

# Employment services workflow

*Note: If the person loses employment, it may be appropriate to repeat steps 1 through 7. Use your best professional judgment and follow all current Division of Services for People with Disabilities (DSPD) and Vocational Rehabilitation (VR) guidance.*

Process to coordinate DSPD and VR employment services:

## Step 1 Contact the local Vocational Rehabilitation (VR) office and complete a VR orientation and application.

### Support coordinator

- Help the person [contact their local VR office](#).
- Schedule an orientation. The orientation can be done in-person or virtually. A recorded orientation can also be viewed [online](#).
- Help the person complete a [VR application](#).

### Vocational rehabilitation

- Assist the support coordinator and person with orientation information.
- Schedule orientation if needed.
- Give the person and support coordinator access to a [VR application](#).

### Person

- [Contact the VR office](#) independently or with assist from full support.
- Schedule an orientation appointment or complete the orientation [online](#).
- Complete as much of the [VR application](#) as possible.

## Step 2 Meet with a counselor to complete an initial interview and review application.

### Support coordinator

- Help the person attend the initial interview. Bring the application and other required documents to the intake appointment. This might include medical records, work history, behavioral plan, a form of identification (ID), social security card, or other documents the VR counselor asks for.

### Vocational rehabilitation

- Conduct the initial interview and, if needed, help complete the application.
- Sign releases of information included in the intake.
- Help the person understand the eligibility process and the next steps in the VR process.
- Evaluate the person's skills, interests, and abilities. Consider their potential for meaningful employment, recognizing that personal motivations may not always be immediately evident.

### Person

- Bring medical records, work history, behavioral plan, a form of identification (ID), social security card, and any other documentation your VR counselor asks you to bring. Before the initial interview, if available, either bring release forms in person or be prepared to sign release forms at the initial interview.

## Step 3 Receive VR eligibility determination (60 days or less)

### Support coordinator

- After the person receives an eligibility determination letter, help them schedule a plan development meeting with a VR counselor.
- If the person has not received an eligibility determination from VR within 60 days, contact the counselor.

### Vocational rehabilitation

- Determine eligibility and send determination letter to the person.

### Person

- When you get the letter about whether you are eligible, call your support team/VR to schedule the next meeting with a VR counselor.

## Step 4 Attend a meeting with VR counselor.

<b>Support coordinator</b>	<ul style="list-style-type: none"><li>● Help the person prepare for their Individual Plan for Employment (IPE or plan) development meeting in person or virtually.</li><li>● Complete and return <a href="#">Department of Workforce Services Utah State Office of Rehabilitation (DWS USOR) Form 58A</a> if requested by the VR counselor.</li><li>● Help the person prepare any person-centered planning tools needed for the meeting. Examples could be: <a href="#">Employment Planning Tool</a>, <a href="#">Charting the Life Course Trajectory</a>, <a href="#">Good day/Bad day</a>.</li></ul>
<b>Vocational rehabilitation</b>	<ul style="list-style-type: none"><li>● Discuss the needs of the person and develop the IPE. The plan must be completed and signed by the person and VR counselor before any services are provided.</li><li>● For people on the Supported Employment (SE) track, VR initiates DWS USOR Form 58A when an IPE is established</li><li>● Coordinate the person's decisions with the support team.</li></ul>
<b>Person</b>	<ul style="list-style-type: none"><li>● Attend the meeting in person or virtually.</li><li>● Talk about your work goals with your support team/VR.</li><li>● Help the team determine what your employment needs are.</li><li>● Choose a <a href="#">Community Rehabilitation Program/Provider (CRP)</a>.</li><li>● Bring any person-centered planning tools to the meeting. Examples could be: <a href="#">Employment Planning Tool</a>, <a href="#">Charting the Life Course Trajectory</a>, <a href="#">Good day/Bad day</a>.</li></ul>

## Step 5 Participate in VR services.

<b>Support coordinator</b>	<ul style="list-style-type: none"><li>● Participate actively on the support team.</li><li>● Adjust any DSPD services as needed.</li></ul>
<b>Vocational rehabilitation</b>	<ul style="list-style-type: none"><li>● Provide vocational counseling and guidance.</li><li>● Authorize services as needed to help the person prepare for and achieve employment. (restoration services, assessments, job placement services)</li><li>● Document and communicate progress.</li><li>● Actively participate on the support team.</li></ul>
<b>Person</b>	<ul style="list-style-type: none"><li>● Communicate with job coach and support team regularly.</li><li>● Actively work with your support team.</li><li>● Be a valuable employee.</li><li>● Sign updated plan amendments in a timely manner.</li></ul>
<b>Expectations of Community Rehabilitation Program/Provider (CRP)</b>	<ul style="list-style-type: none"><li>● Lead employment-related activities as authorized.</li><li>● Provide monthly reports to the VR counselor and support coordinator. Include plans to fade services as much as possible, and the person's successes and struggles.</li><li>● Communicate often and clearly with the VR counselor.</li><li>● Meet frequently with the support team.</li><li>● Meet with the person for activities as necessary.</li><li>● Actively participate on the support team.</li></ul>

## Step 6 Prepare for DSPD to fund extended employment services. Begin this process at least 60 days prior to the "Anticipated date of extended services."

<b>Support coordinator</b>	<ul style="list-style-type: none"><li>● Attend the job stability meeting.</li><li>● Collect and upload <a href="#">DWS USOR forms: 58B</a>, and the last 3-months of the <a href="#">Form 93</a> and <a href="#">Form 95</a> in USTEPS.</li><li>● Submit Request for Services (RFS) if needed.</li><li>● Coordinate with VR Counselor to ensure closure within 90 days after job stability meeting.</li></ul>
<b>Vocational rehabilitation</b>	<ul style="list-style-type: none"><li>● Conduct job stability meeting.</li><li>● Send DWS/USOR forms 58B, 93 and 95 covering 3 months of job coaching support to the support coordinator.</li><li>● Maintain communication with the support coordinator and client throughout the successful transfer of service funding.</li></ul>
<b>Person</b>	<ul style="list-style-type: none"><li>● Continue to work and make progress at your chosen job.</li><li>● Tell your support team about any changes you need in your support.</li></ul>
<b>RFS team role</b>	<ul style="list-style-type: none"><li>● Provide an impartial assessment of job placement in CIE to the VR counselor.</li><li>● Review all documentation and justification to make sure the person's health, safety, and job goal needs have been met.</li><li>● Deliver a decision based on the consensus of committee members.</li></ul>

## Step 7 DSPD funds extended services.

<b>Support coordinator</b>	<ul style="list-style-type: none"><li>• Coordinate ongoing supports and make sure to transfer services.</li><li>• Coordinate any wraparound services impacting success on-the-job as needed.</li><li>• Make sure extended employment service strategies promote on-the-job independence.</li><li>• Build natural supports on the job, within the family, and in the community to help maintain the position long-term.</li><li>• Coordinate and develop a plan to fade paid employment services as much as possible.</li></ul>
<b>Vocational rehabilitation</b>	<ul style="list-style-type: none"><li>• Once DWS/USOR forms 58B, 93, and 95 are completed and sent to the support coordinator, the VR case will remain in Employed Status for a minimum 90 days before VR closes the case.</li><li>• Counselor best practice include keeping in contact with the support coordinator during those 90 days to make sure the transfer is successful.</li></ul>
<b>Person</b>	<ul style="list-style-type: none"><li>• Continue to learn, improve, and progress in your job.</li><li>• Communicate desires, support needs, and any changes needed on the job with staff, your support coordinator, and natural supports.</li></ul>
<b>DSPD provider</b>	<ul style="list-style-type: none"><li>• Deliver any potential wraparound services impacting success on-the-job as needed.</li><li>• Implement extended employment service strategies promoting on- the-job independence.</li><li>• Build natural supports on the job, within the family, and in the community to help maintain the position long term.</li><li>• Develop and follow through with an existing or new plan to fade paid employment services as much as possible.</li><li>• Provide quarterly reports to the support coordinator. Reports should include plans to fade services as much as possible, successes, and struggles.</li></ul>

**Note:** If the person loses employment, it may be appropriate to repeat steps 1 through 7. Use your best professional judgment and follow all current DSPD and VR guidance.

**Reminder:** Informed choice, support and access to resources for Competitive Integrated Employment are the responsibility of the full support team including support coordinators, guardians, and family members (as needed), and all HCBS providers in any setting.

For plain language resources for individuals and families, view this resource from the Utah Parent Center, [What is Vocational Rehabilitation](#).

If you have questions about Vocational Rehabilitation (VR) or Division of Services for People with Disabilities (DSPD), contact us at: [DHHS\\_DSPD\\_CommunityInclusion@utah.gov](mailto:DHHS_DSPD_CommunityInclusion@utah.gov) or [CRP@utah.gov](mailto:CRP@utah.gov).

If you have issues with any Vocational Rehabilitation case, reach out to supervisors in the office and/or district. If more support is needed, contact the Client Assistance Program (CAP). For more information, visit the [VR contact website](#).

A video walkthrough is available through the [Disability Law Center \(DLC\) Applying to VR Video](#).