

# Employment Supports Policy State Board Review

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Presented By: Douglas Rand, OVR Business Services &  
Outreach Division Chief

## Name Change: Employment Supports (ES) Policy

### Why?

- We have many services currently under the “SE Umbrella” that are not considered SE according to federal law (WIOA):
  - SESP (SE Intake)
  - CBWA & Discovery
  - Job Development (inc. Customized)
  - Job Mentoring
  - Short-term job coaching (Intermittent SE and Job Retention)
- SE services require intensive and frequent supports including the anticipation of extended services/ongoing supports
- SE services cannot occur prior to the customer beginning a job

- There is inconsistency in PA about “SE plans” and this affects RSA reporting
- Not all customers who need on-site supports should be deemed an SE case
- Many current SE cases should be considered short-term job coaching rather than supported employment

- Better align our guidelines and definitions with requirements of the Workforce Innovation and Opportunities Act (WIOA)
- Simplify billing and reporting procedures
- Establish an improved system for measuring customer stability on the job
- Align policy to meet period of performance and other fiscal requirements

## **Simplifying service choice and making services more flexible to meet individual customer need**

The current SE policy has 24 service codes. Through combining like services and more clearly defining them, the proposed structure contains 11 related service codes that still represent the range of supports required to meet the needs of OVR customers.

## **Streamlining service delivery to reduce system and procedural complexities:**

- Includes elimination of both the “phased” concept of SE service delivery and the mix of hourly and “negotiated” payments.
- Predictable due dates with calendar-month reporting on most services
- Flexibility of service delivery – switching between services to be easy and seamless

## **Minimizing service delays while accounting for proper use of “Period of Performance” (POP) guidelines**

The phased approach to Performance-Based SE in the current policy causes service delays and POP violations. In our proposed structure, phases will be eliminated and supports will be more flexible and timelier.

## **Improving the definition and measurement of customer stability on the job**

OVR's current approach to determining job stability relies heavily on mathematical calculations based on the amount of time employment supports are rendered. The new policy includes a qualitative approach focusing on customer and employer satisfaction.

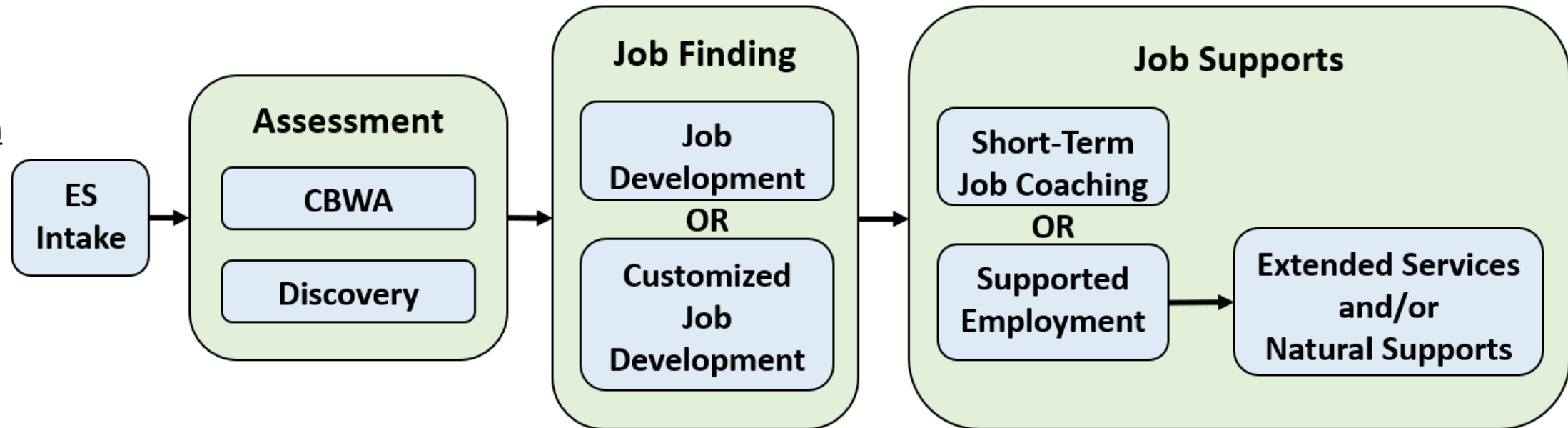


# Employment Supports Flow

VRC Supports  
Determination



**VRC**



# Questions?