

Quality Indicators for Review of Competitive Employment Outcomes for Veterans with a Disability

| Accomplishment Area / Quality Indicator | Assessment Questions | Current Status* | Priority Code for Attention to Improve Job Outcomes |
|---|--|------------------------------|---|
| A. Use of Benefits Planning | a. Did the agency secure services from a certified Benefits Planner to assist Veteran and family in understanding the impact of wages on benefits? b. Was a written benefits analysis completed? c. Did benefit analysis present impact of employment on all Federal Benefits Programs in which the Veteran is currently enrolled? | ___1 ___2 ___3 ___4 | |
| B. Individualization of Job Goal | a. Were the Veterans strengths, abilities, and interests considered when establishing job goal? b. Did the Veteran lead the planning and job assessment process formulating a job plan? c. Is Veteran satisfied with job outcome and services? | ___1 ___2 ___3 ___4 | |
| C. Use of a Rapid Job Search Approach | a. Does the search for jobs occur rapidly after initiation of employment services (e.g., first job application routinely submitted within a month of service initiation)? b. Are employer contacts based on veterans job preferences rather than readily available jobs in job market? | ___1 ___2 ___3 ___4 | |
| D. Quality of Competitive Job | a. Are wages commensurate with wages earned by others performing similar work? b. Is the employed Veteran's benefit package the same as coworkers? c. Does Veteran receive fringe benefits commensurate with hours worked? d. Do jobs pursued have permanent, not temporary, status? | ___1 ___2 ___3 ___4 | |
| E. Consistency of Employment Contract/Job Offer with Co-workers | a. Is individual employed and paid by business where work is taking place, not by service provider? b. Are opportunities for advancement and growth consistent with those available to co-workers? | ___1 ___2 ___3 ___4 | |
| F. Employment in Integrated Job Settings | a. Is there an absence of a congregation of persons with disabilities within the work site? b. Are there co-workers who are not disabled within the work site with whom the Veteran has regular contact? c. Does the new employee work a similar schedule to others in the job site and take breaks on the same schedule? | ___1 ___2 ___3 ___4 | |
| G. Coordination and Integration of Employment Services with Veteran's Rehabilitation Service Plan | a. Are employment services closely coordinated with veteran's rehabilitation service plan? b. Does Veteran meet frequently with rehabilitation team members to review and update planned services and to share information? | ___1 ___2 ___3 ___4 | |
| H. Quality of Job Site Supports Fading | a. Was a Job Duty Analysis completed on Veteran's employment position? b. Do job site training and support strategies match the learning style of Veteran and culture of job site? c. Is there evidence of a planned fading program, including involvement of co-workers in giving instructions and support to Veteran? | ___1 ___2 ___3 ___4 | |
| I. Presence of Ongoing Support Services for Job Retention and Career Development | a. Is there a written long term supports plan and is the plan being implemented? b. Are contacts made with the Veteran at least twice monthly to monitor employment stability? c. Is there a plan for career advancement? d. Do ongoing post-employment support services for Veteran include support for changing job settings/re-employment? | ___1 ___2 ___3 ___4 | |

*** Current Status Code**

1. Outcome and services not representative of this indicator. Program practices do not indicate that this indicator is considered in developing jobs.
2. Outcome and services demonstrate awareness of indicator, but current practices indicate inconsistent application.
3. Noticeable efforts in this indicator area; room exists for additional progress.
4. Outcome fully consistent with this indicator.

**** Priority Code (Importance for attention in 12-18 months)**

- L = Low importance
 M = Medium Importance
 H = High importance



Virginia Commonwealth University, Rehabilitation Research and Training Center on Workplace Supports and Job Retention

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