

# Employment Services Activities Guide

The purpose of the Employment Services Activities Guide is to assist Indiana employment specialists with possible activities as they use the Employment Services Model with job seekers.

Employment services will be different for each job seeker, so this guide allows you to select different activities depending upon the intended employment outcome. Depending on the needs of the job seeker, you may not complete every step, and the steps may not always be completed in the order listed on the following pages.

*\* Denotes VRS requirement*

Note: A fillable-form version of this document is available on the [Employment Services: Information for Providers page](#) of the Center on Community Living and Careers' website.

This document was produced by:



With support from:



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### Job Seeker:

### Initial Referral Date:

### Initial Phase

**Timeline:** Initial phase completed within two weeks of Referral date.

#### Activities:

- Manager assigns employment specialist to case.
- Initial contact made with job seeker and family, and first meeting scheduled within first week.
- Determine agency capacity to provide services.
- Fill out basic forms and releases (Intake Meeting).
- Best practice is to schedule a future meeting (two months out) with VRC to determine job goal and job development plan. (Note that this meeting can be rescheduled if needed.)
- Decide and schedule next steps.
- At Intake Meeting:
  - Explain individualized employment and Discovery to the job seeker and their family.
  - Sign releases/permissions to take photos.
  - Sign releases of information forms as necessary.
  - Collect basic information for the Discovery Profile including background information. If Discovery has already been completed, proceed with part B (Job Development and Placement Plan) of Discovery Profile.
  - Verify receipt of SSI/SSDI, ask about job seeker's/family's interest in scheduling a benefits analysis.
  - Schedule home visit/next visit.
  - Document all activity.

### Discovery Phase

Activities are individualized. Employment specialists and job seekers may not always participate in all activities. Those activities that do take place may not be sequential.

**Timeline:** Discovery phase completed within six weeks of initial phase completion. (If participating in work experiences, may take longer than six weeks.)

#### Activities:

- **Tour neighborhood:** Note general services (e.g. businesses, transportation, or other) in the area, note ease of access in the area, and make a diverse list of businesses in the

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area that may help accommodate Discovery activities. *Document in case notes and/or billing sheet.*

- Complete 2-3 **visits** to the job seeker's home or agreed upon location. *Document on case notes and/or billing sheet.*
- Complete 1-3 **interviews** with people who know the job seeker without a pay relationship. *Document on case notes and/or billing sheet and on Discovery Profile if conducting informational interviews with employers.*
- Complete 1-3 **interviews** with people who know the job seeker who are paid to provide service. *Document on case notes and/or billing sheet.*
- Complete 1-2 **observations** of the job seeker performing typical life activities. *Document on case notes and/or billing sheet and/or Discovery profile.*
- Complete 1-3 **observations** of the job seeker's chosen potential interest area (Job Shadow). *Document on case notes and Discovery Profile.*
- Complete 1-3 **observations** or **assessments** of job seeker **performing a relevant skill or participating in a vocational goal activity** (Situational Assessments). *Document on case notes and Discovery Profile.*
- Conduct **informational interviews** with at least 1-3 employers. *Document on case notes and Discovery Profile.*
- Conduct **extended work assessments** with the job seeker **participating** in work activities and/or 1-3 work experiences (Work Experience). *Document on case notes and Discovery Profile.*
- Based on information during this phase, **identify three vocational themes**. If needed, complete additional Discovery activities related to the specific vocational themes.
- **Evaluate** the need for any additional Discovery activities with team. *Document additional recommended activities on Discovery Profile as applicable, briefly describing purpose of additional activities.*

## Profile Completion Phase

**Timeline:** Profile phase completed within eight weeks of Referral date.

### Activities:

- Complete Profile.
- Discuss additional, relevant information for job seeker: accommodations, resumes, transportation arrangements, where appropriate.
- Complete a Benefits Analysis, if appropriate.
- Prepare and complete job development meeting with VR and participate as appropriate to finalize the vocational goals and the individualized plan for employment (IPE). When appropriate, invite positive-thinking people able to develop potential strength-based directions for jobseeker (job seeker's choice).

### Milestone 1: Job Development Phase

**Timeline:** Milestone 1 begins with development of IPE and runs through Job Placement.

**Activities:**

- Create formalized meeting times and next action steps based upon results of job development meeting and Discovery Profile.
- Make contact with identified employers characterized by at least two employer contacts (substantive telephone contact or personal visit/tour) per job seeker per week until a customized job is secured. *Document job development through case notes.*
- Secure job interviews for job seeker.
- \*Email monthly update to VR.
- Conduct planning session, at least every 6 months (or more often based on job seeker's needs), with the job seeker, ES, and VR counselor aimed at forward progress of career interests and vocational goal.
- Arrange job training assistance, based upon the needs of the employer and the job seeker.
- \*Secure individualized employment for job seeker. Submit signed Notice of Job Offer (NOJO).
- \*Submit Milestone 1 billing to VR (one week) using Milestone billing form.

### Milestone 2: Support & Short-Term Retention Phase

**Timeline:** See activities description.

**Activities:**

- Identify potential natural supports in the workplace.
- Develop plan for fading to demonstrate increased independence and less reliance on the job coach.
- Identify workplace assistance when necessary, based upon the impact of disability (e.g., accommodations or modifications).
- Provide ongoing job training assistance as negotiated between the employer and employee.
- \*Submit Milestone 2 billing to VR (four weeks) using Milestone billing form.
- \*Submit Employment Support and Retention Plan to VR on or before four calendar weeks on job. (Update quarterly and submit progress monthly until Stabilization).
- Provide supports to the job seeker, as identified in the Employment Support and Retention Plan.
- Document all ongoing job support activities on Employment Support and Retention Plan.

### Supported Employment (or Other Supports) Phase

**Timeline:** Could be between Milestone 2 and Stabilization.

**Activities:**

- \*Submit monthly billing, as applicable, using Employment Support and Retention Plan (Supported Employment).
- For each month of services rendered, provide a summary of services delivered to the consumer (on the ESRP) as well as a description of the consumer’s progress toward independence. The summary may include demonstration of fading, development of natural supports, implemented accommodations, or concerns. Indicate the total hours billed to VR.
- Document all job support activities on the Employment Support and Retention Plan. This includes both on-site (on-the-job) and off-site supports and must be updated quarterly.
- Document stabilization date and evidence of stabilization (fading, progress toward independence) using Stabilization form.

### Stabilization Phase

Job seeker has achieved highest level of independence and maintains Stabilization for a minimum of 90 days.

**Timeline:** Variable

**Activities:**

- At minimum, provide two contacts per job seeker per month.
- Submit accurate employment updates to the VR counselor in the prescribed manner (by the 10<sup>th</sup> of each following month).
- Notify VR if new issues arise and additional supports are needed. Stabilization date may need to be modified and 90-day retention “clock” may need to be restarted.
- Supported Employment—Prior to the conclusion of stabilization being reached, communicate with the VRC to initiate transfer to extended services, if applicable.

### Milestone 3: Retention Phase

**Timeline:** At least 90 days after Stabilization

**Activities:**

- \*Submit Milestone 3 billing to VR using Milestone billing form. Notify VR if new issues arise and additional supports are needed.