Customized Employment Matrix

Phase 1: Consultation & Meeting

Status: Application/Eligible

VR Counselor Responsibilities

- Upon eligibility for Supported Employment: Refer customers receiving SSI/SSDI for Benefits counseling.
- Send the CRP appropriate records from the ENA process and the Vendor Authorization.
- Participate in the CRP coordinated meeting.
- Review and approve the Consultation & Services Plan and process Vendor Authorization for payment as submitted by the CRP.
- Follow through with actions based on the Consultation & Services Plan so services can be initiated timely and effectively.

CRP Responsibilities

- Upon receipt of referral, records, and Authorization: Coordinate consultation and meeting ASAP with the customer, VR Counselor (VRC), and other appropriate individuals.
- Review information from the VRC and start meaningful conversations and activities with the customer about employment.
- Proactively participate in the consultation meeting.
- Send the completed SE Consultation & Services Plan Report to the VR Counselor along with the Vendor Authorization within 10 days of the meeting.

Phase 2: Career Development & Placement

Status: Service

VR Counselor Responsibilities

- Issue Vendor Authorization for Placement based on the targeted employment goal documented on the Individualized Plan for Employment (IPE).
- Develop the IPE if not already completed.

- Ensure the team agrees on the placement outcome, which must meet Competitive Integrated Employment (CIE) standards.
- Placement may be Full-time or Part-time (as defined by the employer).
- Obtain prior approvals for placements totaling less than 15 work hours per week.
- Process Vendor Authorization for payment when the Hire Report and wage verification are received from the CRP.

CRP Responsibilities

- Provide placement services as outlined in the CRP Service Manual.
- Send SE Monthly Progress Report and Job Development contacts by the 5th of each month until appropriately placed on the job.
- When placement is made, notify the VR Counselor by email.
- Note: If employment is less than 15 hours, Regional Approval must be sought.
- Note: A second meeting must be held if the vocational objective does not match the IPE.
- Send signed Vendor Authorization along with completed Hire Report and wage verification.
- If appropriate, notify the DIDD Independent Support Coordinator (ISC) of the placement.

Phase 3: Training Once Employed

Status: Service

VR Counselor Responsibilities

- Move the case into Service Status at the inception of placement services.
- Review monthly progress reports, job development contacts, and monitor progress.
- Note: If taking more than 6 months, recommend a meeting with the team.
- Intensive Job Services (IJS): Can be authorized if needed and justified (obtain prior approvals when necessary).
- Restriction: The case cannot move into Employed Status as long as IJS is being provided.

CRP Responsibilities

- Work with the customer by providing needed services to maintain employment.
- Send SE Monthly Progress Report to the VR Counselor.

- Use SE Monthly Progress Report and submit to VR Counselor as long as Intensive Job Services are utilized.

Phase 4: Career Stabilization & Maintenance

Status: Employed

VR Counselor Responsibilities

- Issue Vendor Authorization for Day 1 of Stabilization.
- Review Monthly Progress Report and monitor progress.
- Participate in any needed staffing.
- Make the ultimate decision if all Stabilization criteria are met (refer to CRP Service Manual).
- Review and approve Extended Support Plan (ESP) from CRP to process Vendor Authorization for payment.
- Move VR case into Employed Status when the VRC has made the stabilization decision, and receives and approves the ESP.
- Requirement: All VR funded support services, including on-the-job training or IJS, must have been completed when moving into Employed Status.
- Confirm ongoing services were agreed upon by the CRP prior to the beginning of SE services.

CRP Responsibilities

- Notify VR Counselor when Stabilization criteria are about to be met to schedule staffing.
- Schedule a staffing to discuss Career Stabilization Maintenance and Extended Support Plan (ESP) with the customer, VRC, and other appropriate individuals.
- Submit Extended Support Plan (ESP) and signed Vendor Authorization for Day 1 of Stabilization.
- Access TN Care Behavioral Health rider for MH customers, ECF CHOICES, or DDA Medicaid program, if appropriate.

Phase 5: Successful Employment Outcome

Status: Employed/Closed, Rehabilitated

VR Counselor Responsibilities

- Communication:
- When stabilized, communicate with DIDD Independent Support Coordinator (ISC) so CRP may access Medicaid waiver funding (CC: CRP).
- If ECF CHOICES, advise MCO Support Coordinator using the MOU Notification Form.
- Financial/Status:
- As federally mandated, no monies will be issued for extended ongoing services.
- Ensure the case remains in Employed Status for at least 90 days before closure.
- At 61st day in Employed Status: Issue Vendor Authorization according to the Fee Schedule.
- Issue and pay Vendor Authorization for Stabilization & Maintenance (Payable at 30 days and 60 days in Employed Status).
- Closure:
- Upon receipt of the final contact report, signed Vendor Authorization, and wage verification, process Vendor Authorization for payment according to the Fee Schedule.
- Supplement Vendor Authorization if necessary, ensuring that increases in hours/wages are customary.
- Contact customer to confirm at least 90 days of successful & appropriate Competitive Integrated Employment (CIE).
- Follow Closed Rehabilitated Status protocol, close the case, and provide CRP with a copy of the closure letter.

CRP Responsibilities

- Ongoing Support:
- At Employed Status, follow ongoing support procedures as agreed in the CRP Service Manual and as mandated by Federal regulations.
- Continue to provide and coordinate extended ongoing support services.
- Reporting & Billing:
- Keep a log of contacts (may be asked to provide a copy of the contact log to VR).
- Notify VR Counselor of any changes in the customer's employment, if appropriate.
- Continue to submit required reports using SE Monthly Progress Report at 30 days and 60 days in Employed Status along with respective signed Vendor Authorization to process payment.

- Complete monthly contact of successful employment and share with VR Counselor on a timely basis.
- Finalization:
- Send completed final 90-day report, signed Vendor Authorization, and wage verification to VR Counselor.
- Access ECF CHOICES, DIDD Medicaid, and other funding sources if appropriate.
- If CRP is an Employment Network (EN), request Ticket to Work (TTW) reassignment from the customer after VR case closure.