



Overview

CIES Components are the major elements of the Progress Documentation Form:

- **Intake, Evaluation and Assessment** (Initiation and Completion)
- **Job Targeted Education and Skills Training Activities** (Initiation and Completion)
- **Job Development and Placement** (Initiation and Completion)
- **Initial Employment Supports** (Initiation and Completion)
- **Monthly On-Going Support**

Submitting Progress Documentation Forms (Guidance)

For Initiation: When the desired outcome for initiation has been achieved. The outcome may not be achieved on the first day a client is served.

The desired outcomes are as follows:

- **Intake, Evaluation, and Assessment:** Development of an outline of the assessment plan.
- **Job-Targeted Education and Skills Training Activities:** Completion of 40 hours of job-targeted education and skills training activities.
- **Job Development and Placement:** Creation of an individualized job development plan developed.
- **Initial Supports:** Provider has begun providing supports necessary for client to stabilize in/ maintain employment beyond 30 calendar days of job placement.

Providers should indicate in the "Initiation date" field on each Initiation form the first day clients began receiving services under a component, even though they do not fill out and submit the form until the initial desired outcome has been achieved. For example, a provider should fill out the Job Development and Placement initiation form once they have completed an Individualized Job Development Plan for the client, and indicate on the form the date they first started working on the Job Development plan.

For Completion: When the desired outcome for the completion of the component has been achieved.

The desired outcomes are as follows:

- **Intake, Evaluation, and Assessment:** Development of client employment goals and completion of comprehensive written assessment.
- **Job-Targeted Education and Skills Training Activities:** Successful completion of job-targeted education and skills training activities.
- **Job Development and Placement:** 30 calendar day's job retention.
- **Initial Supports:** Client receiving supports has achieved 90 calendar days job retention.

For Ongoing Supports: Providers fill out a form at the end of each month that a client received supports necessary to stabilize in/ maintain employment beyond 90 calendar days of employment. The provider indicates the first day the client ever received ongoing supports, even if it was in a previous month. If the client is no longer receiving Ongoing Supports, the provider indicates the last day the client received supports.

**Important:**

Please note that not every agency purchases services under each CIES component. (Example: DTA does not purchase Interim Supports and Ongoing Supports services). **Please submit Progress Documentation Form only for applicable CIES service components**

Fields marked by an **asterisk** in Progress Documentation Form **must be completed**

Intake, Evaluation and Assessment

This CIES component focuses on the development of an individualized job development or career plan that use functional and situational assessment as an approach to determine skills, interest and support needs.

Initiation

- Submit Progress Documentation Form: Providers submit when the development of an outline of the assessment plan has been completed.
- MRC counselors conduct evaluation and goal development. If you are an MRC provider, mark "no" for "identified support services" and "developed client employment goals".

Completion

- Submit Progress Documentation Form: Providers submit when the development of client employment goals and completion of comprehensive written assessment has been completed.

Job Targeted Education and Skills Training Activities (If applicable)

This CIES component is purchased on a selective basis when it is determined there is an identified need and benefit for an individual to receive specific skill development training that is directly related to the client's job goal and/or required in order to obtain or maintain employment.

Initiation

- Submit Progress Documentation Form: Providers submit when client has completed 40 hours of job-targeted education and skills training activities.
- Initiation date is the start date of education and skills training activities

Completion

- Submit Progress Documentation: Providers submit when client has successfully completed job-targeted education and skills training activities.
- Completion date is the end date of education and skills training activities
- Internal Education/Skill Development means any activity listed in the table that are directly offered by the service provider
- External Education/Skill Development means any activity provided by any community organization, educational institution other than the provider
- In the table, mark as many activities as applicable
- ESL = English as Second Language
- GED = General Educational Development
- OJT= On the Job Training



Job Development and Placement (If applicable)

Individuals may require individualized support and one-on-one assistance in all aspects of the job seeking and placement process, from identifying potential job leads, to attending interviews, and with initial on-the-job training and support once the job is obtained.

Initiation

- Submit Progress Documentation Form: Providers submit when a client's Individualized job development plan has been developed.
- Initiation date is the start date of job development and placement activities
- The following are examples of types of accommodation that might be requested from an Employer. Check all that apply.
 - CART = Communication Access Realtime Translation (captioning for people with hearing loss)
 - Language interpreter
 - Self care/ADL skills = Activities of Daily Living, e.g. bathing, grooming, dressing, eating, money management, use of public transportation, etc.
 - Sign language interpreter
 - Mobility aids
 - Other (specify)

Completion

- Submit Progress Documentation Form: Providers submit when a client has been on the job for 30 calendar days.
- Fill out form and submit payment only if service was rendered
- Completion date is the end date of development and placement activities
- Job is considered an *Upgrade* if any of the following examples applies: a) client works more hours, or b) earns more per hour, or c) has more responsibilities in his/her job compared to a job with a previous employer (assumes client is employed at start of CIES; if client is not employed at start of CIES, this should be marked *No*).
- MRC does not use the concept of *Job Upgrade* for the Job Development and Placement component. Mark *No* on *Job Upgrade* if you are an MRC provider.
- NAICS Industry Code = North American Industry Classification System (See *NAICS Reference Guide* on industry classification or <http://www.census.gov/eos/www/naics/>)
- SOC Occupation Code = Standard Occupational Classification System (See *SOC Reference Guide* on occupation classification or <http://online.onetcenter.org/find/>)
- How to interpret "*Does the job offer benefits to client?*" Based on factors (e.g. number of hours worked, job tenure, etc) an employee is eligible to receive benefits listed on the form. It does not mean that the employee actually receives those benefits. For example:
 - If client works 20 hours per week and the job offers benefits for those who work 20 hours per week only after a 6-month waiting period, answer *Yes*.
 - If client works 20 hours per week and the job offers benefits for those who work at least 36 hours per week, answer *No*.
- WIPA = Work Incentive Planning and Assistance

**Initial Employment Supports (If applicable)**

The primary focus of this service is to assist individuals to develop the skills needed to complete essential job responsibilities, to increase independence on the job, and to become socially integrated into the workplace through the support of a job coach or employment specialist.

Initiation

- Submit Progress Documentation Form: Provider has begun providing supports necessary for client to stabilize in/ maintain employment beyond 30 calendar days of job placement.
- Initial employment services are those provided between 30 and 90 days of employment.

Completion

- Submit Progress Documentation Form: Client receiving supports has achieved 90 calendar days job retention.
- Job is considered an *Upgrade* if any of the following examples applies: a) client has increased hours worked per week, or b) has received an increase in hourly wage, or c) has received an increase in job responsibilities (assumes client is working for the same employer as in Job Development and Placement Component).
- How to interpret “*Is client currently receiving benefits?*” This refers to benefits that the client receives from his/her Employer in current job. For example:
 - If employee receives health and dental insurance from his/her Employer, mark *Yes*.
 - If employee receives health and dental insurance through spouse’s employer, mark *No*.
- WIPA = Work Incentive Planning and Assistance

Monthly Ongoing Support (If applicable)

These services are very similar to those provided during Initial Employment Support, though in most situations the intensity and frequency will decrease over time. The overall goal is to develop and capitalize on typical supports to enable individuals to be stable and successful on the job while decreasing the reliance on provider-delivered supports.

- Submit Progress Documentation Form: Providers fill out a form at the end of each month that a client received supports necessary to stabilize in/ maintain employment beyond 90 calendar days of employment. The provider indicates the first day the client ever received ongoing supports, even if it was in a previous month. If the client is no longer receiving Ongoing Supports, the provider indicates the last day the client received supports.
- See comments under **Initial Employment Supports**

Questions or need assistance?
Call Virtual Gateway Customer Service
1-800-421-0938
(617-847-6578 - TTY for the deaf and hard of hearing)
8:30 am to 5:00 pm Monday through Friday