

## **Vocational Services Provider**

As a **Vocational Services Provider**, I can expect the individuals listed below to:

### **Job Seeker**

- Invite people to employment planning meetings, facilitate and participate in meetings, and be a part of the decision-making process about their employment outcomes.
- Complete activities that help identify their competitive integrated employment goals.
- Ask questions, share ideas, feelings, and thoughts, along with use of their social capital/networks and that of their family and friends to help in the desired job search.
- Explore which skills, experiences, and interests the job seeker has and help develop an employment plan to achieve their desired employment goals.
- Communicate significant changes in the job seeker's life that may affect their employment outcomes and goals (e.g., change of where they live, who they live with, or medication, illnesses, transportation issues, etc.).
- Sign release of information forms to allow all partners on the employment team to be active participants in the job seeker's employment planning.

### **Legal Decision Maker (LDM)**

- Encourage and support the job seeker to pursue their career goals.
- Participate in exploring which types of jobs would match skills and interest of the job seeker.
- Help the job seeker to complete activities that will help meet their employment goals.
- Sign consent forms to allow employment team partners to be active in the job seeker's planning.
- Help coordinate employment activities with all partners.

### **Division of Vocational Rehabilitation (DVR) Representatives**

- Determine DVR eligibility.
- Provide information about DVR, attend joint meetings as invited, and help the job seeker choose their vocational provider.
- Develop an Individualized Plan for Employment (IPE), coordinate this plan and services with job seeker's employment support team and share the specific employment goals with the team.
- Authorize agreed services to help achieve the job seeker's employment goal.
- Ensure progress toward competitive integrated employment.
- Review/update IPE annually at a minimum and as needed.
- Discuss Work Incentive Benefits Counseling, transportation, on-the-job support, and any other needed services during the IPE development.
- Invite us to participate throughout the DVR process, minimally including invitations to the DVR post-career-profile meeting, DVR 60-day on-the-job meeting, and DVR prior-to-transition meetings.

- Coordinate transition from DVR services to long- term care support service with the employment team.
- Inform the job seeker of their DVR appeal rights.

### **Aging and Disability Resource Centers (ADRC) or Tribal Aging and Disability Resource Specialist (Tribal ADRS)**

- Assist the job seeker to identify the full range of community resources and other benefits and services that may be available to them (e.g., DVR, FoodShare, etc.).
- Determine initial functional eligibility for Family Care, Family Care Partnership, and IRIS through the Long-Term Care Functional Screen (LTCFS).
- After eligibility is determined, provide enrollment counseling for Family Care, Family Care Partnership, or IRIS, if eligible to help the job seeker enroll in the program of their choice.
- Refer the job seeker for Mental Health/Substance Use Disorder (MH/SUD) functional screen or perform screen if applicable when they share interest in receiving psychosocial rehabilitation services.
- Provide information to the job seeker about competitive integrated employment and employment support options.
- Exchange information with employment team members, with a signed release.
- Inform the job seeker of their appeal rights if there is disagreement with the functional eligibility determination of the ADRC/Tribal ADRS.

### **Managed Care Organizations (MCO)**

- Provide the job seeker with an Interdisciplinary Team (IDT) which includes a care manager and a nurse to work with them in the Family Care or Family Care Partnership Program.
- Share information about services available to the job seeker that support their competitive integrated employment outcome(s).
- Provide background information and feedback regarding the job seeker's goals and skills.
- Get to know the job seeker by developing their individualized Member-Centered Plan (MCP) and develop employment outcomes with them.
- Help job seeker obtain DVR services when they want to work in competitive integrated employment or if they want to seek further training to achieve their employment outcome(s).
- Help the job seeker connect with mental health (MH) or substance use disorder (SUD) services, or other psychosocial rehabilitation processes that may be available through their county, if and when they need them.
- When behavioral health staff are engaged in the job seeker's life, invite them to participate throughout the MCP process, with their permission, including collaborating on employment, and behavioral health outcomes.
- Coordinate the job seeker's MCO/MCP services with DVR/IPE.
- Attend annual or semi-annual team meetings (sometimes called the Treatment Team or Recovery Team Meeting). This includes participating in planning for supports and

sharing information while creating the plan. Communicate information, changes, and updates that could affect the job seeker's progress in meeting their employment outcomes (e.g., residential moves, transportation, health issues, medication changes etc.).

- Communicate information, changes, and updates that could affect the job seeker's progress in meeting their employment outcomes (e.g., residential moves, transportation, health issues, medication changes etc.).
- Complete the Resource Allocation Decision (RAD) process when developing the job seeker's long-term care plan for employment while engaging with DVR to assure a smooth transition of services and support to maintain their employment outcome(s).
- Attend meetings and participate throughout the DVR process, including participating in the DVR post-career profile, DVR 60-day on-the-job, and DVR prior-to-transition meetings.
- Participate in planning discussions with the job seeker's employment team to help them make decisions about their employment outcomes.
- Sign release of information forms to allow the job seeker's employment team to be active in employment planning.
- Inform the job seeker of their MCO appeal and grievance rights.

## **Behavioral Health (BH) Provider**

- Help create person-centered plans to meet behavioral and mental health goals, such as exploring and managing feelings and knowing strengths, interests, and future career plans.
- Identify supports and services to help manage physical, mental, and behavioral health such as managing medications, learning life skills, finding, and attending therapy and support groups, building peer connections, and developing coping skills.
- Provide support by participating in team meetings when invited, including DVR post-career-profile, DVR 60-day on-the-job, and DVR prior-to-transition meetings.
- Assist with making connections to employment service providers and DVR, as applicable, and ensure that supports are coordinated and successful.
- Address ongoing support needs to continue to meet employment outcomes and maintain employment.
- Participate in the coordination of the transition to long-term employment support from vocational provider to natural support providers (including behavioral health provider).
- Communicate information, changes, and updates to the employment team that could possibly impact employment.
- Assist with understanding the intent, scope, and rights to privacy when signing releases of information, including making sure that the releases are specific to the information being requested.
- Assist with making connections to employment and education service providers and DVR, as applicable, and ensuring that their supports are coordinated and successful.
- Identify supports and services to help the job seeker manage their physical, mental, and behavioral health such as managing medications, learning life skills, finding and attending therapy and support groups, building peer connections, and developing coping skills.
- Provide support by attending team meetings when invited.

- Make sure that releases are specific to the information being requested and addressed to a person correctly.
- Participate in the coordination of the job seeker's transition to long-term employment support from my vocational provider to my natural support providers (including behavioral health provider) that address ongoing support needs so they can continue to meet their employment outcomes and maintain their employment.
- Communicate information, changes, updates to the employment team that could possibly impact the job seeker's progress in meeting their employment outcomes (e.g., residential moves, health issues, medication changes etc.).
- Inform the job seeker of their appeal rights if there is disagreement with a decision made throughout the treatment planning process.

### **IRIS (Include, Respect, I Self-Direct) Consultant Agency (ICA)**

- Provide an IRIS consultant to work with the job seeker.
- Provide information about choices and responsibilities of being an IRIS participant.
- Provide information about resources that assist the job seeker to meet their employment outcomes, including applying for DVR services when they want to work.
- Engage the job seeker in discussion about competitive integrated employment.
- Include competitive integrated employment goals and outcomes in the job seeker's IRIS Service and Support Plan (ISSP) when they want to work and coordinate their ISSP with their DVR Individual Plan for Employment (IPE).
- Help the job seeker create their individual support and service plan (ISSP) within their budget.
- Help the job seeker request a budget amendment, when needed, to maintain and further their competitive integrated employment outcomes.
- Participate throughout the DVR process, including in the: DVR post-career- profile, DVR 60-day on-the-job, and DVR prior-to-transition meetings.
- Assist with the coordination of the transition from DVR to long-term support, as needed.
- Obtain release of information from the job seeker so IRIS consultant (IC) can communicate with the employment team.
- Inform the job seeker of their grievance and appeal rights.

### **As a Vocational Services Provider**

#### **I am expected to:**

- ✓ Listen to the job seeker about what they want to do for work, where they would like to work, and provide support to meet their employment goal(s).
- ✓ Deliver services using best practices including individualized, person-centered, strength-based employment planning and support in a timely manner.
- ✓ Help determine the job seeker's preferences for employment.
- ✓ Contact employers on behalf of the job seeker to find and maintain a job.
- ✓ Collaborate with the job seeker to explore their existing networks.
- ✓ Provide a variety of community-based work experiences for the job seeker to learn about their skills, abilities, and interests.

- ✓ Provide written reports to DVR as required by the DVR technical specifications and provide copies to the employment team if requested along with any other documentation as required.
- ✓ Attend and actively participate in employment team meetings, communicating progress and changes.
- ✓ Collaborate with the job seeker and their team to identify quality job matches that benefit both the employer and the job seeker.
- ✓ Provide on-the-job support with the intentional goal of maximizing independence.
- ✓ Help the job seeker maximize independence by exploring avenues to fade support including natural, remote, and paid coworker support, including assistive technology.
- ✓ Provide ongoing support services to the job seeker and their employer, when needed.
- ✓ Attend treatment plan review meetings as requested.
- ✓ Coordinate with the employment team throughout the DVR process, including participation in the DVR post-career-profile, DVR 60-day on-the-job, and DVR prior-to-transition meetings.
- ✓ Continue to attend employment team meetings, as needed, after the transition from DVR services to long-term support.