



Iowa Workforce Development

Vocational Rehabilitation Services

**IVRS Supported
Employment Services (SES)**

**Vienna Hoang
CRP Resource Manager**

2026

Today's Objective

- Understand what is Employment First as it relates to Supported Employment Services (SES)
 - Understand VR process for application and accessing SES
 - Learn about the expectations for VR authorizations and billing
 - Documenting with the 5 Key Elements
 - Discuss best practices
-

What is Employment First?

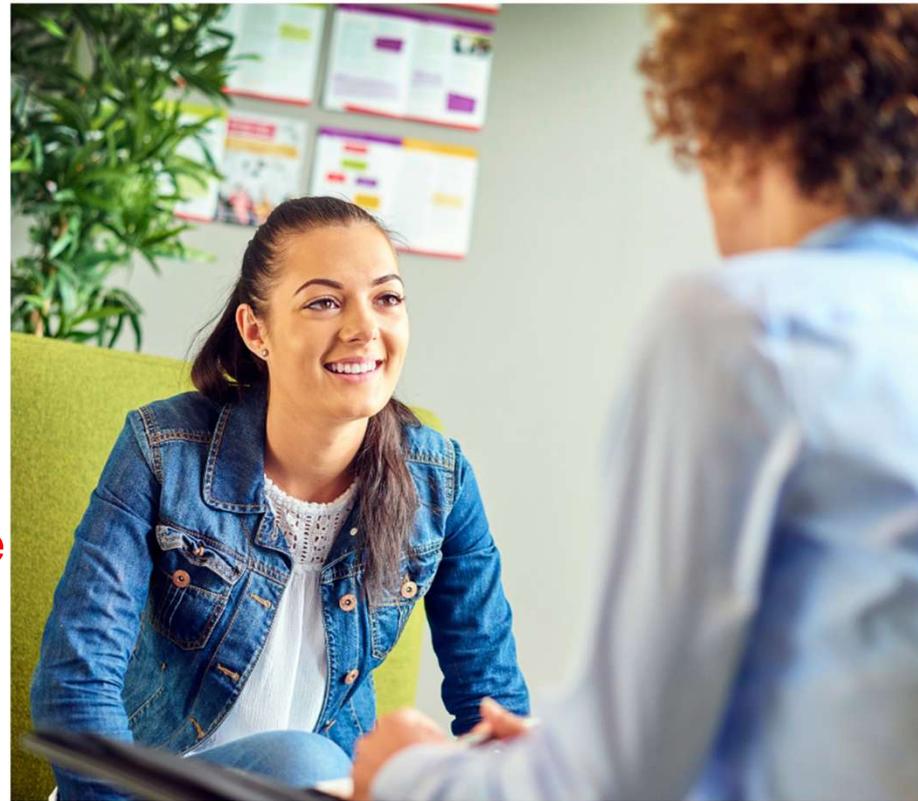
- Everyone, including those with the most significant disability (MSD)
- Public funds
- Competitive (C)
- Integrated (I)
- Employment (E)
- Services & Support



October 4, 2018 – Employment First Proclamation

VR Process

- Vocational Guidance and Counseling
 - Resource Referrals
 - Training (on the job, vocational, college, etc)
 - Rehabilitation Technology
 - Supported Employment Services (SES)
 - Vocational Assessments
 - Job Readiness Training
 - Job Seeking Skills
 - Job placement support
 - Short-term follow-up
- **30 days to Intake**
 - **60 days to determine Eligibility**
 - **90 days to develop Individual Plan for Employment (IPE)**



SES

Intake: 3 Pronged Decision Making

- Diagnoses from approved diagnostician(s)
- Substantial Barrier(s) to Employment
- Continuum of readiness

IPE: not a one-day event but a process

- *SES is only put on IPE if you have a plan for LTSS provider **AND** funder*
- *Provide other services to support JC with CIE goal*

Barriers to Employment

1. Mobility
2. Work Tolerance
3. Work Skills
4. Self-Care
5. Interpersonal Skills
6. Self-Direction
7. Communication Skills

Closing time, time for you to go out to the places you will be from...

- **Stabilization**

- Plateaued effect
- No other support service needed
- ST22-0: 90 days minimum

- **Long Term Services & Support (LTSS)**

- Transportation
- Ongoing job coaching needs to ensure long term success
- LTSS options:
 - Waiver
 - DAPs/MCO/HHS/ME
 - Private pay
 - Natural supports (can't be the only plan in some cases)



Natural Support

- Required for all cases with SES on IPE
- Specific names at the business and phone numbers who are committed to supporting the JC with specific tasks (Head person of the company, direct supervisor/lead person, & coworker who may be working alongside the JC)
- Contingency persons (person to contact if primary natural supports aren't available or are no longer with the business)
- Must be implemented during the 90 days while in ST22-0



Documentation

Five key elements of a good document:

1. **Say my name, say my name!** Names (JC, ES, VR CO, & CM if applicable), name of service authorized
 2. **Dates and times:** Date service rendered, start time and end time and these must equate to units claimed and authorized
 3. **What did you do???** Activities completed by the ES must be consistent with the service authorized
 4. **Data, data, data:** Observations that show objective data supporting progression/regression/stabilization
 5. **ESPR:** ES's professional recommendation and why
-

Blending and Braiding Services/MOA

TRIAGE



1. Still follow the rules and process established by each agency
2. Who does what when?
3. How to handle the grey area/differences (TRIAGE)
4. Who is the primary funder?
 - 24 years old and under but no longer a student
 - 25 years old and over

Local Offices:
Supervisor
VR Counselors
Support Staff



Administrative Offices:
IWD Administrator
VR Administrator
Bureau Chiefs

Office Operations:
DAS
Program Coordinators
Accountants

Thank You



Iowa Workforce
Development

Vocational Rehabilitation Services

1000 E Grand Avenue • Des Moines, IA 50319 • ivrs.iowa.gov

Vienna.Hoang@iwd.iowa.gov

Cell # 515-802-1460