Consumers identified as individuals with the most significant disability may need supported employment services in order to achieve competitive employment in an integrated setting. This graphic depicts the supported employment service model for a consumer with the most significant disability achieving his/her employment goal. (The graphic also includes an outline of the VR Employment Services Model’s Milestones.)

- **ONGOING SUPPORT SERVICES**: After the consumer is appropriately placed in a job, intensive on-going support services (e.g., job coaching) and other appropriate services (e.g., assistive technology) are provided to the consumer by skilled job trainers and other qualified individuals to achieve and maintain job stability. Supported employment services needed to support and maintain a consumer in his/her job may be provided by VR for a period of time that generally does not exceed 24 months.

- **STABILIZATION**: For consumers that receive supported employment services (i.e., MSD consumers), stabilization is considered the point in time where the consumer has reached his/her highest level of independence on the job after an appropriate period of supported employment services (i.e., up to 24 months) and is jointly agreed to by the consumer and the VR counselor. With supported employment services, there is an expectation that fading of supports occurs prior to stabilization.

- **TRANSITION**: After the determination is made by the VRC (with support information from the employment provider, employer, and the consumer) that the consumer has become stable in his/her job, the VRC will need to confirm that the consumer has then maintained the employment outcome for not less than 90 days to ensure stability and independence on the job. During the 90-day retention period (if not before), the VRC in coordination with the employment provider and consumer will assist the consumer in his/her transition to extended services. As a VRC it is important to understand the consumer’s independence level of each job task, as well as work with the employment provider to identify consumer’s continued needs and what appropriate supports are needed under extended services.

- **RETENTION**: Retention is achieved when the consumer has sustained stabilization for a minimum of 90 days. A VRC may close the consumer’s case successfully when the following occurs: a) the employment outcome is achieved, b) consumer and VRC consider the employment outcome satisfactory and agree the consumer is performing well, and c) consumer is informed of the availability of post-employment services.

- **EXTENDED SERVICES**: Extended Services are ongoing support services needed to support and maintain an individual with the most significant disability in his/her job and that are provided by a State agency, a private nonprofit organization, employer, natural supports, or any other appropriate resource from funds other than VR.

- **POST-EMPLOYMENT**: Post-employment services means one or more services that are provided subsequent to the achievement of an employment outcome and that are necessary for an individual to maintain, regain, or advance in employment. Post-employment services are available to meet rehabilitation needs that do not require a complex and comprehensive provision of services and should be limited in scope and duration. For example, such services are available to assist an individual whose job may be in jeopardy because of a conflict with co-workers or the consumer needs assistance in learning a new skill because of a change of job duties.

- **REENTER VOCATIONAL REHABILITATION**: A consumer may reenter VR if he/she needs complex and comprehensive provision of services, such as a new job and/or may need additional VR services in order to prepare for, secure, retain, or regain employment.