

2003.00 SUPPORTED EMPLOYMENT – Provider Guidelines
(CSPM 416.0.00)

2003.01 Description of Service

Supported Employment is competitive work in integrated work settings for persons with the most significant disabilities for whom competitive employment has not traditionally occurred or for whom competitive employment has been interrupted or intermittent as a result of a significant disability; and who, because of the significance of their disability, need intensive support services; and extended support services in order to perform such work.

Supported Employment services are on-going support services and other appropriate services that assist an individual in entering or maintaining integrated competitive employment, based on the individual's needs as specified in the work plan for supported employment.

Unless dictated by client need, Vocational Rehabilitation involvement is intended to be a maximum of eighteen (18) months.

2003.02 Provider Information

There are five (5) phases to Supported Employment.

- Supported employment is competitive work in integrated work settings for persons with the most significant disabilities for whom competitive employment has not traditionally occurred; or for whom competitive employment has been interrupted or intermittent as a result of complex barriers to employment as a result of their disability; and who, because of the significance of their disability(ies), need intensive support services; and extended support services in order to perform such work.
- Supported Employment services include planned support activities including intensive on-going supports which are required to assist a supported worker to learn his or her job duties and appropriate work site behaviors.
- Stabilization is the point when the supported worker has satisfactorily learned his or her job duties and appropriate work behaviors, is making at least minimum wage but no less than the wages equal to his/her co-workers who do not have disabilities and are performing the same or similar work and the provider can reduce their on-going support interventions. As a guideline this occurs when on-going services have reduced to less than 20% of original needed support.

- On-Going Support Services are provided from job placement until transition to extended services. On-going supports include but are not limited to Job Coaching on the work site, coaching off the work site, coordination of Natural Supports, development and coordination of work space Accommodations and other individualized supports as needed. At a minimum of two visits per month at the work site unless it is determined that off-site monitoring is more appropriate for a particular individual. Off-site monitoring must consist of a least two face-to-face meetings with the individual and one employer contact monthly.
- Extended services - Services provided after the time limited VR Program Services are completed and consist of those services needed to support and maintain the individuals' employment. Services should be provided for as long as the individual is employed at the same job. Plans for extended support should be recorded on the extended services plan. Extended supports include paid and non-paid support in the community or on the job. At a minimum of two visits per month at the work site unless it is agreed upon that off-site monitoring is more appropriate for a particular individual. Off-site monitoring must consist of at least two face-to-face meetings with the individual and one employer contact monthly.

2003.03 Provider Qualifications

Supported Employment providers must meet one of the following qualifications:

- A. A Master's degree in vocational rehabilitation or a counseling-related field that may include, but is not limited to degrees in rehabilitation, education, special education, social work or psychology
- B. A Bachelor's degree in vocational rehabilitation or a counseling-related field that may include, but is not limited to degrees in rehabilitation, education, special education, social work or psychology
- C. An Associate's degree in a vocationally related field such as, but not limited to degrees in rehabilitation, education, special education, social work or psychology
- D. Three years of experience in counseling, linking with community resources, special education or instruction
- E. An individual who works under the direct supervision of an individual with a Master's or Bachelor's degree as listed above

Note: **Qualifying Documentation – Providers will submit documentation to determine if they meet the standards for potential suppliers.**

The Provider Relations Specialist is responsible for determining whether providers meet qualifications.

2003.04 Process for Outsourcing

It is the VRP staff's responsibility to determine when supported employment services should be purchased. The maximum period for VR Program services is 18 months following placement on a supported work site. This time frame can be extended if it is determined and included on the work plan that additional time is necessary in order for the client to achieve job stability prior to transition to extended services.

The Supported Employment Consumer Information Form is used as a tool in determining consumer needs and required services. A Supported Employment Services Agreement must be completed on each consumer to identify approved services and the party responsible for provision of each service.

2003.05 General and Specific Standards

A. Timeliness

Monthly progress reports shall be submitted by the provider to determine client's progress throughout his/her supported employment program.

B. Liability

The provider must present a certificate of insurance as required by the Georgia Vocational Rehabilitation Agency.

C. Criminal Record Investigation

Providers will be required to show evidence that a criminal record investigation has been requested in accordance with DHS/GVRA policy on all staff that provides direct services to VRP clients.

D. General Requirements

Mobility - Consideration should be given to the client's needs in determining an appropriate location. Training will be provided in various community businesses which includes extended employment service sites.
Available Materials - A list will be submitted by prospective providers of evaluative instruments with which they are competent and capable of administering and interpreting.

Sample Product - Providers will submit to the PRS sample(s) of assessment reports, training reports and action plans to determine if they are sufficient to address client needs and progress.

E. Report

The Supported Employment Monthly Progress Reports must be signed by

the provider.

Identifying Information

- Client name
- Date of Birth
- Address
- Telephone Number
- Case Number
- Referring Vocational Rehabilitation Counselor
- Date of Referral, Evaluation, and Report
- Disability(s)

Interventions - Based on a person's goals and skills, the employment setting, and the supports needed, assistive technology is provided within the context of reasonable accommodations.

Achievement Level - Based on the individual's employment objectives the person should receive only those services which help him/her achieve the desired outcomes.

F. Fee

A Supported Employment Payment Invoice will be completed by the provider and submitted to VRP staff in accordance with the SE Payment procedure Guideline located in the SE Collaborative Agreement.