

Chapter 205: Post-Employment Services

Vermont Division of Vocational Rehabilitation
Policy and Procedures Manual

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Section I. Definition

- 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. Purpose

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. 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 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
- C. 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. Post-Employment Services Criteria

- A. The counselor can open a case in PES if all of the following apply:
1. The consumer wants to advance in 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.
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 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 closure as a successful rehabilitation);
 2. At the time of pre-closure consultation for successful employment;
 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. Termination

- A. 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.
- 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.

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.