



Department of
Human Services

Individual Placement and Support (IPS) Supported Employment Program User Guide

Tennessee Department of Human Services

Division of Rehabilitation Services

Vocational Rehabilitation Services Program

Revised January 2019

TABLE OF CONTENTS

A. OVERVIEW.....5

B. ELIGIBILITY AND REFERRAL PROCESS.....6

C. IPS SE DELIVERABLES AND RATES.....8

1) Career Profile (Status 10).....8

2) Career Match and Hire (Status 12-18).....10

3) Career Stabilization and Maintenance (Status 22).....12

4) Successful Employment Outcome (Status 26).....13

5) Extended Services.....13

6) Supported Employment Intensive Job Services.....14

7) Post-Employment Services/Opening a New Case.....15

D. REPORTING REQUIREMENTS AND FORMS.....16

E. SUMMARY OF CLIENT REPORTING FORMS.....17

F. CONTACT INFORMATION.....18

APPENDIX I CAREER PROFILE EXAMPLE19
 - Includes Career Profile Activity Note and Disclosure Form

APPENDIX II MONTHLY PROGRESS DOCUMENTATION SAMPLES.....36

APPENDIX III MONTHLY PROGRESS REPORT FORM EXAMPLE.....37

APPENDIX IV JOB DEVELOPMENT CONTACTS REPORT EXAMPLE.....39

APPENDIX V IPS PLACEMENT/HIRE REPORT.....40

APPENDIX VI EXTENDED SUPPORT PLAN EXAMPLE.....42

APPENDIX VII IPS JOB END REPORT EXAMPLE.....44

APPENDIX VIII VR IPS FLOWCHARTS.....46

APPENDIX VIII CROSSWALK EXAMPLE (IF APPLICABLE).....48

Acronym Guide

BTW:	Benefits to Work
CP:	Career Profile
CRP:	Community Rehabilitation Provider
CWIC:	Community Work Incentives Coordinator
DRS:	Division of Rehabilitation Services
ENA:	Employment Needs Assessment
ES:	Employment Specialist
ESP:	Extended Support Plan
F2F:	Face to Face
IPE:	Individualized Plan for Employment
IPS:	Individual Placement and Support
LOA:	Letter of Agreement
MH:	Mental Health
SE:	Supported Employment
SPMI:	Serious and Persistent Mental Illness
SSDI:	Social Security Disability Insurance
SSI:	Supplemental Security Income
TDMHSAS:	Tennessee Department of Mental Health and Substance Abuse Services
VPO:	Vendor Purchase Order
VR:	Vocational Rehabilitation
VRC:	Vocational Rehabilitation Counselor

IPS Supported Employment Program User Guide

The IPS Program User Guide was developed to provide practical and specific information to supplement the Vocational Rehabilitation (VR) Letter of Agreement (LOA), Individual Placement and Support (IPS) attachment to the LOA and VR Policy and Procedure Manual. Additionally, this User Guide is intended to provide IPS CRPs and VR staff with guidance in:

- Integrating the VR structure and IPS process;
- Collaboration, cooperation, and coordination in delivering IPS services;
- The roles, responsibilities, and expectations of IPS CRPs and VR staff;
- Planning, implementing, monitoring, and evaluating IPS programs.

A. OVERVIEW

In 2013, the Department of Human Services Vocational Rehabilitation (VR) Program and the Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) partnered on the Individual Placement and Support (IPS) initiative to increase the number of individuals with serious mental illness and co-occurring mental and substance use disorders who obtain and retain competitive, integrated employment. VR and TDMHSAS contracted with four Community Rehabilitation Providers (CRPs) to implement the evidence-based practice of IPS. By 2018, the IPS community in Tennessee had expanded to cover agencies from Memphis to Johnson City and touch all VR regions.

IPS is an evidence-based practice based on a 25-item fidelity scale and the following practice principles: Focus on Competitive Employment, Eligibility Based on Client Choice (Zero Exclusion), Integration of Rehabilitation and Mental Health Services, Attention to Client Preferences, Personalized Benefits Counseling, Rapid Job Search, Systematic Job Development, and Time-Unlimited and Individualized Support.

IPS is the model of Supported Employment with the most evidence and research behind it in supporting individuals with behavioral health disorders in gaining and retaining employment. IPS was developed by the Dartmouth Psychiatric Research Center, and as of May 2018, showed a mean competitive employment rate of 55 percent in 26 randomized controlled trials. Closer adherence to fidelity consistently results in higher rates of competitive employment.

Evidence-based practices (EBPs) refer to interventions or services that evaluation research has shown to be effective. EBPs integrate clinical expertise; expert opinion; external scientific evidence; and client, patient, and caregiver perspectives so that providers can offer high-quality services that reflect the interests, values, needs, and choices of the individuals served.

For more information regarding the IPS model, please visit ipsworks.org.

B. ELIGIBILITY AND REFERRAL PROCESS

The determination that a person is eligible for vocational rehabilitation is made by the VR Counselor (VRC) alone. VRCs determine eligibility based on the following three criteria:

- 1) An individual has a physical or mental impairment that constitutes or results in a substantial impediment to employment;
- 2) An individual requires vocational rehabilitation services to prepare for, secure, retain, or regain employment; and
- 3) An individual can benefit in terms of an employment outcome from vocational rehabilitation services.

After the determination of eligibility, the VRC conducts a comprehensive Employment Needs Assessment (ENA) to determine the nature and scope of services, a specific agreed-upon vocational objective, and the priority category assignment for the individual. A priority category should be assigned to every eligible individual to prioritize them for the provision of services. Federal regulations specify individuals need to be “most significantly disabled” (Priority Category 1) to qualify for Supported Employment Services. “Most significantly disabled” is determined by functional capacity and not specific mental disorder diagnosis. Tennessee VR defines Priority Category 1 as an individual:

- 1) Who has one or more severe physical, mental, or sensory impairments, determined by an assessment for determining eligibility and vocational rehabilitation need, that seriously limit two or more functional capacities in terms of an employment outcome;
- 2) Whose vocational rehabilitation requires multiple vocational rehabilitation services; and
- 3) Whose services require 6 months or more from the date services are initiated to completion.

Supported Employment is a service for individuals with the most significant disabilities:

- (A) (i) for whom competitive, integrated employment has not historically occurred; or
(ii) for whom competitive, integrated employment has been interrupted or intermittent as a result of a significant disability; and
- (B) who, because of the nature and severity of their disability, need intensive supported employment services and extended services after the transition in order to perform the work involved.

Under VR’s Special Services Agreement for IPS, clients are eligible for IPS services if they meet the following criteria:

- 1) Are determined eligible for VR services;

- 2) Are assigned to Priority Category 1;
- 3) Meet Supported Employment eligibility requirements above;
- 4) Have a diagnosis of a mental disorder as identified in the Diagnostic and Statistical Manual of Mental Disorders 5; and
- 5) Demonstrate that their mental disorder is their primary impediment to work.

No other criteria should be used to determine eligibility for IPS, such as whether the individual would benefit from rapid job search, is a recipient of behavioral health services, or is a part of a treatment team. All services provided should be individualized to best meet the needs of the client.

If a CRP is working with a client under other VR Letters of Agreement and believes the individual requires ongoing support and that additional functional capacities impede the individual's ability to work, the CRP can provide additional information and documentation to the VRC to have the client reassessed for Priority Category.

C. IPS SE DELIVERABLES AND RATES

Summary

Outcomes	Total Process: Up to \$7,000.
Career Profile	\$750
Career Match & Hire	\$1,500
Career Stabilization & Maintenance	Day 1 in Status 22: \$1,000 Day 30 in Status 22: \$500 Day 60 in Status 22: \$500
Successful Employment Outcome	Day 90 in Status 22: \$2,750
Post-Employment Placement	Day 90 in Stabilization, \$1,500
Extended Services for Youth	\$50 per contact according to the <u>Extended Support Plan</u>
<i>Payment Conditions</i>	<i>Payments under this LOA attachment will not be approved for payment until all services are delivered and approved by the VR counselor on the Vendor Purchase Order (VPO) and all monthly progress reports and/or other required reports are submitted to the VR counselor.</i>

1. IPS Supported Employment: Career Profile (Status 10) \$750 **VPO Expenditure Code: A6235**

The purpose of the Career Profile is to engage with the client, develop a trusting relationship with the client, and to gather relevant information to assist in identifying employment goals and individualizing the IPS service delivery. The Career Profile is a “living” document intended to assist in meeting the employment and support needs of the client. The last sentence of Section C.2 of the LOA does not apply to the Career Profile. Based on the IPS model requirement to start the Career Profile as soon as the individual expresses interest in employment, CRPs may be paid for Career Profile services which start prior to the VPO being issued.

The Importance of Engagement

Engagement is key to building effective relationships with clients to assist them in achieving their goal to gain and maintain competitive employment. In order to build rapport with clients, Employment Specialists (ESs) should spend time getting to know them through conversation as opposed to simply filling out a questionnaire. Engagement is a collaborative and positive process that involves creating an environment conducive to working with clients to meet their goals.

Career Profile Required Encounters

The completion of the Career Profile requires a *minimum* of five meaningful encounters, including at least three face-to-face encounters with the client, one encounter with a member of the client's support system (member of the treatment team, family member, benefits counselor, friend, etc.), and one chart review.

The five required encounters need to be documented on the Career Profile Activity Notes, identifying the date, amount of time spent on the activity, location of meeting, what discovery activity was conducted to get to know the client, and what was learned from the activity that supports the client in their quest for employment.

Referral to Benefits Counseling

"In order to make decisions about work, job seekers and workers need accurate information about their individual situations. Many people do not work because they fear losing disability benefits. Others would like to work enough to support themselves and exit the benefit system. Comprehensive information about how work will affect each person's financial situation is critical" (IPS Fidelity Manual, page 84). ESs are responsible for assisting their clients in obtaining comprehensive and individualized benefits counseling. For clients who receive SSI and/or SSDI benefits, ESs will refer them to a Community Work Incentives Coordinator (CWIC). In some areas, CWICs can be contacted directly. In other areas, clients will have to call the Ticket to Work Helpline (1-866-968-7842). If a client does not receive Social Security benefits but receives other benefits such as SNAP (food stamps), SafetyNet, housing assistance, etc., the ES will refer the client to the appropriate providers for counseling on what will happen to those benefits if they return to work. ESs assist job seekers in obtaining benefits counseling for any type of benefit an individual receives.

Career Profile Milestone Payment

This milestone is paid upon the submission of a signed VPO, a thorough Career Profile, including Career Profile Activity Notes, and a staffing with the VRC, client, and ES to develop the VR Individualized Plan for Employment (IPE).

Financial Needs Assessment

Before the IPE is developed, the VRC should complete a Financial Needs Assessment to determine if the client is eligible for support services such as assistance for employment clothing, short-term employment-related transportation, etc. If the client is eligible to receive financial assistance, the type of assistance needed must be identified in the IPE.

Monthly Progress Report for Career Profile Phase

The Monthly Progress Report should be completed thoroughly, contain detailed information about the activities done with the client, and be submitted to the VRC each month that the individual is in the IPS SE: Career Profile phase (due on the 5th of each month).

**2. IPS Supported Employment: Career Match & Hire (Status 12-18)
VPO Expenditure Code: CE065**

\$1,500

Rapid Job Search

“Rapid Job Search” is one of the IPS principles. It is important to “strike while the iron is hot” when an individual is motivated to work. The ES and/or client should make a face-to-face employer contact about a competitive job within thirty days of the first meaningful contact the ES has with the individual about employment. Meaningful contact refers to the first time the ES has an intentional conversation with the client about their desire and motivation to work. Job development should not begin until time has been spent getting to know the client’s interests, preferences, goals, skills, etc. Remember, the purpose of the Career Profile is to assist the client in identifying a job goal. Although the goal of rapid job search is for the ES and/or client to make a face-to-face employer contact within thirty days, there will always be outliers as IPS services are individualized.

Job Development Contacts

Employer contacts made with the individual client in mind during the job search phase should be recorded on the Job Development Contacts Report. This report should be submitted, along with the Monthly Progress Report, to the VRC each month that the individual is in the IPS SE: Career Match and Hire phase (due on the 5th of each month).

ESs should follow the “Three Cups of Tea” method to job develop with employers in their communities. The purpose of these weekly job development contacts is to build long-term relationships with employers. Employers are chosen based on the preferences of the job seekers on the ES’s caseload.

Monthly Progress Report for Job Search Phase

The Monthly Progress Report should be completed thoroughly, contain detailed information about the activities done with the client, and be submitted to the VRC each month that the individual is in the IPS SE: Career Match and Hire phase (due on the 5th of each month).

If no placement occurs after the client and CRP have been working together for four months, the VRC, client, and ES will meet to discuss any issues and review/revise the vocational goal and job search parameters.

Placement

When a client gets a job, it is the responsibility of the VRC, with input from the client and the ES, to ensure that the job is a suitable match. A suitable job match would correspond to the individual’s unique strengths, resources, priorities, concerns, abilities, capabilities, career interest, informed choice, and the number of hours the individual is capable of working; *and* meet the definition of competitive, integrated employment.

If the client's job goal changes from the vocational objective on the IPE, a staffing will be held with the VRC, ES, the client, and other applicable individuals. The VRC will amend the vocational goal, and copies of the amended plan will be given to all appropriate individuals.

Certified Peer Recovery Specialists

Certified Peer Recovery Specialists (CPRS) are a valued and recognized competitive employment option for individuals with mental illness and co-occurring disorders. "The job will not be considered competitive unless the person's wages are commensurate with their education and experience and they have similar standing as other practitioners at the agency (access to clinical team meetings, etc.)" (IPS Practitioner's Guide, Page 8). Placement as a CPRS is appropriate and encouraged if it is based on the client's strengths and desires. It is considered competitive, integrated employment.

Employment Status -- IPS Day One vs. VR Day One

The IPS model and fidelity scale track employment dates differently than VR. In the IPS model, the first day of employment is considered "Day One." However, VR considers the date of stabilization to be "Day One." Therefore, the CRP is responsible for tracking both dates.

Training Once Employed

When the client begins employment, the VR case status is Status 18 (Service Provision). Although the client is employed, Status 22 (In Employment) *does not occur* until job stabilization has been reached using the criteria set forth in the IPS attachment. Should the client choose to receive off-site job supports, these contacts must be included in the Monthly Progress Report(s) and throughout the CRP's case record of the client.

Career Match and Hire Milestone Payment

This milestone is paid upon the submission of a signed VPO, Placement/Hire Report, Monthly Progress Report, Job Development Contacts Report, and wage verification documentation (copy of pay stub). If the CRP is unable to provide verification through other means, they may document their efforts and attest to the client's wages in the Monthly Progress Report. The VRC can use their discretion in verifying employment through other means, such as calling the client.

Monthly Progress Report for Training Once Employed

The Monthly Progress Report should be completed thoroughly, contain detailed information about the activities done with the client, and be submitted to the VRC each month that the individual is in the IPS SE: Job Training phase (due on the 5th of each month for the preceding month).

**3. IPS Supported Employment: Career Stabilization and Maintenance (Status 22)
\$2,000
VPO Expenditure Code: IP004**

\$ 1,000	Payable at Day 1 in VR Status 22 (In Employment)
\$ 500	Payable at 30 days in VR Status 22 (In Employment)
\$ 500	Payable at 60 days in VR Status 22 (In Employment)

Stabilization Guidelines

With input from the ES, client, and other appropriate individuals (such as a conservator, employer, and treatment team members), the VRC has the ultimate responsibility in deciding if the individual has met the stabilization guidelines before moving the case into Status 22 (In Employment). **A guideline for determining employment stabilization is:**

- 1) The client achieved competitive, integrated employment;
- 2) The individual has received personalized benefits counseling for all benefits that he/she receives;
- 3) The employer is satisfied with the work produced by the client;
- 4) The CRP has a well-coordinated job retention support system in place that assists both the client and the employer (as appropriate); **AND**
- 5) The level of ongoing support services is a minimum of two (2) contacts per month at the worksite or off-site, as requested by the client. If the client requests that ongoing support services not occur at the worksite, the CRP shall document the client’s request and have the client sign the document.

Stabilization will occur differently for each individual depending on their employment needs, limitations, supports, and vocational goal. While there is no timeline for how long an individual must be employed before the job can be considered stabilized, the VRC must use his or her professional judgment in making the decision based on documented information.

During the stabilization staffing, the VRC and CRP will establish a Status 22 (Stabilization) date which will be the basis for Day 1, Day 30, and Day 60 payments.

Extended Support Plan

The IPS model emphasizes providing thorough and individualized supports to each client. ESs should work with clients and their support systems (natural supports, treatment team members, VRC, etc.) prior to obtaining a job in order to identify potential supports that may be needed. Once employed, they should identify supports for that specific position as well. The ES shall complete and submit the Extended Support Plan (ESP) to the VRC within ten (10) business days of the date the client has been determined to have reached Stabilization (Status 22).

Monthly Progress Reports for Stabilization

The Monthly Progress Reports should be completed thoroughly, contain detailed information about the activities done with the client, and be submitted to the VRC each month that the individual is in the IPS SE: Stabilization phase. After stabilization, reports are due 30 and 60 days after stabilization (no longer due on the 5th of each month). For example, if the stabilization date for a client is determined to be December 7th, the next Monthly Progress Reports would be due 30 days later (January 6th) and 60 days later (February 5th).

Stabilization Milestone Payment

This milestone is paid upon the submission of a signed VPO, Extended Support Plan, and Monthly Progress Report.

Day 30 and Day 60 Milestone Payments

These milestones are paid upon the submission of a signed VPO and Monthly Progress Reports.

Job End Report

If the client's employment ends before successful closure, the ES will submit a Job End Report within ten (10) days of the employment ending. This report assists the VRC, ES, and client in processing the job loss, reexamining disclosure, discussing additional supports that may be needed in the future, and outlining steps for moving forward. In the IPS model, job loss is viewed as a learning experience and does not disqualify clients from continuing to receive IPS services. ESs should see a client face-to-face within three days of a job loss (or within three days of learning about the job loss). The case will return to the IPS SE: Career Match and Hire phase. If the client requires assistance for placement in another job, there is no payment for the additional placement. Milestone payments will not be repeated; the next payment will be the next milestone which has not previously been paid.

4. Supported Employment: Successful Employment Outcome (Status 26) **\$2,750** **VPO Expenditure Code: IP005**

A client is considered to have reached a Successful Employment Outcome by maintaining a minimum of ninety (90) days of employment since Stabilization (Status 22).

Monthly Progress Report for Successful Employment Outcome

The Monthly Progress Report should be completed thoroughly, contain detailed information about the activities done with the client, and be submitted to the VRC at 90 days after stabilization.

Successful Employment Outcome Milestone Payment

This milestone is paid upon the submission of a signed VPO, Monthly Progress Report, and wage verification documentation from the past 30 days (copy of pay stub). If the CRP is unable to provide verification through other means, they may document their

efforts and attest to the client's wages in the Monthly Progress Report. The VRC can use their discretion in verifying employment through other means, such as calling the client.

Extended Services

The purpose of extended services is to provide ongoing support services that are necessary to help an individual maintain a job, to restore stability as necessary, and to place the individual in a new job when a job is lost, or when appropriate, to conduct career development. Ongoing meetings with the individual and monthly contact with the employer are required for routine support, to monitor the individual's work performance and adjustment, and to determine at the earliest time when destabilization appears to be occurring.

The Extended Support Plan is a tool for the CRP to use when providing ongoing support services. The ES will further develop formal records that describe past, present, and future areas of the individual's needs as well as strategies for supports. The records must be maintained throughout the individual's employment tenure. These documents provide a record of individual preferences and successful support strategies. These records must be available to VR upon request for review and monitoring. Other state agency funding sources may need access to these records to verify funding allocation for ongoing services that are not funded by VR.

An Extended Support Plan outlines the commitment by a party identified by the CRP prior to stabilization to provide extended services for the client. If the CRP is providing extended services, the CRP must keep timely and appropriate ongoing records for review by VR or other DHS staff upon request.

Supported Employment Intensive Job Services

VPO Expenditure Code: IP007

If there is a need for hourly Intensive Job Services, the CRP may request VRC approval for these services using the Supported Employment Intensive Job Services Request Form (HS3348).

Post-Employment Services or Opening a New Case

After a client's successfully rehabilitated case is closed in supported employment, there may be occasions which necessitate routine job replacement. If the individual receiving extended services from a CRP loses the job after case closure and the VR Counselor determines Post-Employment Services are required, the CRP shall be issued a VPO for \$1,500 for a new placement and stabilization services. Post-Employment Services will be paid after the client has been stabilized in the new employment for at least 90 days.

A client and their extended service provider may request a meeting with the VR Counselor to discuss the need for VR to approve Post-Employment Services when the scope of the placement goes beyond routine job replacement and stabilization.

Post-Employment Services are not provided in situations where extensive retraining is needed or where extensive services are needed to assist the individual to advance in employment. If a client in supported employment requires extensive substantial services to regain or advance in employment, VR may open a new case.

CRP shall submit a Vendor Purchase Order (VPO) for payment as defined in the Fees and Payment section.

D. REPORTING REQUIREMENTS AND FORMS

In addition to the individual Monthly Progress Reports and other pertinent reports submitted directly to the VRC, each CRP must submit the IPS Quarterly Program Report by the 15th of each quarter. This is the listing of all individuals who have been authorized for IPS SE services through the CRP. This report monitors the progress being made with each individual. The report summary must indicate outcomes as described in Federal Indicators. The IPS Quarterly Program Report should be sent to VRreports.DHS@tn.gov.

E. SUMMARY OF CLIENT REPORTING FORMS

The following reports must be completed thoroughly and submitted to the VRC:

IPS SE Career Profile (A6235)

Career Profile (includes Disclosure Worksheet & Career Profile Activity Notes)
(HS-3301)

IPS SE: Career Development and Placement (CE065)

Monthly Progress Reports (HS-3293)
Job Development Contacts Reports (HS-3293)
Hire Report (with wage verification) (HS-3300)

IPS SE: Career Stabilization & Maintenance (IP004)

Monthly Progress Reports (HS-3293)
Extended Support Plan (HS-3227)

IPS SE: Successful Employment Outcome (IP005)

Monthly Progress Report (with wage verification) (HS-3293)

OTHERS:

IPS SE: IPS Job End Form (HS3325)

Monthly Progress Report (HS-3293)

SE: Intensive Job Services (IP007)

Request for Intensive Job Services Form
Monthly Progress Reports (HS-3293)

SE: Post-Employment Services (CE095)

Monthly Progress Reports (HS-3293)

F. CONTACT INFORMATION

The VRC is the primary point of contact for communication regarding clients, VPOs, and VR policies and procedures. The Field Supervisor can be contacted when the VRC is not available or if facilitation is required regarding an individual's case.

The Regional Supervisor or Program Specialist can be contacted if there is a question regarding requirements of the LOA. For issues in which a CRP is dissatisfied with a decision made by VR field staff, please contact the Supported Employment Program Supervisor for information on the dispute resolution process.

**Appendix I
Career Profile Example (HS-3301)**

IPS CAREER PROFILE FACE SHEET

This face sheet is to be completed LAST and should summarize the Career Profile findings.

Client's Name: Bethany Ford	Case Number: 0000
Address: 90210 Beverly Drive Nashville, TN 37203	Phone 1: (999) 888-7777
	Phone 2:
Social Security Number: 000-00-0000	Email: bford@email.com
Date of First Meaningful Contact: 1/10/19	Primary MH Worker: Bob Barker - Case Manager (999) 555-4444
VR Counselor: Betty Crocker	VR Counselor's Contact Info: (999) 555-3333

Best way to reach client:

Cell Phone _____

What does the client say about work? Why does he/she want to work now?

Bethany wants to return to work for financial reasons. She does not receive Social Security benefits and is in need of a stable income. She is interested in obtaining a full-time retail job. She also reports that she wants to "get out of the house".

Please include some information about the client's illness (diagnosis, symptoms). How might the client's illness and/or substance use affect a job?

Bethany reports that has been diagnosed with depression and anxiety. When she experiences her depression, she doesn't want to be around people or talk to people. She doesn't feel that her diagnoses will be a problem in relation to work. She doesn't think substance use will affect her job.

What are some of the client's strengths? (Experience, training, personality, supports, etc.)

Bethany identified some of her strengths as being a good worker, being dependable, knowing how to ride the bus, retail experience (6 yrs.), good supports in place, and strong customer service skills.

What type of job (environment, hours, etc.) would be a good match for this client?

Bethany wants a full-time retail position. She wants it to be near her home and on the bus line.

Michelle Kringle

Name of Employment Specialist

CAREER PROFILE

The Career Profile should initially be completed during the first few weeks of meeting with a client and updated frequently. Sources of information must include at least three face-to-face meetings with the client, a chart review, and a meeting with a support person (family member, friend, case manager, etc.)

Work Goal

What is your dream job? What kind of work have you always wanted to do?

Bethany stated that she has always liked the idea of working with animals.

What are your long-term career goals?

She wants a position where she can move up (possibly into management) and obtain some financial security.

What type of job do you think you would like to have now?

Bethany would like a retail position. She would like to be a cashier .

What is it that appeals to you about that type of work?

She likes being around people and providing customer service. She has held retail positions in the past and enjoyed them, so she thinks she would like to have a job like that again.

What type of job(s) do you know that you would NOT want?

She does not want a fast food job.

Education

What school did you attend last? What was the highest grade you completed?

She last attended Robert Ford High School. She graduated in 1994 with her diploma.

How did you do in school? Were you in any special classes (honors classes or classes to help you learn better)?

Bethany reported that she liked school "sometimes" and did "okay" with her grades. She stated that she was not in any special classes.

What are your thoughts about returning to school or furthering your education?

She reports that she has thought about attending tech school in the past to become a pharmacy technician, but that she is not interested in pursuing school at this time.

Do you have any certificates or licenses related to work?

Bethany does not have any certificates or licenses related to work.

Military Experience

Have you ever been in the military?

YES

NO

If so, what did you do in the military? Did you receive any training?

N/A

What years were you in the military?

N/A

Do you remember what type of discharge you received?

N/A

Work/Volunteer Experience

Most Recent Job

Employer: JJ's Bar and Grill	Job Title: Bathroom Attendant
Job Duties: <ul style="list-style-type: none"> - Provided customer service - Gave customers soap, paper towels, mints, etc. - Ensured the cleanliness of the restrooms 	
Start Date: January 2014	End Date: March 2015
Hours per Week: 36-40 hours per week	Reason for Leaving: She reported that there were "issues with her supervisor", so she ended up quitting her position.
What did you like? She enjoyed interacting with the customers.	What did you dislike? She could not identify anything that she disliked about the position.
Other Information:	

Next Most Recent Job

Employer: K-Mart	Job Title: Cashier
Job Duties: <ul style="list-style-type: none"> - Checking people out at the register - Providing customer service - Occasionally assisted with stocking when needed 	
Start Date: June 2008	End Date: October 2012

Hours per Week: 40	Reason for Leaving: She reported that she “was fired due to stealing from the register”. She was charged with a misdemeanor.
What did you like? She liked spending time with the customers and she liked “being busy” throughout her shifts.	What did you dislike? There wasn’t anything that she disliked about this job.
Other Information:	

Behavioral Health

Tell me about your behavioral health diagnosis.

Bethany reported that she has been diagnosed with Depression w/ Psychotic features.

How does your mental illness affect you?

Bethany stated that when she is experiencing her depression, she does not want to be around people and suffers from a lack of motivation. It has affected relationships in the past. Now she reports that she is on medication and she is not seeing these symptoms.

What are the first signs that you may be experiencing a symptom flare-up?

She stated that her symptoms include a lack of motivation, “not wanting to get out of bed”, and mood swings.

How do you cope with your symptoms?

She takes her medication daily and reading/watching TV also helps.

What medicines do you take, and when do you take them? How does your medicine affect you?

Bethany reported that she takes Wellbutrin in the mornings. She stated that sometimes her medication can cause her mouth to be dry, but that overall she does not have any major side effects from her medication.

When do you usually sleep?

She reported that she usually goes to sleep around 11:00 PM and wakes up around 9:00 or 10:00 AM.

Physical Health

How is your health? Do you have any health problems?

Bethany reports that she has no physical health problems.

How does sitting or standing for long periods affect you?

She has no issues with sitting. She “can sit all day”. She can stand for an hour or more, no problem. She previously worked 8 hour shifts while standing.

How does walking or climbing affect you?

Bethany stated that she has no concerns about climbing stairs. She can probably climb two flights of stairs multiple times per day, if needed.

How does lifting things affect you?

No issues with lifting. She reported that she can probably lift about 50-60 pounds.

Do you have any physical restrictions? What might this look like for you?

She reported that she does not have any physical restrictions.

Do you have any limitations given by a doctor?

There are no limitations given by a doctor.

How is your endurance? How many hours could you work each day? Each week?

She reports that she has good endurance and can work 40 hours a week, 8 hours a day.

Other observations:

N/A

Cognitive Abilities

Tell me about your memory.

No issues with memory.

Concentration/attention:

No issues with concentration.

Problem solving skills:

No concerns with her problem solving skills.

Psychomotor speed (i.e. throwing a ball or driving a car):

No reported issues with psychomotor speed.

What has helped you with these things in the past?

N/A

Does the client have notable cognitive deficiencies (i.e. difficulty with reading or writing)?

Employment Specialist and supports did not identify any notable cognitive deficiencies.

Other observations:

N/A

Getting Ready for a Job

Where do you take a bath or shower?

Bethany is currently living with her mother and she is able to bathe/shower at her home.

What do you consider “good hygiene”?

“I consider bathing daily, wearing clean clothes, and brushing my teeth ‘good hygiene’”.

Do you have the clothes you will need for a job? For interviews? Will you need help with this?

Bethany reports that she does not have clothes for work, but she does have clothes for interviews. She states that she will need assistance with obtaining uniforms/clothes for work.

How do you make sure you wake up on time?

“I use the alarm clock on my cell phone.”

Do you have two valid forms of ID? Picture ID, Social Security card?

Yes

How might you get to a job? Will you need help with this?

Her mother can transport her to and from work. She also has her driver’s license, so she can borrow her mother’s car occasionally. She is also able to ride the bus.

Interpersonal Skills

How well do you get along with other people?

Bethany reported that she gets along well with others. She has had some issues in the past with people, but she reports that she told management about her concerns instead of attempting to handle it herself.

What would you think about a job that involved working with the public?

She stated that she would like a job working with the public and prefers a job where she is able to do so.

Where do you live and with whom do you live?

She lives with her mother right now since she does not have any income. She has been with her mother for about two months and this is stable at this time.

Who do you spend time with? How often do you see or talk to them?

Sometimes she spends time with her mom. She sees mom daily.

Who might be a good person to help think about good jobs for you? Once you are employed, who would be a good person to support you?

Bethany identified her sister-in-law as a good support to help her think of good jobs for her. She also stated that her sister-in-law would be a support after she is employed as well.

Work Skills

How have you found jobs in the past?

Calling and asking if they're hiring, internet and newspaper ads.

What work skills have you learned from other jobs?

Bethany reported that she learned computer skills, cash register skills, how to stock inventory, and customer service skills in her past jobs.

What hobbies or interests do you have (clubs, groups, faith communities, etc.)?

She enjoys reading and watching television.

Are there places in your neighborhood that you like to go?

Bethany stated that she likes to go to the library to use the computer and that she will walk to the store sometimes "when she is bored".

What type of work do you think you would be good at?

"I think I would be good at retail because I really do like talking to people, and I like the atmosphere in stores."

Is there anything that worries you about going back to work?

She is mainly concerned about the theft charge affecting her ability to get hired at some stores, but no concerns with maintaining her job.

Benefits

Do you receive any of the following benefits?

- SSI SSDI Housing Subsidy/Voucher Food Stamps TANF
- Retirement from previous job VA benefits (combat related?) Spouse or dependent child benefits
- Medicaid Medicare Behavioral Health Safety Net Other benefits I'm not sure None

Do you manage your own money? If not, who does (i.e. representative payee, conservator, etc.)?

Yes

Substance Use

Do you drink alcohol? If so, when and how often?

Bethany reports that she'll drink "couple of beers or have a drink or two every now and then". It usually occurs in the evenings when she spends time with friends.

Do you use drugs? If so, what kind and how often?

She reported that she smokes marijuana "occasionally".

Have you ever used drugs in the past? If so, what kind and how often?

Bethany stated that she has used cocaine and meth in the past, but she is not using now.

If you currently use drugs or alcohol, what triggers your use?

Bethany reports that she drinks alcohol with friends and she will smoke marijuana if she is "feeling anxious or stressed".

Justice Involvement

Have you ever been arrested?

Yes

Have you ever been convicted of a crime?

YES

NO

Type: Simple Possession

Year: 2015

State: TN	
What were the circumstances around the charge? She reports that she “took a charge for somebody”. They got pulled over at the park and there was marijuana in the car. She was given 8 hours of community service.	

Type: Theft Under \$500	Year: 2011
State: TN	
What were the circumstances around the charge? She reports that she was going through a hard time. She took \$325 and took food as well. She was caught by cameras and they pressed charges. She didn’t go to get booked so she was charged with “failure to appear”. She was placed in jail for six days. She was on probation for one year and fined \$360 and paid Walmart back \$325.	

Type: Driving with No License	Year: 2008
State: TN	
What were the circumstances around the charge? She was driving without a license. She just had to appear in court.	

Do you have any legal charges pending? YES NO

N/A

Are you on the sex offender registry? YES NO

Are you on probation or parole? YES NO

If yes, Probation/Parole Officer Name:	Probation/Parole Officer Contact Information:
Are there any parameters around your probation or parole (i.e., curfew, location of employer, etc.)? N/A	

References (with contact information, if applicable)

Family:

Susan Ford (mom) – (999) 222-1111 Heather Ford (sister-in-law) – (999) 222-3333
--

Friends:

Harry Newman – (999) 252-4545

Previous employers:

--

Others:

--

Information from Family, Previous Employers, or Others

Bethany's mother stated that Bethany is a really hard worker, but that she has concerns about Bethany's ability to obtain a job with her theft charges. Mom also stated that Bethany is not going to be able to stay in her home long-term and that Bethany will need to obtain her own housing once she is stable in a her job.

Bethany's case manager reported that Bethany "does really well with maintaining her appointments," and he thinks that a retail position would be perfect for her because she is "really friendly and outgoing".

Additional Forms Completed

Disclosure Worksheet

Release of Information (as applicable)

1. Referral Made to Benefits Planner:

YES

NO

If yes, date/time of referral: 1/16/19

Date/time of appointment: 1/18/19

If no, provide explanation:

2. Referral Made to Vocational Rehabilitation:

YES

NO

If yes, date/time of referral: 1/13/19

Date/time of appointment: 1/16/19

If no, provide explanation:

Bethany Ford

Client Signature

Michelle Kringle

Staff Signature

Michelle Kringle

Printed Staff Name

1/24/19

Career Profile Completion Date

The Career Profile is a living document. Job start forms, job end forms, and educational experience forms must be completed and added to client's chart as job experience is gained. The Career Profile should also be updated any time new, relevant information is obtained.

CAREER PROFILE ACTIVITY NOTE

The completion of the Career Profile requires at least five meaningful encounters that are documented, including at minimum three encounters of face-to-face contact with the client, one encounter with a member of the client's support system (member of the treatment team, family member, benefits counselor, friend, etc.), and one chart review.

Job Seeker's Name: Bethany Ford

Date: 1/10/19 **Time Spent:** 1 hour **Location:** Client's Home

Client Encounter X **Chart Review** **Support System Encounter**

Discovery Activity: *(what did you do with or for the job seeker on this day to get to know him/her better)*

ES met with the job seeker in her home to talk about the IPS program, her work history, and her employment ambitions.

Results (What did you learn?): *(What did you learn about the job seeker? State what was learned, how the event or task went)*

Bethany has previous retail experience and would like a full-time position as a cashier.

Michelle Kringle 1/10/19
Employment Specialist **Date**

Date: 1/16/19 **Time Spent:** 1.5 hours **Location:** Library

Client Encounter X **Chart Review** **Support System Encounter**

Discovery Activity: *(what did you do with or for the job seeker on this day to get to know him/her better)*

ES met with Bethany at the library to obtain information to complete the Career Profile and discuss potential places of employment that Bethany would be interested in.

Results (What did you learn?): *(What did you learn about the job seeker? State what was learned, how the event or task went)*

The ES learned about Bethany's support system, plans for transportation, preparing for work, etc. The meeting went well as Bethany was very excited to be working on finding employment, as evidenced by her upbeat attitude and expressing her motivation with this ES.

Michelle Kringle 1/16/19
Employment Specialist Date

Date: 1/20/19 Time Spent: 1 hour Location: Client's Home

Client Encounter X Chart Review Support System Encounter

Discovery Activity: *(what did you do with or for the job seeker on this day to get to know him/her better)*

ES met with Bethany to continue gathering information for the Career Profile.

Results (What did you learn?): *(What did you learn about the job seeker? State what was learned, how the event or task went)*

This ES learned about Bethany's justice involvement and behavioral health history. Bethany was very open with this ES and shared information about her past theft charges and how they led to job loss at K-Mart. The ES and the job seeker also discussed her strengths and potential concerns that she has about returning to work.

Michelle Kringle 1/20/19
Employment Specialist Date

Date: 1/22/19 Time Spent: 20 minutes Location: Office

Client Encounter Chart Review Support System Encounter X

Discovery Activity: *(what did you do with or for the job seeker on this day to get to know him/her better)*

ES spoke with Bethany's case manager to get his perspective on her returning to work, learn more about her strengths, and any potential challenges.

Results (What did you learn?): *(What did you learn about the job seeker? State what was learned, how the event or task went)*

The case manager reported "does really well with maintaining her appointments" and he thinks that a retail position would be perfect for her because she is "really friendly and outgoing".

Michelle Kringle 1/22/19
Employment Specialist Date

Date: 1/22/19 Time Spent: 30 minutes Location: Office

Client Encounter Chart Review Support System Encounter

Discovery Activity: *(what did you do with or for the job seeker on this day to get to know him/her better)*

The ES read through the client's electronic health record.

Results (What did you learn?): *(What did you learn about the job seeker? State what was learned, how the event or task went)*

The ES learned more about Bethany's diagnosis, substance abuse history, and the goals that she and her case manager are currently working towards.

Michelle Kringle 1/22/19
Employment Specialist Date

Date: 1/23/19 Time Spent: 15 minutes Location: Client's Home

Client Encounter Chart Review Support System Encounter

Discovery Activity: *(what did you do with or for the job seeker on this day to get to know him/her better)*

ES spoke with Bethany's mom to get her perspective on the job search, Bethany's strengths, etc.

Results (What did you learn?): *(What did you learn about the job seeker? State what was learned, how the event or task went)*

This ES learned that Bethany is not able to live with her mother indefinitely. Mom stated that Bethany will need to "get her own place once she's steady in her job". Mom also stated that Bethany is "really good with the public and is a great cashier". She also expressed concerns about Bethany's theft charge affecting her ability to obtain a cashier position.

Michelle Kringle 1/23/19
Employment Specialist Date

PLAN FOR APPROACHING EMPLOYERS

You probably have your own personal feelings about disclosure. Try working on the table below with your employment specialist.

Possible Advantages of Disclosure	Possible Disadvantages of Disclosure
<p>Employment Specialist “can speak on my behalf to help explain my theft charge”.</p> <p>Employment Specialist “may know of job leads that I would be interested in and could help me get in with the employer”.</p> <p>“If I’m having a bad day or I’m feeling depressed, then I would be able to talk to my boss about it, instead of hiding it or missing work”.</p> <p>“If I need an accommodation of any kind, then I would be able to speak freely with HR or my supervisor.”</p>	<p>“People might find out about my illness or my charge and judge me for it.”</p> <p>“I don’t want my boss to think I can’t do the job, because I can. I don’t want special treatment or anything.”</p> <p>“They might not hire me if they think I’m crazy.”</p>

When employment specialists talk to employers, it is usually possible for them to keep some things private. For example, some people don't want their employment specialist to share information like diagnosis or medications. Talk this over with your employment specialist and write down the things that you wouldn't want the specialist to share with an employer.

Bethany reported that she does not want her Employment Specialist to share information about her diagnosis or her medications, but that the ES can speak to employers about her work history and her interest in obtaining employment. Bethany would like to tell potential employers about her justice involvement herself, so that she can tell her story and explain how she has grown since that incident occurred.

If you think that you might want your employment specialist to speak with employers, the two of you should discuss what he or she might say. For example, if a person thought he might be anxious at first, the employment specialist could say, "He might have a little difficulty with concentration at first because he is anxious about doing a good job. However, after a couple of weeks, I'm sure that he will be accustomed to the job and his concentration will be fine." You and your employment specialist should **stop here** and talk about some of the things that he or she might say to employers.

For now, what is your preference about approaching employers?

- I don't want my employment specialist to talk to employers.
 - I am not sure right now and I would like some more time to think about this and receive some more information.
 - I don't want my employment specialist to share information about me with employers. However, if my employment specialist is talking to an employer who has the type of jobs that I like and s/he hears about a good job lead, I'd like to hear about that. Maybe I'll decide to disclose for that employer.
- X It's fine with me if my employment specialist talks to employers on my behalf.

Bethany Ford _____ 1/23/19 _____
Client Date

Michelle Kringle _____ 1/23/19 _____
Employment Specialist Date

Client Review – Two Months Date

Employment Specialist Review – Two Months Date

Client Review – Extended Support Plan Meeting Date

Employment Specialist Review – Extended Support Plan Meeting Date

Appendix II

Monthly Progress Report Documentation Examples

Monthly Progress Report for Career Profile Phase

The Monthly Progress Report submitted during the Career Profile phase could include (but are not limited to) documentation of:

- When the client was referred to benefits counseling and how work will impact the client's benefits;
- How the ES will represent the client in the community (the result of the disclosure conversations);
- Job possibilities (based on identified skills/interests & tasks);
- Input from other sources: family, friends, mental health professionals, etc.;
- Considerations for employment: transportation, physical limitations, hours, criminal background, etc.; and
- Other relevant information from client encounters.

Monthly Progress Report for Career Match and Hire Phase

The Monthly Progress Report that accompanies the Hire Report could include (but is not limited to) documentation of:

- Individual's participation in job development and placement activities;
- When the client was referred to benefits counseling after obtaining a job and any changes to how employment will impact benefits from previous meeting with benefits counselor;
- Types of job supports needed, who is responsible for them, and why each job support is needed.
- Face-to-face contact within 1 week before starting a job, within 3 days after starting a job, and weekly until Job Stabilization & Maintenance begins, or contact attempts;
- Client's preference for communication; and
- Other relevant information from client encounters.

****The ES must also include the most recent Job Development Contacts Report.****

Monthly Progress Report for Training Once Employed (Follow-Along Supports)

The Monthly Progress Reports submitted during the Job Training phase could include (but are not limited to) documentation of:

- Face-to-face contacts within 1 week before starting a job, within 3 days after starting a job, weekly for the first month, and monthly thereafter, or contact attempts;
- Types of job supports needed, who is responsible for them, and why the job support is needed;
- Client's preference for communication;
- Employer feedback regarding the individual's work performance;

- Adjustment to new employment: stressors, successes, general satisfaction, and overall progress;
- Target goal date in moving the case into Stabilization (Status 22);
- Other activities being provided and coordinated by the ES with the individual; and
- Other relevant information from client encounters.

Monthly Progress Report for Stabilization & Maintenance

The Monthly Progress Reports should be submitted each month to the VRC that the individual is in the Stabilization and Maintenance phase and could include (but is not limited to) documentation of:

- Identify client contacts occurring at minimum on a monthly basis;
- Employer feedback regarding the individual's work performance (*contingent on the member's disclosure agreement and having a release of information signed*);
- Report on coaching and education, such as client responsibility for specific job; and
- Identify the progress of supports that were discussed and put in place, such as if therapy session times have been changed to fit in with work schedule, medication changes, transportation working out, etc.

Appendix III Monthly Progress Report Example (HS-3293)

	TENNESSEE DEPARTMENT OF HUMAN SERVICES - VOCATIONAL REHABILITATION SERVICES Individual Placement and Support Monthly Progress Report
---	---

Report for February (Month) 2019 (Year)

District Number: <u>111</u>
VR Counselor Name: <u>Betty Crocker</u>
Billable <input type="checkbox"/> Non-Billable X (If billable report, please attach applicable VPO)

Client Name: <u>Bethany Ford</u>	SSN: <u>000-00-0000</u>	CRP Name: <u>IPS, Inc.</u>
---	--------------------------------	-----------------------------------

Service Information

Career Profile X <i>Start Date:</i> <u>1/10/19</u> <i>Completion Date:</i> <u>1/24/19</u>	Career Match & Hire <input type="checkbox"/> <i>Start Date:</i> <u>1/25/19</u> <i>Completion Date:</i> _____ Complete page 2 of this report.	Job Stabilization (Status 22) <input type="checkbox"/> <i>Start Date:</i> _____ <i>Completion Date:</i> _____	30 Day Stabilization & Maintenance <input type="checkbox"/> <i>Start Date:</i> _____ <i>Completion Date:</i> _____
60 Day Stabilization & Maintenance <input type="checkbox"/> <i>Start Date:</i> _____ <i>Completion Date:</i> _____	90 Day Stabilization (Status 26) <input type="checkbox"/> <i>Completion Date:</i> _____	Re-Engaging with Individual <input type="checkbox"/> <i>Start Date:</i> _____ <i>Completion Date:</i> _____ (should coincide with Start Date of another phase)	

Identify and explain progress, services, barriers addressed and/or ongoing issues to resolve including changing jobs, leaving or reentering program, treatment, labor market, job coaching issues, plan for fading, etc.

This Employment Specialist and Bethany continued to focus on her job search. Bethany is seeking a full-time position as a Cashier. This ES has been job developing at retailers on the bus line, and Bethany has been applying for jobs on her own as well. On 2/4, this ES met Bethany at the library to work on completing online applications for Walmart and Target. This ES spoke with the client about their background policy, but she reported that she "wanted to try anyway". This ES followed up with the client about her upcoming meeting with the Benefits Counselor. Bethany stated that she plans to be at home for the call and that she would like the ES to be there as well, in case she has any questions. This ES stated that she would plan to be there. The meeting was scheduled for February 11th at 2:00. On 2/11, this ES informed Bethany about a contact at a local thrift store that the ES had made. The thrift store does not perform background checks and is on the bus line. Bethany stated that she was interested. This ES gave the client a paper application for her to complete. This ES and the client then spoke with the Benefits counselor, and Bethany was able to obtain a breakdown of how her SSDI and SNAP benefits will be affected if she returns to work. The CWIC instructed Bethany to call back once she obtains a job to receive an exact breakdown of her benefit changes. On 2/18, this ES picked up Bethany for her interview with Hope's Thrift Store. Bethany is open to disclosure but requested that this ES not accompany her into the interview. On 2/22, this ES met with Bethany to complete applications for Family Dollar, Dirt Cheap, and Save A Lot. Bethany stated that she has not heard from Hope's Thrift Store and requested that the ES follow up with the employer on her behalf. On 2/26, this ES

stopped by the thrift store to talk with the manager. The manager reported that they have decided to hire Bethany and will be calling her later in the day to schedule a time for her to come in and begin new hire paperwork. This ES called Bethany to let her know that she can transport her to complete her new hire paperwork and to let her know the day and time. Bethany agreed. This ES will continue to support Bethany with the job search and begin prepping her Job Support Plan in order to prepare her for this new position.

Hire Report Attached Other, _____

I, the IPS Employment Specialist certify that the above dates, times, and services are accurate. I personally completed, documented, and provided all services recorded and information described. I maintain credential and training requirements as described in the IPS Attachment to the Letter of Agreement (LOA).

Name of the Employment Specialist: Michelle Kringle	Signature: <u>Michelle Kringle</u>	Date: <u>3/1/19</u>
---	---------------------------------------	---------------------

**Appendix IV
Job Development Contact Report Example (HS-3293)**

**Report for February (Month) 2019 (Year)
(Attach additional pages if necessary)**

To be submitted each month until placement is secured

Client Name: Bethany Ford	SSN (last 4): 0000	CRP Name: IPS, Inc.
-------------------------------------	------------------------------	-------------------------------

Job Specifications (needs, preferences):

Bethany wants a full-time retail/cashier position. It must be located on the bus line and either not require background checks or be flexible with certain charges.

Job Search Ideas:

Hope's Thrift Store, Family Dollar, Dirt Cheap, Save A Lot, McKay's, Kroger

Record of Job Development Contacts:

Date	Staff Initials	Business	Contact	Results/Next Steps
2/5/19	MK	Kroger	Brad Patterson	1 st cup
2/5/19	MK	Save A Lot	Melissa	3 rd cup- not hiring, will continue to pursue relationship
2/5/19	MK	Hope's Thrift Store	Betsy Cooper	1 st Cup
2/10/19	MK	Hope's Thrift Store	Betsy Cooper	2 nd Cup
2/10/19	MK	Family Dollar	Mike	1 st and 2 nd Cup
2/13/19	MK	Hope's Thrift Store	Betsy Cooper	3 rd Cup- spoke to manager about Bethany
2/19/19	MK	Hope's Thrift Store	Betsy Cooper	Followed up with manager about client's interview

If no placement occurs after the client and CRP have been working together for a 4 month period, a team meeting will be held to discuss any issues and the vocational goal, and job search parameters will be reviewed for appropriateness.

Appendix V Placement/Hire Report Example (HS-3300)

	<p style="text-align: center;">TENNESSEE DEPARTMENT OF HUMAN SERVICES - VOCATIONAL REHABILITATION SERVICES</p> <p style="text-align: center;"><i>Hire/Placement Report for: Individual Placement and Support; Supported Employment; Customized Employment; and Job Placement</i></p>
---	---

Indicate the placement service: <input checked="" type="checkbox"/> Individual Placement and Support <input type="checkbox"/> Supported Employment <input type="checkbox"/> Customized Employment <input type="checkbox"/> Job Placement	VR Counselor Name: <u>Betty Crocker</u> Billable <input checked="" type="checkbox"/> Non-Billable <input type="checkbox"/> (If billable report, please attach Vendor Purchase Order)	
Client's Name: <u>Bethany Ford</u>	SSN(last 4): <u>0000</u>	CRP Name: <u>IPS, Inc.</u>
Employer's Name: <u>Hope's Thrift Store</u>	Telephone: <u>222-897-6543</u>	
Address: <u>1600 Pennsylvania Ave. Nashville, TN 37203</u>	Supervisor Name: <u>Betsy Cooper</u>	
Client's Job Title: <u>Cashier</u>	Start Date: <u>3/1/2019</u>	
Hourly Rate: <u>8.75</u>	Average Weekly Hours: <u>36</u>	No. of Days per Week: <u>6</u>
Receives Health Insurance through Employment? X Yes <input type="checkbox"/> No	Other Benefits: <u>Client will receive health insurance after 90 days of employment.</u>	
Job Duties: (Attach Job Description, if available) <u>Client is responsible for checking out customers at the cash register, assisting with customer service, and helping with stocking on shipment days.</u>		
Job Accommodations: <u>There are no accommodations in place at this time.</u>		
If placement was Customized Employment, describe how the job was customized: <u>N/A</u>		
Competitive Integrated Employment:		
1. Does the employment meet the definition of Competitive Integrated Employment:		
a. Is the client compensated at a rate that is not less than either the legal Federal or local minimum wage or the customary rate for the same or similar work performed by employees who are not individuals with disabilities and who have similar training, experience and skills; <input type="checkbox"/> Yes X No		
b. Is the client eligible for the level of benefits provided to other employees who are not individuals with disabilities; X Yes <input type="checkbox"/> No		
c. Does the client interact with fellow employees who are not individuals with a disability for the purpose of		

performing the job duties within the particular work unit and the entire work site and with other persons (customers, vendors, etc.) who are not individuals with disabilities, excluding CRP or other staff providing VR services, to the same extent as fellow employees who are not individuals with disabilities; <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
d. Does the client have the opportunity for advancement that is similar for other employees who are not individuals with disabilities and who have similar positions? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
e. For self-employment, has income from a business that is comparable to the income of a similar business operated by an individual without a disability and who has similar training, experiences and skills. <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Not Applicable	
2. If the placement is less than 15 hours per week, has written approval from the Regional Supervisor been obtained? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Not Applicable	
Disclosure: <input checked="" type="checkbox"/> Yes—Individual has agreed to employer contact and has signed a release <input type="checkbox"/> No—Individual does not want employer contact	
Date the client was referred to Benefits to Work Counselor: <u>1/16/19</u>	
Vocational Objective:	
Vocational Objective as written on the Individualized Plan for Employment (IPE): <u>Cashier</u>	
Signature:	
I, certify that the above dates, times, and services are accurate. I personally completed, documented, and provided all services recorded and information described. I maintain credential and training requirements as described in the Letter of Agreement.	
Name/Signature of the required staff: Michelle Kringle/ <i>Michelle Kringle</i>	Date form completed: 3/18/19

Appendix VI Extended Support Plan Example (HS-3227)

	TENNESSEE DEPARTMENT OF HUMAN SERVICES - VOCATIONAL REHABILITATION SERVICES Extended Support Plan – Supported Employment (SE) or Individual Placement and Support (IPS)
---	--

Once you are performing your job duties to the best of your ability, VR will monitor your employment for a period of time no less than 90 days. After 90 days, if you are doing well in your job and you agree that your employment is satisfactory; VR will close your case.

Federal regulations require extended services to help you maintain employment after VR closes your case. VR does not pay for extended services. The extended services will be provided by the CRP and may include:

- Periodic (minimum of twice monthly) monitoring of your work performance.
- Assessment of your job satisfaction.
- Assessment of your employer's satisfaction with your work.
- Regular contact with family members, residence staff, coworkers and other appropriate individuals.
- Development of supports at your place of work that will help you maintain employment.

Client's Name: Bethany Ford		
Date of Birth: 6/17/68		SSN: 000-00-000
Employer Name and Address: Hope's Thrift Store 1600 Pennsylvania Ave. Nashville, TN 37203		
Job Title: Cashier		
Date Started: 3/1/19		Hours/Week: 36
Hourly Wage: \$8.75		Benefits: <u>Y</u> / N
Identified Support Need	Support Strategy (Include # of monitoring contacts needed per month)	Service Provider
1. Transportation to and from work	Client will ride the bus and mom will be available for back-up if needed. Bethany will plan to purchase monthly bus passes with her income each month.	Client, Natural Supports
2. Wage Reporting	Bethany will report her earnings to Social Security monthly by utilizing the SS app. Her Employment Specialist will assist her with this until she feels comfortable and then ES will follow-up about it verbally. Client will also maintain regular contact with her CWIC.	Client, Employment Specialist, CWIC

3. Case Manager/Med Provider	Meet with provider once a month at the office. Home visits by case manager once a month, unless otherwise noted.	Case Manager Med Provider
4. On the Job Supports	ES will have one jobsite visit per month to check in with employer.	Employment Specialist
5. Regular Check-Ins with Client	ES will maintain weekly contact with Bethany, by phone, as well as at least two F2F visits a month (unless Bethany requests more or a concern arises). ES will check in on client's stress level, how she is getting along with her coworkers, budgeting for her bus pass, etc.	Employment Specialist
6.		

Extended Services Funding Sources:

Medicaid Home & Community Based Waiver _____
 State Appropriated Extended Supported Employment Service Funds _____
 Other State/Local Resources (describe) _____

When was disclosure last discussed with the client? 3/18/19

<i>Betty Crocker</i> 3/25/19 VR Counselor Signature/Date	<i>Bethany Ford</i> 3/25/19 Client Signature/Date
<i>Michelle Kringle</i> 3/25/19 CRP Signature/Date	Family Member (if applicable) Signature/Date

**Appendix VII
IPS Job End Form (HS3325)**

	TENNESSEE DEPARTMENT OF HUMAN SERVICES – VOCATIONAL REHABILITATION SERVICES Individual Placement and Support Job End Report
---	--

IPS Job End Report

Name: Bob Mackey

Information about the Job

Job Title: Packing Operator Start Date: 1/2/19

Employer: Nelson's Packing and Shipping Job End Date: 1/31/19

Was there disclosure? No Benefits? It was not employed long enough to obtain benefits from the employer.

Date of F2F with ES after job loss: 2/1/19 Rate of Pay: \$12.50

Reason for Job End

- Quit for a better job Quit- illness related Quit for another reason Terminated

Client's perspective regarding job end: Bob reported that he quit due to the fast pace & that he "did not like how his supervisor spoke with him about it". Bob stated that he was running behind on his order list and his supervisor instructed him to "speed it up". The client reported that the supervisor "was rude about it" and that he was feeling overwhelmed at the time, so he "couldn't take it anymore and just quit and walked out".

Staff comments regarding job end: Bob had reported his concerns to this ES, and this ES had suggested that he reconsider disclosure so that this ES could advocate for him with his employer. Bob was not open to this, so this ES worked with Bob on ways to speak with his supervisor about his pace and ways that he can improve. The ES had also spoken with Bob about a plan for quitting (i.e., giving a notice, how to give notice, searching for another job before he leaves), but Bob stated that he "was fed up and quit right then".

Employer comments: ES was unable to obtain information from the employer, due to the client's choice to not disclose with his employer.

Types of supports provided:

Prior to the job start, ES assisted Bob with obtaining his uniforms, identifying his bus routes, and creating a plan for when he was feeling anxious in the workplace. This ES also assisted Bob with contacting his CWIC at the beginning of services and again when he obtained the job and discussed reporting his wages at the beginning of February (which ES will still assist client with, even though he is no longer employed). ES also assisted Bob with identifying how to discuss his work performance with his supervisor and how to express his concerns, and advocate for himself, in a productive and respectful manner.

What did the person like/dislike about the position?

Bob reported that he liked being able to work independently. He would be given a list of orders at the beginning of his shift and then he would pick and pack the orders on his own. He did not have to interact with many people during his shift. He also liked the location (which was right on the bus line). He reported that he did not like the fast pace in which he was required to work. He stated that his "main issue" was how his supervisor spoke to him when he "wasn't moving fast enough".

Next Steps

Does the person wish to find another job? Yes No Unsure at this time

If so, what kind?

Bob would like to find another warehouse type position, but he reports that he would like one that is not as fast paced.

Client's preferences regarding disclosure on the next job:

Bob has decided to allow this ES to job develop on his behalf and is now open to disclosure. He stated that he would like to have the ES's assistance if there are any issues in the next job. He also likes the idea of his supervisor understanding that he may be anxious when he feels overwhelmed, which may help the supervisor to better understand him if he's "having an off day".

Next Steps:

ES will begin job developing at warehouses on the bus line. Bob will work on brainstorming employers that he may be interested in.

*Reminder: Employment Specialist should see client face-to-face within three days of job loss.

Michelle Kringle
Signature of Employment Specialist

2/1/19
Date

Appendix VIII VR IPS Flowcharts

VR STATUS 10 - 12 <i>Career Profile</i>	VR STATUS 12 - 18 <i>Career Development & Placement</i>	VR STATUS 18 <i>Training Once Employed</i>	VR STATUS 18 - 22 <i>Career Stabilization & Maintenance</i>	VR STATUS 22 - 26 <i>Successful Employment Outcome</i>
CRP	CRP	CRP	CRP	CRP
<ul style="list-style-type: none"> Schedule VR intake and submit Crosswalk (if required) Begin Career Profile process Refer to benefits counseling Submit Career Profile and VPO to VRC within 10 days of VR intake 	<ul style="list-style-type: none"> Begin job development Submit Monthly Progress Report and Job Development Contacts Report to VRC by the 5th of each month When client gets a job, submit Hire Report, wage verification, and VPO to VRC within 10 days of job start Refer to benefits counseling again 	<ul style="list-style-type: none"> Provide follow-along supports Continue to submit Monthly Progress Report to VRC by the 5th of each month If client loses job, submit Job End Report to VRC within 10 days of job end 	<ul style="list-style-type: none"> Continue to provide follow-along supports Participate in stabilization staffing with VRC and client Submit Extended Support Plan and VPO to VRC at stabilization Submit Monthly Progress Report and VPO to VRC at 30 and 60 days after stabilization 	<ul style="list-style-type: none"> Submit final Monthly Progress Report, wage verification from past 30 days, and VPO to VRC at 90 days after stabilization Continue to provide follow-along supports for as long as the client wants
VR COUNSELOR	VR COUNSELOR	VR COUNSELOR	VR COUNSELOR	VR COUNSELOR
<ul style="list-style-type: none"> Meet client for intake appointment to complete application Determine eligibility Issue Career Profile VPO Upon receipt of Career Profile and VPO, process \$750 payment and move to Status 12 Meet with ES and client to create IPE based on Career Profile 	<ul style="list-style-type: none"> Issue Career Match and Hire VPO Review Monthly Progress Reports and Job Development Contacts Reports Upon receipt of Hire Report, wage verification, and VPO, process \$1,500 payment and move to Status 18 Amend IPE if needed If client is not employed after 4 months in Status 12, schedule staffing with ES and client 	<ul style="list-style-type: none"> Issue Stabilization VPO Continue to review Monthly Progress Reports As soon as stabilization criteria are met, schedule meeting with ES and client If client loses job, review Job End Report and move back to Status 12 	<ul style="list-style-type: none"> Upon receipt of Extended Support Plan and VPO, process \$1,000 payment and move to Status 22 Issue 30 Day and 60 Day VPOs Upon receipt of Monthly Progress Report and 30 Day VPO, process \$500 payment Upon receipt of Monthly Progress Report and 60 Day VPO, process \$500 payment 	<ul style="list-style-type: none"> Issue Successful Employment Outcome VPO Upon receipt of final Monthly Progress Report, wage verification from past 30 days, and VPO, process \$2,750 payment and move to Status 26 Close case and send closure letter to client and CRP

**Appendix VIII
Crosswalk Example**

Crosswalk Referral

Individual's Name: Sammie Smith **SSN:** 123-45-6789

Date of Birth: 4/11/1971 **Case Number:** 12345

What phone number(s) can be used for contacting the individual? 865-123-4567

Limitations To Functional Capacities

Cognitive Skills *(Check all that apply):*

Cognitive skills is the mental ability to focus, perceive, comprehend, reason, process or retain information, and form thoughts and ideas clearly in order to function within community and work place environments. A significant limitation exists when, due to a disability, one of the following functional limitations applies. *Must be ongoing, have been observed and documented in the case file and be specific to the individual.*

- Limited ability to form thoughts and ideas clearly
- Limited ability to understand or remember verbal or written instructions
- Has a short attention span or is easily distracted
- Limited ability to match shapes, symbols, or put parts together
- Limited ability to understand consequences of behaviors
- Requires double the amount of time or longer than what is normally required to learn new job skills
- Limited ability to sustain an ordinary work routine without ongoing supervision
- Limited to understanding simple concepts

Please provide a detailed description of the limitation or observations related to all items checked.

Ms. Smith has intense anxiety when speaking one-on-one with a person in authority. She requires questions to be asked 2-3 times before she can process the question to form a response. Her therapist reported that after the 4th visit, she was able to process questions the 1st time. Additionally, she experiences auditory hallucinations 1-2 times per week. During these episodes, she loses focus and stops the task at hand.

Communication *(check all that apply):*

Communication is the physical and/or sensory abilities to exchange information, thoughts or ideas verbally or by other means within community and work place environments. A significant limitation exists when, due to a disability, one of the following functional limitations applies. *Must be ongoing, have been observed and documented in the case file and be specific to the individual.*

- Limited ability to verbally communicate information, thoughts or ideas
- Limited ability to read written communication
- Limited ability to understand verbal communication
- Unable to form speech sounds correctly
- Speech is unintelligible to non –family members

Please provide a detailed description of the limitation or observations related to all items checked.

Interpersonal Skills *(check all that apply):*

Interpersonal skills are the mental ability to effectively establish and maintain appropriate personal and co-worker relationships within community and work place environments. A significant limitation exists when, due to a disability, one of the following functional limitations applies. *Must be ongoing, have been observed and documented in the case file and be specific to the individual.*

- Limited ability to accept instructions or criticism
- Limited ability to interact with peers, co-workers, or supervisors in a socially acceptable manner
- Ongoing behavior exhibited by repetitiveness, social isolation, or withdrawal
- Habitually lies, exaggerates, or engages in harmful gossip
- Ongoing inappropriate expressions of anger and other feelings
- Excessive talking and interrupting

Please provide a detailed description of the limitation or observations related to all items checked.

As a result of her anxiety d/o, Ms. Smith avoids interacting with people. Her mother brought her to the outpatient clinic because she would not leave the house at all without her mother as an escort. She was difficult to engage in any treatment until she had been to the clinic several times. She avoids social contact, does not attend church, and has no friends/acquaintances other than her mother and younger brother. Her mother has reported that she cries several times per week.

Mobility *(Check all that apply):*

Mobility is the physical, mental and/or sensory abilities to move about within community and work place environments. A significant limitation exists when, due to a disability, one of the following functional limitations applies. *Must be ongoing, have been observed and documented in the case file and be specific to the individual.*

- Limited ability to travel independently

- Limited ability to walk, stand or climb
- Limited ability to drive a vehicle
- Limited ability to maintain balance
- Limited coordination due to spasticity
- Limited ability to use available public transportation

Please provide a detailed description of the limitation or observations related to all items checked.

Ms. Smith has a valid driver's license that she got when she was 16. However, since the onset of her mental health issues, she has felt unable to drive. When in the driver's seat, she cries and cannot make herself start the car.

Motor Skills *(Check all that apply):*

Motor skills are the physical ability to perform job-related tasks requiring upper or lower fine or gross motor skills, excluding ambulation. A significant limitation exists when, due to a disability, one of the following functional limitations applies. *Must be ongoing, have been observed and documented in the case file and be specific to the individual.*

- Limited fine or gross motor functions
- Limited neuro-motor function
- Limited manual dexterity
- Limited pedal dexterity
- Limited ability to push or pull
- Limited grip

Please provide a detailed description of the limitation or observations related to all items checked.

Self-Care *(check all that apply):*

Self-care is the physical, mental and/or sensory abilities to perform activities of daily living within community and work place environments. A significant limitation exists when, due to a disability, one of the following functional limitations applies. *Must be ongoing, have been observed and documented in the case file and be specific to the individual*

- Limited ability to comply with requirements of medications or treatment program
- Limited ability to live independently
- Limited ability to dress or feed self

- Limited ability to perform personal hygiene functions
- Limited ability to select appropriate clothing
- Limited ability to operate household appliances
- Limited ability to perform household chores

Please provide a detailed description of the limitation or observations related to all items checked.

Self-Direction *(all must apply):*

Self-direction is the mental ability to independently manage, plan, organize and carry out activities within community and work place environments. A significant limitation exists when, due to a disability, one of the following functional limitations applies. *Must be ongoing, have been observed and documented in the case file and be specific to the individual.*

- Limited ability to set realistic goals
- Limited ability to make decisions or make plans
- Limited ability to manage money
- Limited ability to adapt to changes in daily routine or be flexible
- Limited ability to complete tasks due to impatience or impulsivity
- Limited ability to choose appropriate and realistic employment

Please provide a detailed description of the limitation or observations related to all items checked.

Ms. Smith's therapist reported that she had to end a therapy appointment early due to a family emergency. Ms. Smith started crying and talking about suicide. She had to be redirected to the mobile crisis unit but was able to calm down. She reports that if she does not have the same thing to eat for breakfast every day, she struggles to complete basic tasks.

Work Skills *(check all that apply):*

Work skills are the physical, mental and/or sensory abilities to perform job-related tasks and to practice work related habits and behaviors necessary to enter and maintain employment. A significant limitation exists when, due to a disability, one of the following functional limitations applies.

NOTE: Limitations in work experience and work skills must result from the disability and not from other circumstances, such as not having desired to work or not having had the opportunity to work

because of a life situation, i.e., being only of employable age of a few years. *The limitation must be ongoing, have been observed and documented in the case file and be specific to the individual.*

- Limited or minimal work experience due to their disability.
- Limited or no marketable skills due to their disability.
- Limited transferable skills
- Limited ability to meet industrial standards for production quality
- Limited ability to meet industrial standards in work related behaviors and attitudes

Please provide a detailed description of the limitation or observations related to all items checked.

Due to her mental health issues, Ms. Smith has difficulty attending to more than one task at a time, adapting to change in work schedule/conditions/tasks, sustaining attention more than 2 hours without crying, and responding to co-workers, the public, or supervisors without assistance.

Work Tolerance *(check all that apply):*

Work tolerance is the physical, mental and/or sensory abilities to perform sustained work over the course of a normal work day. A significant limitation exists when, due to a disability, one of the following functional limitations applies. *Must be ongoing, have been observed and documented in the case file and be specific to the individual.*

- Limited ability to sustain an 8 hour work day
- Limited ability to perform at a consistent pace without numerous or extended rest periods
- Limited ability to maintain a full work week with interruptions
- Limited ability to meet physical, mental, or sensory demands of occupations

Please provide a detailed description of the limitation or observations related to all items checked.

Ms. Smith struggles to sustain attention for more than 3 hours at a time without requiring a 1-2 hour break due to crying spells and auditory hallucinations. She has not left her house for two consecutive days in the last 6 months.

Other Information:

Are you aware of any other disabling condition for this individual (hearing, vision, physical, learning disabilities, A&D, etc.)? If A&D, please indicate length of time in sobriety and if the individual has completed A&D classes.

- Yes No

Describe:

Is this individual currently involved with the judicial system? Yes No

Are there previous convictions? Yes No

Describe:

Does this individual have a legal guardian or conservator? Yes No

He/she must always be present when DRS counselor meets with the individual. If checked, please give name and phone number of guardian or conservator.

Name: _____

Phone Number: _____

What support systems are in place for this individual?

Ms. Smith's mother is a huge support for her. While she might appear to be overbearing when you first meet her, she truly wants Ms. Smith to attain independence.

Diagnosis:

Mental Disorders:

Persistent Depressive Disorder (Dysthymia), with Mood-Congruent
Psychotic Features
Generalized Disorder

Other Conditions That May Be a Focus of Clinical Attention:

Homelessness
Other Problem Related to Employment

What is the current Crisis Plan for this individual? **See attached crisis plan.**

What services are proposed for this individual and what is the proposed method of funding?

- Psychosocial
- Vocational
- Community Employment

Staff signature/position: _____ Date: _____

Co-signature/position: _____ Date: _____

Print Name: _____ Phone: _____

Facility Name and Address:

--