

Chapter 205: Post-Employment Services

Vermont Division of Vocational Rehabilitation
Policy and Procedures Manual

Revision Date: October 2018

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Section I. ~~D~~Contextefinition

Section I. In March 2022 the Rehabilitation Services Administration published new guidance regarding post-employment services to meet the new reporting requirements under the Workforce Innovation and opportunity Act (WIOA). This policy chapter was developed by DVR to come into alignment with this new guidance. **Experienced counselors should take note that the new policy is quite different from the policy prior to this guidance.** Staff must follow the new policy laid out in this Chapter.

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A. "Post-employment services" mean services provided subsequent to the achievement of an employment outcome and necessary for a person to maintain, regain, or advance in employment consistent with the person's strengths, resources, priorities, concerns, abilities, capabilities, and interests.

Section II. Definitions

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Section III. Purpose When can Post Employment Services be provided.

Post-Employment Services can be provided when:

- A. A consumer with an active IPE is employed but has not exited the VR program (the case has not been closed).
- B. The counselor and consumer have identified services required to help the consumer, gain, maintain and advance in their employment.

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Section II. Post-Employment Services cannot be provided after the DVR case has been closed. If a former consumer returns to seek services after the case has been closed, the DVR counselor most open a new case, make a new eligibility determination and develop a new IPE.

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Post-employment services are intended to ensure that the employment outcome remains consistent with the person's strengths, resources, priorities, concerns, abilities, capabilities, and interests; post-employment service(s) therefore may be provided for a case which has been "closed" as a successful rehabilitation without having to open a new case.

Section III. ~~Section IV.~~ General Policy

- A. These services are available to meet rehabilitation needs that do not require a complex and comprehensive provision of services and thus should be limited in scope and duration. The services should be for a prescribed period of time. If more comprehensive

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~~services are required, opening a new case should be considered.~~ Post-employment services are to be provided under an amended Individualized Plan for Employment (IPE).

B. The amended IPE must include:

1. The services to be provided in post-employment
2. The expected duration of services

~~G.~~ The provision of post-employment services is subject to the same requirements as the provision of any other vocational rehabilitation service. Post-employment services are available to assist a person to maintain, regain, or advance in employment.

Section IV.C. Post-Employment Services Criteria

A. ~~The counselor can open a case in PES if all of the following apply:~~

- ~~1. The consumer wants to maintain their current employment;~~
- ~~2. The consumer does not require multiple services (two or less) to gain or retain employment;~~
- ~~3. The services are limited (e.g. benefits counseling) and are not expected to last for more than one year; and~~
- ~~4. Case services costs (excluding contracted services) are expected to be less than \$1000.~~

Guidance—Examples of Post-Employment Cases.

- ~~* An employed consumer needs a car repair in order to retain their current employment. The car repair is appropriate given the age and condition of the vehicle. The consumer has the financial resources to maintain the vehicle and just needs assistance with this onetime expense.~~
- ~~* A consumer reengages with VR to receive benefits counseling, because they have used their Social Security Disability Insurance (SSDI) Trial Work Period.~~
- ~~* A consumer reengages with VR because they are having some anxiety issues that may be affecting their job performance. The counselor refers the consumer to EAP for short term mental health counseling.~~

End Guidance.

~~B.~~ The counselor should open a new VR case, and not a case in PES, if any of the following apply:

- ~~1. The consumer has a brand new employment/career goal.~~
- ~~2. The consumer wants to advance in their current employment.~~
- ~~3. The consumer requires multiple services (more than 2) to gain or retain employment.~~

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- ~~4. The services the consumer requires are complex and are expected to last for more than one year.~~
- ~~5. Case services costs (not including contracted services) are expected to be \$1000 or more.~~
- ~~6. The consumer has a new educational goal that may result in a credential or measurable skills gain.~~

Guidance—Examples of New VR Cases:

- ~~• A consumer returns to VR because they want help getting an industry recognized credential to help them advance in their current employment.~~
- ~~• A consumer's physical or mental health status has substantially declined affecting their ability to maintain their current employment. The counselor determines it will take considerable counseling, assessment, and other services to support the consumer in retaining the job or finding new employment.~~
- ~~• A consumer has been successfully employed as a front desk receptionist at a large hotel. The consumer wants to advance in their current job but does not know what they want to do. It is not clear if the consumer should pursue a new field or seek advancement in their current employment.~~

End Guidance:

Section V. Time of Planning

- A. The need for post-employment services shall be considered at ~~three~~^{four} points:
- ~~1. At the time the IPE is written. For example, it may be anticipated that a Social Security Disability Insurance recipient may need assistance in adjusting to the loss of that benefit a year after beginning employment (probably several months after job placement/closure as a successful rehabilitation);~~
 - ~~2. At the time the consumer starts work. The counselor and the consumer may identify additional support needs that that point that maybe necessary for the consumer to retain employment (job coaching, transportation, work clothing etc.)~~
 - ~~3. At the time of pre-closure consultation for successful employment. The counselor and consumer may determine the case must remain to provide additional services to maintain the job long term.;~~
 - ~~3. At any other time subsequent to closure as successfully rehabilitated:
 - a) As long as the terms in Section III above are fulfilled; and
 - b) If the case record still exists.~~
 - ~~4. If a case has been closed for more than 2 years then it is good practice to re-assess the person's current circumstances and needs. Based on this reassessment the counselor should determine if the needs of the person can be met through post-employment services or if a new case should be opened.~~

~~B. Post employment services will only be provided for cases closed as rehabilitated.~~

Section VI. Case Closure~~Termination~~

~~A. Case closure for a case including Post Employment Services is no different than any other case. Follow the closure procedures outlined in Chapter 204. If after opening a PES case the counselor discovers the consumer's needs are more complex than initially thought, they may consider closing the PES case and opening a new VR case.~~

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~~B. Post employment services will end when the employment re-adjustment is at a suitable level and when the person can function independent of the service as determined by the Counselor and the person. If it becomes apparent to the Counselor that post-employment services are not providing the desired result within the planned timeframe, alternative solutions shall be considered and/or a new case may be opened.~~

~~C. "Closed PES" is used to designate termination of post-employment services whether successful or unsuccessful. If the post-employment closure is successful, the counselor will document in the case notes that the counselor and consumer believe the consumer is stable in the job and neither anticipates any immediate future additional needs of service.~~

~~Guidance Closed case retention period.~~

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~~The rule of thumb is that a record of services be retained in the district office for at least three years after the year in which the record was closed.~~

~~**End Guidance.**~~

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