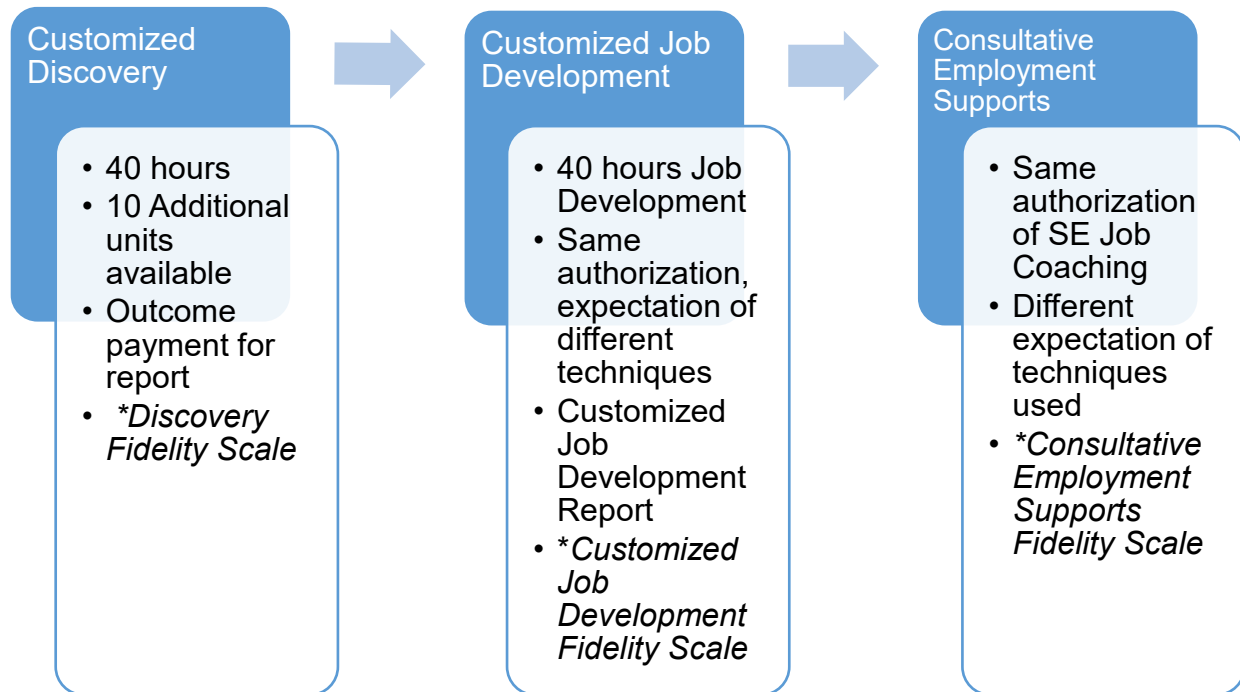


IVRS Responsibilities for DIF Customized Employment (CE) Services

IVRS staff must understand that not every job candidate requires Customized Employment (CE) services. Prior to referring a job candidate for CE, IVRS staff should:

- Provide counseling and guidance about employment options and services available through IVRS. To support these conversations, IVRS staff may use the following tools:
 - CE Flier for JC & Parents
 - CE Information flier
 - Referral Desk Guide and
 - Customized Employment infographic tools.
- In order to determine whether or not CE is the appropriate service (if response is zero to minimal, CE may be a good fit):
 - Determine what is known about this job candidate and what isn't known.
 - Ascertain what the job candidate has to offer an employer and what they need for a job to be successful. What are their strengths?
 - Clarify the job candidate's interests and determine how these interests might translate into employment tasks.
- Establish what IVRS hopes to find out through CE and make a referral to the job candidate's CRP of choice. CE providers must be approved by IVRS (approval includes having an ACRE with a focus on Customized Employment Certificate) to provide CE.
- Initiate communication to the job candidate's team to commence CE services and ensure all team members are supportive of this service. This is documented by IVRS staff completing the first part of the **Discovering Personal Genius Staging Record (aka Discovery Staging Record/DSR)**.
- Documentation from IVRS is provided to CRP to initiate CE services (e.g. authorization for service, initially completed DSR, and any other pertinent information).
- Assist in helping to brainstorm and identify Discovery Activities with the CRP.
- Problem-solve with team and be solution oriented in communication and meetings.
- Determine if CE services can be initiated within 30 days of CRP receiving IVRS referral for this service.

- Confirm if/what social security disability benefits are received and provide information to the CRP



CRP Responsibilities for DIF Customized Employment (CE) Services

- Determine if CE services can be initiated within 30 days of CRP receiving IVRS referral for this service.
- Schedule intake for Customized Employment Services
- Schedule an initial visit to home (intake should be separate from visit to home) with the job candidate and those who know them best (family, friends, etc.) at their home. (Have a conversation with the job candidate and their team. Discussion topics may include; daily routines, frequented stores, locations, hobbies, volunteering, chores or various responsibilities as well as interests, hobbies, leisure activities, etc.). The intent is to begin to answer the question, “who is this person?”
- Review if/what Social Security Disability Benefits are received and amounts. Consider potential for work incentives as employment is explored. Determine need to involve assistive technology (AT) professionals and possible benefits to include AT during Discovery Activities.
- Schedule interviews with those who know the job candidate well and are supportive of competitive integrated employment (CIE) to ask about the job candidate’s interests, support needs, successful support strategies, skills and performance in various activities. (Begin to identify emerging vocational themes - which are general topics like sports, agriculture, organization, technology, machinery, etc.)

- Summarize information gathered in the VISIT TO HOME (B.) and INTERVIEW OTHERS (C.) sections of the **Discovering Personal Genius Staging Record (DSR)**.
- Share information collected to IVRS counselor to help brainstorm and identify Discovery Activities.
- Identify activities that are familiar and unfamiliar to the job candidate - and/or - they participate in successfully. Begin with an activity familiar to the job candidate prior to involving them in an unfamiliar activity. Accompany job candidate to selected places and activities and collect information about the job candidate's non-verbal communication (i.e. smiles, body language, etc.) skills, relationships, supports, etc. (Continue to learn about their skills, talents and interests and refine vocational themes). Discovery Activities should be identified based on information learned in visit to the home and interviewing others.
- Identify how the job candidate learns best and how they are best supported using Discovery Activities.
- List planned activities in the DISCOVERY ACTIVITIES (D.) section on **Discovering Personal Genius Staging Record (DSR)**. CRP staff will detail the following; activity and location, who will engage in the activity, the date it will be accomplished, and justification for the activity (i.e. how is this tied to what was learned about the job candidate).
- Complete findings from the DISCOVERY ACTIVITIES that summarizes the information gathered during the different interviews, observations and interactions. It is important that this document reflects the information in a comprehensive manner to inform the process.
- Complete informational interviews for each emerging vocational theme. Seek advice on careers, business needs, and uncommon aspects of the business.
- Schedule a Discovery Team Meeting (E.) to review the results of Discovery Services with team members.
- Provide **Discovering Personal Genius Staging Record (DSR)** report to IVRS itemizing the time period billed, hours worked, payment amount and documentation of achievement of performance measures.

CRP Responsibilities for DIF Customized Job Development Services

- Identify informational interview opportunities consistent with the job candidate's identified vocational themes and lists of 20.
- Maintain a log of businesses contacted with or on behalf of the job candidate.
- Build rapport and trust with businesses and community contacts in alignment with vocational themes. Learn about specific business needs and identify if job candidate's conditions and contributions align with identified needs.
- Share the job candidate's skills, talents and contributions through the use of innovative networking mediums such as visual resumes, video resumes, social

media and mediums that promote the job candidate to the business and community.

- Accompany the job candidate to meet with prospective businesses and community members within the identified vocational themes.
- Work with business and job candidate to negotiate job tasks that benefit the business and the job candidate. This should result in a customized position but may also be a job already in existence.
- The goal for job development is to look beyond traditional entry level employment.
- Recommend accommodations and modifications to the business (if necessary).
- Develop a job for the job candidate with a business or industry that pays commensurate wage at or above minimum wage and offers benefits (whenever possible).
- Complete a job analysis for the specific job that has been developed.
- Negotiate with the employer the essential functions of the job that will serve the business by focusing upon the talents of the job candidate.
- Work with IVRS to ensure training needs are identified and addressed with the employer, job coach and job candidate. Determine job specific skill requirements, soft skill requirements, teaching strategies, timeframes, and responsibilities.
- Identify and arrange reasonable accommodations with the employer.
- Develop a plan for natural supports for any job candidate in Supported Employment.
- Provide disability awareness and training to the employer when necessary.
- Provide technical assistance to the employer regarding the training progress as identified by job candidate's team.
- Provide **Forms of Job Development** to IVRS itemizing the time period billed, hours worked, payment amount, and documentation in achievement of performance measures. The forms include:
 - Customized Job Development Monthly Report
 - Job Development Staging Record (JDSR) Stage 1
 - Job Development Staging Record (JDSR) Stage 2
 - Natural Supports
 - Job Analysis

CRP Responsibilities for Consultative Employment Support Services

- Connect with employer to understand the training needs of the new hire and ensure employer satisfaction.
- Analyze worksite and workstation to arrange appropriate accommodations for the new hire on the job.

- Develop job coach plan consistent with individual training needs of the job candidate.
- Train new hire in areas needing additional skills such as social or advocacy.
- Provide on-the-job training to new hire until job skills are learned and work performance, habits and behaviors are appropriate.
- Work with employer and co-workers to ensure understanding of disability-related issues or training (if needed) for new hire become an integral part of the business.
- Document discussion with employer once a decision is made that new hire's job is stable and suitable.
- Document time spent with employer and new hire, and provide report that outlines number of hours devoted to job coaching and training.
- Work with IVRS and the long-term support service provider to ensure that long term support services are in place if needed.
- Provide notice of job stabilization to IVRS for payment indicating plan for continued job coaching.
- Work with employer, JC and long-term support provider on using Natural Supports and turn in the Natural Support Plan report for IVRS. A copy may be shared with the job candidate, the employer, and the long-term support provider(s).
- Submit documentation of services to businesses and employer satisfaction when stabilization occurs using the form associated with this service.

Job Candidate Responsibilities for DIF Customized Employment Service

- 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 that the team agreed on.
- 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 CIE goal.