STATE OF WISCONSIN

DWD

Department of Workforce Development

Vocational Rehabilitation

DVR Statewide Services: Customized Employment

SERVICE PROVIDER TRAINING

2026 RELEASE

Training Objectives

- Understand the purpose and key elements of Customized Employment services.
- Understand how the services work together.
- Recognize common service strategies.
- Recognize how these services support consumer outcomes.
- Understand DVR expectations for service delivery and reporting.

Where These Services Fit in DVR Services

Customized Employment (CE) is part of Supported Employment services and is designed for individuals with significant disabilities who require individualized strategies to obtain competitive integrated employment:

- Focuses on individualized job creation or negotiation.
- Uses Discovery to identify strengths and interests.
- Matches consumer abilities with employer business needs.
- Provides ongoing supports to ensure job success and stability.

Customized Employment may be used when traditional job placement approaches are not effective.

Where These Services Fit in DVR Services

- Coordinates with long-term support.
- Services typically follow a sequence:
  - Discovery Profile*
  - CE Job Preparation & Development Plan
    - Visual Resume
  - CE Job Development & Hire
  - CE Monthly Systematic Instruction* or CE Retention*
  - CE Transition to Long-Term Support*

*Coordination points for SE Coordination Planning (coordination with long-term care).

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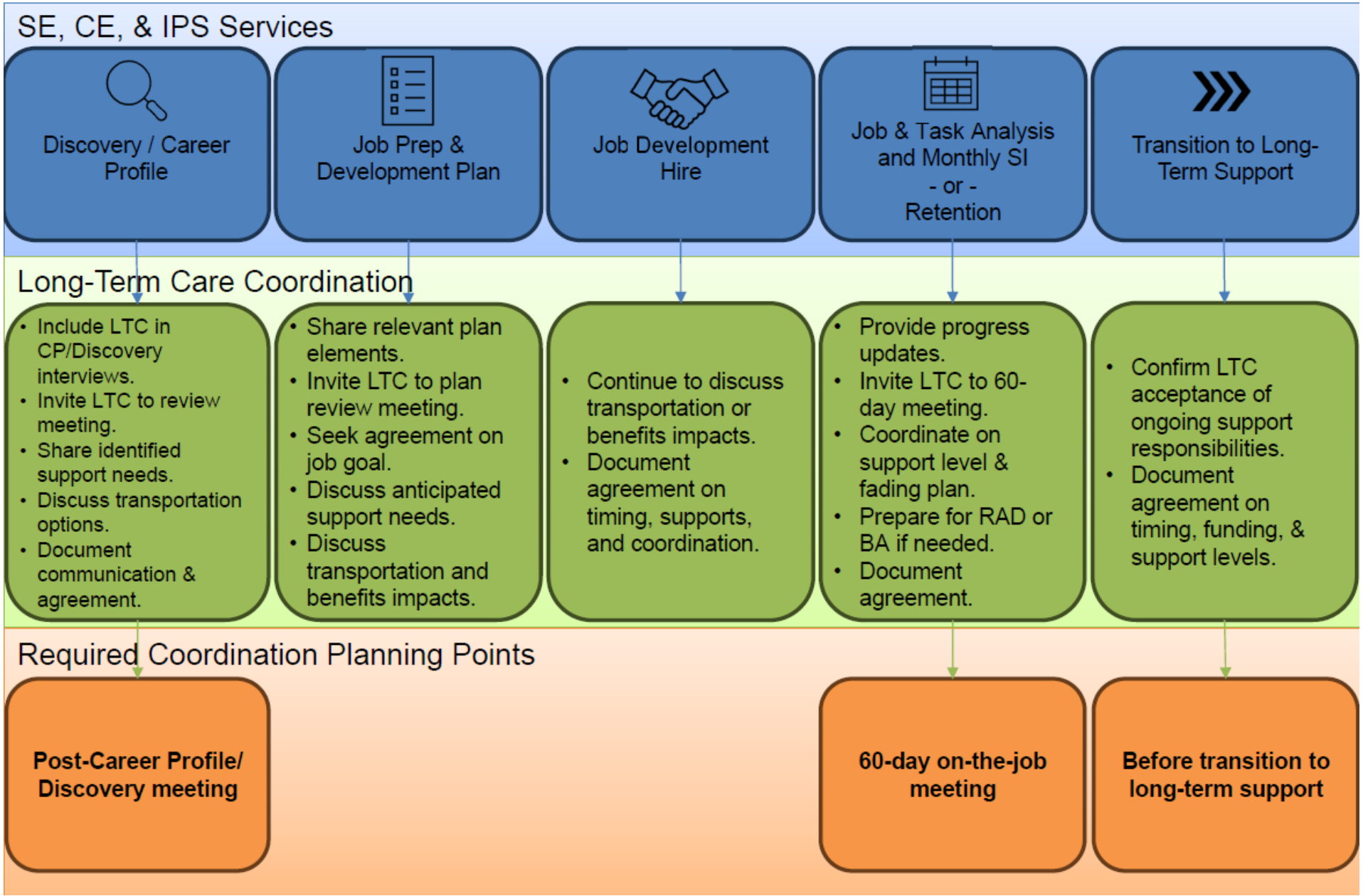
DVR Supported Employment Services: Coordination with Long-Term Care (LTC)

Key Coordination Points & Expectations



Required Coordination Planning Points: *Coordination must include communication among all members of the SE team and documentation of agreement regarding services, supports, timing, payment, and outcomes prior to submission of payment.*

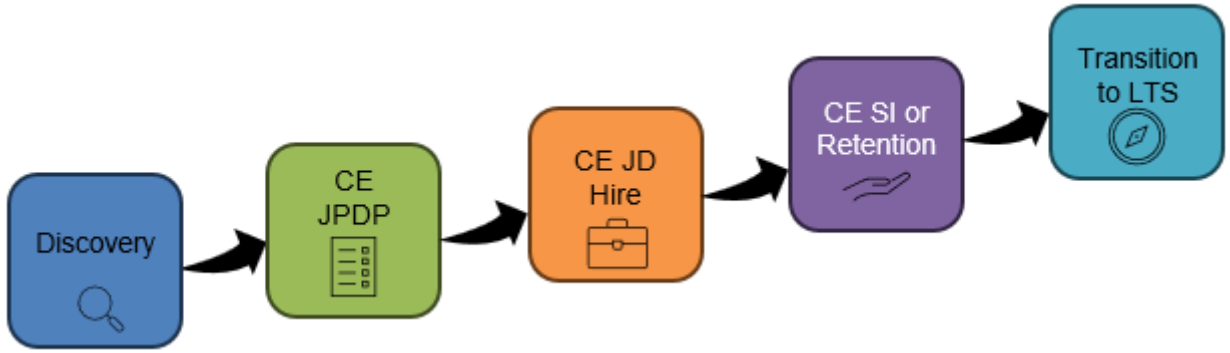
RAD: Resource Allocation Decision (Managed Care Organization)

BA: Budget Amendment (IRIS Consultant Agency)

Service Overview – Customized Employment

- Individualized, person-centered employment approach.
- Uses discovery instead of traditional assessments.
- Focuses on strengths, interests, & conditions for success.
- Involves customizing or negotiating job duties with employers.
- Goal is to create employment opportunities that align with both the consumer's abilities and the employer's needs.
- Supported Employment Coordination Planning:
  - Coordination with LTC partners is required for certain services/stages.
- SE team includes:
  - Consumer, DVR, provider, guardian (if applicable), long-term care representatives, family or others who support consumer.

How the Services Work Together



- Discovery identifies the consumer's strengths, interests, and employment themes.
- Job Prep & Development Plan outlines the strategy for job development.
- Job Development & Hire involves employer outreach & negotiating customized job duties.
- Systematic Instruction (SI) or Retention supports job success.
- Transition to LTS ensures ongoing support after DVR case closure.

The Goal of These Services

- Enable consumers to obtain and maintain meaningful employment.
- Match consumer strengths and interests with business needs.
- Promote long-term stability and independence.
- Reduce reliance on long-term paid supports when possible.
- Coordinate supports across the consumer's employment team.

Summary of Services

Service	Purpose	Timeframes	Deliverables	Payment
Discovery and Discovery Profile	Identify the consumer's existing strengths, interests, conditions for success, and ideal employment themes through interviews, observation, and community-based activities.	90 days to complete the service	• Discovery Profile report • Required meeting before initiation of service and upon completion of service • Documentation of service coordination with long-term care	$1,000
CE Job Preparation and Development Plan	Develop a plan for the consumer to successfully find and keep a job matching their interests, skills, abilities, and support needs.	45 days to complete the service	• Job Preparation and Development Plan and attachments • Job Preparation and Development Plan review meeting	$350
CE Job Development and Hire	Develop or negotiate a customized job based on Discovery outcomes that meets the consumer's skills and needs, and the employer's business needs.	Job Development progress will be reviewed at least every 90 days until hire.	• Job Development Monthly Reports • Review meeting is required every 90 days • Hire Report within 5 days of job offer	$1,800 (Up to $2,200 preferred outcome)
Job and Task Analysis	Identify the tasks that make up a consumer's job.	Within one (1) week of job start	• Job and Task Analysis Report	$275
CE Monthly Systematic Instruction (SI)	Provide regular planned check-ins and instruct a consumer and develop strategies to learn a job through data-driven and customized teaching toward independence.	Monthly from authorization and ongoing	• Systematic Instruction Reports • Documentation of service coordination with long-term care at 60-days on-the-job	$1,600 per month
CE Retention Services	**When Monthly SI is not being provided.** Provide regular, planned progress checks and verification of job sustainability with consumer and/or employer.	Minimum two-way direct communication with consumer and/or employer at least twice per month.	• Monthly Retention Reports • Documentation of service coordination with long-term care at 60-days on-the-job	$500 per month
CE Transition to Long-Term Support (Less than 6 months)	Transition the consumer to long-term support funding and services.	Minimum 90 days to maximum of six months of employment	• Transition to Long-Term Support Report • Required contact with all parties and documentation of agreement to transition • Required wage documentation	$1,300
CE Transition to Long-Term Support (More than 6 months)	Provide regular oversight, ensure increased independence for consumers needing supports for more than six months, and transition the consumer to LTS funding and services.	When transition to LTS occurs after more than six months of paid Monthly SI or Retention services	• Transition to Long-Term Support Report • Required contact with all parties and documentation of agreement to transition • Required wage documentation	$500

Discovery & Discovery Profile - Overview

Discovery is a person-centered process used to identify:

- The consumer's strengths, interests, and preferences.
- Conditions for employment success.
- Potential employment themes and opportunities.

Discovery activities include:

- Interviews with the consumer and key stakeholders.
- Observations in community environments.
- Hands-on activities demonstrating existing skills.

The outcome is the Discovery Profile, which informs the next step in the CE process.

Discovery & Discovery Profile - Key Components

- Part I: Intake Interview Summary
  - Conducted before Discovery begins
  - Includes consumer and key team members
  - Summarizes essential facts about the consumer's life to guide Discovery activities
- Part II: Profile of Discovery
  - Observations across home, community, and life activities
  - Includes visits to at least four community locations
- Part III: Plan Preparation Summary
  - Translates information into employment themes and strategies
  - Information in this document prepares for the CE Job Prep & Development Plan
- Final review meeting with SE team required.
  - This is one of the SE Coordination Planning points.

CE Job Prep & Development Plan - Overview

- Outlines the strategy for helping the consumer secure employment.
- Information collected in the Discovery Profile should be used to complete the Job Prep & Development Plan.
- Prepare the consumer for employment activities.
- Identify potential employers and opportunities.
- Establish communication expectations and responsibilities.
- Provides a clear roadmap for future job development activities.

CE Job Prep & Development Plan - Key Components

- Initial identification of anticipated job supports or accommodations.
- Employment eligibility check: Confirm consumer has needed documentation for hire paperwork and plan to obtain it if they do not.
- Complete Job Prep & Development Plan and required attachments:
  - Sample job application
  - Resume & reference list
  - Cover letter
- Final review meeting with DVR and consumer required.

CE Job Prep & Development Plan - Service Delivery

Attachment document standards and accessibility requirements:

- Resumes, cover letters, and references lists must be submitted in an editable format (e.g., .doc or .docx).
- Electronic copies of documents must be shared with the consumer.
- Documents must be accessible to the consumer and compatible with common applicant tracking systems (ATS). Formats that result in image-based, non-editable, or accessibility-limited files should not be used.

Visual Resume - Overview

- This is an optional tool.
- Commonly used in Customized Employment as an alternative to traditional resume.
- Presents a consumer's skills and abilities in a more visual and engaging format.
- Helps employers see the consumer's abilities in action.

Visual Resume – Key Components

Includes:

- Professional, respectful introductory photo of consumer.
- Other images or short videos demonstrating skills.
- A short narrative describing how the consumer contributes to employer needs.
- A clear list of job tasks the consumer can perform, aligned with consumer interests and business needs.
- Typically created using PowerPoint or other presentation formats; may be shared electronically or in print. Designed to stand alone and effectively present the consumer's abilities.

CE Job Development & Hire – Overview

- Focuses on identifying or creating employment opportunities aligned with the Discovery outcomes.
- Key activities include:
  - Conducting outreach to potential employers.
  - Learning about employer business needs.
  - Negotiating or customizing job duties.
  - Support consumer in job search, applications, and interview prep as needed.
  - Document employer contacts in monthly report.
- The goal is to create a job that benefits both the consumer and employer.

CE Job Development & Hire - Key Components

- Positions obtained must match consumer IPE goal; any deviations (incl. hours, wage, temporary/seasonal status) must be approved.
- Maintain contact with consumer at least twice per month, documenting substantive discussion.
- Review meetings at least every 90 days (or more often as needed) with DVR and consumer to:
  - Review job development progress.
  - Discuss monthly reports.
  - Address barriers or changes in service needs.
- Notify DVR within five (5) days of job offer to:
  - Review job alignment with IPE.
  - Authorize the appropriate support services.

CE Monthly Systematic Instruction - Overview

- Purpose: Teach and fade job tasks to increase independence.
- Almost all CE consumers receive monthly SI.
- Begins with Job & Task Analysis to inform SI support needs.
- Uses individualized strategies to teach and support job tasks.
- Focused on skill acquisition and independence in the workplace.
- Service continues until consumer reaches desired independence (stability) or no longer needs task-specific instruction (switch to Retention).

Cannot be authorized concurrently with CE Retention.

CE Monthly Systematic Instruction - Key Components

- Use the Job and Task Analysis to identify support needs.
- Develop individualized instructional strategies to support and teach the consumer to complete job tasks independently.
- Implement instruction using a step-by-step (systematic) approach.
- Monitor progress and adjust strategies as needed to promote independence and ensure job retention.
- Typically delivered in-person on-site but can be delivered remotely when pre-approved by DVR.

Cannot be authorized concurrently with CE Retention.

CE Retention - Overview

- Purpose: Maintain consumer employment and address issues post-hire.
- Used when consumer does not need SI for on-the-job support. Supports consumer after initial skill acquisition.
- Focuses on sustaining employment and addressing workplace challenges.
- Provides situational problem-solving and workplace communication support.
- Reinforces effective work habits, positive relationships, and independence.
- Utilize natural supports in the workplace whenever possible.

Cannot be authorized concurrently with CE Monthly Systematic Instruction.

CE Retention – Key Components

- Contact consumer at least twice per month (substantive discussions/meaningful content related to employment progress, barriers, or next steps).
  - Topics could include attendance, wages, scheduling, training, progress, or problem-solving strategies.
- Contact employer (with consumer permission) and plan workplace visits to:
  - Clarify roles of provider and DVR.
  - Discuss strategies to encourage independence and quality job performance.
  - Address issues as they arise.

Cannot be authorized concurrently with CE Monthly Systematic Instruction.

CE Transition to Long-Term Supports - Overview

- Purpose: Facilitate a smooth transition from DVR-funded supports to long-term supports (often long-term care funding agency).
- Ensures continuity of employment, supports, and resources.
- Used when consumer is stable and ready for less intensive supports.
- Collaboration between provider, DVR, and LTS provider critical.
  - Before Transition to LTS is one of the SE Coordination Planning points.

CE Transition to LTS - Key Components

- SE team must agree on:
  - The plan for ongoing support for the consumer.
  - A definition of stability based on the consumer's individual circumstances.
  - Timing of the transition.
- If a change in Service Provider is needed, all parties – including the new provider – must coordinate hand-off of supports.
- Two types: More than six (6) months and less than six (6) months of supports.
- Wage verification must be submitted before receiving Transition to LTS payment.

Case Example

- Alex: Interested in working with animals but has difficulty performing tasks required for typical animal care jobs.
- During Discovery:
  - The provider observes strong attention to detail and interest in pet care and helping others.
  - Alex demonstrates skill in organizing supplies, maintaining workspaces, and preparing materials for others.
- These observations help identify potential employment themes related to animal care environments.

Case Example

- SE JD Plan identified three potential veterinary clinics and pet care businesses in the area.
- The provider connects with a local veterinary clinic and learns about workflow challenges they are experiencing.
- The provider works with the employer to create a customized position that includes:
  - Organizing animal care supplies.
  - Cleaning prescription areas and equipment.
  - Stocking materials for technicians.
- CE Monthly SI is provided to support Alex in learning his tasks, and he gradually increases independence. After three months, Alex transitions to long-term support.

Distinction Between Services

Customized Employment differs from other job placement services because it:

- Focuses on customizing or negotiating job duties.
- Uses Discovery instead of traditional assessment methods.
- Often involves longer planning and development phases.

Key Principles of CE Services

- Person-centered planning
- Competitive integrated employment
- Employer engagement and collaboration
- Strengths-based employment strategies

The employment team works together to ensure the job match supports both consumer success and employer needs.

Common Situations

Sometimes providers may encounter challenges such as:

- Job development progress is slower than anticipated.
- Other supports are needed.
- Consumer is stabilizing slower than expected; unable to fade.

Service Documentation

- Reports should:
  - Clearly describe services provided.
  - Track consumer progress.
  - Provide enough detail for another provider to continue services if needed.
- Report templates are available on the DVR Service Provider webpage.

- CE Discovery Profile Report (DVR-18010-E)
- Job Development Plan (DVR-17036-E)
- Job Development Monthly Report (DVR-18028-E)
- Job Hire Report (Provider Portal link)
- Job and Task Analysis Report (DVR-18XXX-E)
- Systematic Instruction Report (DVR-18212-E)
- Job Retention Report (DVR-17038-E)
- Transition to LTS Report (DVR-18037-E)

Updates to Reports for 2026-2028

Transition to LTS Report:

- Added wage documentation question.
- Provided clearer separation of summary section vs. detailed supports section. Structured support description also provides guidance for Supports Requested prompt.
- Added prompt for estimated percentage of supports provided.
- Example line provided for clarity in Breakdown of Supports table.

Updates to Reports for 2026-2028

Job Prep & Development Plan:

- Removed "updated/revised plan" date references.
- Expanded Consumer IPE Goal section.
- Reorganized Prep & Plan section, using more structured prompts & checklist-style format.
- Revised Initial Job Supports Plan section.

Job Development Monthly Report:

- Removed "updated/revised plan" date references.
- Expanded Consumer IPE Goal section.
- Clarified contact standard prompt to align with other reports.
- Reformatted monthly progress section into contact grid and one structured summary prompt.
- Combined recommendations / consumer feedback into a single prompt.

Updates to Reports for 2026-2028

Retention Report:

- Refined prompts to focus on fading supports and progression toward stability.
- Added consumer consent for employer-specific contact.
- Reframed reporting around Job Supports Plan progress (builds on Hire Report Initial Supports Plan).
- Added “Next Steps/Plans for Coming Month” prompt.
- Added fields for wage, hours, and insurance benefits to capture eligibility for Preferred Outcome payments.

Fee Schedule Notes

Service	2026 Rate
CE Discovery & Discovery Profile	$1,000
CE Job Preparation and Development Plan	$350
CE Job Development and Hire	$1,800 - $2,200
Job and Task Analysis	$275
CE Monthly Systematic Instruction (SI)	$1,600/month
CE Retention Services	$500/month
CE Transition to LTS (<6 months)	$1,300
CE Transition to LTS (>6 months)	$500

See Fee Schedule for full payment criteria and requirements.

- Services must begin with 30 days of receiving the purchase order.
- Reports must be submitted within five (5) business days of service completion or the end of the reporting period.
- Payment is contingent on acceptable service delivery and documentation.
- Monthly services require monthly reports documenting consumer progress.
- Some services require coordination with long-term care partners.

Preferred Outcome:

- Higher hire payments ($2,000 or $2,200) may apply when employment meets certain hours, wage, and benefit criteria.

Qualifications and Metrics

- Customized Employment providers currently require specialized training and approval to provide CE services.
- Service Provider personnel delivering CE services must meet DVR Service Provider Qualification Requirements (SPQR) by July 1, 2027.
  - More details can be found on the Service Provider webpage.
- DVR will continue to collect metrics for continuous quality improvement efforts.
- Metrics include placement quality, timeliness, collaboration, and WIOA outcomes.

Resources/Links

- Approved Customized Employment Training
- Competitive Integrated Employment Guidance
- Current List of DVR Service Providers Approved to Provide CE
- DVR Supported Employment Guidance
- Shared Roles and Responsibilities in DVR Services
- DVR Transportation Plan form
- Adult Technical Assistance Guide (TAG) & Youth TAG
- Essential Elements of CE Webinar & PDF
- Customized Employment Components
- Supported & Customized Employment Referral Decision Guide
- WI APSE
- BPDD
- Job Center of Wisconsin
- WisConomy labor market info

Key Takeaways

Customized Employment services are designed to:

- Identify consumer strengths and employment themes through Discovery.
- Develop individualized strategies to obtain competitive integrated employment.
- Customize job duties to align consumer abilities with employer needs.
- Provide structured supports to promote job stability and independence.
- Coordinate services across DVR, providers, and long-term care partners.

Additional Information

DVR Service Provider webpage:
https://dwd.wisconsin.gov/dvr/service-providers/

Contact us:
DVRServiceProviders@dwd.wisconsin.gov