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# Division of Vocational Rehabilitation Statewide Service Updates

Individual Placement and Support (IPS)

Spring 2022 Release

# Questions?

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Questions can be directed to:

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# Training Objectives

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- Understand the purpose of the service
- Understand all services in the category and how they are related
- Identify important elements of each service and important changes



# Training Objectives

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Show Resources for:

- Reporting
- DVR Statewide Service Fee Schedule
- Service-related tools

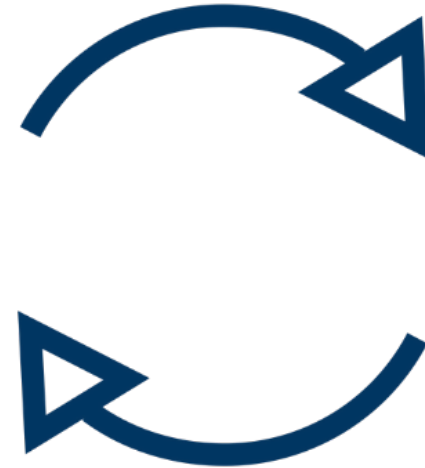


# Technical Specifications and Fees

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Process for changes:

- Research
- Feedback
- Workgroups
- Stakeholder Feedback
- Editing



# DVR Service Provider Webpages

Main Page Link:  
<https://dwd.wisconsin.gov/dvr/service-providers/>



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## Technical Specifications & Sample Reports

Statewide Services

Other Services

Resources/Links

### List of Services

- **Customized Employment Services** is a set of services that uses an approach called Discovery to identify the strengths of an individual in community settings. The role of the service provider in Customized Employment is to facilitate customizing a job for the individual matching those strengths to a business's needs. Customized Employment is an option when typical supported employment strategies have not been successful, or when customized employment strategies may more successfully meet a consumer's individualized support needs.
- **Individualized Placement and Support (IPS) Services** is an evidence-based model of Supported Employment services for consumers with the most significant disabilities (Category 1) who have a primary diagnosis of serious and persistent mental illness or substance use disorders and need long-term support to maintain a job. IPS services are provided in a working alliance with mental health services and include planning for employment, job development, job placement, on-the-job support, transition to long-term support, and successful employment. To build ongoing collaboration, DVR attendance at meetings and continued use of information from the IPS Employment Center is encouraged, including resources on implementation of the IPS model, agency guidance, fidelity reviews and recommendations, policies, and regulations.
- **Internship/Temporary Work (I/TW)** is a time-limited, paid work experience. This service is designed to provide DVR consumers in-depth knowledge of day-to-day work requirements in a competitive integrated setting. Possible purposes may be to try out a job, determine an appropriate vocational goal, determine needs for rehabilitation technology or job accommodations, assist with work hardening, or develop a current work reference or new skills.



# DVR Service Provider Webpages



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2020-2022 Statewide Service Fee Structure

2022-2024 Statewide Service Fee Structure

2020-2022 Technical Specifications

2022-2024 Technical Specifications

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## Individual Placement and Support (IPS)

About

Service Details

Fee Schedule

Reports/Forms

Resources/Links

### About

**Individual Placement and Support (IPS)** is competitive integrated employment that uses an evidence-based model of Supported Employment for consumers with the most significant disabilities (Category 1) including youth with a most significant disability who have a primary diagnosis of serious and persistent mental illness or substance use disorders. IPS services are provided in a working alliance with mental health services and DVR. To build ongoing collaboration, DVR meeting attendance and continued use of information and training from the [IPS Employment Center](#) is encouraged, including resources on implementation of the IPS model, agency guidance, fidelity reviews and recommendations, policies, and regulations to guide the service for consumers.

IPS services are intended to use principles found at the [IPS Employment Center](#) to maximize consumer independence and choice in support.

IPS services can also be provided to youth prior to exit from high school if the consumer is receiving services from a county mental health team approved to provide IPS, youth should be allowed to fully participate in pre-employment transition services (Pre-ETS) while they are still participating in secondary education. Pre-ETS give students the opportunity to explore career options. Once their long-term goal has been identified, the IPE should be updated to reflect the specific job goal and transition from student work-based learning and other Pre-ETS to needed IPS supported employment.

SERVICE	PURPOSE	TIMEFRAME(S)	DELIVERABLES	PAYMENT
<b>Individual Placement and Support Career Profile</b> (IPS title-Vocational Assessment)	To gather information about the employment and goals of the consumer from the consumer and the supported employment team.	60 days	1. Career Profile Report 2. Documentation of service coordination with county mental health as long-term care agency (see note).	\$1,000
<b>Individual Placement and Support (IPS) Job Development Plan</b>	To create a plan for the consumer to successfully find and keep a job matching their interests, skills, abilities	Job Development Plan completed within 45 days of authorization	1. Job Development Plan (Reviewed every 90 days.) 2. Resume/Sample job application	\$350



# Statewide Service Process

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- How a service is authorized
- How a referral is made to the provider
- Role of communication
- DVR typical case progress in this category
- Reporting
- Invoicing





# Individual Placement and Support

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Competitive integrated employment using an evidence-based model of Supported Employment for consumers including youth with a most significant disability with a diagnosis of mental illness and/or substance use disorders.

- Includes 6 IPS Employment Services
- Use an IPS team



# Individual Placement and Support

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Services in the category:

- Career Profile\*
- Job Development Plan
- Job Development and Hire
- Job and Task Analysis/Systematic Instruction\* (Including Job Retention)
- Job Retention *NEW*
- Transition to Long Term Supports\*



\*Coordination with county mental health/ILTC required



# Career Profile

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- Goal: To determine the best job match for the consumer, support needs, identify past performance and experience, gather information from individuals who know the consumer well.
- Information is collected in meetings, includes identified strengths and barriers, establishes the team who then meet and review the report, recording agreement for next steps, resources and employment.
- May be started before DVR services begin.



# Job Preparation and Development Plan

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Includes the employment goal, hours and area(s) of interest, responsibilities of each SE team member, contact standard, initial discussion about job supports and identify needed employment preparation services.

Role of the Employer Disclosure Worksheet



# Job Development, Hire, and Report

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- Includes relationship building with employers to create opportunities in the workplace. The outreach should focus on a good job match and reduce the need for workplace support and increase independence.
- Employer contacts and progress made by the consumer in job preparation should be included in reporting. Progress is reviewed every 90 days.
- Upon a job offer, notify DVR within 5 days to review the job match and to authorize support services. The support plan section should be updated for the new position in the hire report.



# Job/Task Analysis Monthly Systematic Instruction

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- Provided in two parts; a task analysis to determine the tasks that make up a job followed by targeted planning for training based on what the consumer needs to learn. Almost all consumers will receive this service.
- Monthly Systematic Instruction uses individualized strategies to match the learning needs of the consumer, planning for fading of supports and use of employer training and natural supports is emphasized.
- Ideally a consumer would become as independent as possible and stabilize the need for job skill training.



# Job Retention vs. Monthly SI

<b>Job Retention Services</b>	<b>Monthly Systematic Instruction (SI)</b>
<ul style="list-style-type: none"> <li>• Communicate directly on a weekly basis with the consumer</li> <li>• Provide other supports as is detailed in the job supports plan section of the Hire report. (Examples: assistance with schedule, work related clothing, supplies, identify transportation options)</li> <li>• Contact the employer and DVR.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate directly on a weekly basis with the consumer</li> <li>• Provide other supports as is detailed in the job supports plan section of the Hire report. (Examples: assistance with schedule, work related clothing, supplies, identify transportation options)</li> <li>• Contact the employer and DVR.</li> </ul>
<ul style="list-style-type: none"> <li>• Not included</li> </ul>	<ul style="list-style-type: none"> <li>• Provide instruction for job tasks to fade over time. (Example: demonstrate restocking, provide verbal instructions for restocking, observe restocking with verbal affirmation of successful completion by consumer)</li> </ul>



# Job Retention

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- Used if a consumer does not need on site systematic instruction to learn job tasks, or to be redirected back to attend to job tasks.
- Includes regular weekly check ins with the consumer and the employer seeking to identify any issues that need resolution. Including: attendance, wages, scheduling, training and progress, problem-solving strategies.
- If the consumer needs to learn job tasks monthly SI should be requested and the need explained as soon as possible from DVR.





## Transition to Long Term Support-Six Months

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- This service is to secure an appropriate plan and time to facilitate the transition to long term support services with 6 months or less including any supports provided to encourage fading.
- The SE team must agree to the plan to provide a transition of supports to the consumer. The transition should occur on the last business day of the month.
- DVR continues to follow along for another 90 days prior to case closure.



# Case Curveballs

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- Symptoms impact employment
- Employment goal change
- Consumer refuses on the job supports
- Multiple jobs, no retention



# Reports/Forms

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- SE Career Profile Report
- Job Development Plan and Monthly Report
- Job Development Hire Report
- Job and Task Analysis and Systematic Instruction Report or Job Retention Report
- Transition to LTS Report



# Fee Schedule/Service Notes

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When requested and approved by DVR:

- Monthly SI to Retention-services and payment will transition at the **start of the next month.**
- Retention to Monthly SI-services begin **as soon as DVR approves** (no matter how much time remains in the month), Monthly SI is paid for the month.



# Purchase Orders and Invoicing

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- DVR will issue POs to reflect the timeframe to deliver the service, extending POs as needed.
- DVR staff should follow PO construction guidance and policy.
- Service Providers may not seek or accept payments from another source for the same consumer and service funded in the same timeframe as DVR.
- Providers should have supplemental documentation to justify service delivery invoiced to DVR.



# Resources/Links

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- [Career Profile Tip Sheet](#)
- [Competitive Integrated Employment Guidance](#)
- [DVR Supported Employment Guidance](#)
- Employer Disclosure Worksheet
- IPS Employment Center
- [Job Center of Wisconsin](#)
- [Role and Responsibilities document](#)
- [Wage Documentation Requirements](#)



# Resources/Links

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- Wisconsin Association for Persons Supporting
- Employment First
- Wisconsin Board for People with Developmental
- Disabilities
- Wisconsin Department of Health Services IPS Site
- Wisconsin Job Center Publications (Multiple titles for viewing or printing)
- Wisconsin labor market information: Visit WisConomy.com



# Qualifications and Metrics

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- Qualifications: New training expectation in 2024. APSE/ACRE/IPS Training will be required within 6 months of job start with a provider.
- Metrics: DVR has identified criteria for establishing baseline quality information and will eventually establish goals for quality improvement with our provider partners.

Details and discussion will take place in the future for both updates





# Contact Us

[DVRServiceProviders@dwd.wisconsin.gov](mailto:DVRServiceProviders@dwd.wisconsin.gov)

