

# Briggs & Associates

## GVRA Communication Process

**CONTACT GVRA COUNSELOR ANY TIME THERE IS A CHANGE  
(NEW JOB, INCREASED HOURS, ADDED DUTIES, JOB LOSS, ETC.)**

In an effort to foster a strong relationship with the GVRA Counselors, we ask that you speak (via phone conversation) with the Counselor at least twice each month, including the last week of every month to review progress and to determine if any of the milestones below were reached. Be sure to document in your logs any conversation points or issues discussed via telephone and/or email. Please share with Stephanie (via text or email) if any decisions regarding the phases below have been reached during the phone conversations with GVRA counselors. Please complete GVRA Supported Employment Monthly Progress Report with all relevant information. Report must be completed by the 5<sup>th</sup> of the next month for each person with an active SE GVRA Case. Please address each question using full sentences and thoughtful, person-centered answers. Answering the questions using N/A is not acceptable.

### **First Phase: Supported Employment Services Identification**

Complete the GVRA Supported Employment Service Identification & Agreement and first invoice at the initial services IWP Meeting with GVRA. Please go to initial meeting with Invoice printed on Briggs letterhead.

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*\*Action Required: Copies of signed Service Agreement, Invoice, A&I and Work Plan (if applicable) must be forwarded to Stephanie in a timely manner.*

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### **Second Phase: Job Development**

This phase can be included in the first invoice if the Counselor requests/approves. Otherwise, Stephanie will invoice for this phase upon receiving the initial GVRA paperwork from you.

### **Third Phase: Training & Initiation** (of On-going Supports)

This phase will begin the first day the client is on the employer's payroll and in training with a job coach.

\* Action Required: Complete Employment Verification Form and email to Stephanie & GVRA Counselor. Write in "Job Development" section of Monthly Report: "(Individual's name) has entered the Training & Initiation phase of services." Be sure the "Jobs" tab on Filemaker is complete so the Employment Verification Form can be filled out and submitted to GVRA.

### **Fourth Phase: Stabilization** – "...once the job coaching for the client has diminished to only 20%"

\* Action Required: Email Stephanie and GVRA Counselor: "CS hours are below 20% & individual is ready to move to Stabilization." Write in "On-going Supports & Follow-Up" section of Monthly Report: "(Individual's name) has entered the Stabilization phase of services."

### **Fifth Phase: Completion** – will involve a discussion with GVRA Counselor, in which both sides agree consumer is in a stable job and requires minimal support (less than 20% of work time)

\* Action Required: Complete Extended Services Plan (including signatures and date) and email to Stephanie indicating "Counselor and Career Specialist agree individual is ready to move to completion." Write in "On-going Supports & Follow-up" section of Monthly Report: "(Individual's name) has entered the Completion phase of services."