Agenda

- Systematic Instruction Services
- Supported Employment Services
- Customized Employment Services
- Activity Codes
Reminder

- Recorded WebEx recordings and FAQ documents for Systematic Instruction and Supported Employment available:
  - WDA Technical Specification Training PowerPoint
  - WDA Technical Specification Training PowerPoint Recording

- Service Providers have been emailed.
February 17, 2017
Systematic Instruction

- **Systematic Instruction Services**
  - Job Coaching vs. Systematic Instruction
  - Job and Task Analysis
  - Monthly Skill Instruction
Systematic Instruction

**Job Coaching**
- Unclear process
- General and broad
- Inconsistent practice

**Systematic Instruction**
- Methodology to the process
- Specific and detailed
- Consistent practice
  - Must complete step 1 before step 2
Systematic Instruction

- This service is utilized when a consumer requires support on the job site:
  - OJT
  - ITW
  - Job Retention
  - Etc.
## Systematic Instruction

### Systematic Instruction Services

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>PURPOSE</th>
<th>TIMEFRAME(S)</th>
<th>DELIVERABLES</th>
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</thead>
<tbody>
<tr>
<td>Job and Task Analysis</td>
<td>To identify the tasks that make up a consumer's job</td>
<td>30 days from authorization</td>
<td>1.) Job and Task Analysis and Report</td>
<td>$150 fee</td>
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<tr>
<td>Skill Instruction</td>
<td>To instruct a consumer and develop strategies to learn a job through data driven teaching.</td>
<td>30 days from authorization and ongoing.</td>
<td>2.) Skill Instruction and Reports</td>
<td>$45/hour</td>
</tr>
</tbody>
</table>
Systematic Instruction

Job and Task Analysis

Service Provider must:

- Observe the job and perform the job. (You cannot teach what you do not know how to do.)
- Identify instructional approach for the learner.
- Complete a detailed task analysis of the job.
- Provide initial training to the consumer regarding duties required of the position.
Systematic Instruction

- **Job and Task Analysis Process**
  - Determine the culture of the company
  - Review responsibilities, commensurate wage, hours, etc.
  - Identify what’s important/troublesome
  - Subtleties of performance (Tricks of the Trade)
  - Determine which routines are most critical to success
Systematic Instruction

Job and Task Analysis Process Cont’d.

- To identify the tasks that make up a consumer's job
- Write a task analysis for those tasks that may be the most troubling for the new employee
- Break each task into "teachable components"
- Identify tools, clothing and other supplies needed to complete the task according to company standards (quality and speed)
Systematic Instruction

- **Method, Content, and Criterion**
  - **Method**: How a task is typically performed in the natural setting by typical workers
  - **Content**: The steps into which method is divided (task analysis)
    - How many steps, alternative methods, tools & assistance
  - **Criterion**:
    - When the task is performed correctly
    - Speed, accuracy or both
    - Time to learn
Systematic Instruction

- **Work Routines to Consider**
  - **Core routines**
    - Parts of the job that happen every day
    - Predictable, related to specific procedure
  - **Episodic routines**
    - Parts of the job that don’t happen every day but happens regularly
  - **Work related routines**
    - Clocking in and out, lunch/breaks, locker room
  - **Company culture**
    - Lunch, celebrations and social events, attire
**Systematic Instruction**

- **Hard boundaries** - rules, procedures, policies, etc.
- **Soft boundaries** - unwritten rules
- **Cultural Bias** - environmentally friendly, other cultural considerations
- **Motivation and skills**
Systematic Instruction

- **Job and Task Analysis Report**
  - Authorized after consumer has secured OJT/ITW/Hire
  - To identify the tasks that make up a consumer's job
  - 30 days from authorization

- **Job and Task Analysis and Report**
  - $150 fee

- Should be done prior to the consumer starting the job but on rare occasions can occur during first week of employment.
Systematic Instruction

- **Job and Task Analysis Report**
Systematic Instruction

**Skill Instruction**

- Service Provider must:
  - Explain and demonstrate tasks to the consumer
  - Provide direct assistance and daily review to the consumer at the job site
  - Document and track progress of skill learning
  - 30 days from authorization and ongoing
  - $45/hour (Does not include behavioral monitoring and personal assistance.)
Systematic Instruction

- **Monthly Skill Instruction Report**
  - Occurs on regularly scheduled basis
  - Results in continual learner progress
  - Ongoing data based modifications assure continual learning
  - Teaching techniques are individualized on the basis of learning style, activity, and setting
  - Systematic fading of trainer assistance
  - Systematic fading and transfer to natural cues and results
Systematic Instruction

- Monthly Skill Instruction Report
Common Instructional Strategies

- Changing the Complexity
- Changing the Sequence
- Color Coding
- Modeling
- Pictorial Prompts
- Simple Reinforcement
Common Informing Strategies

- **Verbal**: telling how to do a task
- **Gestures**: pointing, motioning with your hands
- **Physical Assistance**: hand-on-hand approach
- **Demonstration**: showing how to perform the task
- **Others**: written symbols, instructions, audio tapes, physical adaptations, etc.
Questions
Supported Employment

- **Supported Employment Services**
  - Purpose and History
  - Identifying if a consumer is appropriate for SE
  - Members and roles of the SE Team
  - General process of an SE case
  - Technical Specification Review
Supported Employment

**Purpose and History**

- Strategy for job creation for people with disabilities with significant limitations to obtain, maintain, or advance in employment.
- Competitive, integrative employment
- It is a combination of employment and ongoing services, to provide opportunities for individuals with significant disabilities to gain employment in the community.
- SE started in the late 1980’s
Supported Employment

- **Identifying Appropriate Consumers**
  - Consumers who require long term job coaching to maintain employment
  - Identifying SE consumers is based solely on consumer needs, regardless if they have or don’t have a funding source
  - IPEs can/will change
  - No hard answer/No wrong answer
  - Consult, consult, consult!
Supported Employment

- **Members and Roles of the SE Team**
  - DVR consumer
  - Family members or guardian (if applicable)
  - DVR Counselor
  - Service Provider
  - Long Term Support Representative (if identified)
  - Case managers
  - Previous or current School Representatives
  - Treating Medical Professional
  - Advocate
  - Group Home
  - Any other person the consumer chooses
Supported Employment

**General Process of an SE Case**

- Identify supported employment consumer and develop an IPE
- DVR Counselor completes a Career Profile referral and send it to the Service Provider to detail the level of support requested.
- Service Provider completes the Career Profile with the consumer
- Supported Employment Job Development
- Consumer obtains employment. DVR authorized Supported Employment Job and Task Analysis and Supported Employment Monthly Skill Instruction
- Transition to Long Term Support (LTS) (minimum 90 days of employment)
- After following the case for 90 days after the transition to LTS, DVR case closure
Supported Employment Services

- Career Profile
- Job Development
  - JPDP
  - Hire
- Systematic Instruction
  - Job and Task Analysis
  - Monthly Skill Instruction
- Transition to LTS
Career Profile Referral

- VRC is required to fill out a Career Profile Referral to detail the purpose and level of support requested.
- Career Profile Referral Report
  - Career Profile Referral
Career Profile

- In depth service that obtains detailed information regarding the following:
  - Work goal(s)
  - Education
  - Work Experience
  - Cultural Background
  - Mental/Physical/Cognitive Health
  - Job Readiness
  - Interpersonal Skills
  - Criminal History/Background
  - Daily Activities
Career Profile

- Information is to be gathered via interviews with the following:
  - Consumer (Required)
  - VRC
  - LTS Representative
  - Case Managers
  - Family members
  - Medical Professional
  - Etc.

- Priority given to individuals who have knowledge of support strategies and resources to assist in long term employment.

- Requirement:
  - SP must schedule 1-3 meetings with a potential employer for the consumer to learn about what steps are necessary to obtain employment.
Career Profile

- **Career Profile Report**
  - **Career Profile Report**
SE Job Development

- **Two Part Service**
  - Job Preparation Development Plan
    - Vocational Goals
    - Employment Barriers/Resources
    - Required signature
  
- **Job Development**
  - Monthly Report-Utilized when consumer is in the job search process.
  - Hire Report-Utilized when consumer has secured employment.
SE Job Development

- SE Job Preparation Development Plan
- SE Job Development Monthly Report
- SE Job Development Hire Report
Systematic Instruction within SE

- SAME AS GENERAL SI SERVICES
  - Job and Task Analysis
  - Monthly Skill Instruction
    - 3 months should be authorized to ensure performance continues to meet standards
  - Reports are identical to general SI services.
Transition to LTS

- Meeting required to discuss timing and plan to facilitate transfer.
- After the transition to LTS, the Service Provider is NOT required to provide monthly reports.
  - If the DVR case is still open, DVR counselors can contact the consumer, employer/long term support provider for information.
- Payment can occur between 3-6 months of employment and upon receipt of acceptable transition to LTS report. (90 day minimum)
- WIOA states that DVR is required to follow the consumer for an additional 90 days after successful transition to LTS before closing the case
- SE Transition to LTS Report
Questions
Customized Employment

- **Customized Employment**
  - When to use this service
  - Difference between CE and SE
  - Technical Specifications
  - Resources for Staff and Service Providers
Customized Employment

When to use this service:

Consumer should meet at least one of the following:

1. Have had one or more SE opportunities in the past 3 years where the individual lost the SE position, either before or after successful closure by DVR, primarily because the individual was unable to meet the expectations of the employer(s) for the position being filled; or

2. Have been in SE job development for six months or longer, have not yet obtained employment and continue to desire to obtain employment; or
Customized Employment
When to use this service:

3. New to DVR, and in the VR Director’s or counselor’s judgment, is unlikely to be successful in obtaining competitive employment that matches their preferences and needs through the use of existing SE practice; or

4. Any consumer who would otherwise be closed on the basis that the person is not competitively employable and therefore not able to benefit from further VR service.
## Comparison

### Customized Employment
- Exploratory process rather than assessment driven.
- Activities that result in a negotiated relationship between employers and job seekers.
- Employment not defined by an existing job title at the outset; it is designed to fit the person as opposed to the person having to fit an available job.

### Supported Employment
- Specific IPE goal(s).
- Often uses assessment in competitive environment to determine supports.
- Provides job seekers the additional support necessary to successfully obtain, perform and maintain a competitive job.
- Use of ongoing job site supports in order to assist employee to maintain their position.
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<td>Discovery and Discovery Profile</td>
<td>Discovery uses a qualitative approach to identify already-existing information related to performance necessary for a job.</td>
<td>60 days (Extensions must be approved by DVR)</td>
<td>1.) Discovery Profile report</td>
<td>$950</td>
</tr>
<tr>
<td>Visual Resume (Optional)</td>
<td>The visual resume provides employers with a look into the competencies evident in the life experience of the job seeker.</td>
<td>30 days</td>
<td>1.) Visual Resume</td>
<td>$400</td>
</tr>
<tr>
<td>Customized Employment Job Development Plan, Hire, and Reports</td>
<td>Develop a plan for the consumer to obtain, maintain, and sustain employment.</td>
<td>Initial contact with consumer within 48 hours of authorization. Job Development Plan, progress and quality will be reviewed every 60 days until Hire. Monthly Reports (calendar)</td>
<td>1.) Job Development Plan 2.) Resume 3.) Review every 60 days 4.) Monthly Report(s) 5.) Hire Report</td>
<td>$2100 (35+ hours/wk and health insurance benefits or 35+hours/wk and $12/hour) -or- $1900 (20+ hours/wk and health insurance benefits or 20+ hours/wk and $9/hour) -or- $1500 all other</td>
</tr>
<tr>
<td>Customized Employment Job and Task Analysis</td>
<td>To identify the tasks that make up a consumers job</td>
<td>30 days from authorization</td>
<td>1.) CE Job and Task Analysis and Report</td>
<td>$150</td>
</tr>
<tr>
<td>Customized Employment Monthly Skill Instruction</td>
<td>To instruct a consumer and develop strategies to learn a job through data driven teaching.</td>
<td>30 days from authorization and ongoing.</td>
<td>1.) CE Monthly Skill Instruction Report</td>
<td>$800 per month</td>
</tr>
<tr>
<td>Transition to Long Term Supports</td>
<td>Transition consumer to Long Term supports</td>
<td>Minimum 90 days of employment to 6 months</td>
<td>1.) Transition to Long Term Supports Report</td>
<td>$1200</td>
</tr>
</tbody>
</table>
Customized Employment

**Discovery and Discovery Profile Report**

The process of gathering information to initiate customized employment:

During Discovery, the provider will be expected to:

- Coordinate and hold multiple meetings in a variety of settings with the consumer;
- Hold interviews with family, friends, neighbors, long term care team members, community members, teachers, therapists and agency providers; and
- Find out about, observe and take pictures of the consumer participating in activities that are important to them.
Customized Employment

- **Discovery and Discovery Profile Report**
  - A strengths based, formal vocational profile, completed by the service provider on the required reporting form.

PROFILE INCLUDES:
- What the job seeker DOES, not what they can or cannot do.
- What has been learned through the Discovery process.
Customized Employment

- **Visual Resume (Optional Service)**
  - Utilized if authorized by DVR
  - Include an introductory photo or image that represents the job seeker
  - Be a positive portrayal of job seeker
  - Be clear and concise, easy to understand
  - Review a concluding task list, specific to the job seeker interest from the Discovery, matched to the type of business/employer they are applying to
  - Be available in a hardcopy presentation as well as a PowerPoint, video or other electronic format
Customized Employment

- **Job Development Plan, Hire, and Reports**
  - **FIRST STEP:** Completion of the job development plan and job preparation activities by the person(s) who facilitated Discovery and completed The Discovery Profile.

  - **SECOND STEP:** Customized job development

  - **ONGOING:** The service provider will use job development strategies by visiting employers, who are selected, based on job seeker preferences, to learn about their business needs and hiring preferences.

  - 60 day in-person review meetings to be held with team.
Customized Employment

- **Job Development Plan, Hire, and Reports Cont’d.**
  - Same methodology as Supported Employment Job Development
  - Potential employers will be fully explored before moving onto other businesses
  - Customized employment job development relies on **relationship building** between the job developer and potential employers specific to the job seeker
Customized Employment

Systematic Instruction within CE is the same as general SI.

Transition to LTS within CE is the same as in SE.
Supported/Customized Employment

ADDITIONAL NOTES:

- Training programs or Internship/Temporary Work Experience(s) may be used, if team agrees required and appropriate, while in Customized Job Development
  - If onsite support is required for a training program or Internship/Temporary Work Experience:
    - Job and task analysis is to be approved and completed as well as
    - Hourly systematic instruction to be approved
Customized Employment in Action!

Hannan’s Story

https://www.youtube.com/watch?v=G86GpkfMneg

- Published Nov 26, 2012
- A film about customized employment, an alternative approach to job finding and retention
- Thanks to Hannan and Solutions Employment, a division of the Delta Community Living Society (British Colombia), for sharing
Customized Employment

- **Resources for DVR Staff and Service Providers**
  - [http://dwd.wisconsin.gov/dvr/service_providers/required_trg.htm](http://dwd.wisconsin.gov/dvr/service_providers/required_trg.htm)

- List of DVR Service Providers certified to provide Customized Employment services

- List of CE trainings available (online/in-person)
  - Trainings are at the cost of the SP agency

- If you do not have a CE service provider in your WDA, contact [David.Knuth@dwd.wi.gov](mailto:David.Knuth@dwd.wi.gov)
Questions
### Activity Codes

<table>
<thead>
<tr>
<th>Statewide Service Category</th>
<th>Previous Service Name</th>
<th>Previous Code</th>
<th>New Service Name</th>
<th>New Code</th>
<th>Activity Code Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customized Employment</td>
<td>NEW STATEWIDE SERVICE</td>
<td>---</td>
<td>Discovery and Discovery Profile Report</td>
<td>073</td>
<td>Assessment</td>
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<td>NEW STATEWIDE SERVICE</td>
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<td>Visual Resume (Optional)</td>
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<td>Job Development</td>
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<td></td>
<td>NEW STATEWIDE SERVICE</td>
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<td>Customized Employ Job Development and Reports</td>
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<td>NEW STATEWIDE SERVICE</td>
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<td>Customized Employ Systematic Instruction Job and Task Analysis Report</td>
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<td>NEW STATEWIDE SERVICE</td>
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<td>Customized Employ Systematic Instruction Monthly Skill Instruction Reports</td>
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<td>Customized Employ Meeting, Transition to Long Term Support and Report</td>
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<td>On the Job Supports</td>
<td>Hourly Job Coaching</td>
<td>028</td>
<td>Systematic Instruction Skill Instruction Reports</td>
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<td>Systematic Instruction Job and Task Analysis Reports</td>
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<td>Supported Employment</td>
<td>Supported Employment Consultation Meeting and Report</td>
<td>047</td>
<td>NO LONGER PROVIDED</td>
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<td>Supported Employment Assessment including Work Trial, Meeting and Report</td>
<td>047</td>
<td>Supported Employment Career Profile Report</td>
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<td>Assessment</td>
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<td></td>
<td>Supported Employment Job Development, Plan, Placement/Hire and Reports</td>
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Questions
Tech Spec Questions?
Suggestions?
Concerns?

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