



DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES &
SERVICE TO THE BLIND & VISUALLY IMPAIRED
Hillsview Plaza, 3800 East Highway 34
c/o 500 East Capitol Avenue
Pierre, South Dakota 57501-5070
Phone: (605) 773-3195
FAX: (605) 773-5483
TTY: (605) 773-4547
Website: dhs.sd.gov

/Transition to Extended Services FAQ

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Documentation Questions

1. **What does VR need to see on the service plan for documentation verifying that the needed Extended Services are in place?**
 - a. Things we would like to see on the service plan, if possible, would be type and frequency of service and who will be providing them.
2. **What reports will VR be asking for or requiring after the client Transitions to Extended Services time and who will those come from?**
 - a. Because VR is not paying for the services provided in Extended Services, we cannot require specific documentation to be completed. However, while the person's VR case is still open, the VR Counselor needs to be in contact with client/guardian for updates. If there are concerns, they need to be communicated to the CFCM and provider to make sure they are addressed.
3. **For individuals coded Supported Employment (SE) and on Family Support 360 funding, will VR still need to track individual for 90 days after what we would consider them "stable in employment?"**
 - a. It depends on what the individual decides they want to utilize their Family Support funding for.
 - i. If the individual opts to utilize their Family Support 360 funding to a provider to support their employment long-term, yes, we should transition the individual to Extended Services once their employment is considered stable, but **no incentive will be paid.**
 1. Once the individual's employment is considered stable, the case can be transitioned to TES.
 - ii. If the individual does NOT utilize their Family Support 360 funding for a provider to support their employment long-term, the VR client is already on Extended Services and VR does not need to keep their case open an additional 90 days. Their case can be closed successfully with VR after at least 90 days of employment and once their employment is stable.
 1. However, staff can always keep a case open for longer monitoring if it's felt that it's needed or would be beneficial to the individual's case. The case can be closed at whatever time the

- b. In short, communication amongst the whole team will be needed to determine what services are/aren't working for the person when problems with employment arise.

12. Does Transition to Extended Services apply the same way for individuals receiving HCBS OR CTS Funding?

- a. Yes, Transition to Extended employment should be authorized, planned for, and handled the same way regardless if the individual is receiving their long-term supports through HCBS, CTS, or Mental Health Funding.

13. If a client is planning to discontinue services with the long-term service provider, do we still pursue the transition to extended service meeting? Can an individual choose to decline the outlined TES process?

- a. The service does need to be offered to the client, but it's ok for a client to decline the service if they don't intent on continuing with the agency for an extended period of time.

14. What constitutes as "stable" employment and when we can transition to TES?

- a. Stable employment can be looked at as when the individual could be successful in the employment without the significant services provided through VR. When job coaching, significant follow along, and other job maintenance supports typically provided by VR are no longer needed, the individual can be considered "stable" in their employment.
- b. Stable does NOT mean that the individual does not require any kind of supports to maintain their employment; however. Some individuals may always need support through extended services, natural supports, ect and them requiring this level of services does not mean that they are not stable in their employment.

15. When does the 90 days of TES start?

- a. The 90 days starts once the VR counselor has received the updated service plan indicating the employment supports to be provided.

Payment Questions

16. How will Transition to Extended Services be applied to individuals/situations where the Mental Health Outcome structure is utilized?

- a. Regardless if the employment service provider is employed with the Mental Health Center, the incentive will be paid to the Mental Health Center. This service is intended as an incentive to define the extended services and provider to help the individual maintain their employment.
- b. Regardless if the Mental Health Center is paid on the Mental Health Outcome structure or traditional fee schedule, the incentive will be paid to the Mental Health Center. The 60 Hours and Continued Services and Employment 3 Months after 26 Incentives are short term and the extended services to assist the person maintain their employment goes beyond this time period.

17. Who gets the closure incentives if there are multiple providers involved throughout the process?

- a. The employment service provider who helped develop/find the job, provided initial follow along, job coaching, and any other services prior to the transition to extended services will also be the ones who can bill all the closure incentives once the case is closed successfully with VR.
- b. The only thing paid to the Extended Service Providers will be the one-time Transition to Extended Services incentive once the meeting is held and the service plan is updated and sent to the VR counselor.

18. When can the Extended Service Agency bill for Transition to Extended Services incentive?

- a. Once the meeting has been held where extended services are discussed, the ISP/Treatment Plan/Case Service Plan is updated, the VR counselor has been given a copy of the service plan reflecting the extended services, and these services have begun with the person.

Common Scenario Questions

19. How does Transition to Extended Services apply to mental health service providers who may provide long-term support services?

- a. Services such as case management or medication monitoring and supports could be long-term supports that would help the person maintain employment after their VR case is closed. If that is determined as a need for extended services and is written in the individuals support plan, the Transition to Extended Services incentive can be paid to the mental health provider.

20. Can the Transition to Extended Services incentive be paid to a private provider who may need to provide more extensive services following the closure of the VR case while they are following along as part of a Plan for Sustaining Employment?

- a. No, the Transition to Extended Services incentive was designed specifically to secure on-going funding of services, not just provision of services. TTW funds are not considered to meet the definition of funding for on-going services.

21. If an individual is only receiving benefits specialist services and counseling/guidance to maintain his employment and VR is not providing any direct funding of services for employment (i.e. job placement, job coaching, follow along services), does the CSP/Mental Health Center qualify for the Transition to Extended Services payment?

- a. This is variable. If the supports provided by VR are significant enough where we could be closing the case successfully in that employment, it's determined that the extended services would be needed/helpful to the individual maintain their employment, the TES incentive could be set up and paid.

22. Will this incentive be paid again if the individual must come back to VR services?

a. VR Case is still open

- i. TES will only be paid one time per case. So, if an individual is transitioned to extended services and the incentive is paid, but it's determined that more VR services are necessary, the incentive will NOT be paid again when the person is ready to be transitioned back to extended services from VR.

b. VR Case is closed successfully with in last 12 months

- i. If the individual is transitioned to extended services and then closed successfully with VR but has to reopen a new case within 12 months of the previous case being closed, the TES incentive will NOT be paid again in that case.

c. VR Case is closed successfully more than 12 months

- i. This incentive can be paid again if it's been 12 months or longer between the time of successful closure of previous case and application of new case.

d. It is evident that Extended Services were not provided as discussed/documentated in the service plan and this was a big contributor to the individual not being successful in their employment.

- i. We would not pay the incentive again in this instance.

23. Is the TES Incentive payable when an individual has applied for VR services to obtain a new job and ultimately decides to stay in their current employment?

- a. This is variable. If the supports provided by VR are significant enough where we could be closing the case successfully in that employment again, it's determined that the extended services would be needed/helpful to the individual maintain their employment, the TES incentive could be set up and paid.

VR Process Questions

24. Will we move people to Extended Services status in VRFACES when they go to Extended Services?

- a. Changes to FACES that will accommodate these changes will be implemented in the future. In the meantime, a tracking sheet that will help counselors calculate dates/track start and end dates of Extended Services is being developed and will be distributed to VR staff.

25. What funding source will be used to pay the Transition to Extended Services Incentive?

- a. Supported Employment Funding should be used to authorize/pay the Transition to Extended Services Incentive.
- b. As a reminder, now that we are also able to authorize and pay follow along prior to the individual being transitioned to extended services, supported employment funding should be utilized for this as well.

26. If VR is not providing any services during the 90-day extended period, how is the file kept open?

- a. The case will just be kept open in “Employed” status during this time. The “service” being provided is just helping to ensure a smooth transition to extended services through the extended service provider.
- b. Updates can and should be obtained from the individuals, case managers, extended service providers, family members, employers, etc. as appropriate to make sure that things are going well.

27. Do we need to redo all of our current plans to add follow along services now for CSP’s since we weren’t paying that before?

- a. Counselors can start doing new IPE’s to add Follow Along Services as well as the Transition to Extended Services incentive where appropriate. Note, the follow along service would not start until AFTER 7/1. Follow along provided prior to that would not be covered by VR.
- b. Providers, please be patient with counselors during this process. This is a big undertaking for some staff!

28. If the individual is being supported by natural/family supports or Family Support 360 Funding and we know that they will NOT be requiring extended services that are employment related, how do we document this?

- a. If an individual is receiving natural supports or Family Support 360 and will NOT require paid extended services that are employment related, this should be reflected on an IPE or case note. If this is known at the time of the initial IPE, it can be added at that time. Or if it’s determined later, a detailed case note indicating why the individual will not be transitioned to extended services can be completed instead.
- b. These individuals can be closed at 90 days of employment, or once their employment is stable and going well, as has been done in the past.

29. What criteria determines when VR closes the VR file if we aren’t receiving reports?

- a. Staff should follow the 90 days from the transition to extended employment as their criteria for closing. In place of reports, updates can and should be obtained from the individuals, case managers, extended service providers, family members, employers, etc. as appropriate to make sure that things are going well.
- b. If these contacts indicate things are going well by the 90 days of extended services, the case can be closed successful at this time.

30. Can we get a flow chart breaking down the process from start to finish for the Transition to Extended Services Process?

- a. Yes, this is being developed and will be made available as soon as it is ready. This will be added to the Transition to Extended Services portion of the counselor manual when it is ready.

31. Is there an IPE example available?

- a. Yes, we will be making IPE examples available in in FACES under the “Resources” section soon.

32. Are we able to put Transition to Extended Services on any IPE in the case or will a separate IPE need to be completed to authorize the incentive?

- a. Because we need to include services that will be provided under extended services on the IPE and this information is not discussed until later, a new IPE should be done when the case is ready to transition to TES so that this information can be included.
- b. The services to be provided should be outlined in the scope of services rather than in under planned services.

33. When do we do the Plan for Sustaining Employment when a case will be transitioning to extended services?

- a. It is recommended to complete the Plan for Sustaining Employment when doing the plan for TES Services.