ability to find and keep a job. WAT can take up to a month to complete.

[View Work Adjustment Responsibilities](#)

Forms Needed








- Section III Vocational Assessment/ Preparation/ Training Services



Comprehensive Vocational Evaluation Services



CRPs

-  Identifying negative work habits & behaviors
-  Develop strategies to remedy inappropriate habits & behaviors
-  Implement training
-  Track number of hours worked, pay JC stipend & submit report to IVRS for reimbursement
-  Share written report of outcomes & recommendations
-  Refer JC for additional employment services as appropriate
-  Provide Section III of the Employment Analysis for Vocational Assessment/Preparation/Training Services report w/ itemized billing of service hours & corroborating narrative for each itemized log

Job Seeking Skills Training (JSST)

- What is a job seeking skills training?
- IVRS Responsibilities
 - Monitor progress
 - Participate in team meetings
 - Problem solve as needed
- CRPs Responsibilities
 - Provide JSST training
 - Identify barriers & strategies for remediation
 - Share written report of outcomes & recommendations
 - Refer for additional employment services as needed
 - Provide Section III of the Employment Analysis for Vocational Assessment/Preparation/Training Services report w/ itemized billing claims

Job Seeking Skills Training

The purpose of Job Seeking Skills Training is to teach a job candidate how to find a job with assistance at a level required by the job candidate's needs, and how to apply strategies to get a job in the future if necessary.

[View Job Seeking Skills Training Responsibilities](#)

Forms Needed

- Section III Vocational Assessment/ Preparation/ Training Services

Transportation Training

- What is a transportation training?
- IVRS Responsibilities
 - Communicate transportation service needs
 - Participate in scheduled meetings to review outcomes
 - Problem solve as needed
- CRP's Responsibilities
 - Identify barriers & strategies for remediation
 - Train JC on appropriate route via independent trials
 - Share written report of outcomes and recommendations w/ IVRS & JC

Transportation Training

Transportation Training teaches the job candidate how to use mass transit to get to and from work, **not how to drive.**

[View Transportation Training Responsibilities](#)

Forms Needed

- Section III Vocational Assessment/ Preparation/ Training Services

Job Development

- What is job development?
- IVRS's Responsibilities
 - Team meeting to develop plan
 - Team meeting to assess progress
 - Collaborate w/ CRP by making business contacts
 - Provide job leads to CRP
 - Identify & communicate JC's training needs to CRP
 - Identify & arrange for any accommodations as needed
 - Assist business w/ disability related training if needed
 - Provide TA to employer
 - Problem solve as needed

Job Development

The purpose of Job Development is to place a job candidate with the most significant disability(ies) into competitive integrated employment where compensation is consistent with wage standards, and ongoing support services are available to provide a service to the business customer. Additionally, Job Development supports Iowa's employers in hiring and retaining individuals with disabilities in the workforce. Employer Development is different from the other services because the primary customer is the business or industry with whom the job candidate has been placed. A Job Analysis is required to pay for services.

[View Job Development Responsibilities](#)

Forms Needed

- Section IV Supported Employment Placement Agreement (SEPA)
- Job Development Log
- Job Development Monthly Report Form
- Job Analysis Form
- Plan for Natural Supports Form



Job Development



CRPs Responsibilities

- Identifying available job openings
- Job search log
- Contract employers to develop a job specific to JC's IPE
- Market JC to employers
- Accompany JCs to interviews as needed
- Assist in completing & turning in job applications
- Advise JC on interviewing, resume revisions, and follow up
- Recommend work station modifications (if needed) & arrange for reasonable accommodations w/ employer
- Competitive Integrated Employment (CIE)
- Complete a job analysis



Job Development

- CRPs Responsibilities

- Negotiate essential functions of the job w/ employer to match JC's strengths
- Work w/ IVRS to ensure training needs are addressed, including AT needs
- Develop a plan for natural supports
- Provide disability awareness and training for employer
- Provide TA to employer regarding JC's training progress
- Provide itemized billable periods service along with the following forms:
 - Section IV of the Job Analysis (SEPA)
 - Job Development Log
 - Job Development Monthly Report
 - Natural Supports
 - Job Analysis Report

Natural Supports

- What is natural supports?
- IVRS Responsibilities
 - Review & approve CRP's proposal
 - Ensure job developed matches IPE & CIE
 - Participate in team meetings to assess progress
 - Discuss training strategies
 - Problem solve as needed

Natural Supports

Developing Natural Supports is a requirement for writing a plan for Supported Employment Services. Natural supports can be provided by a co-worker or member of the employment site who provides a job candidate the needed support to learn and perform a skill in order to be successful on the job. This plan is coordinated by the CRP in conjunction with the worksite employer.

[View Natural Supports Responsibilities](#)

Forms Needed

- Plan for Natural Supports



Natural Supports

- CRPs Responsibilities
 - Natural support plan
 - Identify natural supports and backup supports
 - Training of the natural supports on:
 - Disability awareness
 - Training strategies & techniques taught to the natural support
 - Communication strategies & person 1st language
 - Communication of business culture
 - Work station design
 - Reasonable accommodations & AT

Customized Employment (CE)

- What is a customized employment?
- IVRS Responsibilities
 - Review CRP's proposed job description & generate payment upon approval
 - Participate in team meetings to assess progress
 - Discuss training needs & strategies
 - Problem solve as needed

Customized Employment

The purpose of Customized Employment (CE) is to create employment through negotiation or job carving instead of using the traditional approach. CE matches a person to an existing job or a new position may be developed. CE is provided in conjunction with Supported Employment Services and involves revising a job description and/or exploring work opportunities that don't currently exist.

[View Customized Employment Responsibilities](#)

Forms Needed

- Customized Employment Services



Customized Employment (CE)

- ▶ CRPs Responsibilities

- ▶ Connecting w/ businesses to analyze business needs
- ▶ Negotiate w/ businesses
- ▶ Complete job analyses & ideas on job carving
- ▶ Complete monthly report
- ▶ Customized job is consistent w/ JC's informed choice & IPE
- ▶ Schedule staffing w/in 1 month to discuss progress
- ▶ Provide job description
- ▶ Provide Customized Employment Services form w/ itemized billing of service hours & corroborating narrative for each itemized log


Externship

- What is an Externship?
- IVRS Responsibilities
 - Identify & document long-term & funding support services
 - Discuss benefits planning w/ JC
 - Pre-screen for employment
 - Make arrangements w/ business
 - Complete job analysis
 - Complete training plan
 - Complete ROI for CRP & business
 - Refer to CRP participating in Externship (W4, I9, ID, agreement, & time sheets)
 - Communicate weekly w/ business
 - Problem solve as needed

Externship

Externship is a tool to assist candidates in preparing themselves for employment in a competitive work environment. Externship is a training program in which the business partner provides direct hands-on training to a candidate at the employer's site, doing a job that would not displace another worker. This includes work experience, one on one training, work tryouts, etc. The CRP is the employer on record.

[View Externship Responsibilities](#)



Externship

- ▶ CRPs Responsibilities
 - ▶ Sign Externship agreement & return to IVRS & complete internal employment process
 - ▶ Provide CRP's proof of workers compensation insurance
 - ▶ Provide CRP's fiscal contact person's contact info
 - ▶ Process timely payroll payment to JC
 - ▶ Provide a copy of the JC's check issued to VR

Supported Employment Job Coaching

- What is a supported employment job coaching?
- IVRS Responsibilities
 - Identify & document long-term services & funding supports
 - Benefits planning services
 - CIE
 - Problem solve as needed

Supported Employment Job Coaching

The purpose of Supported Employment Job Coaching is to provide extensive, upfront job coaching to assist the new hire to work in an integrated setting at a business, earning commensurate wages at or above minimum wage, and afforded company benefits. Supported Employment Job Coaching trains the candidate on the appropriate job specific skills, work habits, behaviors, socialization, and adjust to the job to achieve successful employment.

[View Supported Employment Job Coaching Responsibilities](#)

Forms Needed

- Supported Employment Job Coaching Monthly Report



Supported Job Coaching Services

- ▶ CRPs Responsibilities

- ▶ Connecting w/ businesses to understand the training needs
- ▶ Analyze worksite & workstation & arrange for accommodations as needed
- ▶ Develop job coaching plan to meet JC's and employer's needs
- ▶ Train JC w/ social & advocacy skills
- ▶ On the job training
- ▶ Integration of disabilities with work team
- ▶ Document job coaching hours
- ▶ Document when job becomes stabilized w/ itemized billing of service hours & corroborating narrative for each itemized log

Job Follow-UP

- What is a job follow-up?
- IVRS Responsibilities
 - Supervisor's approval w/ exception form prior to requesting service
 - Follow-up strategies
 - Communicate areas of concern to CRP
 - Monitor & approve payment
 - CIE
 - Problem solve as needed

Job Follow-Up

Job Follow-Up **requires an exception** and is not widely used unless needed to maintain employment and ensure employer satisfaction. The purpose of this service is to monitor a candidate's performance on the job when they are placed without any job coaching services. Job Follow-Up requires regular contact with the employer and job candidate after initial placement. The outcome of this service is that employment is maintained.

[View Job Follow-Up Responsibilities](#)

Forms Needed

- Job Follow-Up Services



Job Follow-Up

- ▶ CRPs Responsibilities

- ▶ Develop a plan for IVRS's approval
- ▶ Connect w/ employer to understand training needs
- ▶ Follow up w/ JC to work on training needs
- ▶ Integration of disabilities with work team
- ▶ Document employer satisfaction once achieved
- ▶ Document time spent w/ employer & JC
- ▶ Provide notice of stabilization to IVRS for payment or indicate recommendation for more follow-up time if needed
- ▶ Job follow up services form w/ itemized billing of service hours & corroborating narrative for each itemized log

Non-Supported Employment Job Coaching

- ▶ What is a non-supported employment job coaching?
 - ▶ Requires an exception & supervisory approval
 - ▶ Very rarely used
 - ▶ Employer, JC & IVRS agree the need for a job coach
 - ▶ Training may be on/off work site
 - ▶ JC's choice (co-worker, friend, family member, or an acquaintance.) is knowledgeable about JC and/or the job
 - ▶ IVRS supports job coach w/ disability related info
 - ▶ JC pays job coach & VR reimburses JC
 - ▶ Time limited transitions to natural supports
 - ▶ Non-Supported Employment job coaching forms

Supported Short-Term Paid Work Experience

- What is a supported short-term paid work experience?

In the team meeting: "scientists work there...it's the plan and I got IVRS! Besides, who wouldn't want to work in a food science laboratory?!?!?"
Lisa Simpson



Supported Short-Term Paid Work Experience

- What is a supported short-term paid work experience?
- IVRS Responsibilities
 - Team meetings: to develop & approve plan; assess progress
 - Collaborate w/ CRP on business services; identify training needs; reasonable accommodations
 - Disability-awareness related training to employer
 - TA to employer
 - Problem solve as needed





Supported Short-Term Paid Work Experience

- ▶ CRPs Responsibilities
 - ▶ Identify job openings
 - ▶ Job search log
 - ▶ Contact employers
 - ▶ Market the student to employers
 - ▶ Accompany the student to interviews (if necessary)
 - ▶ Assist with completing and submitting job applications
 - ▶ Advise the student on interviewing, resume writing & follow up
 - ▶ Recommend workstation modification (if necessary)
 - ▶ CIE
 - ▶ Job analysis Report
 - ▶ Negotiate the essential functions of a job to work with JC's strengths
 - ▶ Work w/ IVRS to identify & provide training needs



Supported Short-Term Paid Work Experience

- ▶ CRPs Responsibilities

- ▶ Identify & arrange reasonable accommodations
- ▶ Disability awareness training to the employer
- ▶ Complete and provide IVRS w/ the Supported Short-Term Paid Work Experience for Students Log
- ▶ Complete and provide IVRS w/ copy of Supported Short-Term Paid Work Experience for Students form w/ itemized billing of service hours & corroborating narrative for each itemized log



Business Partnership Incentive

- ▶ What is a Business Partnership Incentive?
 - ▶ IVRS's recognition of CRP's efforts to maintain business relationships resulting in a job offer & successful placement during the provisions of the following services:
 - ▶ Discovery
 - ▶ Workplace Readiness
 - ▶ Job Shadowing
 - ▶ Career Exploration
 - ▶ Occupational Skills Training
 - ▶ Work Adjustment Training
 - ▶ Job Seeking Skills Training
 - ▶ For every job offer & accepted by a JC, CRP gets \$66.12
 - ▶ Additional \$198.36 when the case closes successfully
 - ▶ Totaling \$264.48 for each JC placed with the employer



IVRS CRP Advisory Team

- ▶ Pam Reid, Burlington
- ▶ Amy McNeese, Council Bluffs
- ▶ Joleen Schulz, Carroll
- ▶ Chad Pratz, Davenport
- ▶ Kelsey Oliver, Decorah
- ▶ Marsha Burrignt, Des Moines
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