



**Vocational Rehabilitation (VR) Program Manual Revisions 2023**

**JOB RETENTION SERVICES**

**Revision Summary** – Revised VR policy to streamline the provision of job retention services and be less restrictive regarding services only related to essential job duties. Services may be provided to assist an individual with maintaining current employment.

**VR Policy**

1. **Job retention services may be provided for eligible individuals who are currently employed in competitive integrated employment and who need VR services in order to maintain current employment or to return to employment from extended leave with the same employer** and the case has been moved to Eligible Status, which includes releases of cases from Delayed Status to Eligible Status.
2. The individual or, as appropriate, the individual’s representative must be actively engaged in making decisions about assessments and the purchase of goods and services and training needed to maintain current employment.
3. The provision of job retention services is not subject to financial need. A financial need assessment is not required.
4. Job retention services do not require a determination of comparable services and benefits. However, negotiation with the employer may be appropriate to pay part or all the cost for reasonable accommodations or assistive technology.
5. The provision of job retention services requires approval of the VR Area Director or the VR Assistant Director.
6. Job retention services should be provided timely without undue delays to prevent the individual from losing time at work or from being terminated.
7. Job retention services may not be provided:
  - a. For physical, mental, or sensory restoration requiring surgery and/or hospitalization or for counseling services for the purpose of eliminating, reducing, or modifying the effects of a stable or slowly progressive disabling condition;
  - b. To replace aging assistive technology that continues to be adequate for the intended purpose;
  - c. To assist an individual with being more independent outside of work or at the individual’s place of work that is not related to maintaining current employment;



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- d. **To assist an individual with getting to work or back home with the exception of vehicle modification;** or
  - e. To assist an individual with changing jobs.
8. An assessment to determine the nature and scope of job retention services must be the least intrusive and in accordance with customer choice. An assessment may include:
- a. Occupational health assessment to identify risks related to ergonomic, psychological, and environmental factors.
  - b. The employer's comments, with approval of the customer, about the associated problems and what the individual needs to maintain current employment.
  - c. Possibility of reasonable adjustments or accommodations, if needed.
  - d. Access to in-house employee counseling, if needed.
  - e. Access to in-house tech support, if needed.
  - f. An action plan agreed to by the individual and all concerned for a phased return to work if the individual has been out on disability leave.
  - g. Any other area of concern of the individual regarding maintaining current employment.
9. Job retention services may include:
- a. Training the individual to travel independently around the office and off-site locations using public transportation.
  - b. Educating staff on the abilities of people who are blind or visually impaired to ease the transition and to address the concerns of co-workers.
  - c. **Reviewing the individual's current work roles and the need for reasonable work site accommodations such as:**
    - 1) Adjustments to premises.
    - 2) Allocation of some duties to other staff or by swapping some tasks.
    - 3) Altering length of workday or allow flex-hours.
    - 4) Allowing job-shares or part-time work.
    - 5) Allowing home working/teleworking for a period of time.
    - 6) Assigning employee to a different workplace.



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- 7) Transferring to fill an existing vacancy, including adjustments.
  - 8) Arranging additional/special training, including job readiness training based on the service needs.
  - 9) Acquiring or modifying assistive technology, equipment, or instructions.
  - d. Other services determined necessary to help the individual maintain current employment.
10. **Describe justification for job retention services in a case note which must include the disability issues that are affecting the customer's ability to maintain current employment or to return to current employment from extended leave with the same employer.** Include customer and employer comments and recommendations for job retention services. Employer comments may come directly from the employer or from a performance evaluation that explains the disability issues affecting the customer's ability to maintain current employment.
11. Support services may be provided in certain circumstances if needed to facilitate the provision of job retention services.