

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 job candidate's (JC's) performance on the job when they are placed without any job coaching services. Job Follow-Up requires regular contact with the employer and JC after initial placement. The outcome of this service is that employment is maintained.

IVRS Responsibilities for Job Follow-Up Services

- Obtain supervisory approval to authorize this service under an exception before proceeding with a service request to a CRP/partner.
- Establish follow-up strategies and specified timeframes per agreement
- Communicate areas of concern to CRP and revisit strategies as needed.
- Monitor and approve payment documentation to service provider.
- Ensure job candidate is working in a competitive integrated job, earning commensurate wage that is at or above minimum wage.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Job Follow-Up Services

- Develop a plan to deliver Job Follow-Up services that address the needs of the JC and the employer for IVRS approval.
- Connect with the employer to understand the training needs of the JC and ensure employer satisfaction.
- Provide Follow-Up services to JC based on the areas of need identified by employer.
- Work with the employer and co-workers to ensure understanding of disability-related issues or training (if needed) for JC to become an integral part of the business.
- Document discussion with employer once a decision is made that the JC's job is stable and suitable.
- Document time spent with employer and JC and provide a report that outlines number of hours devoted to Job Follow-Up services.
- Provide notice of job stabilization to IVRS for payment indicating procedures to utilize if continued Follow-Up services become necessary.
- Submit documentation of employer satisfaction with written report when stabilization occurs using the form associated with this service.

Job Candidate Responsibilities for Job Follow Up Services

- Work towards employment goals and stay employed.
- Show up for meetings with clean clothes and in good health.

- Let staff know immediately when JC is unable to attend an appointment.
- Participate in the meetings and help plan the steps to success.
- Let the team know what JC's choices are by asking questions and sharing thoughts.
- Complete all the homework, recommendations and suggestions agreed by team.
- Make sure that JC talks with all those who are involved in the employment journey.
- Provide any documents that are requested that will help JC reach his/her employment goals.