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# Division of Vocational Rehabilitation Statewide Service Updates

Job and Task Analysis and Systematic Instruction

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

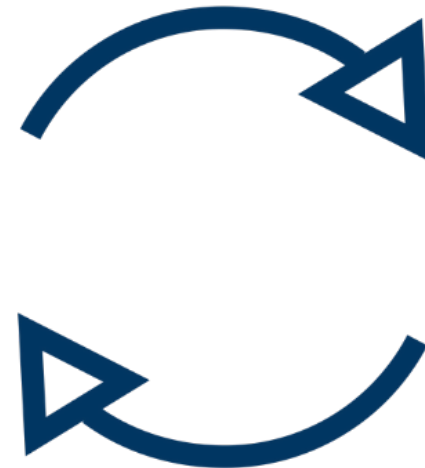


# Technical Specifications and Fees

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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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Or you can reach us by phone at: 800-442-3477 (Toll Free)

## 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



Service Provider Home

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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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## Job and Task Analysis and Systematic Instruction

About

Service Details

Fee Schedule

Reports/Forms

Resources/Links

### About

**Job and Task Analysis and Systematic Instruction** are task-based employment supports provided by service provider staff to assist DVR consumers on the job site. These supports include help with learning the job, talking, and working through different situations, and communication strategies, and may also include individualized discussion of options to get to the job site.

This service is provided in two parts, initially a task analysis to determine the tasks that make up a job followed by targeted and systematic instruction based on what the consumer needs to learn. The duration of these services varies depending on the needs of the individual, and the services are intended to fade as the consumer learns and performs job tasks. Other employment supports, including assistive technology and natural supports, can be used along with systematic instruction.

Two services are included in this statewide services category.

SERVICE	PURPOSE	TIMEFRAME(S)	DELIVERABLES	PAYMENT
<b>Job and Task Analysis</b>	To identify the tasks that make up a consumer's job.	30 days from authorization and submitted within 1 calendar week of the job start.	1. Job and Task Analysis and Report	\$275 fee
<b>Systematic Instruction (Hourly or Monthly)</b>	To instruct a consumer and develop strategies to learn a job through data driven teaching.	30 days from authorization and ongoing as authorized	Systematic Instruction and Report	\$55 per hour or \$1,100 per month for Customized Employment, Individual Placement and Support (IPS) and Supported Employment

Job and Task Analysis and Systematic Instruction - Summary of Service



# 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





# Job and Task Analysis and Systematic Instruction

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- About Job and Task Analysis and Systematic Instruction.
- Task-based employment supports to assist DVR consumers on the job site. Include learning the job, working through different situations, and communication strategies.
- Two Parts included: A task analysis and job skill training to promote independence.



# Job and Task Analysis

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A job site analysis is a study of a specific job by observing the worksite and performing the job to identify specifics of the workplace, work tasks and other duties that make up the job.



A task analysis is breaking down each work task into smaller components to allow the tasks to be presented to the consumer in teachable steps.



# Job and Task Analysis

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- Training strategies and job tasks that the consumer may have difficulty with should be identified based on previous experience with the consumer or results of Pre-ETS/other work-related assessments.
- Identify natural supports in the workplace. These can include; co-workers, supervisors, procedures, customs, tools, typically available in the workplace.
- Complete within 1 calendar week of the job start.



# Systematic Instruction

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- Hourly Systematic Instruction can be provided as a support with the following services:
  - Internship/Temporary Work, Job Preparation and Development, Student Work Based Learning, and On-The-Job Training.
- Monthly Systematic Instruction is provided as a support with the following services: Customized Employment, Individual Placement and Support, and Supported Employment.



# Systematic Instruction

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- Planning and implementing individualized instruction for a job.
- Using the Job and Task Analysis, identify the work routine and potential instructional strategies to help the consumer to complete their job tasks independently.
- Progress is monitored and strategies are modified using a step-by-step approach.
- Includes positive and constructive communication with the consumer.



# Case Example-Bagging Groceries

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Tasks include:

- 1.) Asking the customer what kind of kind of bag they prefer.
- 2.) Selecting the bag the customer chooses.
- 3.) Opening the bag on a level surface.
- 4.) Sorting the items as they come down the belt
- 5.) Placing largest and heaviest items on bottom of the bag.
- 6.) Filling the rest of the bag .
- 7.) Placing the bag in the cart.



# Systematic Instruction

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- **Direct Verbal Cue:** Directions that provide exact, specific instruction that are spoken to the consumer.
- **Gestures:** Physical movements used to encourage the start, continuation, or end of an action.
- **Indirect Verbal Cue:** A spoken suggestion that cues the consumer to perform a task and can include questions. For example, "What is the next step?"
- **Modeling:** Demonstrating a task or task sequence to a consumer.



# Systematic Instruction

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- **Natural Supports:** Use of existing work strategies that can involve assistance from co-workers and supervisors, procedures, customs, tools, and assistance in the workplace.
- **Pictures/Written Instructions:** Any writing/graphic used to show steps or sequences.
- **Prime:** Hand-over-hand physical assistance to help complete a task.
- **Prompt:** Brief physical assistance to cue to guide completion of a task.





# Systematic Instruction

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- **Shadow:** Following or observing the consumer to identify instruction needs.



- **Systematic Instruction:** Using a task process or step-by-step list to establish a work routine.
- **Visual Cue:** Changing or modifying the appearance of work equipment such as labeling, color tagging, or numbering.



# Case Example-Bagging Groceries

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1.) Asking the customer what kind of kind of bag they prefer.  
(Consumer forgets this step)

**Strategy-** Visual Cue-Create a visual card taped to workstation with the question printed out.

2.) Selecting the bag the customer chooses. (no-issue)

3.) Opening the bag on a level surface. (Difficulty with paper bag)

**Strategy-** Demonstrate and then talk the consumer through the step with no customer present.



# Case Example-Bagging Groceries

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4.) Placing the largest and heaviest items on the bottom of the bag. (Consumer has difficulty with the complexity of items to bag)



**Strategy-** Practice identifying light vs. heavy or bulky items repeat as needed with multiple items prior to shift. During shift, provide verbal reinforcement and reminders. Encourage practice at home.



# Case Curveballs

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- Job and Task Analysis can't be done ahead
- Employer requests SI ends
- Systematic Instruction not needed/Supervision needed
- Consumer not fading supports/dependence



# Reports/Forms

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- Job and Task Analysis and Systematic Instruction
  - Report



# Fee Schedule/Service Notes

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- Providers must be able to produce supplemental documentation to verify service delivery upon request by DVR.
- Service Providers may not seek or accept payments from another source for the same consumer and service funded in the same timeframe as DVR.



# Purchase Orders and Invoicing

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- DVR will issue POs to reflect the timeframe to deliver the service, extending POs as needed.
- Only one report per calendar month will be accepted by DVR and dates and hours must match submitted invoices for Hourly Systematic Instruction.



# Resources/Links

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- Background Information: [Griffin-Hammis, Supported Employment & Systematic Instruction](#)
- [Competitive Integrated Employment Guidance](#)
- [DVR Supported Employment Guidance](#)
- [Job Center of Wisconsin](#)
- [Role and Responsibilities document](#)
- [Wisconsin Job Center Publications](#) (Multiple titles for viewing or printing)
- Wisconsin labor market information: [Visit WisConomy.com](#)





# Videos

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- Video: [Creating a Task Analysis Video - YouTube](#)
- [Wisconsin Board for People with Developmental Disabilities](#)



# 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)

