



Performance Based Agreements

VRS Community Partners + VRS/SSB-WDU Staff PBA Training
June 29, 2021

Focus for Today

This training is about PBAs

- General PBA and E1 PBA

This training is not:

- In-depth training on how to provide placement services
- About Supported Employment
- About the E1MN/MoU process

Questions – use this form:

- <https://forms.microsoft.com/Pages/ResponsePage.aspx?id=RrAU68QkGUWPJricIVmCjPZziNO3vctElqxVZCB47BNUM1I5OE5VS0VPVU9YMFA3T0ZJQjI5Nkc2Ny4u>



Training Objectives

- Review Placement and Follow Up Services
- Understand how PBA Milestone Payments fit into the Placement and Follow Up process
- Know the difference between General PBA and the E1 PBA and when VR will refer for each one
- Differentiate between Follow Up and Job Coaching



Placement and Follow Up Forms



- VRS is updating many of the forms used in Placement and Follow Up Services
- Updated forms will be used starting July 1, 2021
- New versions will be sent to you



Placement and Follow Up Services Overview

Placement Services

May include, but are not limited to:

- Identify and develop job opportunities
- Assist with creating and updating resumes
- Complete job applications
- Prepare for job interviews
- Complete cover and thank you letters
- Provide on site job analysis
- Assist employers to identify and eliminate barriers



Follow Up Services

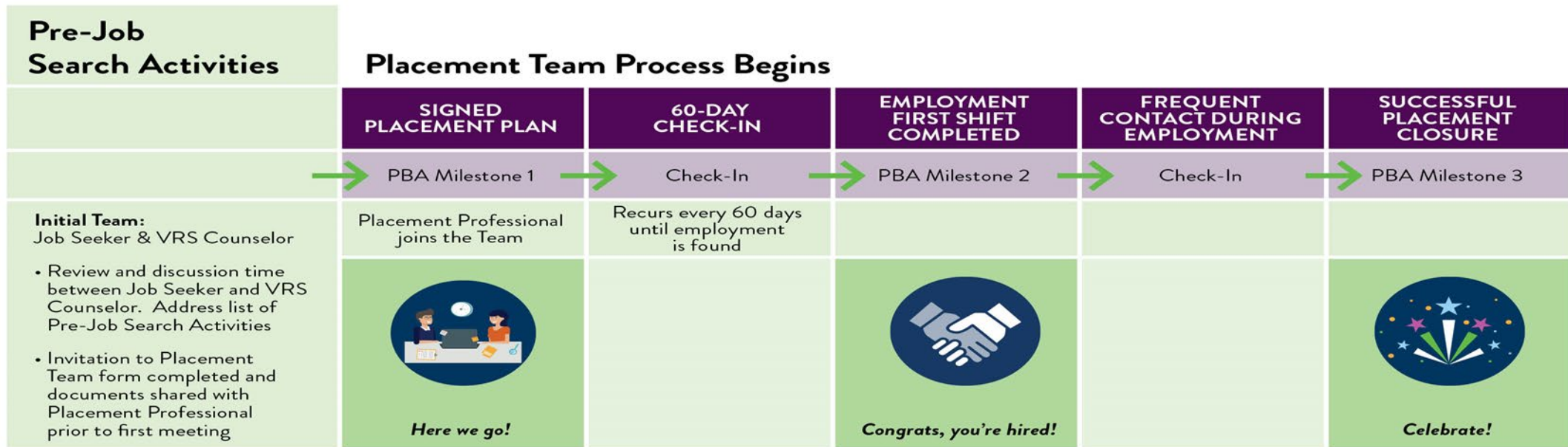


May include, but are not limited to:

- Orientation and paperwork assistance
- Assist adjustment to employment
- Getting feedback from the employer on work performance
- Identify and coordinate services needed
 - To maximize skill development
 - Or advance in employment

Placement and Follow Up Services

PLACEMENT AND FOLLOW-UP SERVICES OVERVIEW - GENERAL PBA



Continuous discussion regarding Disability Disclosure, Supported Employment, Reasonable Accommodations and Assistive Technology

Monitor and adapt throughout process to support job performance, retention and satisfaction

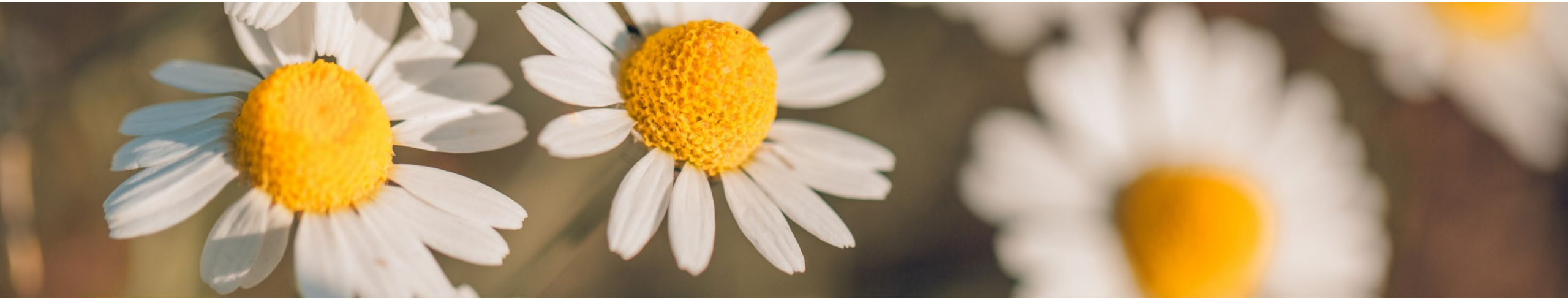
Pre-Job Search Activities Prior to Signed Placement Plan Meeting

- Interests and goals
- Employment related skills and abilities
- Labor market information
- Criminal background
- Credit report & bankruptcy as they relate to job goal
- Impact of wages on benefits
- Transportation
- Housing
- Care arrangements (child, spouse, parents)
- Medical insurance
- Cultural or religious considerations
- Disability disclosure
- Support systems available
- Verify employment authorization documents

Choosing a Placement Professional



- Informed Choice
- VRS uses a Performance Based Agreement (PBA) to pay our partners for placement services
- VRS Placement Coordinators and Partner Placement Professional follow the same process and paperwork



General PBA

Genera PBA Milestones

Milestone	Description	Amount
1	Signed Placement Plan	\$1,330
2	First Paid Day of Employment	\$1,200
3	Successful Placement Closure	\$1,270
		TOTAL: \$3,800

*Occupational Communication Specialist Services (OCSS) Differential of \$400 may be added to the PBA if on the Community Partners P/T Contract

Prior to Signed Placement Plan Meeting

Ensure the following documents are available to the Placement Professional with reasonable time to review:

- Invitation to Placement Team
- Completed Sample Employment Application
- Relevant Information from the Assessment of VR Needs regarding job goals, work experience, skills and relevant disability will be sent



At the Placement Plan Meeting



- Start of Placement and Follow Up Services
- Placement Professional come prepared
- Review roles and responsibilities of Job Seeker, Placement Professional and VRS Counselor
- Complete a Placement Plan
- Placement Plan is signed by all three core team members
- Community Partner can use the VRS Placement Plan or create their own; only do one Placement Plan
- 60-day meeting is scheduled

Signed Placement Plan

PBA Milestone 1

Payment for Milestone 1:

- Community Partner must provide VRS a signed copy of Placement Plan with an invoice for Milestone 1
- VR Counselor will case note a summary of the Placement Plan meeting
- Community Partners will no longer submit Placement Plan Meeting Summary



Communication Expectations

- Communicate Early, Communicate Often
- Change from bi-weekly Communication Updates to Monthly Progress Reports
- Monthly Progress Report – Job Placement and Follow-up services must be received to pay PBA milestones
- Partners will submit last bi-weekly Communication Update through June 30, 2021
- July 1st, Monthly Progress Report will start to be used, the first report will be due August 10, 2021



Monthly Progress Report – Job Placement and Follow-up Services

- Required - Placement Professional submits every month until the case closed
- This report will also be used for Milestone #2 First Paid Day of Employment details and Milestone #3, Successful Placement Closure details
- This reports meets RSA required employment details
- Everyone uses the same report – for uniform/consistent information
- Submitted within 10 days following the end of each month
- This is not intended to stop “communication” we want to stay in touch



60-Day Check-In

All core team members come together at a “live” meeting every 60 days until job seeker has obtained employment and worked their first shift to:

- Review job search progress
- Identify and address barriers
- Amend Employment or Placement Plan as needed
- Implement new strategies
- Agreement that Placement and Follow Up services will continue
- If yes, before meeting concludes, schedule the next 60-day meeting

JOB OFFER



Post-Job Offer, Pre-Job Start

Things to think of just prior to job start:

- Supports on the job
- Work clothes
- Accommodations
- Assistive Technology
- Transportation specific to job location
- Scheduling conflicts
- Potential job coaching needs



Two 90-Day Clocks



1. Employed for 90 Days
2. Achieved 90 Days of Employment Stability

The 90-Day Clocks

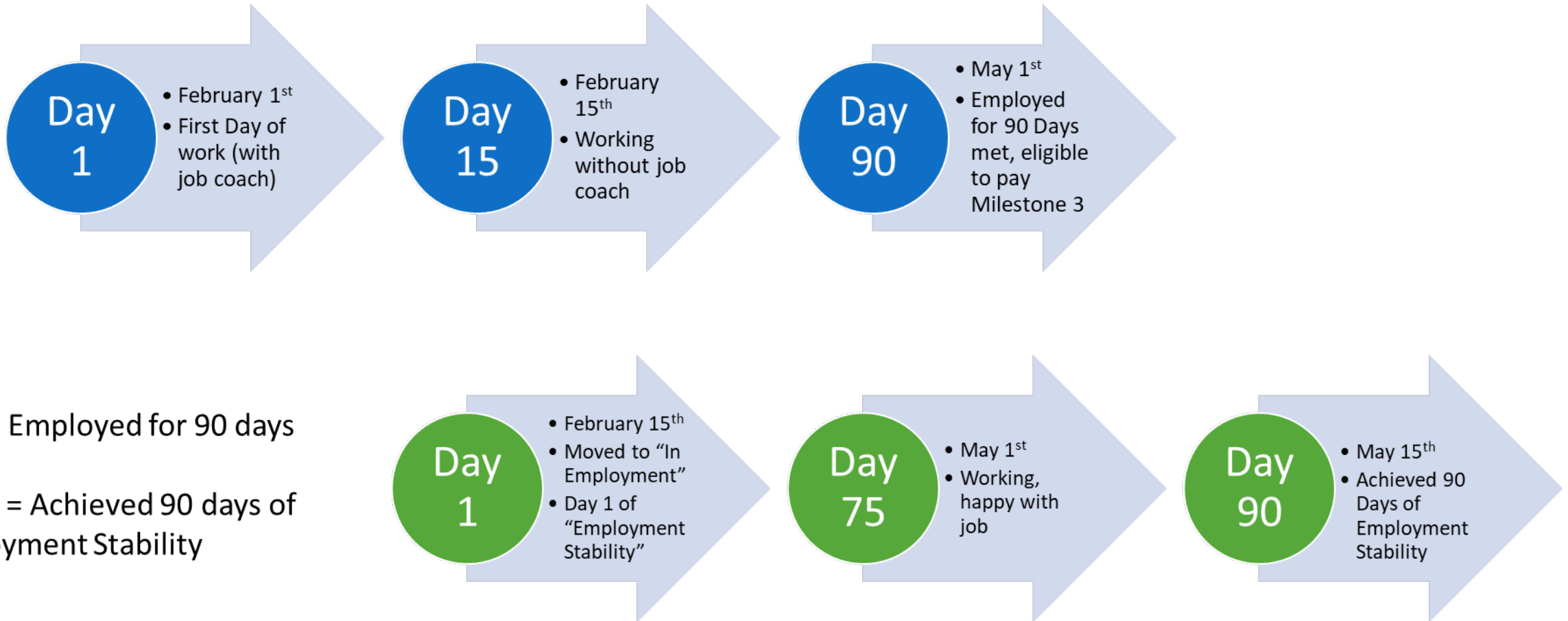
Employed for 90 Days

- Community Partner tracks this clock
- Day one of the Employed for 90-day clock is the first paid day of work completed
- This tracks the 90 days to reach a PBA Milestone 3 (90 days after first day of work)
- Tracks Placement and Follow Up Services closure

Achieved 90 Days of Employment Stability

- VRS tracks this clock (in WF1)
- Once Employment Stability is reached, the participant is moved to “In Employment” and this starts the “Achieved 90 days of employment stability”
- This could be Day one of first day worked or this could start later
- This clock may or may not align with the “employed for 90 days” clock
- Tracks VR outcome closure

90-Day Clock Example



First Paid Day of Employment

PBA Milestone 2

Placement Professional provides VRS Counselor with job offer information as soon as possible and the Monthly Progress Report no later than 7 days after employment start date.

- Must collect and record employer name and address, wage, job title, hours, start date, level of benefits, name of person giving you the information and the date the information was received
- This starts Day 1 of the “Employed for 90 days” clock
- VR enters information into WF1

For Milestone 2 Payment:

- Community Partner Placement Professional submits Monthly Progress Report with the job hire details with an invoice for the 2nd PBA milestone
- All Monthly Progress Reports have been received by VR since the last milestone was paid

Job Coaching Changes

Starting July 1, 2021:

- The 20 hours of job coaching are no longer part of the PBA, this will become a separate service
- VRS staff have been asked to review caseloads and identify the individuals you are currently working with who are in a PBA
- If you think a participant will need job coaching discuss this with the VRS counselor and request an authorization starting July 1, 2021



Follow Up

- Part of all PBAs
- After job placement the Placement Professional provides follow up services to the individual from the first day of employment until Placement and Follow Up Services close
- Require regular check-ins with the individual to assist the person's adjustment to competitive integrated employment (at minimum bi-weekly)
- Could include communicating with the employer to ensure that essential performance standards are being met and offer assistance and resources to facilitate adjustment to the new position
- Monthly Progress Reports are submitted

Job Coaching

- Time limited service
- Authorized separately, prior to start of service
- Involves providing support, training and consultation to the individual and the employer to facilitate successful competitive integrated employment
- Provided to individuals needing more intensive services than Placement Follow Up Services and is provided up to the point that “employment stability” is achieved and not beyond
- Performed on or off the job site
- Job coach provides required regular updates to VRS (weekly is best practice)
- The Coaching Report is submitted at the time of billing/invoice
- Travel time can be authorized as agreed upon

Follow Up vs. Job Coaching

Follow Up is:

- Provided to all new employees
- Assistance with new employee orientation, initial paperwork
- Assist adjustment to employment
- Getting feedback from the employer on work performance
- Identifies services needed to maintain or advance in employment Orientation and paperwork assistance

Job Coaching is:

- Specific to the individual and the job
- Considered the individuals intensive training and supports specific to learning needs
- Coordinate with employer - gain approval, explain role, open line of communication, education, accommodations etc.
- May include assistance with:
 - Visuals
 - Checklists
 - Hand over hand instruction
 - Apps

Breakout Groups



Small Group Discussion

During your small group discussion:

1. Is the distinction between Follow Up verses Job Coaching clear?
2. What do you look for in the job search process that might indicate Job Coaching might be needed?

Submit answer/feedback using this Microsoft form:

- <https://forms.microsoft.com/Pages/ResponsePage.aspx?id=RrAU68QkGUWPJricIVmCjPZziNO3vctElqxVZCB47BNUM1I5OE5VS0VPVU9YMFA3T0ZJQjI5Nkc2Ny4u>

Time for a Break



Enter your groups
discussion on the MS Form:

<https://forms.microsoft.com/Pages/ResponsePage.aspx?id=RrAU68QkGUWPJriclVmCjPZziNO3vctElqxVZCB47BNUM1I5OE5VS0VPVU9YMFA3T0ZJQjI5Nkc2Ny4u>



Follow Up Check-Ins

VRS Counselor and Placement Professional should have frequent contact with the individual while they are employed to ensure there are no changes or needed employment supports that have not been addressed or that arise like:

- Supervisor changes
- Natural supports/Work Culture
- Job satisfaction
- Transportation/hours
- Housing
- Childcare
- Wage reporting to Social Security



Closure from Placement and Follow-Up Services

Conditions for Successful Closure from Placement and Follow-Up Services:

- ✓ Matches job goal
- ✓ Paid at least minimum wage and customary rate/benefit level
- ✓ Number of hours / week is adequate
- ✓ Competitive integrated setting
- ✓ Ongoing supports match needs
- ✓ 90 days of employment with same employer/position unless individual made informed decision for successive temporary assignments
- ✓ VRS record of service need not be closed before Community Partner can receive the final PBA milestone payment as VRS may still be providing other services

Successful Placement Closure

PBA Milestone 3



Job Seeker has been working for 90 days since Milestone 2 (First Paid Day of Employment Completed)

PBA Milestone 3 Payment:

- Final Monthly Progress Report submitted with the Details on Accepted Job Offer and Employment Verification at Closure completed
- Invoice for final milestone submitted
- All Monthly Progress reports received since Milestone 2 payment



Special Circumstances

12 Months of a PBA

CONSIDERATIONS FOR CONTINUATION OF PLACEMENT AND FOLLOW-UP SERVICES:

1. If progress in job search is continuing and the person is making good progress toward a job = new PBA to the existing or new provider
2. If the placement progress has stalled out or stopped. The team agree that job search should be discontinued and look at other options = PBA is closed
3. A person has received VRS job search services for 12 months and VRS determines the person can no longer benefit from continued placement services at this time. Team agrees placement services have been exhausted and the remaining PBA is canceled, the person is referred to another agency, if appropriate, and the VRS case closed.



Hold During a PBA

When there is an interruption in job search for more than two weeks, a hold will be discussed with the placement team.

When placement services are on Hold:

- Communication is important
- Minimally at 30 days, VRS will check in with job seeker
- At 60 days, a meeting is held with the placement team and a decision is made about next steps

Next steps:

- Scheduling date to resume job placement services
- Closing job placement services



**Break
Time**





E1 PBA

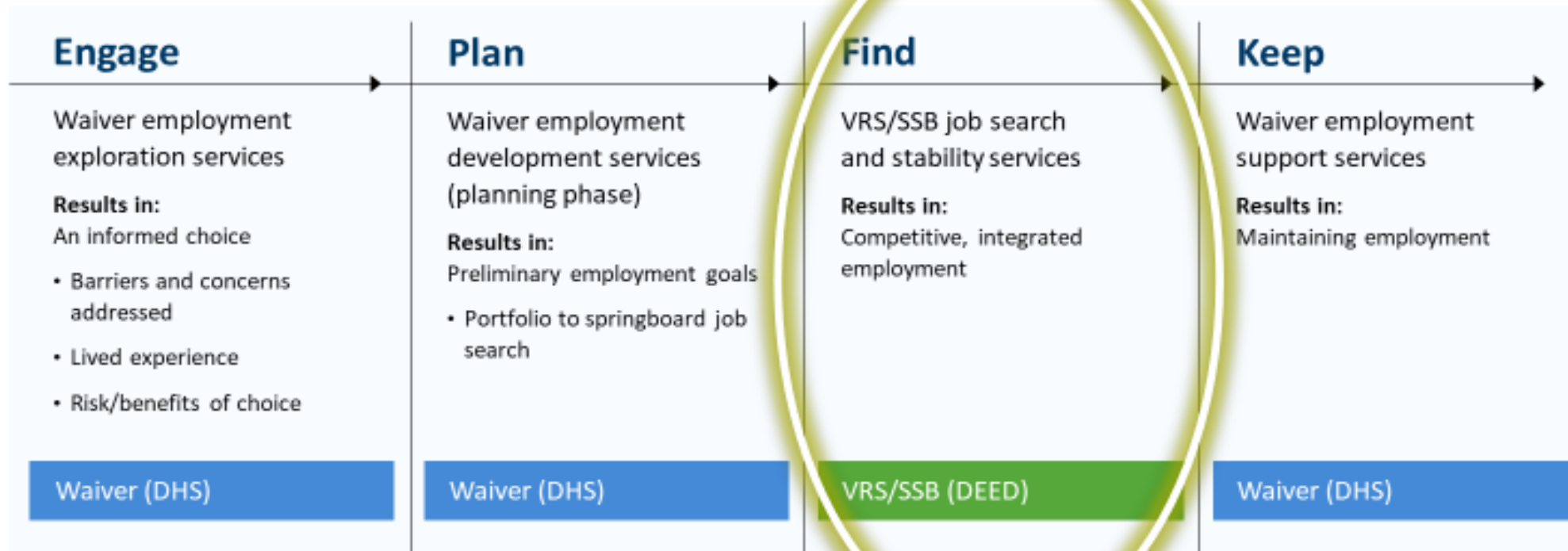
ENGAGE, PLAN, FIND, KEEP FRAMEWORK

Adult Services

Primary funding source for people on waivers who are not enrolled in high school or age 18-21 transition programming

■ Waiver (DHS)

■ VRS/SSB (DEED)



E1 PBA Milestones

Milestone	Description	Amount
1	Signed Placement Plan	\$1,330
E1	120-Days of Service	\$1,200
2	First Paid Day of Employment	\$1,200
3	Successful Placement Closure	\$1,270
		TOTAL: \$5,000

*Occupational Communication Specialist Services (OCSS) Differential of \$400 may be added to the PBA if on the Community Partners P/T Contract

What's Different with the E1 PBA

- The E1 PBA payment option will become available on July 1, 2021
- The E1 PBA is for Job Seekers on these Medicaid Waivers:
 - CADI The Community Access for Disability Inclusion Waiver
 - BI The Brain Injury Waiver
 - CAC The Community Alternate Care Waiver
 - DD The Developmental Disabilities Waiver
- The **Waiver Case Manager** is a team member
- There is an extra milestone payment called E1 (in addition to Milestones 1, 2 & 3) at 120 days of service
- Any partner with PBA on their PT Contract could provide an E1 PBA
- E1 PBA will be a new service type in WF1 for Employment Plans starting July 1, 2021

Before the Signed Placement Plan Meeting

Ensure the following documents are available to the Placement Professional with reasonable time to review:

- Invitation to Placement Team
- Completed Sample Employment Application
- Relevant Information from the Assessment of VR Needs
- **VRS communicates with Waiver Case Manager**



Signed Placement Plan

E1 PBA Milestone 1

At the Placement Plan Meeting:

- Discuss roles and responsibilities of Job Seeker, Placement Professional, VRS Counselor and Waiver Case Manager
- Placement Plan is signed by all three core team members
- Community Partner can use the VRS Placement Plan or create their own; only do one Placement Plan
- 60-day meeting is scheduled
- The Placement Plan form has been updated
- VR Counselor will case note a summary of the Placement Plan meeting
- Community Partners will no longer submit Placement Plan Meeting Summary

Milestone 1 Payment:

- Signed Placement Plan and Invoice

Communication Early, Communicate Often

Placement Professional expectations:

At least weekly communication attempts with Job Seeker

Send completed resume to VRS

Monthly Progress Report

VRS expectations:

Keeps Waiver Case Manager updated

All team members:

- Assist the Job Seeker to upload documents into their Vault account

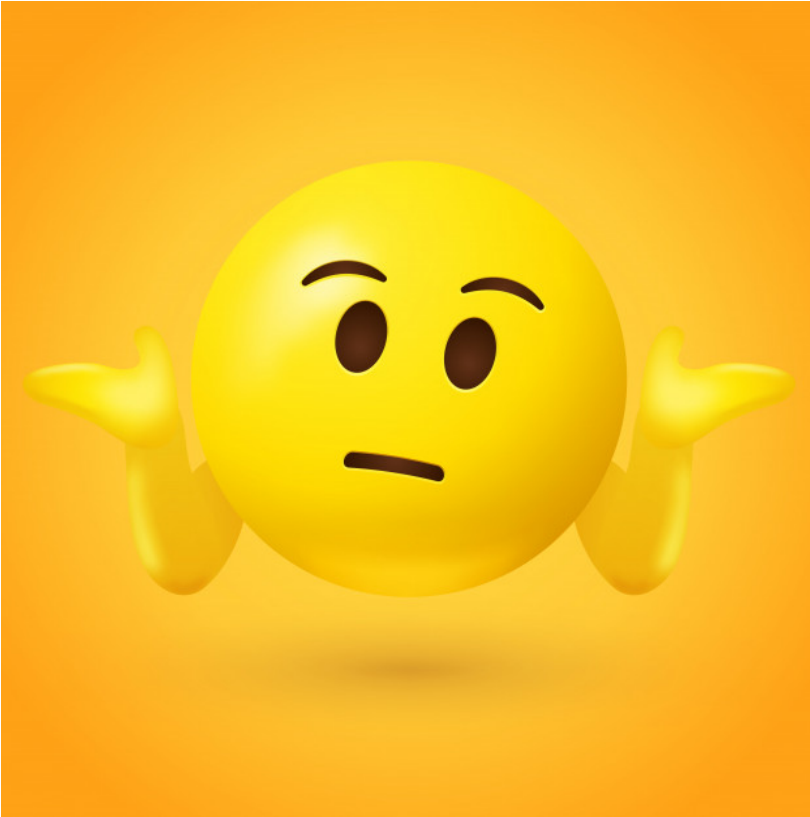


Monthly Progress Reports for E1 PBA



- Required - Placement Professional submits every month until the case closed
- This report will also be used for Milestone #2 Employment First Shift details and Milestone #3, Successful Placement Closure details
- This reports meets RSA required employment details
- Everyone uses the same report – for uniform/consistent information
- Submitted within 10 days following the end of each month
- This is not intended to stop “communication” we want to stay in touch

What does Job Search look like with an E1 PBA?



“It Depends.”

E1 PBA 60-Day Check-In

All core team members meet “live” every 60 days until job seeker has obtained employment and worked their first shift to:

- Review progress
- Identify and address barriers
- Amend Employment or Placement Plan as needed
- Implement new strategies
- Agreement that Placement and Follow Up services will continue
 - If yes, before meeting concludes, schedule the next 60-day meeting
- **VRS counselor updates Waiver Case Manager**



E1 Milestone 120 Days of Service

Milestone E1:

- Only for individuals with Medicaid waivers
- Paid at 120-days of service
- This could be during active job/search placement services OR
- Could be follow up services once a competitive integrated job is secured

For Milestone E1 Payment:

- All four (4) Monthly Progress reports (since Placement Plan)
- A record of the 60-day meetings AND
- Invoice from provider



A Job Offer!



Post-Job Offer, Pre-Job Start E1 PBA

Things to think of just prior to job start:

- Supports on the job
- Work clothes
- Accommodations
- Assistive Technology
- Transportation specific to job location
- Scheduling conflicts
- Potential job coaching needs
- **VRS updates Waiver Case Manager to initiate long- term support funded by the waiver**



90-Day Clocks

Employed for 90 Days

- Community Partner tracks this clock
- Day one of the Employed for 90-day clock is the first day of work completed
- This tracks the 90 days to reach a PBA Milestone 3 (90 days after first day of work)
- Tracks Placement and Follow Up Services closure

Achieved 90 Days of Employment Stability

- VRS tracks this clock (in WF1)
- Once Employment Stability is reached, the participant is moved to “In Employment” and this starts the “Achieved 90 days of employment stability”
- This could be Day one of first day worked or this could start later
- This clock may or may not align with the “employed for 90 days” clock
- Tracks VR outcome closure

First Paid Day of Employment

E1 PBA Milestone 2

Placement Professional provides VRS Counselor with job offer information as soon as possible:

- Must collect and record employer name and address, wage, job title, hours, start date, level of benefits, name of person giving you the information and the date the information was received
- Monthly Progress Report completed and submitted no more than 7 days after employment start date
- This starts Day 1 of the “Employed for 90 days” clock
- VR enters information into WF1

For Milestone 2 Payment:

- Community Partner Placement Professional submits Monthly Progress Report with the job hire details with an invoice for the 2nd PBA milestone
- All Monthly Progress Reports have been received by VR since the last milestone was paid

Follow Up verses Job Coaching

Follow Up is:

- Provided to all new employees
- Assistance with new employee orientation, initial paperwork
- Assist adjustment to employment
- Getting feedback from the employer on work performance
- Identifies services needed to maintain or advance in employment Orientation and paperwork assistance

Job Coaching is:

- Considered intensive training and supports specific to the individuals learning needs
- Coordinate Job Coaching services with employer - gain approval, explain role, open line of communication
- Educating the employer about individual needs and accommodations
- May include assistance with:
 - Visuals
 - Checklists
 - Timers
 - Hand over hand instruction
 - Apps

Follow Up Check-In Recommendations

VRS Counselor and Placement Professional should have frequent contact with the individual while they are employed to ensure there are no changes or needed employment supports that have not been addressed or that arise like:

- Supervisor changes
- Natural supports/Work Culture
- Job satisfaction
- Transportation/hours
- Housing
- Childcare
- Wage reporting to Social Security



Conditions for Successful Closure from Placement and Follow-Up Services E1 PBA

- Position Matches job goal
- Paid at least minimum wage and customary rate/benefit level
- Number of hours / week is adequate
- Competitive integrated setting
- Ongoing supports match needs
- Employed for 90 days with same employer/position, unless the individual made informed decision for successive temporary assignments
- VRS record of service need not be closed before Community Partner can receive the PBA Milestone 3 payment as VRS may still be providing other services



Successful Placement Closure

E1 PBA Milestone 3



Job Seeker has been working for 90 days since Milestone 2 (First Paid Day of Employment)

PBA Milestone 3 Payment:

- Final Monthly Progress Report submitted with the Details on Accepted Job Offer and Employment Verification at Closure completed
- Invoice for final milestone submitted
- All Monthly Progress reports received since last milestone payment

12 Months of an E1 PBA

CONSIDERATIONS FOR CONTINUATION OF PLACEMENT AND FOLLOW-UP SERVICES:

1. If progress in job search is continuing and the person is making good progress toward a job = new PBA to the existing or new provider
2. If the placement progress has stalled out or stopped. The team agree that job search should be discontinued and look at other options = PBA is closed
3. A person has received VRS job search services for 12 months and VRS determines the person can no longer benefit from continued placement services at this time. Team agrees placement services have been exhausted and the remaining PBA is canceled, the person is referred to another agency, if appropriate, and the VRS case closed.

When there is an interruption in job search for more than two weeks, a hold will be discussed with the placement team.

When placement services are on Hold:

- Communication is important
- Minimally at 30 days, VRS will check in with job seeker
- At 60 days, a meeting is held with the placement team and a decision is made about next steps

Next steps could be:

- Scheduling date to resume job placement services
- Closing job placement services



E1 PBA Scenario #1

Partner paid \$5,000 | Milestone sequence 1, E1, 2, 3

Abdi starts job placement and has their Initial Placement Plan meeting on February 1, 2022

- Partner submits Placement Plan and invoices for Milestone 1, \$1330

Milestone #1

Abdi continues in job search and has a 60-day meeting on April 1, 2022 – agreement to continue with job search

- Partner has submitted Monthly Progress Report (2 reports since Milestone 1)

60 day meeting

Abdi continues in job search and has reached 120-days of service on June 1, 2022

- Partner has submitted Monthly Progress Report (4 since Milestone 1) and invoices for the E1 Milestone, \$1,200

E1 Milestone

Abdi accepts a competitive integrated job and works his first shift on August 16, 2022

- Partner has submitted Monthly Progress Report with Employment and Follow Up information and invoices for Milestone 2, \$1,200

Milestone #2

Abdi successfully maintains and is happy with their job on November 16, 2022

- Partner has submitted Monthly Progress Report with Employment and Follow Up information AND Job Placement and Follow Up Service Closure and invoices Milestone 3, \$1,270

Milestone #3

E1 PBA Scenario #2

Partner paid \$5,000 | Milestone sequence 1, 2, E1, 3



E1 PBA Scenario #3

Partner paid \$5,000 | Milestone sequence 1, 2, E1, 3

Jane start job placement, has their Initial Placement Plan meeting on February 1, 2022

- Partner submits Placement Plan and invoices for Milestone 1, \$1330

Milestone #1

Jane continues in job search and has a 60-day meeting on April 1, 2022 – agreement to continue with job search

- Partner has submitted Monthly Progress Report (2 reports since Milestone 1)

60 day meeting

Jane accepts a competitive integrated job and works first shift on April 5, 2022

- Partner has submitted Monthly Progress Report with Details on Accepted Job Offer information and invoices for Milestone 2, \$1,200

Milestone #2

Jane quits their job on April 15, 2022

Partner updates team Agreement to resume job search.

A 60 meeting should be held around June 15, 2022

E1 PBA Scenario #3 continued

Partner paid \$5,000 | Milestone sequence 1, 2, E1, 3

Jane continues job search and is still “in service” at 120-days on June 15, 2022
*no meeting required

- Partner has submitted Monthly Progress Report (4 since Milestone 1) and invoices for Milestone E1, \$1,200

E1 Milestone

Jane continues in job search and has a 60-day meeting on August 15, 2022 – agreement to continue with job search

- Partner has submitted Monthly Progress Report (4 reports since Milestone 2)

60 day meeting

Jane accepts a competitive integrated job and works his first shift on September 15, 2022

- Partner has submitted Monthly Progress Report with Employment and Follow Up information no invoice, Milestone 2 has already been paid

No Payment

Jane successfully maintains and is happy with their job on December 15, 2022

- Partner has submitted Monthly Progress Report with Employment and Follow Up information AND Job Placement and Follow Up Service Closure and invoices for Milestone 3, \$1,270

Milestone #3

E1 PBA Scenario #4

Partner paid \$2,530 | Milestone sequence 1, E1

Sam starts job placement and has their Initial Placement Plan meeting on February 1, 2022

- Partner submits Placement Plan and invoices for Milestone 1, \$1330

Milestone #1

Sam continues in job search and has a 60-day meeting on April 1, 2022 – agreement to continue with job search

- Partner has submitted Monthly Progress Report (2 reports since Milestone 1)

60 day Meeting

Sam continues in job search and has reached 120-days of service on June 1, 2022

- Partner has submitted Monthly Progress Report (4 since Milestone 1) and invoices for the E1 Milestone, \$1,200

E1 Milestone

Sam continues in job search and has a (3rd) 60-day meeting on August 1, 2022 – agreement to stop job placement services

- Partner has submitted Monthly Progress Report (6 reports since Milestone 1 was paid)
- Close file

60 day Meeting

No Retroactive E1 PBAs

- Starting July 1, 2021: E1 PBA will become a placement payment option with a rolling implementation for new PBAs
- Individuals currently in a VRS General PBA will continue in the General PBA for the remainder of their job placement and follow-up. VRS will not change the authorization to E1 PBA
- Individuals who are in a VRS General PBA and attain a waiver while in the General PBA will continue in the General PBA for the remainder of their job placement and follow-up



New PBAs Start July 1, 2021



mn.gov/deed/vrs

Questions



- Please submit questions using this MS Form:

<https://forms.microsoft.com/Pages/ResponsePage.aspx?id=RrAU68QkGUWJPJricIVmCjPZziNO3vc tElqxVZCB47BNUM1I5OE5VS0VPVU9YMFA3T0Z JQjI5Nkc2Ny4u>

The VR program receives 74.05 percent of its funding through a grant from the U.S. Department of Education. For federal fiscal year 2019, the total amount of grant funds awarded were \$41,796,129. The remaining 25.5 percent of the costs (\$14,300,000) were funded by Minnesota state appropriations.