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# FY 2015

# Employment Services Webinar Series

Application of Supported Employment Standards Part 2 of 2

This is a webinar for both DARS staff and DRS Providers.

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## Slide 1; Introduction

Welcome to Employment Services Application of Employment Standards Part 2 webinar.

This webinar provides case studies and exercises to assist the viewer in learning to apply Supported Employment principles, policies and standards.

This webinar contains information on the Rehabilitation Policy Manual (RPM), Standards for Providers (SFP), Vocational Rehabilitation Manual (VRM) and the DBS Standards Manual related to Supported Employment policy and standards effective December 16, 2014.

This is a webinar for both DARS staff and DARS providers.

This webinar provides training in how to use the SE forms, complete reports and review and approve reports for payment. Prior to starting the webinar, you will need to have copies of all of the handouts available, so that you can complete the assigned exercises during the webinar.

## Slide 2; Subject Matter Experts

This slide lists the Subject Matter Experts for this webinar material. The Subject Matter Experts include:

Jean Genevie

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Best method to contact me is via email.

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## Slide 3; Subject Matter Experts

Additional Subject Matter Experts are:

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## Slide 4; Narrator

This slide lists the narrator assisting in the delivery of the training. His name is Luke Stollings. Please do not contact Luke for policy and procedure questions.

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## Slide 5; Requirements Prior to Viewing

Prior to viewing this webinar, you must watch the first part of the Supported Employment Webinar application of Supported Employment Standards Part 1 of 2. If you would like to view Part 1 now, follow this link tiny.cc/esw7ses1

## Slide 6; Introduction

Getting Credit for Attendance

Each DARS staff watching the webinar as a group needs to sign the Unit, Regional or Central Office sign-in sheet for each webinar in the series to gain credit for attendance.

You will receive CEUs upon completion of both parts of this course. On the last slide of this course you will find a link to take the survey and get credit for the course.

CRP staff can view the trainings free of charge accessing the UNTWISE website. If the CRP Staff want to receive CEU credits they need to register with UNTWISE through on demand trainings, take the course test and pay any required fees. This should be done after completing both parts of this course.

## Slide 7; Introduction

During the webinar there will be exercises to complete and in some cases, questions to answer after each section.

1. Read the directions or question,
2. Please pause the webinar,
3. Complete the exercise or answer the question, and
4. Continue the webinar.

The exercises guide DARS staff and SE providers in entering information onto the DARS SE forms to train them in how to use the forms during actual SE service provision, the SE provider is the primary person responsible for documenting on the SE forms, except for the Referral for Supported Employment DARS 1610, the DARS 1613 at the SESP1 planning meeting only and the DARS use only sections.

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## Slide 8; Introduction

This slide lists the policies and standards that will be referenced in the webinar:

**RPM Section**

9.10 Supported Employment

**SFP Section**

8.7 Supported Employment Services

**DBS VRM Chapter**

30 Supported Employment Services

**DBS Standards Manual Chapter**

5.12 Standards for Supported Employment Services

## Slide 9; Introduction

This slide lists the Forms and Supplemental Handouts that will be referenced in the webinar:

**Forms:**

DARS1610-Supported Employment Service-Referral

DARS1612-Supported Employment Assessment (SEA) this form is used for Benchmark 1A

DARS1613-Supported Employment Services Plan Part 1 (SESP1); this form is used for Benchmark 1B

DARS1614-Supported Employment Services Plan Part 2 (SESP2); this form is used for Benchmark 2

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## Slide 10; Introduction

**Forms continued:**

DARS1615-Supported Employment Support Summary to be used for Benchmarks 3 & 4

DARS1616-Job Stability or Service Closure Justification Summary to be used for Benchmarks 5 & 6

**Powerpoint** - Overview of Supported Employment Services Power point.

It may also be helpful to have a copy of the SE diagrams presented in the first SE webinar to reference during this webinar.

## Slide 11; Introduction

Case Studies and Example Reports

Jorge - Case Study Handout 1

Jorge - Referral for SE Handout 2

Jorge – Supported Employment Assessment (SEA) Handout 3

Jorge – Supported Employment Service Plan Part 1 (SESP1) Handout 4

How discovery of an individual’s interests leads to job development - Handouts AA and AB.

## Slide 12; Introduction

Case Studies and Example Reports continued

Jorge – Supported Employment Support Summary for 4 and 8 week maintenance Handout 6A and 6B

Jorge – Job Stability Justification Summary Handout 7A

Jorge – Service Closure Justification Summary Handout 7B How Discovery of an Individual’s Interests Leads to Job Development Handouts 8A and 8B (accessible version of the handout)

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## Slide 13; Outline

This webinar continues the review of Jorge’s movement through the Supported Employment benchmarks from the SESP2 placement, the 4 and 8 week benchmarks, job stability, to service closure.

## Slide 14; SESP2

Let’s review the SESP Part 2 that documents the consumer has begun working and has been employed at least five cumulative calendar days in a job that:

* Is in an integrated work setting
* Is compensated at or above the minimum wage, but not less than the customary wage paid by the employer for the same or similar work performed by people who do not have disabilities
* Is consistent with the SESP Part 1 by meeting
  + all (100 percent) nonnegotiable employment conditions,
  + at least half (50 percent or more) of the negotiable employment conditions, and
  + at least one targeted job task.

## Slide 15; SESP2

Job Placement Occurs

Review the SESP2 example report for Jorge.

Upon completing your review, review the SESP1 and ensure that all criteria identified in the plan are in the SESP2 placement report and update the SESP1 DARS1613 employment conditions, job tasks and extended services/long term supports for Benchmark 2. The SESP2 must meet the criteria set in the SESP1.

Refer to the Handout 5\* “Jorge – Supported Employment Services Plan Part 2” AND Handout 4 “Jorge – Supported Employment Service Plan Part 1”.

Please allow 15-20 minutes to review and complete the DARS1613.

Time to pause the webinar again.

## Slide 16; SESP2 Review

This slide shows a partial picture of the SESP1 updated at the Benchmark 2. All of the employment conditions, negotiable and non-negotiable have been met on the SESP2. Did you get the same result? I am going to read the employment conditions again to assist you.

**Employment Conditions**

1. **Minimum and Maximum Hours to work per week:**
   * Minimum 15 and Maximum 25
2. **Minimum and Maximum Hours per shift:**
   * Minimum 3 and Maximum 5
3. **List weekday hours available:**
   * Monday: 8 to 5
   * Tuesday: 8 to 5
   * Wednesday: 8 to 5
   * Thursday: 8 to 5
   * Friday: 8 to 5
4. **List weekend hours available:**
   * Saturday: 8 to 5
   * Sunday: not available
5. **Earnings cannot be less than (choose one)**
   * /month or /week/ or $7.25/hour
6. **Earnings cannot be more than (choose one)**
   * $2,163/month, or /week or /hour

All of these conditions are nonnegotiable.

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## Slide 17; SESP2 Review Continued

1. **Distance and time from work:**
   * No more than 10 miles round trip
2. **Transportation method:**
   * Family will provide transportation and para-transit services will be utilized as a back up
3. **Mandatory commitment that must be accommodated:**

* Sunday attends Church and bowling practice
* He also needs to be off Thanksgiving and Christmas
* Four weekends a year to participate in Special Olympics bowling tournaments

**10. Job site adaptation(s) and other support needs:**

* Will need picture cards to assist in training job duties.
* Preparation using social stories prior to first day on the job, so he understands what is expected and why
* Supervisors and co-workers will need to be able to learn how to communicate and interact with Jorge related to understanding his basic communication needs and how to assist him if something unexpected happens that stresses him.

**11.** **Other** (Described): trainers need to use modeling, backward chaining using the picture cards to train Jorge on the job.

As you can see on the screenshot, all of these conditions are nonnegotiable.

## Slide 18; Job Tasks

This slide shows a picture of the Targeted Job Tasks Section on the SESP1. Nine of the ten tasks identified at the planning meeting are documented as being met for this placement. Do you agree based on your review of the SESP2?

I will read through the list of job tasks to assist.

 The placement must meet at least one targeted job task listed in the SESP Part 1.

1. sort clothes/linens
2. put clothes in washer, set to wash clothes/linens
3. put clothes in dryer, set to dry clothes/linens
4. fold clothes/linens
5. unpack items
6. sort items
7. interacting with people
8. put items in their place
9. keep things neat and orderly
10. simple cleaning tasks, like wiping tables and picking up trash

The only job task not documented as being met is # 5 unpack items.

## Slide 19; Extended Supports

This slide shows a picture of the Extended Services Section of the SESP1. All of the extended services are documented as being met. Do you agree based on your review of the SESP2? I will read through the extended/long term supports documented to assist.

1. Transportation to and from work Provided Daily Family and para-transit.

2. Job skills training for new tasks or to address issues at work provided as identified to meet consumer and employer needs.

Ivana Help, HCS Service Coordinator

3. Monitoring of natural supports/co-worker set up for consumer in the following areas: task list, use of communication cards, identify need and ensure for job skills training to address specific issues on the job or new duties. This will be done weekly.

Ivana Help, HCS Service Coordinator 214-565-8555 [ihelp@mhmr.org](mailto:ihelp@mhmr.org) is the responsible party.

4. Monitor and ensure monthly SSA paperwork is completed. This will be done Monthly.

Ivana Help, HCS Service Coordinator to coordinate with CWIC to assist family with this documentation

How does this compare to what you documented on the DARS 1613? If you have questions, please contact one of the SMEs.

## Slide 20; SESP 2 Signatures

The next page of the SESP2 is the signature page that requires the SE provider to certify that the SESP2 report is accurate as to the dates, times and services provided and that the person signing the report is the one who provided the services. Signatures must be handwritten by the SE provider and consumer.

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## Slide 21; DARS Verification and Approvals Section

DARS staff verifies that

* the SE provider’s UNT credential is correct and in force
* the SESP2 meets all criteria identified in the DARS Approval section

And if credentials, certifications or required criteria are not met, DARS staff returns the SESP2 report to the provider along with invoice to obtain needed corrections.

The grey sections of the SESP2 take the DARS staff step by step through the verification and approval process. They check each item on the form and their answers guide their next action. The DARS staff person is required to sign and date when they completed their verification and approval of the SESP2 report. And don’t forget the updated SESP1 with signatures needs to be submitted along with the SESP2 for final approval and payment of Benchmark 2.

This detailed review is required so that the SE Provider and DARS are following the contract as directed in the Standards for Providers.

Following this process will assist us in avoiding future contract exceptions.

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## Slide 22; Support to Learn the Job

The first 4 weeks on the job, the SE provider focuses on training and providing support to the consumer to assist them in learning their primary job duties. Intensive job skills training and employment site support will need to be provided during the first weeks on the job. Fading needs to occur; but during the first 4 weeks the job skills trainer needs to closely monitor the consumer to ensure that tasks learned, stay learned and no bad habits start to occur. (Fading is a technique used in job training, in which prompting to perform a task is gradually withdrawn until the need for the prompting decreases and is no longer needed.)

If there is a co-worker or supervisor providing the majority of the training, the SE provider or Job Skills Trainer needs to keep in close contact to ensure that the consumer learns their assigned tasks. Sometimes co-workers or supervisors need help and support from the SE provider or Job Skills Trainer.

4 week job maintenance involves providing intensive on- and off-job-site supports to help the consumer adjust to the demands of the integrated work environment.

Job support services may include orienting and training the consumer in work-related tasks at the job site; training or consulting with employers, co-workers, or advocates to maximize natural supports; transportation training to and from work meetings with managers and supervisors to gather input and plan training; problem-resolution meetings with company personnel or support systems to ensure job retention; and training in work-related tasks or behaviors to ensure job retention (for example, grooming or anger management).

Now let’s see how Jorge is doing at his 4 week benchmark.

## Slide 23; Support Summary at 4 Weeks

* review Jorge’s SE Support Summary report for his 4 week benchmark completion (DARS 1615), and
* update the DARS 1613 for Benchmark 3 employment conditions, job tasks and extended services/long term supports sections

We need to determine if Jorge is still on target with his employment conditions, tasks and extended services/supports.

Refer to Handout 6A “Jorge- Supported Employment Support Summary” and  Handout 4 “Jorge –Supported Employment Service Plan Part1.

Please allow 10-15 minutes to complete the exercise.

Please pause the webinar.

## Slide 24; Jorge’s Status

Based on the SE Support Summary provided for Benchmark 3, Jorge is on target with all of his employment conditions, job tasks and extended services/long term supports. Does this match what you found in your review?

If you have additional questions, please contact a SME.

## Slide 25; Support to Maintain the Job

By the end of the 4th week, the consumer should have learned the majority of their primary job duties and the focus should move to job maintenance by the SE provider unless changes have happened on the job that require additional intensive training. The training and onsite support at this time should ensure that all of the extended/long term supports are in place and working. This will require the SE provider to coordinate with and train whoever is taking over this responsibility. It is also when the SE provider needs to identify if the long term supports documented at the SESP1 meeting are meeting the consumer’s needs. If the supports are not meeting the consumer’s needs, this will need to be discussed with the counselor and determine what needs to happen. If changes to the SESP1 are needed, a meeting with the consumer, SE provider and circle of support will have to happen to update the plan. Again 8 week job maintenance involves providing on- and off-job-site supports to help the consumer adjust to integrated work environment demands.

Job Support Services may include: orienting and training the consumer in work-related tasks at the job site; training or consulting with employers, co-workers, or advocates to maximize natural supports; transportation training to and from work; meetings with managers and supervisors to gather input and plan training; problem-resolution meetings with company personnel or support systems to ensure job retention; training in work-related tasks or behaviors to ensure job retention (for example, grooming or anger management) and Coordination of extended/long term support services the consumer needs to be successful after VR Case closure.

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## Slide 26; Support Summary at 8 Weeks

* review Jorge’s SE Support Summary report for his 8 week benchmark completion (DARS 1615), and
* update the DARS 1613 for Benchmark 4 employment conditions, job tasks and extended services/long term supports sections

We need to determine if Jorge is still on target with his employment conditions, tasks and extended services/supports? Refer to Handout 6B “Jorge - Supported Employment Support Summary” and Handout 4 “Jorge – Supported Employment Service Plan Part1”.

Please allow 10-15 minutes to complete the exercise.

You may pause the webinar now.

## Slide 27; Jorge’s Status

Based on the SE Support Summary provided for Benchmark 4, Jorge is on target with all of his employment conditions, job tasks and extended services/long term supports. Does this match what you found in your review?

If you have additional questions, please contact a SME.

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## Slide 28; 3 and 4 Deliverables

Let’s review the reports and deliverables required for Benchmarks 3 and 4. The DARS1615, Supported Employment Support Summary is required. Details in the report should describe the consumer so that anyone reading the report has a clear picture of the consumer's support needs, abilities, and challenges related to the placement.

To be considered complete, the DARS1615, Supported Employment Support Summary must:

* document and verify that the consumer has been employed for four weeks (28 days cumulatively) at the 4 week benchmark or (56 days cumulatively) at the 8 week benchmark;
* document and verify that the consumer maintained employment consistent with the SESP Part 1 by meeting
  + all (100 percent) nonnegotiable employment conditions,
  + at least half (50 percent or more) of the negotiable employment conditions, and
  + at least one targeted job task
* document and verify that the provider interacted with the consumer on or away from the job site in accordance with the support plan defined in the SESP Part 2;
* describe how specific support needs identified in the SESP Part 2 are being addressed; and
* explain how emerging support needs are being met.

The form must include signatures of the consumer (or consumer‘s legally authorized representative) and the Supported Employment Specialist.

## Slide 29; Benchmarks 3 & 4 continued

The DARS1613, Supported Employment Service Plan—Part 1 (SESP Part 1) is also required and must include entries recording the consumer status on employment conditions, targeted job tasks and long term supports at the conclusion of Benchmarks 3 and 4.

The DARS 1613 and 1615 must meet all required Standards and Quality Criteria.

Benchmark 3 and 4 are complete when the reports and invoices have been reviewed and approved by DARS staff.

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## Slide 30; Job Stability:

New Requirement:

The DARS counselor, SE provider and consumer need to meet to determine if stability has been reached at work. There should be agreement regarding Job Stability, but the DARS counselor makes the final decision regarding Job Stability using the criteria in standards.

As professionals, we need to keep a clear head and not get caught up in the excitement of success. Yes, please celebrate the accomplishments to date, but keep a critical eye on the reality of the job and the employment situation. It is easy at this stage to think that all hurdles have been conquered, but unfortunately it can be premature. We see this a lot. Job stability was really not reached as the extended/long term supports were not stable and just after the DARS counselor closes the case, they get a call from the consumer and find out they lost their job. The majority of the time, it could have been managed effectively had we kept a clear focus on the consumer, the job and the employer.

Remember, the extended/long term supports are the linchpin for successful supported employment.

## Slide 31; Criteria for Job Stability

Let’s review the Criteria for Job stability:

* all support needs have been addressed
* long term supports are in place and working
* long term supports have transferred to the long term supports provider
* the consumer and guardian are satisfied with the job
* the employer is satisfied with the consumer’s performance at work

## Slide 32; Criteria for Job Stability continued

Criteria for Job Stability continued:

* the consumer has worked a minimum of eight weeks (56 days) cumulatively
* if the consumer began a new job, he or she has worked 30 days in the new job
* the consumer can perform expected job duties
* necessary modifications and accommodations have been made at the worksite and
* the consumer has reliable transportation to and from work

Now let’s see how Jorge is doing.

## Slide 33; Job Stability - Jorge

The DARS counselor received the DARS 1616 Job Stability or Service Closure Justification Summary from the SE provider. The counselor is so excited and proud that Jorge continues to perform so well at work. The Job Stability meeting is scheduled for later in the week with the SE provider, Jorge and his parents.

Suddenly, the phone rings at the Counselor’s desk…it is the consumer’s mother, she reports that she just had to go get Jorge at work because he got upset and his co-workers and supervisor could not calm him down.

Jorge’s coworker, he works side by side with, had to quit her job quite suddenly to take care of her sick mother in California. It is not clear if she will be able to return at this point. No one was able to prepare Jorge for this change and the other workers were not as skilled in helping him deal with the change using his communication cards and by the time the supervisor arrived, Jorge was screaming and standing on a work table.

The SE provider was notified by the employer. A meeting to discuss next steps was completed the next day with the SE provider, employer, HCS Case Manager Ivana Help, Jorge and his mother and father. It was determined that more support at the job site was needed to prepare Jorge’s supervisor and co-workers to better work with Jorge when changes occur at work. The long term supports were not totally in place as the Job Skills Trainer had been oriented, but had only met Jorge twice and even though she was not on site, it was determined that she would not have been able to assist Jorge in calming down from his outburst as there was not enough trust built in their relationship. The employer also did not have a way to contact the Job Skills Trainer taking over the long term supports and neither did Jorge’s parents. It was also determined that he needed to develop a closer working relationship with multiple co-workers so that he would feel comfortable enough with them so they could assist him when he gets stressed out. Jorge started back to work the next day with a job skills trainer in place.

## Slide 34; Multiple Choice Question

Question and answer.

This is a Multiple Choice Question

Given the current situation at work, which Benchmark is Jorge on now?

a. Benchmark 5: Job Stability

b. Benchmark 4: 8 Weeks

c. Benchmark 3: 4 Weeks or

d. Benchmark 2: SESP2

Pause the webinar and answer the question and restart the webinar.

## Slide 35; Question and Answer

The answer is Benchmark 4 – 8 Weeks.

Jorge will continue in Benchmark 4 until he reaches Job Stability. The DARS counselor returned the DARS 1616 and invoice back to the provider unpaid as stability was not reached.

## Slide 36; Jorge – Job Stability

60 days later has job stability been reached?

A Job Stability meeting held indicated that Jorge was stable at work.

* review the DARS 1616 Job Stability or Service Closure Justification Summary to determine if Jorge has reached Job Stability at work and
* update the DARS 1613 for Benchmark 4 employment conditions, job tasks and extended services/long term supports sections

Refer to Handout 7A “Jorge – Job Stability Justification Summary” and

Refer to Handout 4 “Jorge – Supported Employment Service Plan Part 1”

Allow 10-15 minutes to review the Job Stability justification summary and to update the DARS 1613.

Please pause the webinar now.

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## Slide 37; Jorge’s Status

Based on the SE Support Summary provided for Benchmark 5, Jorge is on target with all of his employment conditions, job tasks and extended services/long term supports. Does this match what you found in your review? If you have additional questions, please contact a SME.

## Slide 38; Benchmark 5

To be considered complete, the DARS1616, Job Stability or Service Closure Justification Summary must document and verify that the consumer maintained employment consistent with the SESP Part 1 and meets all (100 percent) nonnegotiable employment conditions,  50 percent or more of the negotiable employment conditions, and at least one targeted job task.

The form must be signed by the consumer (or legally authorized representative) and the Supported Employment Specialist. The DARS1613, Supported Employment Service Plan—Part 1 (SESP Part 1) is also required and must include entries recording the consumer status related to the achievement of employment conditions, targeted job tasks and extended service/long term supports documented at the SESP Part 1 meeting and an invoice for the services provided.

Also, don’t forget the criteria for Job Stability discussed earlier in the power point. All support needs have been addressed. Long term supports are in place and working. Long term supports have transferred to the long term supports provider. The Consumer and guardian are satisfied with the job. The Employer is satisfied with the consumer’s performance at work. The consumer has worked a minimum of eight weeks (56 days) cumulatively. If the consumer began a new job, he or she has worked 30 days in the new job. The consumer can perform expected job duties. Necessary modifications and accommodations have been made at the worksite and the consumer has reliable transportation to and from work.

Now back to Jorge. It took longer than expected, but Jorge has reached Job Stability. We learned some lessons and understand now how important it is to ensure that the extended services/long term supports are in place and working by Benchmark 5 Job Stability.

## Slide 39; Service Closure

Now let’s review the requirements for service closure. Between Job Stability and Service Closure, the Supported Employment Specialist or Job Skills Trainer should have a minimum of two contacts per month with the consumer, employer, or person providing long term supports. The Supported Employment Specialist and Job Skills Trainer should not be providing any direct services to the consumer during the 60-day period between job stability and service closure.

If, at any time, the Supported Employment Specialist or Job Skills Trainer must provide direct services to the consumer, stability has not been achieved, and the 60-day period starts over.

## Slide 40; Service Closure Criteria

Benchmark 6 is complete when:

* the consumer has achieved an employment outcome that is consistent with the consumer's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice;
* the consumer has maintained employment that is consistent with the SESP Part 1 by achieving all (100 percent) nonnegotiable employment conditions, 50 percent or more of negotiable employment conditions, and at least one targeted job task.

## Slide 41; Service Closure Criteria

* the consumer has maintained suitable Supported Employment for 60 days or longer after job stability was reached;
* the consumer has maintained the employment outcome for 90 days or longer;
* the consumer is being compensated at or above the minimum wage, but not less than the customary wage paid by the employer for similar work performed by a person who does not have a disability;
* there is evidence that the needed support systems including those in the SESP Part 2 and on the DARS1616 are in place and working; and
* the consumer, consumer's representative and the DARS counselor consider the employment outcome satisfactory, are satisfied with the supports, and agree that the consumer is performing well on the job.

## Slide 42; Jorge – Service Closure

Is Jorge ready for Service Closure?

The DARS 1616 Service Closure Justification has been submitted for the Counselor to review.

It is time again to review the DARS 1616 Service Closure Justification report and update the status of employment conditions, job tasks and extended services/long term supports on the DARS 1613 for the final SE benchmark.

Refer to Handout 7B “Jorge – Service Closure Justification Summary” AND  Handout 4 “Jorge – Supported Employment Service Plan Part 1”.

Allow 10-15 minutes to review the Service closure justification and to complete DARS 1613.

You may pause the webinar now.

## Slide 43; Jorge’s Status

Based on the SE Support Summary provided for Benchmark 6, Jorge is on target with all of his employment conditions, job tasks and extended services/long term supports. Does this match what you found in your review? If you have additional questions, please contact a SME.

## Slide 44; Benchmark 6

Payment for Benchmark 6 is made when the DARS counselor receives and approves a complete, accurate, and signed DARS1616, Job Stability or Service Closure Justification Summary, AND DARS1613, Supported Employment Service Plan—Part 1 (SESP Part 1).

The DARS 1613 must include entries recording the consumer’s status related to the achievement of employment conditions, targeted job tasks and extended service/long term supports documented at the SESP Part 1 meeting and the invoice for services provided.

Back to Jorge, based on the review of the DARS1616, the DARS1613, invoice and conversations with Jorge, his parents, the employer and the Job Skills Trainer providing long term supports to Jorge after VR case closure, the DARS counselor has verified that Service Closure has been achieved. The final benchmark service authorization (formerly known as PO) can be paid and closed.

## Slide 45; Questions?

For questions, talk to a Subject Matter Expert.

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## Slide 46; Thank You

Thank you for attending this webinar.

**Employment Service Providers only:** contact UNTWISE to obtain Employment Service Provider credential contact hours for this program. Visit <http://wise.unt.edu/on-demand> for details.

**DARS staff only:** to receive credit for this class, follow the link below and take the survey at [tiny.cc/esw7](http://www.tiny.cc/esw7)

If viewing as a group: Managers, please scan and email approved sign-in sheet to clm@dars.state.tx.us

The sign-in sheet can be found in the handouts below in the paper clip icon. Managers, please forward the above link to everyone who attended and signed in. They need to click the link from their computer to receive credit and take the survey.

**Note:** it may take up to two weeks for this training to appear on your CLM training record.

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