

Supporting Employment, Customized Employment and Related Services-DRS Services

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Goals for Training



Terminology

IDHS-DRS Who Are We?

Process Flow and Services Available

Contract Descriptions

Why Choose CE or SEP?

Terminology

- CRP- Community Rehabilitation Provider
- CE- Customized Employment
- CSO- Continued Support Option
- IDHS-DRS- Illinois Department of Human Services, Division of Rehabilitation Services
- IPE- Individualized Plan for Employment
- SEP- Supported Employment Program
- VR- Vocational Rehabilitation

IDHS-DRS Who Are We?

- **Mission**: DHS's Division of Rehabilitation Services is the state's lead agency serving individuals with disabilities. DRS works in partnership with people with disabilities and their families to assist them in making informed choices to achieve full community participation through employment, education, and independent living opportunities.
- **Vision**: Improving the independence of our customers is our only reason for existing. We realize that the skills and abilities of our front-line staff are the keys to our success. Embracing, listening to and collaborating with our community partners will sustain our success.

Services Available Through DRS

Vocational Rehabilitation Process Flow

Customer's interest in VR services initiates services.

VR counselor completes the initial interview with the Customer, and medical documentation is gathered as needed to determine Eligibility.

Once Eligibility is determined, an Individualized Plan for Employment (IPE) is created by the VR Counselor with the Customer/Guardian.

The IPE drives the service provision and must be agreed upon by all parties. This is updated at least annually, or more often as needed.

DRS Job Placement Supports

Customers receive individualized services to assist with their employment goals. Of these, there are four core services that are provided to everyone. They are information, referral, counseling, and guidance.

Customers also are assisted in one of three ways to obtain employment.

- Direct Placement
- Assisted Placement
- Purchased Placement

Direct Placement



VR Counselor has knowledge of employment opportunities that match with the customer's informed choice.

Counselor works directly with the customer for job development, placement, and job retention services.

Assisted Placement



VR Counselor and Customer work collaboratively with internal business consultants, employment specialists, Workforce partners, or education providers to assist in achieving their employment goal.

Purchased Placement



VR Counselor and Customer work with a Community Rehabilitation Provider (CRP) to help achieve the employment goal.

Contract Types

Important Information

Services provided are consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

Participation under the Milestone contract, is available for individuals with varying functional limitations.

Customers that participate in either Customized Employment or Supported Employment must be certified as Most Significant, and meet specific criteria listed on the upcoming slide.

Under CE and SEP, on the job supports available up to 24 months as needed. Time only counts when customer is employed. When employment stops, so does the timeclock.

Services Available Under All Placement Contracts

- Assessment
- Job coaching
- Job development and placement
- Job stability
- Job training
- Career development services

Services above cannot be paid outside of the contract.

CE/SEP Criteria

Customers must meet the Most Significant eligibility criteria, which is an individual who is determined to have a most significant disability has been determined to have at least three serious limitations and requires multiple services to achieve an employment outcome.

Customers are in need of long-term supports to become successful.

There are four questions that must be answered as a “YES” to be moved into SEP.

- Customer has a most significant disability and is eligible for vocational rehabilitation services?
- Customer has not worked or has worked only intermittently?
- Customer has a need for ongoing support services in order to perform competitively at work?
- Customer has the ability to work in a supported employment setting?

Customized Employment (CE)

Customized Employment is designed to meet the unmet needs of the employers, that also match with the skills and interests of the individual. This includes job creation, self-employment, and a business within a business.

Services are paid under Phases, in which certain tasks are required for completion and payment. The Phases are a one directional model.

Discovery, which is the first Phase, is the core of the model. It involves looking for information in a nonjudgmental, descriptive and optimistic manner with the individual.

Customers participating need long term supports to be successful. The customer has up to 24 months of support on the job. As employment breaks, so does the timeframe.

Students in their last year of high school can now participate in Phase 1 (Discovery) and 2 (Assessment and Plan) under this contract. This allows the student to be ready for job placement services upon exit.

Discovery under CE

- Determination of where and when the individual is at their best;
- Understanding the impact of the disability;
- Learning about the individual's interests and skills and successful strategies that have worked for them in the past.
- Review of individual support, responsibilities, tasks, skills, residential history, community participation;
- Visiting the individual at home, work, and/or school.
- Identifying activities to participate in with the individual.

During this time, a plan is developed that shows a timeline, assignment of who will gather which piece of information, and how this will be gathered. It will also define how this information will be gathered, who will receive the information, and who will make up the core team.

Phases of CE

Phase 1- Discovery

Phase 2- Assessment and Plan

Phase 3- Job Development and Placement

Phase 4- Hire in Competitive Employment

Phase 5- 1st Staffing with Continued Employment

Phase 6- 2nd Staffing with Continued Employment

Phase 7- 3rd Staffing with Continued Employment

Phase 8- 4th Staffing with Continued Employment

Phase 9- 5th Staffing with Continued Employment

For FY23, there are 13 Customized Employment Providers statewide.

Supported Employment (SEP)

Customer must be certified as Most Significant and meet all criteria for SEP. Requirements listed on a previous slide.

SEP is intended for individuals that need long term supports to be successful. The timeframe is up to 24 months of support on the job. If there are breaks in employment, the clock stops and begins again with employment.

Services are paid under Phases, in which certain tasks are required for completion and payment. Service progress in a one directional model.

Students in their last year of high school can now participate in Phase 1 (Assessment and Plan) under this contract. This allows the student to be ready for job placement services upon exit.

Phases of SEP

Phase 1- Assessment and Plan

Phase 2- Job Development and Placement

Phase 3- Hire in Competitive Employment

Phase 4- 1st Staffing with Continued Employment

Phase 5- 2nd Staffing with Continued Employment

Phase 6- 3rd Staffing with Continued Employment

Phase 7- 4th Staffing with Continued Employment

Phase 8- 5th Staffing with Continued Employment

There are 41 SEP Providers statewide.

Continued Support Option (CSO)

Available for those that need continued support after completion of all Phases.

After the completion of all Phases, there are approximately 14 months of support time remaining as needed.

The need for support should not increase from the level previously required in the last Phase, without justification.

Monthly approval and agreement are required by Customer, Provider, Employer, and DRS. Provider completes monthly progress notes. Services are paid monthly through the Local DRS Office after approvals through Transition & Community Rehabilitation Services.

Milestone

Customer can be certified as Significant, Very Significant, or Most Significant.

Customers under this contract, do not need as much up front or continued supports as those in CE or SEP. However, the Customer does need support to achieve at least 90 days of stable employment.

Services are paid at specific Milestones through 90 days.

If more support is needed, Customer may move into a more intensive level of support if they qualify.

Milestones



15-day Milestone

45-day Milestone

90- day Milestone

Why Choose CE/SEP? What
are the Benefits?

Reasons to Choose CE/SEP for Services

Individuals that need long term supports. This includes the up-front services, such as increasing soft skills through creating a resume. Supports continue into job development, placement, and retention.

There are up to 24 months of support on the job available to Customers.

One of the targeted populations are Individuals with multiple and/or complex barriers to obtaining or maintaining employment.

Individuals that are interested in competitive, integrated employment but have had limited or no success historically.

Individuals with a specific vocational goal or field that may need some customizing of duties or more intensive supports.

Benefits

Allows for understanding all aspects of the customer and the ability to create unique and personalized services. Listening, being clear and concise in goals for the customer.

Offers ability to better match the skills and interests of the customers to employment. As the Customer becomes more confident, support decreases to encourage further growth.

Some of the services provided include, intensive supports prior to job development through job retention, offering constructive feedback, problem solving, and brainstorming of new ideas.

CE is designed to meet the unmet needs of the employer and match those to the Customers strengths.

Both provide long term supports on the job. Which leads to an increase in maintaining employment.

QUESTIONS?

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