STATE OF WISCONSIN

DWD

Department of Workforce Development

Vocational Rehabilitation

DVR Statewide Services: Individual Placement & Support (IPS)

SERVICE PROVIDER TRAINING

2026 RELEASE

Training Objectives

- Understand the purpose and key elements of IPS 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 Within DVR

Individual Placement & Support (IPS) is an evidence-based Supported Employment model.

- Serves individuals with most significant disabilities (Category 1).
- Focus on competitive integrated employment (CIE).
- Delivered in coordination with county mental health systems.
- Typical service sequence:
  - IPS Career Profile assessment*
  - IPS Job Preparation & Development Plan
  - IPS Job Development & Hire
  - IPS Monthly Systematic Instruction* or IPS Retention*
  - IPS Transition to Long-Term Support*

*Coordination points for SE Coordination Planning (with LTC/county mental health).

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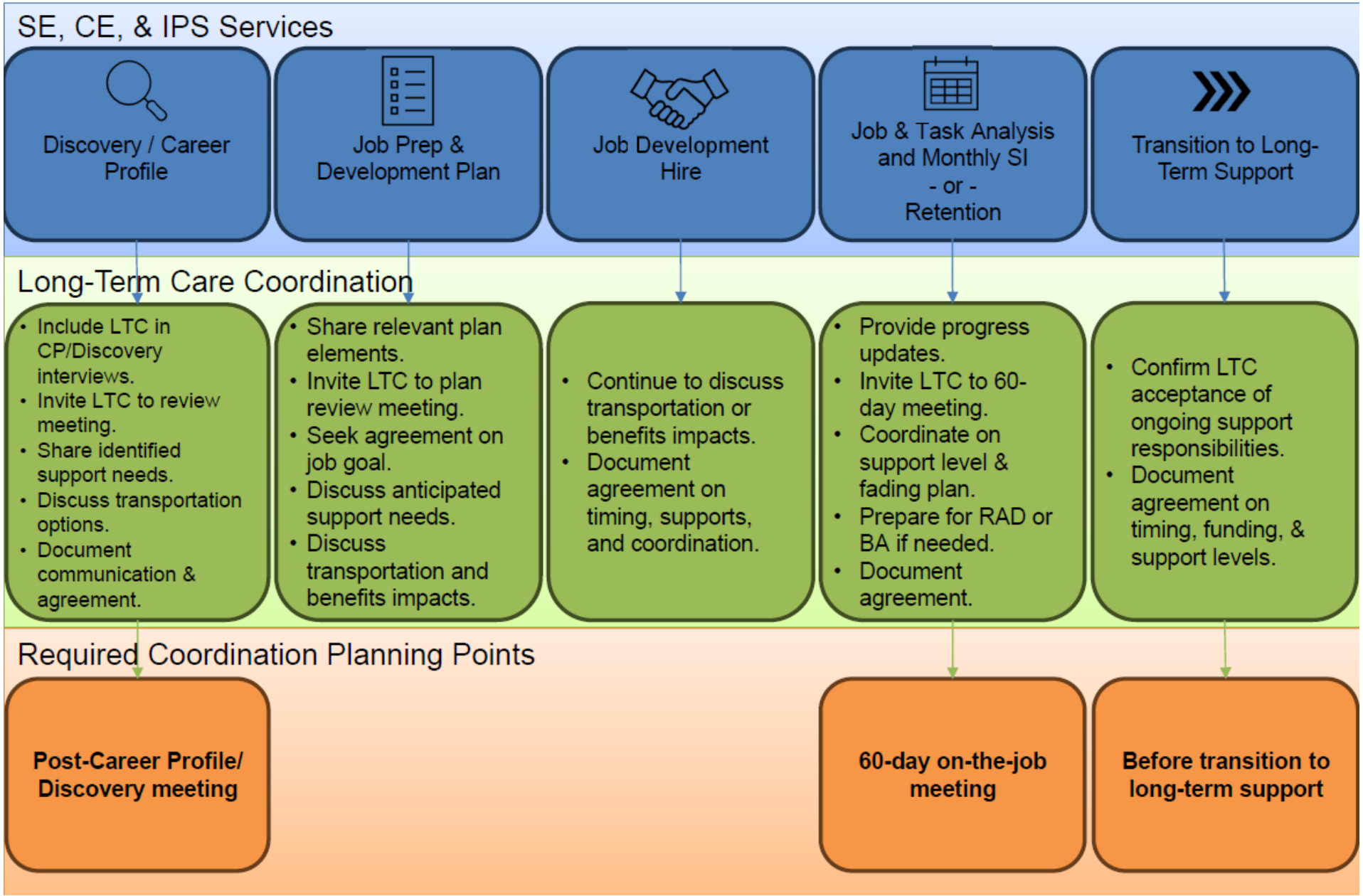
DVR Supported Employment Services: Coordination with Long-Term Care (LTC)

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)

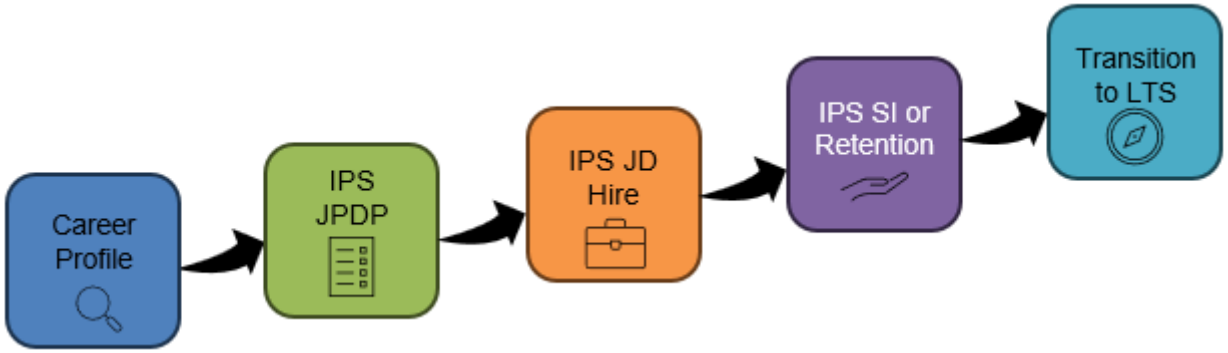
Service Overview – IPS

- IPS is a team-based, integrated employment model.
- Services are individualized based on consumer goals and needs.
- Strong emphasis on:
  - Rapid job search based on preferences.
  - Real-time employer engagement.
  - On-the-job supports as needed.
- IPS services may begin prior to DVR referral.
- Coordination between:
  - Consumer, DVR, IPS provider, county mental health (LTC system), and consumer support network.
  - SE Coordination with LTC partners; required for certain services/stages.

IPS Roles & Responsibilities Matrix

IPS Process Steps	IPS Job Seeker	Mental Health Team	IPS Employment Specialist	DVR
Prior to IPS Referral	• Receiving services from mental health team	• Meet regularly, discuss progress, provide expertise	• Participate in mental health team meetings weekly, provide expertise	• Participate in mental health meetings monthly, provide expertise
Referral to IPS/ DVR	• Meet with Employment Specialist & DVR	• Mental health team member makes referral	• Initial meeting with consumer • Consult with DVR	• Initial meeting with consumer • Complete Appl., Elig. & OOS • Consult with Empl. Specialist
IPS Services Begin	• Participate in job seeking activity	• Provide feedback regarding job search & other issues	• Begin Career Profile, employer contacts • Explore job prospects	• Authorize appropriate services (Career Profile, Job Prep & Dev Plan) • Complete IPE
Job Obtained and Maintained	• Maintain job, keep in touch with Employment Specialist & DVR	• Provide feedback regarding job search & other issues	• Provide individual support, fade as possible	• Provide expertise & IPE services as needed
Case Transfer to Long-Term Support	• Maintain job, keep in touch with Employment Specialist & DVR	• Support employment • Refer to Employment Specialist if issues arise	• Transfer support to mental health team	• Support transition of services to mental health team

How the Services Work Together



- Career Profile informs Job Prep & Development and supports planning.
- Job Development & Hire creates the job match.
- Systematic Instruction (SI) or Retention ensures stabilization.
- Transition moves the consumer to long-term supports.
- Services are dynamic; IPS team meets as needed to update plans.
- Team collaboration ensures continuity.

Note: Uses the same reports as Job Development services.

The Goal of These Services

- Enable consumers to obtain and maintain meaningful employment.
- Match employment to consumer strengths and preferences.
- Provide limited-time supports that lead to independence.
- Transition appropriately to long-term supports when stable.
- Ensure coordination across DVR and county mental health systems.

Summary of Services

Service	Purpose	Timeframes	Deliverables	Payment
IPS Career Profile	Gather information about consumer employment goals, preferences, skills, and support needs, from the consumer and the supported employment team.	60 days to complete the service	• Career Profile Report • Required meeting with all parties • Documentation of service coordination with county mental health as long-term care (LTC) agency	$1,000
IPS Job Preparation and Development Plan	Develop a plan for the consumer to successfully find and keep a job matching their interests, skills, abilities, and needs.	45 days to complete the service	• Job Preparation and Development Plan and attachments • Job Development review meeting	$350
IPS Job Development and Hire	Using the IPS Job Preparation and Development Plan, strategically contact businesses that offer jobs of interest to the consumer, support the consumer during the job search, and connect the consumer to a job.	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 five (5) days of job offer	$1,600 (Up to $2,200 preferred outcome)
Job and Task Analysis and	Identify the tasks that make up a consumer's job.	Within one (1) week of job start	• Job and Task Analysis Report	$275
IPS Monthly Systematic Instruction (SI)	Instruct a consumer and develop strategies to learn a job through data-driven teaching.	Monthly from authorization and ongoing	• Systematic Instruction Reports • Documentation of service coordination with county as long-term care agency at 60-days on-the-job	$1,600 per month
IPS 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 county as long-term care agency at 60-days on-the-job	$500 per month
IPS Transition to Long-Term Support	Transition the consumer to long-term support funding and services.	Minimum 90 days of employment up to six (6) months.	• Transition to Long-Term Support Report • Required contact with all parties and documentation of agreement to transition supports with the county as long-term care agency • Required wage documentation	$1,300

IPS Career Profile - Overview

- Comprehensive assessment of consumer's interests, skills, preferences, work history, and supports needed.
- Informs future job search efforts and planning for employment supports.
- Includes input from consumer and support team.
- Final review meeting with IPS team required.
  - This is one of the SE Coordination Planning points.

IPS Career Profile - Key Components

- Multiple meetings with consumer and IPS team.
- Review of records and any prior assessments.
- Document input from interviews and observations to provide a detailed picture of the consumer and guide employment planning.
- Can occur prior to DVR authorization if funded through county mental health team.
- Coordinate with IPS team as part of SE Coordination Planning to ensure long-term supports are informed and involved in planning.

IPS Job Prep & Development Plan - Overview

- Develop individualized job search strategy.
- Information collected in the Career Profile should be used to complete the Job Prep & Development Plan.
- Includes preparation for job development activities.
- Establishes roles & expectations and outlines potential supports.
- Emphasizes collaboration with consumer and IPS team.

IPS Job Prep & Development Plan – Key Components

- Job readiness activities, including interview practice/prep.
- Identify potential employers/opportunities.
- 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 and reference list
  - Cover letter
  - Job Center of Wisconsin registration
- Final review meeting required between DVR and consumer.

IPS 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.

IPS Job Development & Hire - Overview

- Purpose: Build employer relationships and secure job match for IPS consumer.
- Conduct individualized employer outreach based on consumer interests.
- Match consumer strengths to employer needs.
- Works closely with Job Prep & Development Plan to guide job search.
- Support consumer in job search, applications, and employer outreach.
- Assist with resume updates, cover letters, and interview prep as needed.
- Document employer contacts in monthly report.

IPS Job Development & Hire - Key Components

- Positions obtained must match consumer IPE goal; any deviations (e.g., 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.

IPS Monthly Systematic Instruction - Overview

- Purpose: Teach and fade job tasks to increase independence.
- Most IPS consumers receive monthly SI (unless they do not require task-based instruction).
- 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 IPS Retention.

IPS 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.

IPS 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 following 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.
- Uses natural supports in the workplace whenever possible.

IPS 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.

IPS Transition to Long-Term Supports - Overview

- Purpose: Transfer employment supports from DVR-funded supports to county mental health system.
- Ensures continuity of employment, supports, and resources.
- Used when consumer is stable and ready for less intensive supports.
- Collaboration between provider, DVR, and IPS team critical.
  - SE Coordination Planning points is handled before transition to LTS.
- IPS services often emphasize development of natural workplace supports to promote long-term employment stability.

IPS Transition to LTS - Key Components

- IPS 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.
- Wage verification must be submitted before receiving Transition to LTS payment.

Case Example

- Alex:
  - An adult with a serious and persistent mental illness
  - Limited work history
  - Interest in structured, routine-based work
- Initial goal:
  - Competitive integrated employment in food service

Case Example

- Career Profile assessment identified strengths in:
  - Consistency, task repetition, customer interaction preference
  - Needs: on-the-job skill development, support navigating workplace policies.
- IPS JD Plan included support with:
  - Resume creation, interview practice, and disclosure planning.
- IPS team members participated in planning discussions.
- IPS JD: Employer outreached focused on café/food service roles.
  - Job match identified at local café.
  - Hire obtained after targeted employer engagement.

Case Example

- IPS team coordination: DVR, IPS provider, & county mental health aligned on schedule, transportation needs, and benefits considerations.
- Job Supports:
  - JTA was completed within Alex's first week.
  - SI was provided for order accuracy and workflow tasks.
  - After a month, Retention was used to support workplace communication.
  - Gradual reduction of supports over time.
- Outcome:
  - Consumer stabilized in role after ~90 days.
  - Transitioned to LTS with county mental health; IPS team agreement.

Key Principles of IPS Services

- Competitive integrated employment is the goal.
- Employment planning is based on consumer preferences.
- Rapid job search is a core principle.
- Strong integration with mental health systems is essential.

Common Situations

Sometimes providers may encounter challenges such as:

- Support needs change after hire (increase or decrease).
- Subsequent hires (e.g., multiple jobs, no retention).
- Consumer refuses on-the-job supports.
- Other supports are needed.
- Employment goal changes.
- Job offer does not fully align with expectations (e.g., hours, wage, fit).
- Symptoms impact employment.

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.

- IPS Career Profile Report (DVR-18018-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.
- Developed a clearer separation of summary section vs. detailed supports section.
- Added prompt for estimated percentage of supports provided.
- Added example line for clarity within 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 of 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
IPS Career Profile	$1,000
IPS Job Preparation and Development Plan	$350
IPS Job Development and Hire	$1,600 - $2,200
Job and Task Analysis	$275
IPS Monthly Systematic Instruction (SI)	$,1600/month
IPS Retention Services	$500/month
IPS Transition to LTS (<6 months)	$1,300

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

- Service Provider personnel delivering IPS services must meet all qualifications outlined by their respective county mental health agency and follow guidance outlined by Wisconsin Department of Health Services (DHS) IPS Learning Collaborative & DVR Technical Specifications.
  - Providers are expected to participate in IPS training and technical assistance through DHS IPS Learning Collaborative.
- DVR will continue to collect metrics for continuous quality improvement efforts.
- Metrics include placement quality, timeliness, collaboration, and WIOA outcomes.

Resources/Links

- IPS Roles & Responsibilities Matrix
- Competitive Integrated Employment Guidance
- DVR Supported Employment Guidance
- Shared Roles and Responsibilities in DVR Services
- DVR Transportation Plan form
- Wisconsin DHS IPS Information & IPS Learning Collaborative
- IPS Employment Center
- IPS Works Career Profile Tip Sheet
- Employer Disclosure Worksheet
- WI APSE
- BPDD
- Job Center of Wisconsin
- WisConomy labor market info

Key Takeaways

IPS services are designed to:

- Support competitive integrated employment aligned with the consumer's interests, strengths, and informed choice.
- Integrate DVR, county mental health, and other long-term support partners throughout the employment process.
- Adapt over time, with supports that increase or fade based on the consumer's needs in the workplace.
- Emphasize rapid, individualized job search strategies informed by the Career Profile and Job Prep & Development Plan.
- Ensure clear documentation, communication, and coordination at key transition points, especially around employment stabilization and LTS planning.

Additional Information

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

Contact us:
DVRServiceProviders@dwd.wisconsin.gov