



***A CUSTOMER GUIDE
TO JOB PLACEMENT SERVICES***

***NEW HAMPSHIRE VOCATIONAL
REHABILITATION
2013***

***First Edition
Edited by Jim Hinson***

***The Customer Guide to Job Placement Services
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PREFACE

This guide is written specifically for New Hampshire Vocational Rehabilitation (NHVR) Counselors, but it is highly applicable to anyone working with persons experiencing disabling conditions. The purpose of the guide is to provide pertinent information about NHVR's job development services, our community partner services and individual job placement/development professionals serving NHVR customers.

It is important to point out that all NHVR counselors have or are working towards their Master's Degree in Rehabilitation. However, while NHVR job developers are well screened, their training and experience levels differ. Therefore, it is important that you work with your NHVR Counselor and take their advice into consideration when selecting the right job developer for you.

In order for this guide to stay current, NHVR Counselors are asked to forward any updated community partner information and any new or existing job placement/development professional information that is not included in this guide to:

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NEW HAMPSHIRE VOCATIONAL REHABILITATION***

Helping you find and keep a job is New Hampshire Vocational Rehabilitation's ultimate goal. NHVR's job placement services may include support from your counselor at the NHVR office, as well as help from a job developer working in the community. As a NHVR customer, you decide how you want this assistance to be provided. Some people prefer to conduct job searches and complete applications on their own. Others may ask for help.

Some of the ways NHVR can help include:

- Working with you to create a resume
- Helping you prepare for job interviews
- Assisting with job searches
- Making referrals to employers
- Contacting employers directly (at your request) to discuss issues concerning your employment

A job developer working in an external Community Rehabilitation Provider (CRP) may be used to provide additional services to help you identify your job goal or secure a job placement.

Some of the ways CRP's can help include:

- Setting up job shadow opportunities
- Arranging for informational interviews with employers
- Doing a Labor Market Survey to determine the need for specific types of work
- Assisting with job searches
- Doing a Discrepancy Analysis to determine if a job is a good fit and to identify any barriers to successful employment
- Completing a Barrier Intervention Plan to remove barriers at your workplace

NHVR's job placement process is customized to meet the needs of the individual. Most customers receive Standard Job Placement Services, but Supported Employment services are available for customers who need long-term supports in order to work.

Standard Job Placement Services

Typically, NHVR counselors work directly with you to improve the skills you need to find and keep a job. (However, if you need more intensive support and instruction or long-term supports, NHVR may employ a job developer in the community who can help you through the Supported Employment Process.

Finding the right job is a team effort on the part of the NHVR counselor, job developer, and the customer. The chart below outlines the services associated with the Standard (Non-supported Employment) job placement process, and the responsibilities of each partner on the team.

NHVR Standard Job Placement Services (Non- Supported Employment)

Service	Who is Responsible	Action Steps
1. Job Search/ Job Development	NHVR Counselor	<ul style="list-style-type: none"> • Give the customer the option to interview potential job developers. (If a customer does not want this option, select a job developer to work with the customer.) • Schedule a meeting with the job developer and the customer within 2 weeks of the referral. • Provide the job developer with the following: <ul style="list-style-type: none"> a) Referral form - REFERRAL TO CRP 3-2011.doc b) Information about the customer's disability c) Assessment information • Facilitate the meeting with the customer and the job developer to put together an Employment Plan. (Individual Coop Agreement-Job Search Plan 5-2010.doc) • Review weekly contact information from the customer and/or the job developer and provide input as needed. When notified about issues or concerns, schedule a team meeting to discuss these further. <i>Continued on next page</i>

Service	Who is Responsible	Action Steps
<p>1. Job Search/ Job Development</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • As appropriate, communicate with the customer’s parents and/or guardian and invite them to meetings when needed. • With the job developer and the customer discuss whether or not to disclose the customer’s disability to employers. • Notify the job developer of any changes in the Employment Plan. • Work with the job developer and the customer to assure agreement on the job placement process. • Develop an Employment Plan with the customer. • Provide authorizations for services in a timely manner.
<p>1. Job Search/ Job Development</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • Interview and select a job developer. (The NHVR counselor will help select the job developer for customers who choose not to interview job developers themselves.) • Participate in the initial meeting with the job developer and the NHVR counselor. • At the initial meeting, schedule the next appointment with the job developer. • Provide the job developer with all necessary information about the customer including: work history, personal skills and strengths, references, personal contact information, and work limitations. • Develop the Employment Plan with the NHVR counselor. • Work with the NHVR counselor and the job developer to define the job search. • Attend all scheduled meetings with the NHVR counselor and/or job developer. • <i>Continued on next page</i> • Actively participate in the job search process. • Meet regularly, at least once a week, with the job developer. <p>(continued on next page)</p>

Service	Who is Responsible	Action Steps
<p>1. Job Search/ Job Development</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • During the job search, maintain at least monthly contact with the NHVR counselor. • Discuss with the NHVR counselor any concerns about job search and/or working with the job developer. • Work with the job developer to complete the monthly Job Search Log.
<p>1. Job Search/ Job Development</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Evaluate and discuss the customer referral at the initial meeting and decide whether or not to accept the referral. • If the referral is accepted, schedule the next appointment with the customer. • Begin services only after NHVR authorization is received. • Meet regularly, at least once a week, with the customer. • Provide the NHVR counselor with weekly email updates about the customer's job search. • Notify the NHVR counselor immediately about any issues affecting the customer's employability (i.e. non-participation in the job search, suspected drug/alcohol abuse, behavioral issues) so a team meeting can be scheduled. • Notify the NHVR counselor about services that may be needed before the customer accepts a job offer. • Submit the Job Search Report and invoice within 10 days after the end date of the authorization. • Work with customer to complete the Job Search Report 5-2010.doc • Submit to NHVR within the first 10 days of the month the NHVR Job Search Log 11-2010.docx <p><i>Continued on next page</i></p>

Service	Who is Responsible	Action Steps
<p>2. Job Placement</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Respond quickly to the customer’s notification of a job offer. • Support the customer to make an informed choice about the job offer based on his or her employment goal. • If the customer accepts the job, determine the job placement incentive amount, create an authorization for incentive payment, and authorize the Discrepancy Analysis. • If the customer declines the job offer, schedule a face-to-face meeting with the job developer and the customer to redefine the job search. • If there is no job placement within six months of the customer and job developer working together, take the following steps: <ul style="list-style-type: none"> a) Hold a team meeting to review the customer’s employment goal, address any issues, and discuss needed changes in the job search. b) Have a private conversation with the customer about job search efforts. c) Have a private conversation with the job developer about job search efforts. d) Decide how to proceed with the job search
<p>2. Job Placement</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • After a job offer is made: <ul style="list-style-type: none"> a) Notify the NHVR counselor by phone or by email and provide details about the position b) With the NHVR counselor, discuss whether to accept or reject the job offer. c) Notify the NHVR counselor by phone or by email and provide details about the position d) With the NHVR counselor, discuss whether to accept or reject the job offer. <p><i>Continued on next page</i></p>

Service	Who is Responsible	Action Steps
<p>2. Job Placement</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Coach the customer to contact the NHVR counselor regarding any job offers. • Refrain from unduly influencing the customer’s decision to accept or reject a job offer. • Within 24 hours of the customer accepting a job offer, submit to NHVR the Placement Notification 2-2011.doc and, if applicable, an invoice (based on the agreed-upon payment schedule). <p>NOTE: <i>If the job developer has been authorized for an incentive bonus, an invoice must be submitted to NHVR after the customer has worked 90 days.</i></p>
<p>3. Discrepancy Analysis</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Review all reports in a timely manner. • Communicate with the job developer and the customer about barrier interventions. • Document the job placement and justification for barrier intervention in the customer’s case notes. • Authorize the Discrepancy Analysis. • Arrange for and approve any ancillary services (amend the Employment Plan if needed).
<p>3. Discrepancy Analysis</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • Work with the job developer to identify any barriers to successful employment. • Work at the job as scheduled. • After accepting the job, continue to be in contact with the NHVR counselor and job developer. • Report any issues concerning your employment to both the NHVR counselor and job developer. <p><i>Continued on next page</i></p>

Service	Who is Responsible	Action Steps
<p>3. Discrepancy Analysis</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Within 2 days of the customer being employed, make a site-visit to the job to complete the Discrepancy Analysis Discrepancy Analysis 5-2010.doc • If Discrepancy Analysis is completed off-site, provide an explanation to NHVR. • Work with the customer to identify any barriers to successful employment. • Communicate with the employer to explain the role of the job developer and the need to gather data to address any barriers to job retention. • Communicate with the NHVR counselor about potential barriers and discuss interventions. Communicate with the NHVR counselor about any additional services the customer may need. Submit the Discrepancy Analysis report and invoice within 2 weeks of NHVR’s authorization for the Discrepancy Analysis. <i>NOTE - Interventions provided for barriers that were identified during the development of the Discrepancy Analysis are <u>not</u> billable.</i>
<p>4. Barrier Intervention</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Review all reports. • Communicate with the customer and the job developer on a regular basis. • Provide guidance and follow-up concerning barrier intervention. • After reviewing the job developer’s Discrepancy Analysis, determine and authorize approved hours for barrier intervention. • Follow up with the customer after barrier intervention has been completed and document this in the case notes.

Service	Who is Responsible	Action Steps
4. Barrier Intervention	NHVR Customer	<ul style="list-style-type: none"> • Follow through with barrier interventions on the job. • Communicate with the NHVR counselor and job developer about progress in addressing the identified barriers. • Keep working as scheduled.
4. Barrier Intervention	Job Developer	<ul style="list-style-type: none"> • Complete and submit to NHVR the initial Barrier Intervention Plan BIP 1-26-11.doc (<i>NOTE: – Barrier intervention hours will only be authorized after NHVR acceptance of the Discrepancy Analysis.</i>) • Use evidence based practices to address barriers. • Evaluate effectiveness of interventions. • Provide the NHVR counselor with a weekly update concerning the effectiveness of interventions. (Email communication is recommended.) • With the NHVR counselor, identify the customer’s need for on-going barrier intervention and make any needed changes to the initial Barrier Intervention Plan. • Provide barrier intervention services only after receiving NHVR authorization. • Submit a monthly report and invoice to NHVR within 10 days after the end date of the authorization. • Complete the Customer Closure/Termination Summary Closure Summary 5-2010.doc

Service	Who is Responsible	Action Steps
<p>5. Job Shadowing</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Complete the intake interview. • Document the customer’s eligibility. • With the customer, review the assessment information (i.e. Choices, SDS, CAI, Strong Campbell, WRIOT, and Interview). • Review job descriptions with the customer to define career options. • Provide the customer with copies of job descriptions. • If applicable, provide the customer with career videos. • If a customer lacks knowledge about the world of work or workplace expectations, make a referral to a job developer who can help the customer learn more about career options. • Create an authorization in VR’s financial system (CMS).
<p>5. Job Shadowing</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • Participate in NHVR’s interest assessment. • Thoroughly explore possible career options – read information provided by NHVR, do Internet research, and explore community resources. • In considering career options: <ul style="list-style-type: none"> a) Determine what jobs match abilities and interests. b) Recognize that employment is affected by the current economy and labor market. This may require adjustments in the job search. c) With the NHVR counselor, decide if further information is needed about a specific career. <p><i>Continued on next page</i></p>

Service	Who is Responsible	Action Steps
<p>5. Job Shadowing</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • Participate in job shadowing opportunities. • With the NHVR counselor and the job developer, decide on questions to ask when job shadowing. • After job shadowing, discuss the experience with the job developer and consider what interventions would be needed to succeed in this job. • With the job developer, complete NHVR’s Job Shadow-Customer Form 5-2010.doc • Following a job shadow experience, send a thank you note to the employer. • Meet with the NHVR counselor to discuss the job shadow experience and, if needed, make adjustments to the job search process.
<p>5. Job Shadowing</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • With the customer, decide on the career(s) that the customer wants to job shadow. • Develop job shadowing site(s) for the customer. • Assist the customer in preparing for job shadowing (i.e. review questions to ask and discuss appropriate dress and on the job behavior). • Talk with the customer after a job shadowing experience and consider what interventions are needed for the customer to succeed at this job. • Assist the customer to complete NHVR’s Job Shadow-Customer Form 5-2010.doc • Assist the customer in writing and sending thank you notes to employers. • Ask the employer or supervisor at job shadowing sites for feedback about the customer. <p><i>Continued on next page</i></p>

Service	Who is Responsible	Action Steps
<p>5. Job Shadowing</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Submit a written report and invoice for each job shadowing site to the NHVR counselor within 10 days after the end date of the authorization. The report should include a summary assessment of the customer’s engagement in the job shadowing process (i.e. appropriate dress, timeliness, attitude, demeanor) and feedback from the employer about the customer.
<p>6. Informational Interviewing</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Complete the intake interview with the customer. • Document the customer’s eligibility • With the customer, review the interest assessment (Choices, SDS, CAI, Strong Campbell, WRIOT, and Interview). • Review job descriptions with the customer to define career options. • Determine if the customer has a personal network that can provide information about career options or help with job contacts. • If a customer lacks knowledge about the world of work or workplace expectations, make a referral to a job developer who can help the customer learn more about career options. • Create authorization in VR’s financial system (CMS).
<p>6. Informational Interviewing</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • Participate in NHVR’s interest assessment. • Thoroughly explore possible career options – read information provided by NHVR, do Internet research, and explore community resources. <p><i>Continued on next page</i></p>

Service	Who is Responsible	Action Steps
<p>6. Informational Interviewing</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • In considering career options: <ol style="list-style-type: none"> a) Determine what jobs match abilities and interests. b) Recognize that employment is affected by the current economy and labor market. This may require adjustments in the job search. c) With the NHVR counselor, decide if further information is needed about a specific career. • With the NHVR counselor and job developer decide on questions to ask the employer. • With the job developer and NHVR counselor identify companies in a specific career/industry and schedule face-to-face or telephone interviews with employers. • Participate in a structured informational interview with employers. • Following an information interview complete NHVR's Informational Interview 5-2010.doc • Send thank you notes to employers interviewed. • Meet with the NHVR counselor to discuss the informational interviews and if needed, make adjustments to the job search.
<p>6. Informational Interviewing</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • With the NHVR counselor and the customer, identify career(s) for the customer to research. • With the customer and the NHVR counselor, identify companies in a specific career/industry and assist the customer to schedule face-to-face or telephone interviews with employers. • Help the customer to develop questions for the informational interview. • Help the customer to prepare for and complete informational interviews. <p><i>Continued on next page</i></p>

Service	Who is Responsible	Action Steps
<p>6. Informational Interviewing</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Assist the customer to write thank you notes to employers. • Submit a report and invoice to the NHVR counselor within 10 days after the end date of the authorization. • Document the company contacts provided to the customer for informational interviews. • Assess the customer’s engagement in the informational interview process. • Ask the employer or company representative for feedback about the customer’s informational interview.
<p>7. Labor Market Survey</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Complete a comprehensive assessment with the customer. (This includes: an interest survey, transferable skills analysis, work values, aptitude assessment, and academic evaluation.) Share the assessment findings with the customer. • Discuss potential career options with customer, taking into consideration the customer’s skills, education, temperament, and work ethic. • With the customer, discuss how the current economy and/or local labor market may affect his or her career options. If needed, help the customer make adjustments in the job search. • Assist the customer to develop questions for the Labor Market Survey. • Refer the customer to a job developer and authorize service. <p><i>Continued on next page</i></p>

Service	Who is Responsible	Action Steps
<p>7. Labor Market Survey</p>	<p>NHVR Customer</p>	<ul style="list-style-type: none"> • Participate in NHVR’s assessment process. • Engage in researching and exploring career options. With assistance from the job developer gather information about the local labor market. • With the job developer and NHVR counselor develop questions for the Labor Market Survey. (Questions may cover wages, job availability, work schedules, and disability accommodations.) • Work with the job developer to complete the Labor Market Survey 5-2010.doc • Meet with the NHVR counselor to discuss realistic career options and make adjustments to the job search if needed.
<p>7. Labor Market Survey</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Receive referral, review customer assessments and preliminary labor market information. • Assist the customer to develop questions to be answered in the Labor Market Survey. • Assist the customer to contact local employers. • Provide the NHVR counselor with a summary of the Labor Market Survey; include information about the customer’s engagement in the survey process and share any issues or concerns. • Submit the Labor Market Survey report and invoice to NHVR within 10 days after the end date of the authorization.

Once you get a job, NHVR will keep your case open for at least 90 days. Before closing your file, both you and your NHVR counselor must consider the employment outcome to be satisfactory and agree that you are performing well on the job.

The Supported Employment Process

Supported Employment is competitive employment in integrated jobs with ongoing support services. Supported employment is for individuals with the most significant disabilities who need substantial assistance to attain, learn, and maintain a job.

Successful supported employment is a team effort. The NHVR counselor, job developer, the NHVR customer and/or guardian, and case manager are all members of the supported employment team. The following chart outlines the steps in the supported employment process and the responsibilities of each partner on the team.

NHVR Supported Employment Process

STEP	Who is Responsible	Action Items
<p>1. Referral and Job Search</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Review assessments and identify the customer’s need for long-term support. • With the customer and the team identify a job developer to work with the customer. • Within 2 weeks of identifying a job developer, meet with the customer and job developer. • Provide the job developer with the following information: <ul style="list-style-type: none"> a) Referral Form Referral to CRP 3-2011.doc b) Disability related information c) Vocational Assessment and Individual Skills Inventory Individual Skills Inventory 3-2011.docx d) Team will develop the Job Search Plan-SEP 5-2010.doc and IPE e) Customer Employment Plan • Decide how often the team will meet and what type of communication works best for team members (phone, email, or meeting in person). • With the customer and the team, discuss what long-term supports are needed. • When contacted about issues or concerns, schedule a team meeting to discuss these further. • Manage communication with team members – including the customer, job developer, parents/guardians, case manager, service coordinators, and long-term support provider. <p><i>Continued on next page</i></p>

STEP	Who is Responsible	Action Items
1. Referral and Job Search	NHVR Counselor	<ul style="list-style-type: none"> • With the customer discuss whether or not to disclose the customer’s disability to employers. • Authorize services in a timely manner. • Monitor the job search to assure that the process is working well.
1. Referral and Job Search	NHVR Customer and/or Guardian	<ul style="list-style-type: none"> • Participate in the assessment process to determine a vocational goal. • Interview potential job developers. • Participate in the initial meeting with the NHVR counselor and the job developer. • Schedule the next meeting with the job developer and decide on how often to meet. • Work with the NHVR counselor and job developer to plan the job search. • With the NHVR counselor develop the Individualized Plan for Employment. • Be in contact with the job developer and NHVR counselor at least once a month. • Attend meetings with job developer and/or NHVR counselor. • Actively participate in the job search.
1. Referral and Job Search	Case Manager	<ul style="list-style-type: none"> • Participate in the assessment process to determine the customer’s vocational goal. • Attend the initial meeting with the customer, guardian, NHVR counselor, and job developer. • Work with the NHVR counselor, customer, guardian, and job developer to plan the job search. • Help the team decide what long-term support the customer will need. • Arrange for a provider to deliver long-term support to the customer and identify the contact person for long-term support. • Work with the NHVR counselor to address concerns related to the customer’s job search. <p><i>Continued on next page</i></p>

STEP	Who is Responsible	Action Items
<p>1. Referral and Job Search</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Evaluate and discuss the customer referral at the initial meeting and decide whether or not to accept the referral. • If the referral is accepted, schedule the next appointment with customer and guardian, and agree on how often to meet. • Work with the NHVR counselor and customer to plan the job search. • Provide job development services only after NHVR authorization is received. • Provide the NHVR counselor with weekly updates about the job search either by email or phone.
<p>2. Job Development</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Monitor the job placement process to assure that things are working well. • Maintain communication with all members of the team. • If the customer declines a job offer, hold a face-to-face meeting with the job developer, customer, and guardian to redefine the job search. • If there is no job placement within six months of the customer and job developer working together, take the following steps: <ul style="list-style-type: none"> a) Hold a team meeting to review the customer’s vocational goal, address any issues, and discuss needed changes in the job search. b) Have a private conversation with the job developer about job search efforts. c) Have a private conversation with the customer and guardian about job search efforts. d) Decide how to proceed with the job search. <p><i>Continued on next page</i></p>

STEP	Who is Responsible	Action Items
<p>2. Job Development</p>	<p>NHVR Customer and/or Guardian</p>	<ul style="list-style-type: none"> • Discuss any concerns about the job search with the job developer. • Discuss any concerns about employment with the job developer. • Keep all appointments with the job developer and/or NHVR counselor. (Give advance notice if you cannot make an appointment. Reschedule any missed appointments or meetings.)
<p>2. Job Development</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Notify the NHVR counselor immediately about any issues affecting the customer’s employability (i.e. missed appointments, inappropriate behavior, poor hygiene, suspected drug/alcohol abuse). • Notify the NHVR counselor about any additional services that may be needed. • Submit the Monthly Job Search Report (SEP Monthly Job Search Report-SEP 5-2010.doc), the Job Search Log (NHVR Job Log 11-2010.docx), and invoice within 10 days from the end date of NHVR authorization.
<p>3. Job Offer</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Respond quickly when notified that the customer has a job offer. Work with the customer and/or guardian to help them make an informed choice about the job offer based on the customer’s employment goal. • If the customer accepts the job, authorize a Job/Person Assessment – SEP using either: <ul style="list-style-type: none"> a) A weekly rate if the customer is working 4 or more days a week, or b) A daily rate if the customer is working three days or less a week.
<p>3. Job Offer</p>	<p>NHVR Customer and/or Guardian</p>	<ul style="list-style-type: none"> • Notify the NHVR counselor by phone or email when there is a job offer and provide details about the position. • With the NHVR counselor, discuss whether or not to accept the job offer. <p><i>Continued on next page</i></p>

STEP	Who is Responsible	Action Items
3. Job Offer	Job Developer	<ul style="list-style-type: none"> • Support the customer through the process of deciding whether or not to accept a job offer. Be careful not to overly influence the customer's decision. • Coach the customer to contact the NHVR counselor when a job offer is made. • Within 24 hours of a job offer submit the Placement Notification Placement Notification 2-2011.doc to NHVR.
4. Personalized Job Assessment	NHVR Counselor	<ul style="list-style-type: none"> • Contact the customer, parent/guardian, job developer, and case manager to: <ul style="list-style-type: none"> a) Review the Job-Person Assessment Package (J-PAP) and initial Barrier Intervention Plan b) Determine which barriers can be resolved c) Identify interventions for performance-related barriers.
4. Personalized Job Assessment	NHVR Customer and/or Guardian	<ul style="list-style-type: none"> • Work with the team to develop a plan to address any barriers in the workplace.
4. Personalized Job Assessment	Case Manager	<ul style="list-style-type: none"> • As appropriate, work with the team to develop a barrier intervention plan. <p style="text-align: right;"><i>Continued on next page</i></p>

STEP	Who is Responsible	Action Items
<p>4. Personalized Job Assessment</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Within 2-4 weeks of the customer accepting a job offer, complete the Job-Person Assessment Package. This includes the following items: <ul style="list-style-type: none"> a) Physical Demands - SEP Physical Demands 6-2011.docx; b) Soft Skills Assessment - SEP Soft Skills-Computer Knowledge 6-2011.docx c) Task Analysis - SEP Task Analysis 6-2011.docx d) Barrier Intervention Plan - BIP 1-26-11.doc • If the Job-Person Assessment is completed off-site, explain why. • Work with the team to develop the Barrier Intervention Plan. • Submit reports and invoice to NHVR within 5 days of the end date of the authorization.
<p>5. Barrier Intervention Plan</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Review reports in a timely manner. • Communicate with job developer and customer about barrier interventions. • Document placement and justification for barrier intervention in case notes. • Authorize hours for the Barrier Intervention Plan. • Determine when NHVR services will end.
<p>5. Barrier Intervention Plan</p>	<p>NHVR Customer and /or Guardian</p>	<ul style="list-style-type: none"> • Work at the job as scheduled. • Work with the job developer to identify any barriers to employment. • Share any concerns about training or other aspects of the job with the NHVR counselor. • Meet with the NHVR counselor and the team to set a date for transition to long-term supports. <p><i>Continued on next page</i></p>

STEP	Who is Responsible	Action Items
<p>5. Barrier Intervention Plan</p>	<p>Job Developer</p>	<ul style="list-style-type: none"> • Provide job coaching to help the customer overcome barriers. • Communicate with the NHVR counselor and the team about the customer’s progress. • Communicate monthly with the NHVR counselor regarding barrier intervention hours. • With the NHVR counselor, decide when barrier intervention hours will end. • Communicate with the NHVR counselor about additional services or supports the customer will need. • Submit the final Barrier Intervention Plan and invoice within 10 days of the end date of NHVR authorization. • Meet with the NHVR counselor and team to set a date for the transition to long-term supports.
<p>6. Transition To Long-Term Supports</p>	<p>NHVR Counselor</p>	<ul style="list-style-type: none"> • Facilitate the Long-Term Support Transfer meeting with the NHVR customer and/or guardian, job developer, case manager, and the long-term support provider. • Finalize the Long Term Support Transfer Agreement-SEP 5-2010.doc • Before closing the customer’s file, monitor the effectiveness of long-term supports for 90 days.
<p>6. Transition To Long-Term Supports</p>	<p>NHVR Customer and/or Guardian</p>	<ul style="list-style-type: none"> • Attend the meeting with the NHVR counselor, job developer, case manager, and long-term support provider to decide when NHVR services will end and long-term supports will begin. • Sign the Long-Term Support Transfer Agreement. <p><i>Continued on next page</i></p>

STEP	Who is Responsible	Action Items
6. Transition To Long-Term Supports	Case Manager	<ul style="list-style-type: none"> • Attend the meeting with the NHVR counselor, NHVR customer and/or guardian, job developer, and long-term support provider to decide when NHVR services will end and long-term supports will begin. • Sign the Long-Term Support Transfer Agreement.
6. Transition To Long-Term Supports	Job Developer	<ul style="list-style-type: none"> • Attend the meeting with the NHVR counselor, NHVR customer and/or guardian, and long-term support provider to decide when NHVR services will end and long-term supports will begin. • Sign the Long-Term Support Transfer Agreement. • Complete the Customer Closure Summary Closure Summary 5-2010.doc • Submit the final case report and invoice to NHVR within 5 working days of signing the Long-Term Support Transfer Agreement.
6. Transition To Long-Term Supports	Long-Term Support Provider	<ul style="list-style-type: none"> • Attend the meeting with the NHVR counselor, the customer and/or guardian, the job developer, and case manager to decide when NHVR services will end and long-term supports will begin. • Sign the Long-Term Support Transfer Agreement.

Once you transfer to long-term services, NHVR will keep your case open for at least 90 days. Before closing your file, both you and your NHVR counselor must consider your employment outcome to be satisfactory, agree that you are performing well on your job, and agree that the long-term supports in place are sufficient for you to maintain your employment.