



# Services Crosswalk

Vocational Rehabilitation

Office of Developmental  
Disabilities Services

April 2021

# Why the VR/ODDS Crosswalk with VR Addendum was created

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- Local areas asked for an easy reference tool so employment teams can have well rounded employment discussion
- Local areas asked for a tool related to the employment service delivery system to assist with collaboration between VR, Case Management Entities (CMEs), and Employment Provider Agencies/VR Vendors to deliver effective services
- VR Counselors, Service Coordinators (SCs)/Personal Agents (PAs), and Employment Providers/VR Vendors requested a tool listing available service categories

## Vocational Rehabilitation and ODDS Service Crosswalk:

<https://www.oregon.gov/dhs/EMPLOYMENT/EMPLOYMENT-FIRST/Documents/VR-DD-Services-Crosswalk.pdf>

# Where to Find the VR/DD Service Crosswalk with VR Addendum

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- **Transmittal DD-IM-21-017:** <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/Transmittals/21017.pdf>
- **Employment Policy for Individuals with I/DD:** <https://www.oregon.gov/dhs/EMPLOYMENT/EMPLOYMENT-FIRST/Pages/policy.aspx>
  - Section(s): Competitive Integrated Employment and Employment Stabilization and Competitive Integrate Employment
- **VR Counselors can find the crosswalk on VR's internal OWL page in Policies, Rules, and Regulations under "Joint Transmittals":** <https://dhssoha.sharepoint.com/teams/Hub-ODHS-VR/SitePages/Policies-Rules-Regulations.aspx>

# Remember-there is never a test to pass before accessing employment services

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- **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)
  - 5) The team can never require the person to participate in an employment service - including Discovery

*Service utilization is based on the person and their unique individual wants and support needs. The employment system should never be viewed as who pays for what. It should be viewed as which service and combination of services best match with the person and their goals.*

# Reminder from VR and ODDS

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- **Employment Services utilize a team approach as best practice**
- **Individual/Client chooses who they would like to participate on their team**
- **Services are selected based on the team working together while considering the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual**
  - Including considerations related to the support needs the individual has identified including cultural, linguistic, communication, accommodations, etc.
- **Individual/Client and team determine how services will be delivered, and what supports are needed to assist in determining a vocational direction and goal achievement**

# Purpose of the Services Crosswalk

- Assist in Employment Service Planning
- Provide an individual and employment team with talking points
- A way to facilitate conversation around service selection/planning

Vocational Rehabilitation and ODDS Service Crosswalk

VR-Service(s)	When Provided	Examples/When Appropriate:	How to use what was learned in the service
<b>Consultation with Vocational Rehabilitation:</b> 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
<b>Career Exploration: (CE)</b> 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.	<b>Career Exploration-</b> helps narrow down specific goal and job supports and/or accommodations needed.
<b>Community Based Work Assessment (CBWA):</b> 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.
<b>Targeted Vocational Assessment (TVA):</b> 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.
<b>Employment/Skills Building Classes:</b> 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
<b>Counseling and Guidance:</b> 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.
<b>Portfolio:</b> 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
<b>Job development (JD):</b> 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
<b>Job Coaching:</b> 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.

# Crosswalk is Not

- A menu of services
- A process guide
- A step-by-step instruction guide of what service to use 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, etc.

Vocational Rehabilitation and ODDS Service Crosswalk

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](#)

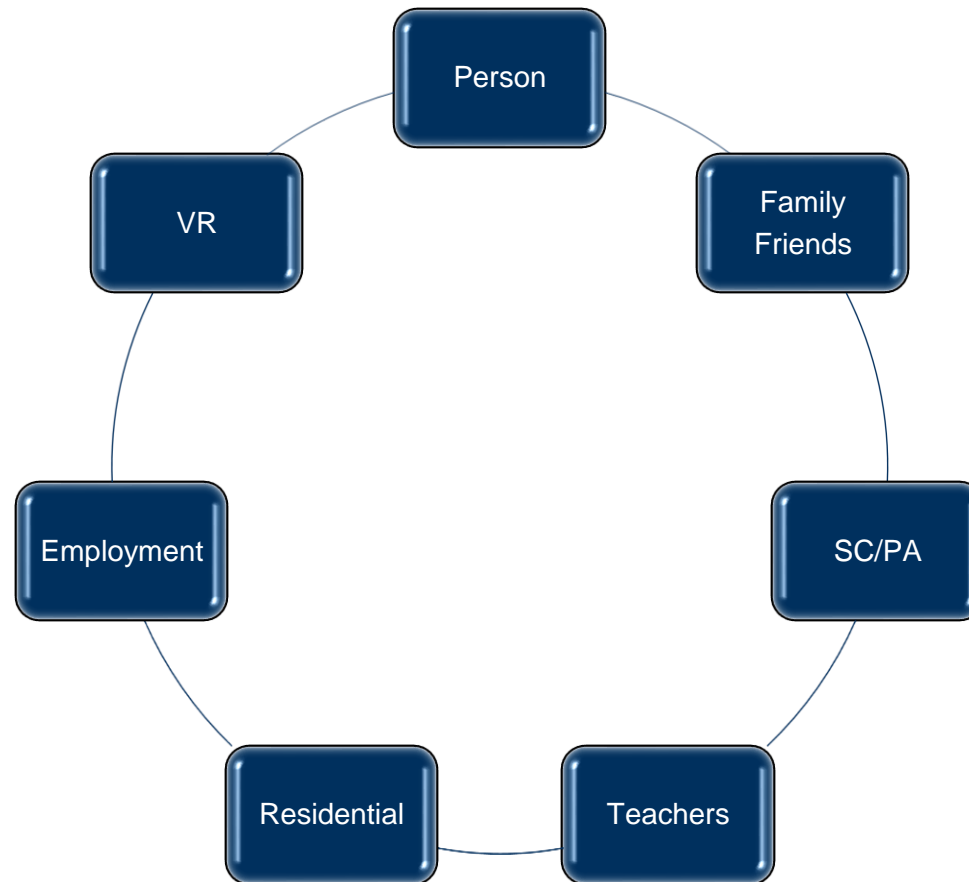
Build Your Road to Work: <https://road2work.oregon.gov/>

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

# It Takes a Team

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How and when to utilize the services Crosswalk





# How to use the VR/ODDS Crosswalk with VR Addendum

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- **Use as a tool during case staffing within your agency or externally with community partners**
- **Structure conversations during local area employment meetings such as Employment First to show examples of creative employment service delivery options**
- **Inform team meetings with an individual and the rest of their employment team to plan employment service delivery**
- **Facilitate conversations with an individual during planning for work and mapping out steps that will help them meet the identified employment goals/outcomes**
- **Staff education/onboarding (VR, CMEs, Employment Provider Agencies)**

# When to use the VR/ODDS Crosswalk with VR Addendum

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- **When there are collaboration difficulties between VR and CME offices in the local area.**
  - Use the Crosswalk as a point of reference to facilitate service delivery conversations
- **When visiting with Employment Provider Agency/VR Vendors about needed service categories expansion**
- **When creativity is needed to meet an individual's unique needs so employment services can be delivered that match what they need to be successful**
  - Remember; the employment service delivery system can be flexible based on an individual's unique circumstances

# Please remember-there is no such thing as having to be “Job Ready”

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- **Person just needs to have the want/desire to gain employment**
  - Services are selected and structured regardless of who’s funding the service.
- **Only thing that needs to be in place is that a person wants support related to employment. This can be support to explore employment or to takes steps to gain employment.**
- **When connecting with VR or utilizing Discovery the person must indicate/communicate they want to work and get a job.**
- **Individuals who are eligible to receive VR Services work with their team during the comprehensive assessment process to determine unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual regarding their employment goals.**

# Consultation with Vocational Rehabilitation

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If employment teams are uncertain as to how to move forward related to employment and are not already connected to VR, reach out for a consultation

VR could help develop and identify next steps which could include referral/application to VR

Consultations can happen at any time, including before referral to Discovery or referral to VR

Consultation with VR is recommended prior to VR referral if an individual is uncertain about working and/or pursuing a job right now

*Note: VR consultation is not a screening tool but rather a planning time with the individual and team. Goal is to develop logical steps towards gaining competitive integrated employment (CIE).*

**The individual and team make the decision of what the next step will be.**

# Examples of When to Reference the Crosswalk

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*Any time during employment planning and conversations*

- **ISP Planning**
- **IEP Planning**
- **IPE Planning**
- **Monitoring during the ISP Year**
- **When progress isn't being made on CDP goals, ISP goals, VR IPE goals, etc.**
- **Individual is talking about a job change**
- **Individual expresses interest in volunteering**
- **Individual indicates they want to take steps towards getting a job**

# Referral to VR

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- **Individual wants to work now**
  - Note: A person does not have to be set on a specific job or job goal prior to VR referral
  - Note: Discovery is not required before a referring to VR
- **Individual wants to take steps to get a job**
- **Individual wants help gaining employment**

# We all learn from concrete experiences

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- **Use the crosswalk to help inform the employment team on possible services to have solid community experiences**
- **If ISP team has questions on whether to connect with VR, contact the Branch Manager at the nearest office and request a consultation with a lead VRC/I/DD Counselor**
- **If ISP team needs help to decide how to move employment forward, bring in a VR Counselor to consult if the team isn't connected to VR**
- **Purpose of employment services are to support an individual's desires related to work that fits for them based on their experiences and support needs.**
  - If concrete experiences are needed to help an individual determine a vocational direction, utilize the employment services between ODDS and VR to initiate exploration.

# Example-Team Conversation for Service Planning

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## Which Service? Discovery versus Career Exploration

For either service-individual is positive they want to work

**Career Exploration helps to narrow down employment choices. Client has 2 or more goals and is not sure what would be the best fit.**

**Discovery helps to determine a vocational direction (job goal) by identifying vocational themes through community-based experiences**

**Community Based Work Assessment (CBWA) is used to help answer employment related questions around job goal(s), support needs, and support services through community-based experience**

**Career Exploration allows the vendor to explore options with individuals and when appropriate, the VRC can authorize a CBWA to gather more information about support needs/services and if the occupational goal is a good fit**

**Discovery can be done prior to or while connected to VR services**

*Note: A CBWA may be more appropriate if a person has an identified job goal but there are questions that need further exploration. For example, structure of job coaching supports, stamina questions, environmental concerns, routine structure, learning style in a work setting, etc.*



# Example-Team Conversation for Service Planning

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## Consider Job Development in conjunction with Employment Path Services and/or Small Group

- **Job Development:** Employment provider represents the individual and speaks with potential employers to match their skills, interests, talents, etc. to the employer's business needs
- **Employment Path:** Skills building service and/or exploration service to assist an individual in moving forward to meet their employment goals
- **Small Group Employment:** Individuals may be referred to VR if they decide they want to work in CIE.  
**Note:** Individual and team are aware that gaining a job outside of Small Group is the goal when pairing this service with Job Development. Once a job is obtained, Small Group may end all together or at minimum be reduced based on the hours the person is working in their new CIE job. Individuals also need to be available to work with the job developer, which might require absences from their small group occasionally.

*Individual and team may decide that while job development is taking place, they want to keep their work skills current. This could happen through community experiences to address identified skill building areas. Example could be communication skills building, community access skill development, transportation training, etc. This could be done through Employment Path Services and/or Small Group at the same time job development is happening*

# Example-Community Partner Collaboration

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## Communication difficulties between VR Branch Office and local Case Management Entities (CMEs)

- VR Branch Offices are concerned individuals being referred are unsure if they want to work
- Bumps in the road are happening at point of stabilization and transfer to long term job coaching
- Community partners are not clear on what services could be used. Example(s)-On the Job Training (OJT), Target Vocational Assessment (TVA), Small Group, Community Based Work Assessment (CBWA), Employment Path, etc.

*Attend staff meetings (VR and CMEs) to have a structured conversation around the communication breakdown using the crosswalk as a tool. Bring the communication difficulties to the local EF meeting to talk through and ask people to take the conversation to their respective organizations*

# Example-Creative Problem-Solving Conversation

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## Job Development has stalled-Team determines VR IPE job goal may need adjustments

- **The Team should meet to identify the problem: Are there a lack of vendors available? Is the job goal very narrowly focused, especially for the current labor market? Have there been multiple job developers engaged with the client with no results or not wanting to continue providing services? Has the client been actively engaged in the process? Do they keep appointments, do they follow through with job developing activities? Having an idea of what the problem might be will help the team to determine possible next steps.**
- **Through Counseling and Guidance, the VRC and team could look at further career exploration (job shadows, informational interviews, career inventories, etc.)**
- **Individual and Team could consider Employment Path Community while job development is still engaged to explore other potential employment goals**
- **Individual and Team could consider Discovery to develop a new vocational direction**

## Questions: Please Reach Out

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### **ODDS Regional Employment Specialists:**

<https://www.oregon.gov/dhs/EMPLOYMENT/EMPLOYMENT-FIRST/Documents/Map-ODDS-Regional-Employment-Specialists.pdf>

**Vocational Rehabilitation:** [VR.Policy@dhsosha.state.or.us](mailto:VR.Policy@dhsosha.state.or.us)