

What is billable?

- Billable activities ideally should be:
 - Community based face-to-face contacts DIRECTLY related to the individual's employment needs.
 - Common Employment Specialist Activities:
 - Hands on, person-centered job search activities
 - Customized job development
 - Direct training
 - Job adjustment training and counseling
 - Job success strategies and interventions
- Job coaching includes a mix of activities and naturally includes items out of this realm (ex: internet deskwork), but they should not represent a bulk of billable hours.

DVRS PRE-PLACEMENT

- Referral processing
- Initial service team meeting
- Intake
- CBVA
- Virtual Job Development with follow up w/employer
- Contacts with potential employer on behalf of participant
- Contacts with employers, DVRS, participant intended to foster job development
- Resume, cover/thank you letter assistance or on behalf of participant
- Interview preparation
- Structured and well planned Community-based job development for or with participant
- Meeting with employer with or on behalf of participant based on employment opportunities
- Job/task analysis
- Customized job developing
- Accompanying participant to job interview
- Assist with applications and assessments
- Conference/service meeting with counselor
- Two missed scheduled appointments with participant up to 15 min wait time and documentation and follow up with counselor
- Arranging transportation services
- Travel training
- Internet and employer job searches on behalf of specific individual
- Assistance with drug screening and background check
- Referral to other services for assistance directly related to job placement, job coach may accompany client for initial visit for service linkage with advanced approval

DVRS INTENSIVE TRAINING

- Orientation and new hire activities to assist the client's entry into new employment, including assistance with required documentation completion and new employee training.
- On site job coaching and direct training on job duties and tasks to employer job performance standards.
- Task mastery support including the development of compensatory strategies, interventions, jigs, accommodations, and natural supports to optimize job performance and achieve job stabilization.
- Travel training to and from the job and home.
- Negotiation with an employer on behalf of an individual client regarding current employment issues/concerns.
- Off job site contact meetings and telephone contact with client when employer restricts meetings on site or as mutually agreed upon per informed client choice.
- Conferences and service team meetings with the employer, DVRS Counselor, client, family, collaborating partners
- Technical consultation with DVRS Counselor.
- Referral assistance and advocacy in order to assist the client to obtain necessary and required community supports and services (housing, transportation, mental/medical, financial) that are directly related to successful job maintenance/retention. Job coach may accompany client for initial information if required for service linkage. Advance approval from DVRS Counselor is required.

DVRS LONG-TERM FOLLOW ALONG

- Continued on and off site job contact visits to maintain job stabilization and the engagement of natural supports.
- Job/task analysis on behalf of client with employer to negotiate an increase of job duties and work hours.
- Conferences/service team meetings with the employer, Counselor, client, family, and collaborating partners
- Technical consultation with counselor
- Job re-stabilization that requires approval from counselor
- Job replacement using a maximum of twenty units of service and requires approval from counselor

DDD PRE-PLACEMENT

- **Pre-placement activities that assist an individual with a disability to secure a job match in an integrated work setting with competitive wages. The following pre-placement activities may or may not always be considered billable hours. Activities include but are not limited to the following:**
- **Intake**

- **Assessments**- the process of documenting, usually in measurable terms, knowledge, skills, attitudes, and beliefs. Types of assessments are as follows:
 - **Aptitude Testing** - Standardized tests that assess a person's ability or potential to learn or do some type of activity that does not necessarily reflect their interests
 - **Career Interest Testing** - Inventories that predict the kinds of activities or careers that people may enjoy doing.
 - **Functional Assessment** - incorporating activities and tasks to identify strengths and needs.
 - **Psychological Testing**
 - **Situational Assessment/ Job Sampling** - An evaluation process conducted in an integrated competitive work setting to determine interests, preferences, skills, knowledge, strengths, support needs, etc.
 - **Vocational Evaluation** - A comprehensive process that systematically uses work, either real or simulated, as the focal point for assessment and vocational exploration, to assist individuals in vocational development.
 - **Work Sample** - A well-defined work activity involving tasks, materials, and tools which are identical or similar to those in an actual job or cluster of jobs.
- **Career Development & Exploration**—examine interests and experiences in order to identify their career values and match them to job characteristics.
- **Job Touring**— Visiting various job sites to observe the work environment and the job responsibilities.
- **Job Shadowing**— Observing an employee performing his/her specific job duties
- **Job Development** – Utilizing assessment information to target jobs available in the local labor market and link the individual with job opportunities consistent with his/her interests, abilities, and identified work goal. Meeting with employers, proposing a potential employee to the employer, job carving, job restructuring, addressing employment match barriers, etc.
- **Job Matching** –Identifying work related areas and safety concerns that will need to be addressed in order for the individual to gain/maintain employment. Includes job modifications, job restructuring, or training, to address each area needing improvement.
- **Job Carving** - The act of analyzing work duties performed in a given job and identifying specific tasks.

DDD INTENSIVE TRAINING

- **The initial activities after placement, typically characterized by one-to-one job coaching provided to an individual at the work site which, are designed to help facilitate the acquirement of the physical, intellectual, emotional and social skills needed to maintain employment. The following intensive training activities may or may not always be considered billable hours. Activities include but are not limited to:**

- **Job Modifications**– altering or changing the work environment/work station or providing a tool/jig.
- **Job Restructuring**– the addition, deletion, or sequence change of a job task(s) or changing the rules of the position.
- **Training** – breaking down the steps of a job task to be performed and providing instruction using techniques which include prompting and cues.
- **Establishing Natural Supports**– supports from supervisors and co-workers occurring in the workplace to assist employees with disabilities to perform their jobs, including supports already provided by the employers for all employees. These natural supports may be both formal and informal, and include mentoring, supervision (ongoing feedback on job performance), training (learning a new job skill with a co-worker), and co-workers socializing with employees with disabilities at breaks or after work. The use of natural supports increased the integration and acceptance of an employee with a disability within the workplace.
- **Travel Training** – Training conducted by an employment specialist/job coach, typically during the intensive phase, designed to enable the individual to travel as independently as possible, to and from an employment site.
Includes:
 - learning to use public transportation
 - developing carpooling arrangements
 - developing other transportation arrangements specific to the needs of the individual.
- **Fading**- The process an employment specialist/job coach uses to gradually decrease supports on the job site and increase the person receiving service's independence. The fading out process begins as soon as job coaching begins by establishing natural supports, decreasing the physical proximity of the job coach when providing supports, decreasing the level of prompting used to assist the person receiving services in completing tasks, and decreasing the amount of time the job coach spends on the job site.

DDD LONG-TERM FOLLOW-ALONG

- **During this phase which the job coach provides support services needed on an ongoing basis to support, maintain and strengthen a person in competitive employment. Activities include but are not limited to the following:**
 - On-site consultation
 - Re-assessing employment situations
 - Establishing interventions for new tasks as assigned
 - Career advancement
 - Problem Solving
 - Job Specific Support
 - Skill or resource interventions occurring on or off the job site that are directly related to enabling individuals to perform job tasks and meet job responsibilities.

- Individual/Community Support
 - Skill or resource interventions occurring off the job site, designed to address the individual's living, learning, recreating and social spheres that affect his/her ability to continue working; including, but not limited to, transportation, money management, time management, personal hygiene and health, communication, and socialization.
- **Replacement Phase**
 - Job development activities followed by a short period of intensive training to find and learn a new job that meets the individual's employment goals/objectives. This is available to someone who has lost a job for which he or she has been receiving Division follow along services or has expressed interest in career development