



Vocational Rehabilitation

DVR Statewide Services: Supported Employment

SERVICE PROVIDER TRAINING

2026 RELEASE

Training Objectives

- Understand the purpose and key elements of Supported 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

Supported Employment (SE) services are for individuals with a most significant disability.

- Focus on competitive integrated employment (CIE).
- Coordinates with long-term support.
- Services typically follow a sequence:
 - SE Career Profile assessment*
 - SE Job Preparation & Development Plan
 - SE Job Development & Hire
 - SE Monthly Systematic Instruction*
 - SE Retention*
 - SE Transition to Long-Term Support*

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



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

Key Coordination Points & Expectations

SE, CE, & IPS Services



Discovery / Career Profile



Job Prep & Development Plan



Job Development Hire



Job & Task Analysis and Monthly SI
- or -
Retention



Transition to Long-Term Support

Long-Term Care Coordination

- Include LTC in CP/Discovery interviews.
- Invite LTC to review meeting.
- Share identified support needs.
- Discuss transportation options.
- Document communication & agreement.

- Share relevant plan elements.
- Invite LTC to plan review meeting.
- Seek agreement on job goal.
- Discuss anticipated support needs.
- Discuss transportation and benefits impacts.

- Continue to discuss transportation or benefits impacts.
- Document agreement on timing, supports, and coordination.

- Provide progress updates.
- Invite LTC to 60-day meeting.
- Coordinate on support level & fading plan.
- Prepare for RAD or BA if needed.
- Document agreement.

- Confirm LTC acceptance of ongoing support responsibilities.
- Document agreement on timing, funding, & support levels.

Required Coordination Planning Points

Post-Career Profile/
Discovery meeting

60-day on-the-job
meeting

Before transition to
long-term support

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)

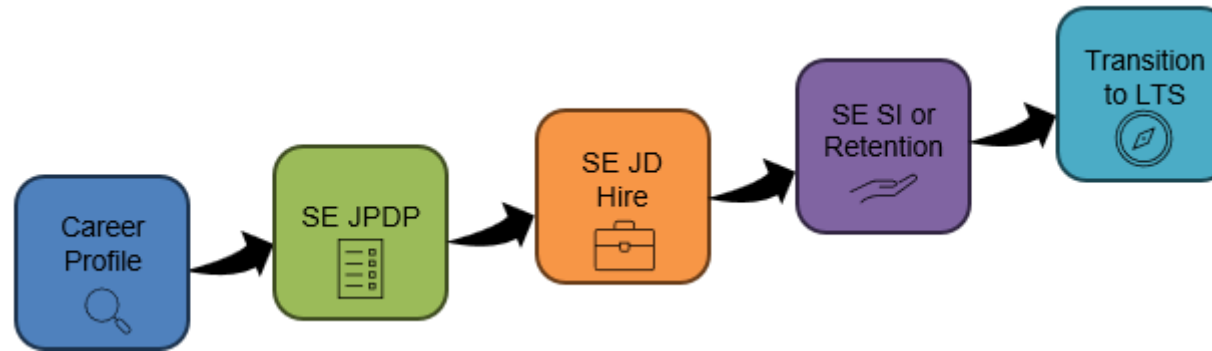
BA: Budget Amendment (IRIS Consultant Agency)

Service Overview – Supported Employment

- Supports consumers in obtaining and maintaining competitive integrated employment.
- Services are consumer-centered and team-based.
- SE team includes:
 - Consumer, DVR, provider, guardian (if applicable), long-term care representatives, family or others who support consumer.
- Supported Employment Coordination Planning
 - Coordination with LTC partners is required for certain services/stages.
- Services adapt based on consumer needs, job goals, and workplace supports.



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; SE 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.
- Promote independence and skill development.
- Facilitate smooth transitions to long-term supports.
- Ensure consumer preferences and abilities guide service planning.



Summary of Services

Service	Purpose	Timeframes	Deliverables	Payment
SE Career Profile	Gather information about consumer employment goals, preferences, skills, and support needs, from the consumer and the supported employment team.	90 days to complete the service	- Career Profile Report - Required meeting with all parties - Documentation of service coordination with long-term care	\$1,000
SE 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 Development review meeting	\$350
SE Job Development and Hire	Using the SE Job Prep & Development Plan, strategically contact businesses that offer jobs of interest to the consumer and connect the consumer to job.	Job Development progress 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	Identify the tasks that make up a consumer's job.	Within one (1) week of job start	Job and Task Analysis Report	\$275
SE Monthly Systematic Instruction (SI)	Instruct a consumer and develop strategies to learn a job through data driven teaching.	Monthly as authorized and ongoing	- Systematic Instruction Reports - Documentation of service coordination with long-term care at 60-days on-the-job	\$1,600 per month
SE 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 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
SE Transition to Long-Term Support (Less than 6 months)	Transition the consumer to long-term support funding and services.	Minimum 90 days of employment up to 6 months.	- Transition to Long-Term Support Report - Required contact with all parties and documentation of agreement to transition supports with long-term care - Required wage documentation	\$1,300
SE 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 the 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

SE Career Profile - Overview

- Comprehensive assessment of consumer's employment goals, skills, experiences, and support needs.
- Includes consumer input and team interviews.
- Career exploration activities should be informational (observation and discussion).
- Guides SE planning and job development.
- Final review meeting with SE team required.
 - This is one of the SE Coordination Planning points.



SE Career Profile - Key Components

- Three or more meetings with consumer and SE members of SE team.
- Includes structured career exploration: workplace visits, application activities, tours, etc.
- Document input from interviews and observations to provide a detailed picture of the consumer, to guide employment planning.
- May include recommendations regarding future consumer services (Job Development, Supported Employment, or Customized Employment).
- Coordinate with LTS as part of SE Coordination Planning – ensure long-term supports are informed and involved in planning.



SE Job Prep & Development Plan - Overview

- Guides consumer readiness for job search and placement.
- Information collected in the Career Profile should be used to complete the Job Prep & Development Plan.
- Outlines job readiness activities, employment preparation, and potential supports.
- Emphasizes collaboration with consumer and SE team.



SE 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
- Final review meeting with DVR and consumer required.



SE 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.



SE Job Development & Hire - Overview

- Purpose: Build employer relationships and secure job match for SE consumer.
- Focus on good job fit, consumer independence, and minimal workplace supports.
- Works closely with Job Prep & Development Plan to guide job search.
- Employer outreach is strategic and relationship-based.
- 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.



SE 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.



SE Monthly Systematic Instruction - Overview

- Purpose: Teach and fade job tasks to increase independence.
- Almost all SE consumers receive SE 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 SE Retention.



SE 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 SE Retention.



SE 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 SE Monthly Systematic Instruction.



SE 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 SE Monthly Systematic Instruction.



SE 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.



SE Transition to Long-Term Supports - 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: less than six (6) months and more than six (6) months of supports.
- Wage verification must be submitted before receiving Transition to LTS payment.



Case Example

- Alex: a 25-year-old with a long-term goal of working in retail.
- Career Profile assessment identified:
 - Strengths: customer service skills, punctuality, quick learner.
 - Needs: on-the-job skill development, support navigating workplace policies.
- SE JD Plan identified potential retail employers and prepared Alex for job searching and interviews.
- SE JD Hire assisted Alex in applying for jobs, landing interviews, and ultimately obtaining a job in a retail environment.
- SE Monthly SI taught Alex point-of-sale tasks, stocking procedures, and customer interaction routines.



Case Example

- During month two, support needs seemed to decrease, with support provided around addressing workplace integration, addressing minor conflicts, and reinforcing attendance.
- Are Alex's SE Monthly SI services still appropriate to his needs? What should the Service Provider do?
 - Continue SE Monthly SI services for one more month before suggesting Transition to Long-Term Support.
 - Contact DVR and request a change to Retention services for the third month of support.
 - Suggest that Alex transition to long-term support now, since he no longer needs instructional support.



Distinction Between SE, SI, and Retention

SE Retention	SE Monthly Systematic Instruction
Stabilization & follow-along support to maintain the job.	Structured instruction to learn or improve job tasks.
Purpose: Help the consumer stabilize and maintain employment after hire.	Purpose: Provide structured instruction so the consumer can learn and perform job tasks independently.
Direct communication with the consumer at least twice per month (phone, email, or in-person/virtual).	Use the JTA to identify the job tasks and the consumer's work routine.
Regular check-ins with the consumer, and employer (with consumer permission), to monitor job retention, stability, and progress.	Provide step-by-step instruction and coaching to teach job tasks using individualized strategies.
Support situational problem-solving, communication, and navigating the workplace.	Monitor progress and adjust instructional strategies as needed to support skill development and independence.
Provide supports as outlined in the Job Supports Plan section from the Hire Report.	Use the Planned Job Supports section to outline planning for fading supports over time.
Does not include job task instruction or skill training (e.g., SI).	Also includes support with positive workplace relationships, situational problem-solving, communication, and navigating the workplace.
Focus on follow-along support and job stabilization.	Focus on teaching job tasks and building independence.

Key Principles of SE Services

- Consumer-centered, strengths-based approach
- Focus on competitive integrated employment
- Collaboration with SE team is essential
- Increase independence, fade supports



Common Situations

Sometimes providers may encounter challenges such as:

- Transition challenges.
- Subsequent hires.
- Other supports needed.
- Employment goal changes.
- Job duties added or changed.
- Consumers 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.
- [SE Career Profile Report](#) (DVR-18033-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

- SE Career Profile Report:
 - Section added to document interactions with consumer and SE team, including community-based meetings and activities, feedback, observations.
 - Consolidated narrative discussion prompts into bullet prompts for clarity/consistency in POV (e.g., work goals question).
 - Restructured prompts with checkboxes for simplicity (e.g., education/training, transportation grid).
 - Other minor formatting and simplified wording changes to improve readability.
- Transition to LTS Report:
 - Added wage documentation question.
 - Clearer separation of summary section vs. detailed supports section. Structured support description 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 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
SE Career Profile	\$1,000
SE Job Preparation and Development Plan	\$350
SE Job Development and Hire	\$1,600 - \$2,200
Job and Task Analysis	\$275
SE Monthly Systematic Instruction (SI)	\$1,600/month
SE Retention Services	\$500/month
SE Transition to LTS (<6 months)	\$1,300
SE Transition to LTS (>6 months)	\$500

- 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.

See Fee Schedule for full payment criteria and requirements.

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 Supported Employment services must meet DVR Service Provider Qualification Requirements (SPQR) by July 1, 2027.
 - More details on SPQR 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

- DVR Supported Employment Guidance
- Competitive Integrated Employment Guidance
- Shared Roles and Responsibilities in DVR Services
- DVR Transportation Plan form
- Adult Technical Assistance Guide (TAG)
- Youth Technical Assistance Guide (Youth TAG)
- WI APSE
- BPDD
- Job Center of Wisconsin
- WisConomy labor market info



Key Takeaways

Supported Employment services are designed to:

- Support individuals with the most significant disabilities in obtaining and maintaining competitive integrated employment (CIE).
- Use a person-centered, team-based approach, with the consumer at the center of planning and decision-making.
- Provide individualized job development and workplace supports based on each consumer's strengths, abilities, and interests.
- Build independence over time, using systematic instruction, natural supports, and planned fading of supports.
- Coordinate with long-term support partners to ensure stability and continuity of employment after DVR services end.



Additional Information

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

Contact us:
DVRServiceProviders@dwd.wisconsin.gov

