INTRODUCTION:

This roadmap is a guide to use for planning and implementation of the Customized Employment process within VR agencies, partner state agencies, community rehabilitation programs and other stakeholders. It provides guidance structure orientation, planning and implementation.

The Roadmap is composed of 4 distinct parts, each part contributes to the complete *roadmap to launching or improving customized employment in a state;*
  I. *Initial discussions and orientation to CE*
  II. *Planning and reparation for implementation*
  III. *Project Design*
  IV. *Project Implementation and Post-Implementation*
  V. *Evaluation, Expansion and Sustainability*

Internally, TA Staff (including project lead, trainers, other team members) can walk through the below items in advance of the first meeting with VR and agree on a general design and discussion strategy that is in alignment with what the agency hopes to accomplish regarding the implementation of CE including what's already been accomplished by that agency that can be leveraged in this implementation.

Section I: Initial Discussions and Orientation to CE-Conference Call
  A. Discuss with the interested VR Customized Employment and its value in serving people with significant disabilities and others struggling with employment.
  B. Provide a half-day, on-site overview on the Customized Employment process to VR agencies, partners and stakeholders. This is generally conducted on-site.
  C. Discuss the process for engaging in a partnership to launch or improve customized employment services. Provide Customized Employment Packet (Essential Elements of Customized Employment, Road Map, Journal Articles etc.).
  D. Set up meeting (conference call) with leadership to determine interest and capacity for implementing CE in their state.
  E. Determine next steps including on-site planning meeting.

Section II: Planning and Preparation for CE implementation -On-site meeting
  A. Develop vision of CE implementation and communication plan
  B. Determine key partners and roles: CRPs; Education; DD; MH/BH
  C. Develop an interagency team for statewide CE design, implementation and coordination of CE project.
  D.   Conduct an Internal Environmental Scan to identify CE demand, resources, capacity, and service gaps that should be addressed by CE.
  E. Determine the scope of implementation (pilot or full implementation)
  F. Determine training for VR staff, providers and partners

    G.   Determine Capacity of providers; identifying CRPS, contracting options, need/availability for training, create training capacity for initial pilot and statewide implementation and sustainability.

    H.   Determine Budget Parameters

    I.   Determine process to choose CE Training Providers

    J.   Draft rough project plan

Section III: Project Design-Conference Calls/On-site

A. Finalize Project Plan
B. Finalize budget for the project and contributions from partners
C. Identify appropriate CE training providers and draft request for proposals
D. Determine Qualified Providers/Process; Options: Certification/s, classes, degrees, nothing; State VR CE Team with stakeholders, contract staff; Offer information on existing state VR approaches with impact on system
E. Determine Initial Funding and Fee Structures for services;
    a. Compare to other funded services within the state;
    b. Compare with fee structures from other agencies

Section IV: Project Implementation and Post-Implementation-Conference Calls/On-site

A. Begin project and monitor progress with regularly scheduled conference calls
B. Determine how the agencies will blend/braid services for statewide CE services; Research options that will work in state; State CE VR team and stakeholders identified, inclusions of Pre – ETS; Facilitation offered to create a "map" of CE statewide services with multiple agencies
C. Determine definition of CE services (Essential Elements)
D. Determine Certification Requirements for CE providers
E. Develop a Certification System
F. Develop MOUs/Interagency Agreements to reflect agency roles, fee structures; braiding resources

Section V: Evaluation, Expansion and Sustainability-Conference Calls/Onsite

A. Collect output data (training events and participation levels)
B. Conduct formative and summative evaluations and provide written evaluation reports
C. Conduct a meeting to review evaluation findings from the pilot and consider "what worked and what did not work; discuss improvements or alternative strategies for implementation.
D. Develop an approach to sustain VR agency and provider capacity
E. Develop sustainable on/demand training programs
F. Develop/Revise statewide policies, procedures and fee structures for implementation.
G. Develop interagency agreements specifying roles, responsibilities and funding levels
H. Develop an approach to sustain CRP and VR counselor capacity to implement CE (i.e. on-demand training)
I. Develop a CE Certification System