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
counselor/team feels that the client’s employment is secure with the supports being provided.

b. Because VR is not paying for the services provided in Extended Services, no formal documentation is needed in this situation. “Tracking” can be done via contacts with individuals, case managers, extended service providers, family members, employers, etc. as appropriate to make sure that things are going well.

4. For individuals coded SE, but don’t receive any paid long-term support (such as students transitioning out who then receive all supports from family), will VR still need to track and keep the case open for the 90-day TES time?

a. If the individual is receiving natural supports as their Extended Services that will help them to maintain their employment, we need to identify when these natural supports began and count this time as the 90 days of being on Extended Services. In most cases, the person was receiving natural supports since the beginning of their employment.

Once the individual’s employment is considered stable, the case can be transitioned to TES.

b. No incentive would be paid in this situation.

c. Because VR is not paying for the services provided in Extended Services, no formal documentation is needed in this situation. “Tracking” can be done via contacts with individuals, case managers, extended service providers, family members, employers, etc. as appropriate to make sure that things are going well.

5. For individuals coded SE with the mental health centers that does not have an employment services provider affiliated with their agency, what type of documentation will we require once the individual has transitioned to TES?

a. Because VR is not paying for the services provided in Extended Services, no formal documentation is needed in this situation. “Tracking” can be done via contacts with individuals, case managers, extended service providers, family members, employers, etc. as appropriate to make sure that things are going well.

b. In order to bill the TES incentive, a mental health provider will need to attend a meeting with the VR counselor, individual, and other team members as appropriate to discuss what extended services are needed to assist the individual in maintaining employment, this needs to be added to the service plan, and documentation of this being added to the services plan needs to be provided to the VR counselor.

Process Questions

6. Does the Extended Services Provider (CSP, Mental Health Center, ect.) do all the job coaching and follow along during the 90-day extended period?

a. Typically, yes it is intended that once the individual is transitioned to the extended services with an extended service provider, whoever that may be, they will be responsible for all employment-related services at that time. Although the VR case will remain open, the follow along and monitoring the employment is done by the extended service provider. It maybe possible that VR funds job
coaching or other VR services such as assistive technology during before the VR case is closed if unique situations arise from the job.

b. If you have a situation where an individual has been transitioned to extended services and it appears that they could benefit from or need additional VR services, visit with the local district supervisor.

7. Does the client still receive any VR services during the 90-day extended period? Counseling and guidance, etc.?

   a. Typically, no. It is intended that once the individual is transitioned to the extended services with an extended service provider, whoever that may be, they will be responsible for all follow along services at that time. The VR case is remaining open to assist with the transition to Extended Service rather than continuing to provide services.

   b. If you have a situation where an individual has been transitioned to extended services and it appears that they could benefit from or need additional VR services, visit with the local district supervisor.

8. Does a client have to be employed a certain amount of time prior to extended services?

   a. No, the client’s employment needs to be stable and with limited VR services needed. This could be less OR more than the typical 90 days.

9. Who should be requesting/setting up the meeting to discuss Transition to Extended Services?

   a. This meeting can and should be initiated by the VR counselor once information from the individual, employment service provider, and employer indicate that the individual is doing well and utilizing the minimum amount of supports required for them to be successful in the employment setting.

   b. Meetings should include the individual, VR counselor, employment service provider, case manager, extended service provider, and family members, employers, and other supports as appropriate.

10. Does VR need to coordinate a closure meeting with the Case Manager, CSP and client when the 90-day Extended Services period is complete?

    a. While this is not a requirement, communication is key during the Extended Services period, and such a meeting would not be discouraged if the team finds that it would be helpful.

11. Who decides if the services being provided during the extended period are or are not working? If not working, who revises or changes what is being offered for services?

    a. This will probably be one of the hardest things to determine in situations where we have individuals transition to extended services. Many factors can impact and individuals’ success, or lack of success in employment, and it’s often difficult to sort out what’s helping/what’s not in isolation.
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.

Payment Questions

13. 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.

14. 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.

15. 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 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

16. 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.

17. 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.

18. 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.

19. 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.
20. 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

21. 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.

22. 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.

23. 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.

24. 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!
25. 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.

26. 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.

27. 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.

28. Is there an IPE example available?

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