

Vocational Rehabilitation and ODDS Service Crosswalk

VR-Service(s)	When Provided	Examples/When Appropriate:	How to use what was learned in the service
Consultation with Vocational Rehabilitation: Consult with staff any time before or after referral if individual is uncertain about work	Pre VR-Referral	Contacting local VR office to staff client referral/next steps towards employment.	Develop next steps which could include VR referral /application
Career Exploration: (CE) Encompasses a variety of activities to help identify areas of vocational interest.	Pre IPE	Clients that have more than one interest benefit by finding one job goal with potential for good outcome.	Career Exploration- helps narrow down specific goal and job supports and/or accommodations needed.
Community Based Work Assessment (CBWA): Comprehensive vocational assessment at employer site (commonly used to help narrow vocational interests when needed).	Pre IPE	Usually not provided to people who have done ODDS Discovery without branch manager approval. Helps narrow down job goal.	Identifies job goal and supports/services needed for employment goal including cultural, linguistic, accommodation, communication supports, etc.
Targeted Vocational Assessment (TVA): Completed for specific vocational goal. Looks at skills and tasks for desired job goal.	Pre IPE or during IPE services if needed	Can be completed if client had Discovery. Must be completed at integrated employment sites individually developed.	TVA's are short: Maximum 8 hours. Report answers specific questions related to job goal.
Employment/Skills Building Classes: Employment Assessments to identify and refine soft skills.	Pre-Eligibility, Pre IPE, or during IPE	VR can refer applicants waiting for eligibility to learn employment skills and get ready for VR services.	Helps with soft skills training, pre-employment skills and confidence building provided through VR
Counseling and Guidance: Foundational role of the VRC with the person and employment team. VRC is the facilitator and coordinator for this VR service	Any time during VR services	It is the VRC's responsibility to provide counseling and guidance throughout the VR process. To advocate on behalf of the client as appropriate and coordinate services.	Helps to ensure treatment/restoration services are being managed with specific goals/outcomes.
Portfolio: Resume development, master application and other preparation activities.	During IPE	Deemed necessary by VRC to prepare an individual to go to work. Not all people will need this service.	Portfolio services result in resources used during job search-tools for marketing to potential employers
Job development (JD): Employment provider represents the individual and speaks with potential employers to match their skills, interests, talents etc. to the employer's business needs.	During IPE	Individuals who want to work and need help matching their skills, interests, and talents to an employer's business needs.	Job placement occurs when individual is hired in competitive and integrated employment
Job Coaching: Coach provides positive reinforcement training strategies for the individual to learn required job tasks beyond what an employer usually teaches.	During IPE or comprehensive assessment	Person would benefit by having direct supports to learn the job and establish themselves in the work setting.	Supports developed so the person can be as independent as possible including with natural supports.

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ODDS-Service(s)	Wants to work now	Work but not in the next 12 months	Unsure but wants to explore	Examples/When Appropriate:	How to use what was learned in the service
Employment Path (EPC)- not available to students eligible for school services	If person wants	If person wants	If person wants	Touring community business, Project Search, informational interviews, job shadows, work experience, soft skills building, etc. Individual wants to explore and/or build skills to decide about employment. Every service has an expected result related to competitive integrated employment (CIE).	Informs the CDP and VR's IPE.
Discovery	If person wants	No	No, consider EPC	Person wants to work now but not sure what they want to do. Occurs as close to VR referral as possible. This service lasts 3 months, results in a Discovery Profile, and application to VR.	Shapes the CDP and IPE
Job Coaching	If person wants	No-once job is obtained	No	Person needs help learning job.	Developing natural supports so person can be as independent as possible.
VR Consult	If person wants	If person wants	Yes	The person and the ISP team need a VR Counselor's help to identify next steps or actions related to CIE	May result in applying to VR
Referral to VR	Yes	No	No, consider EPC, VR Consult, etc.	Person wants to work as soon as possible.	New team members help refine person's employment goals.
Benefits Counseling	Yes	If person wants	If person wants	If fear of losing benefits is a barrier to working. Also, good if person is working - especially if wages or hours change.	Informs a person's financial and benefits planning.
Small Group	If person wants	If person wants	If person wants	Person wants to earn some money during job development. Experiences match their interests.	Build on what was tried and what the person and the team learned

When the person is considering a service, ensure that: 1) The team knows what the person wants the result of the service to be; 2) What the person has done before and what they liked/disliked; 3) The service is a good investment of the person's time and energy.; 4) Every service is expected to contribute to the achievement of competitive integrated employment (CIE) through outcomes (desired results) in the CDP; 5) The team can never require the person to participate in an employment service - including Discovery; 6) The CDP changes based on the person's progress.

RESOURCES

I/DD Employment Provider Results: <https://eos.oregon.gov/>

Cross-Agency Employment Services (and other frequently used) Terms: [Glossary Tool](#)

Build Your Road to Work: <https://road2work.oregon.gov/>

Employment Services Video(s) Fact Sheet(s): <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/Pages/Supported-Employment.aspx>

Vocational Rehabilitation CROSSWALK ADDENDUM

Reminder: Vocational Rehabilitation (VR) and Office of Developmental Disabilities (ODDS) employment services utilize a team approach as best practice. The client chooses who they would like to participate as part of their team; which may include the individual, VR Counselor, SC/PA, chosen Employment Provider, and other individuals the client would like as part of the employment team (e.g. family, advocate, residential provider, etc.). Services are selected based on the team working together while taking into consideration the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual. This also includes considerations related to the support needs the individual has identified including cultural, linguistic, communication, accommodations, etc. Employment service delivery can be provided, as appropriate, in-person or virtually. The individual and team determine how services will be delivered, and what supports are needed to assist in determining a vocational direction.

Transition Services: Pre-Employment Transition Services ([Pre-ETS](#)):

Pre-Employment Transition Services (Pre-ETS) are services for students age 14-21 with disabilities. Requirements include being a current Oregon student in secondary or post-secondary education, receiving services under an Individual Education Plan (IEP), or 504 Plan, or a documented disability. Pre-ETS focus on Job Exploration, Work-based Learning, Workplace Readiness, Self-Advocacy, and Post-Secondary Counseling. Please note that Pre-ETS do not require a referral to Vocational Rehabilitation. They do require a request for consultation that can be found on the website listed below in the section titled "How do I request Pre-ETS" that get emailed to Pre.ETS@dhsosha.state.or.us. This links provide more information about Pre-ETS <https://www.oregon.gov/dhs/EMPLOYMENT/VR/Pages/YTS-Pre-ETS-FAQs.aspx> along with Vocational Rehabilitation Pre-ETS website <https://www.oregon.gov/dhs/EMPLOYMENT/VR/Pages/YTS-Pre-ETS.aspx>

Vocational Rehabilitation Consultation:

At any time in the process including before referral to Discovery or referral to Vocational Rehabilitation, staff are welcome to contact Vocational Rehabilitation Counselors who specifically work with individuals that experience an intellectual or developmental disability, Counselors who work with a general caseload or Branch Managers to ask questions, staff cases or share concerns.

****Discovery is always the person's choice and not required prior to applying for Vocational Rehabilitation service(s)****

What is the Job Developing process?

Once a person is eligible for Vocational Rehabilitation services, the comprehensive assessment process has been completed and a job goal identified, "best practice" is for the team to choose job developers for "meet and greet" interviews, up to three if necessary. If the job seeker already worked with a Discovery Provider and they want to continue working with that agency, a referral for job developing services can be authorized by the Vocational Rehabilitation Counselor.

After the team has identified an agency they want to work with, the VRC will schedule a referral meeting. During this step, the Job Developer will conduct meetings with the participant to discuss in detail the unique strengths, resources, priorities, concerns, abilities, capabilities, and interests as they relate to the Individual Plan of Employment (IPE) and job goal. They will also review any functional limitations and how these may impact job performance. The Job Developer may schedule field trips, job shadows, informational interviews and other job-related activities in the community with the participant to understand and observe the characteristics which peak the participant's interests, any behaviors which may result in barriers to employment and the participant's general job seeking abilities. The Job Developer has 10 business days to accept the Vocational Rehabilitation referral or decline. If the Job Developer declines to work with an individual, the Vocational Rehabilitation Counselor will meet with the team to discuss next steps, which could include more comprehensive assessments to identify barriers or possible skills training, or It could also include referral to other vendors that may have capacity.

If the job developer accepts the Vocational Rehabilitation referral, they will conduct activities to complete a comprehensive and Individualized Job Placement Strategies Report which outlines the strategies and methods they will use to assist the job seeker with getting a job within their identified job goal. **NOTE:** This does not mean getting "any job" that is available. Job developers are contracted and must place participants in a job that meets the individual's vocational goal listed in their Individual Plan of Employment (IPE). The job must be in a competitive an integrated setting and it must match the hours the participant determined they want to work per week. The Job Developer has 45 days from the referral date to send the report to the Vocational Rehabilitation Counselor. This report outlines what methods and strategies they will use to help a participant secure a job. They might also assist a participant with resume development, creating a master job application, and work on basic interview skills during this phase. **Please note that job developing does not actually start until the strategy report has been accepted by the Vocational Rehabilitation Counselor and the Job Developer receives payment authorization for the next step.**

Once the strategy report is accepted, the Job Developer uses the strategies and methods identified in the report to find job opportunities for participants. Some of these strategies may include scheduling job shadows, informational interviews, and working interviews to meet with employers. Job developers may send completed job applications on behalf of a participant. **Please note:** *During this time, job developing vendors may work behind the scenes networking and developing a relationship with employers in order to arrange opportunities for participants to interview. Quite often, participants may not hear from their Job Developer until there is an opportunity.* This part of the job development process is reviewed with the individual and employment team during the development of the Individual Plan of Employment (IPE) and prior to signing the IPE.

Often, a Job Developer will set up a "working interview" for the participant to volunteer and try out the job for a day. This is a great strategy which often leads to a job offer.

If job development lasts **120 days** from the date the strategy review is accepted by the Vocational Rehabilitation Counselor, the team should meet and discuss what changes need to be made to reach a successful employment outcome. If the participant is not fully involved in the job developing process or if they are not readily available to participate, the vendor has the option of continuing with job development services or declining. The participant also has the same option of continuing or changing vendors with the team's recommendations.

What does "participation" look like for consumers?

Vocational Rehabilitation has the expectation that clients will participate in the job developing process as much as they are able to do on their own based on their unique strengths, needs, priorities, resources and capabilities. Returning calls/emails/text-messages within 24 hours or sooner if possible; showing up on time to scheduled meetings with the job developer; being dressed and groomed appropriately for the activities scheduled; practicing interview skills with the Job Developer; attending job fairs when available and appropriate; assisting with filling out job applications, unless the Job Developer will be doing this task; and calling 24 hours ahead of time to cancel appointments if necessary.

What happens if a participant gets a job, but they are not sure it's a good fit?

As with anything, it takes time to get used to a job before a person feels comfortable and confident, they can do the job. Working closely with the job coach will help with building confidence and mastering skills. The job coach can also help the employee learn how to handle all the “new employee” issues that come up including communicating with co-workers, supervisors, and customers. If the participant still feels uncomfortable, they need to contact their Job Coach, Job Developer, SC/PA, and Vocational Rehabilitation Counselor to share their concerns right away. It is important to have open communication with the team and not quit or stop showing up to the job before talking to someone. The Job Developer can try to negotiate with the employer for accommodations to help the employee and if that doesn't work, they can help find another job. Quitting a job should be the last resort and managed by the Job Developer for best options.

What does Track 1, 2 and 3 Mean?

The Vocational Rehabilitation Counselor will determine what track participants should receive for job developing services.

Track 1 is considered Standard job developing services. The Job Developer may assist with job leads, help with job applications and interview skills practice. They may follow up with job leads to negotiate with employers.

Track 2 is considered Supported/Customized job developing services. This track is for customers who qualify for long term supports through County Developmental Disability Services, Brokerage Services, or through the Individual Placement and Support (IPS) supported employment model. Job developers work behind the scene to customize and facilitate job placement which can include developing a set of job duties, modifying work schedules and arranging for job supports and accommodations. This process can take significant time depending on many factors.

Track 3 is considered Intensive Supported/Customized job developing services. This track is also for customers who qualify for long term supports through County Developmental Disability Services or Brokerage Services but also meet other criteria which could include having worked in sheltered employment within the last 5 years, qualifying for tier 6 or 7 as determined by the Adult Needs Assessment and/or meeting other criteria determined by Vocational Rehabilitation and approved by the Vocational Rehabilitation Branch Manager when necessary in order to provide the most appropriate services. The Job Developer will handle most aspects of job placement through a customized approach.

How long does it take for a VR Participant to get a job?

It depends on many factors. Client participation, the level of experience the job developer has with established relationships in the desired field and the labor market. The strongest predictor for job placement is motivation: Is the client participating to the best of their abilities, whatever that looks like? Is the Job developer experienced with the level of support the participant needs and do they believe in the client's ability to be successful? Does the labor market (jobs currently available in the location desired) support the job goal? Is this type of work readily available and does the participant meet the qualifications for the job goal? While Vocational Rehabilitation can never guarantee a job placement or rate of pay, the VR Counselors assist in any way they can. Sometimes this might mean brainstorming with the team and developing other strategies that can help job seekers to be successful in getting a job. The more barriers a person has, the more time it may take.

What is Career Exploration

Career Exploration is a process that includes a wide variety of activities used to help a participant once they are eligible for Vocational Rehabilitation Services to identify or narrow down their job interests and job goals. Some of the activities could include job shadows, informational interviews, labor market surveys, vocational testing, and other job-related experiences. This is also a good way for the Job Developer to get to know a person's vocational interests, strengths, and concerns. Selection of this service is based on the individual working with the team and this

would include timelines along with how long it will take to complete the service. Purpose is to assist in identifying a vocational goal if there is not already sufficient information in place to identify an appropriate job goal.

What is a Community Based Work Assessment (CBWA)? Why are some clients excluded from this service?

This is a service used to address employment related questions that have not been answered through other comprehensive vocational assessments, eligibility documentation, team meetings, or any other means. This assessment only occurs at integrated employment sites. It must be a minimum of 16 hours and a maximum of 90 hours where the participant volunteers (unpaid) and performs job tasks. Career Exploration can help individuals determine if this is the type of employment they want, the job tasks they want to perform and the type of environment they want to work in. It also helps the Job Developer determine the level of job coaching that will be needed and the job coaching strategies that may work for that individual. If Discovery has been completed, it is not usually necessary to do a Community Based Work Assessment (CBWA) and must be approved by the Branch Manager if the team identifies a need. One example might be: Discovery was completed but it has been over a year and the participant has additional barriers not present during Discovery that may need to be addressed.

What is a Targeted Vocational Assessment or TVA?

Targeted Vocational Assessments are completed at integrated employment sites in the desired occupational goal of the consumer. The goal is to look at the skills and tasks necessary for success. Targeted Vocational Assessments last a maximum of 8 hours and up to three can be completed at different sites. This is an unpaid volunteer experience and is available if needed; determined by the individual, VRC, and employment team.

What is On-the-Job Training or OJT?

Vocational Rehabilitation can provide wage reimbursement to help shoulder the costs of training an employee for a specific time frame that allows the employee to develop their skills and learn the required job duties. This allows the employer to spend extra time training the new employee with reimbursement for some of the cost. The hope is that the participant will be hired permanently once the On-the-Job Training has been completed. Utilization of this service is determined by the VRC and individual with information shared with the rest of the employment team.