


LRS CHAPTER 4, TECHNICAL ASSISTANCE & GUIDANCE MANUAL

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|  <p>LOUISIANA WORKFORCE COMMISSION The Department of Labor</p> | Part 412.14 | Name Supported Employment Services | Effective Date *3/28/2022** |
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I. PURPOSE

- A. Supported Employment services are designed to provide community-based employment for LRS Consumers who are the most significantly disabled (Order of Selection Category I***) and require on-going support and extended services to maintain competitive integrated employment.
- B. Supported Employment significantly expands the options available for persons with the most significant disabilities to achieve and maintain integrated, competitive employment in the community. Supported Employment requires the ongoing services of other organizations and/or natural supports such as co-workers, family, friends, etc. and ongoing extended services when LRS services end; therefore, it is important to consider and include the participation of other individuals and organizations beginning in the planning process.

II. LRS SUPPORTED EMPLOYMENT REPRESENTATIVE AND CRP LIAISON

- A. The Regional Manager is responsible for assigning a Counselor or Supervisor to serve as the region’s Supported Employment Liaison to LRS staff, the Community Rehabilitation Programs (CRP) and LRS State Office.

Duties of the Regional LRS Supported Employment Liaison:

1. Meets with and reviews requests for new CRP’s and forwards information to the Regional Manager for assignment to a supervising Counselor.
2. Serves as a liaison between CRP’s and the Regional Office.
3. Provides technical assistance to the CRP’s.
4. Communicates LRS Policy/Procedure changes to CRP’s and assists with specific problems/issues that have been identified.
5. Schedules, at a minimum, an annual required (regional) CRP meeting to discuss issues, concerns, changes, etc.
6. Maintains and updates the regional Supported Employment CRP list.
7. Investigates and/or reports alleged fraud to the Regional Manager.
8. Schedules/participates in regional Supported Employment staff training, as needed.

- B. The Regional Manager is responsible for assigning a Counselor or Supervisor to serve as a Supervising Counselor for each of the region's supported employment CRP providers.

Duties of the Supervising Counselor:

1. Meets with potential CRP providers to develop manual material in accordance with the LRS Guidelines for Vendorship and CRP Standards.
2. Submits information/application to the Regional Manager for approval or disapproval of CRP Vendorship.
3. Annually revises manual material in accordance with the LRS Guidelines for Vendorship and CRP Standards.
4. Reports changes to the Liaison so that the regional CRP list is up-to-date.

III. DEFINITIONS

A. Supported Employment

1. Supported Employment means competitive integrated employment, including customized employment, or employment in an integrated work setting in which an individual with a most significant disability, including a youth with a most significant disability, that is individualized and customized, consistent with the unique strengths, abilities, interests, and informed choice of the individual, along with ongoing support services. Supported Employment is for individuals with the most significant disabilities for whom:
 - a. Competitive employment has not historically occurred
 - b. Competitive integrated employment has been interrupted or intermittent as a result of a significant disability;
 - c. And who because of the nature and severity of their significant disability, need intensive supported employment services in order to perform this work, as well as, extended services after time-limited services from LRS has ended.

2. Supported Employment also encompasses Transitional Employment Services for individuals with the most significant disabilities due to chronic mental illness (CMI). Transitional employment is a series of temporary job placements in integrated work settings with ongoing supports, including continuing sequential job placements, until job permanency is achieved.

B. Competitive Employment

Work performed on a full-time or part-time basis in an integrated setting for which an individual is compensated at or above the minimum wage, but not less than the customary or usual wage paid by the employer for the same or similar work performed by individuals who are not disabled.

C. Integrated Work Setting

A setting found in the community where the employee with a disability interacts, for the purpose of performing the duties of the position, with other persons (e.g., customers and vendors) who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals with disabilities and who are in comparable positions interact with these persons.

D. On-going Support Services

Those services that are needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability in supported employment; based upon:

1. The rehabilitation needs of the individual identified in the Plan; from the time of job placement until transition to extended services provided throughout the individual's term of employment in a particular job placement;
2. Include assessment of employment stability and provisions of specific services or the coordination of services at or away from the worksite that are needed to maintain stability based on:
 - a. At a minimum, twice-monthly monitoring at the worksite of each individual in supported employment; or
 - b. If under specific circumstances, especially at the request of the individual, the individualized plan for employment provides for off-site monitoring twice monthly meetings with the individual.

3. On-going Support Services consist of:
 - a. Any particularized assessment supplementary to the comprehensive assessment of rehabilitation needs;
 - b. The provision of skilled job trainers who accompany the individual for intensive job skill training at the work site;
 - c. Job development and training;
 - d. Social Skills training;
 - e. Regular observation or supervision of the individual;
 - f. Follow-up services including regular contact with the employers, the individuals; the parents, family members, guardians, advocates or authorized representatives of the individuals, and other suitable professional and informed advisors, in order to reinforce and stabilize the job placement;
 - g. Facilitation of natural supports at the worksite;
 - h. Any other service identified in the scope of vocational rehabilitation services for individuals; or
 - i. Any service similar to the foregoing services.

E. Extended Services

- A. Extended services consist of on-going support services and other appropriate services that are:
 - Needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability, in supported employment;
 - Organized or made available, singly or in combination, in such a way as to assist and eligible individual in maintaining supported employment;
 - Based on the needs of an eligible individual, as specified in an individualized plan for employment;
 - Provided by a State agency, a private nonprofit organization, employer, or any other appropriate resource, after an individual has made the transition from LRS time-limited services; and

- Provided to a youth with a most significant disability until the youth obtains competitive integrated employment.

B. Extended services:

1. Must be coordinated and provided by an entity other than LRS (typically the supported employment vendor accessing the use of natural supports) when the time-limited services are completed.
2. Must include at a minimum, twice monthly monitoring at the work site of each individual in supported employment to assess employment stability unless the Plan provides for off-site monitoring as the best alternative needed to maintain employment stability. If off-site monitoring is determined to be more appropriate, it must, at a minimum, consist of two meetings per month with the individual and one contact per month with the employer.
3. Can be provided from more than one source and can be natural supports such as employers, co-workers, family or friends.

IV. ELIGIBILITY FOR SUPPORTED EMPLOYMENT SERVICES CRITERIA

A. In order to receive supported employment services an individual must:

1. Meet the eligibility requirements for vocational rehabilitation services as set forth in the LRS Vocational Rehabilitation Policy and the Technical Assistance and Guidance Manuals.
2. Meet the Agency's Order of Selection criteria for Category I***.
3. Meets the definition of Supported Employment as defined in this section in item III above.

B. Additionally, to assist the Counselor in determining the need for supported employment services, the counselor must document that due to the severity of the disability, the Consumer:

1. Has been unable to obtain or maintain competitive employment (without the assistance of extended follow – along) for 4 or more quarters in the last 3 years.

2. Has had four (4) or more jobs that lasted less than one month and must have experienced at least 3 of the following in the last six months:
 - a. Social withdrawal
 - b. Poverty of speech
 - c. Poor hygiene
 - d. Symptomatic despite good medication and/or AT compliance
 - e. Poor medication compliance
 - f. Difficulty with initiating tasks
 - g. Difficulty with following instruction
 - h. During the last 2 years has experienced 3 or more events (e.g. hospitalization, incarceration or other institutionalization, recurring health or mental health issues) which interrupted work or ability to live independently
 - i. Eligible for SSI or SSDI benefits
 - j. Any other significant limitations and/or circumstances/factors that indicate a Need for ongoing and extended support.

C. Counselor Responsibilities

Before referring the Consumer to a CRP for Supported Employment Services, the Counselor must determine and justify in the case record, the Consumer's eligibility and need for supported employment as defined above.

**V. COMMUNITY – BASED ASSESSMENT AND NARRATIVE REPORT:
(FORMS CBA-1 AND CBA-1A)**

- A. At any point during the eligibility process and prior to the development of the IPE the Counselor should authorize a Community – Based Assessment. The assessment will assist the Consumer in determining employment options that will identify a “good job match,” the types of support needed to obtain and maintain employment and other appropriate services that may be required for the consumer to maintain a supported employment placement.

1. The CRP must receive prior written authorization from the Counselor prior to providing the Community – Based Assessment.
 2. Rate for the Community – Based Assessment is \$500.
- B. It must be clear from the Narrative Report (Form CBA-1) and the Assessment Activities Log (CBA-1A) that the Community – Based Assessment was performed in the community to assess the Consumer’s assets and needs; that assessment information was gathered from activities conducted on more than one occasion, from more than one source of information (i.e. family, friends, former employers, former teachers, etc.) and in a minimum of three (3) locations. The Narrative Report must also include the completed Assessment Activities Form (CBA-1A) by the CRP that provides documentation of the assessment activities.
- C. The Counselor must assure that the Community – Based Assessment and Narrative Report is completed thoroughly and addresses all topic areas, as appropriate, as noted in the Guidelines for Community – Based Assessment and Narrative Report Chart on the following page.

Community – Based Assessment and Narrative Report (CBA-1)

| GUIDELINES CHART: | |
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| Interests (Preferences) | <ul style="list-style-type: none"> ➤ Specific interests, such as working in an office, with children, in a bakery, working with animals, etc. ➤ Job interests, likes and dislikes. ➤ Interest in non-work related areas such as hobbies, routine duties at home, etc. |
| Assets/Abilities (Contributions to Employment) | <ul style="list-style-type: none"> ➤ Skills, or similar skills, talents & personality traits ➤ Learning style and implications for job placement. ➤ Strength and endurance. ➤ Routine daily living activities. ➤ Functional application of academic skills (e.g. reading, money management, telling time, spelling) across all environments. ➤ Expressive & receptive communication skills. |
| Potential Targeted Job Tasks | <ul style="list-style-type: none"> ➤ Description of what the person can do on a job such as typing, filing, sorting, etc. and not job titles. |
| Job Conditions (Negotiable or Non-negotiable) | <ul style="list-style-type: none"> ➤ Characteristics such as transportation; distance to work, work hours; accommodations; work environment; safety and type of work supervision. ➤ Available work incentives (SSI/SSDI, Medicaid, etc.). ➤ Relationship of the applicant's skills to the local job market. ➤ Possible use of assistive technology/adaptations to accommodate deficits. |
| Anticipated Support Needs (Based on Job Conditions/Preferences) | <ul style="list-style-type: none"> ➤ Those necessary to maintain employment during training, job retention and long term follow along such as: ➤ Mobility needs; challenging behavior; effects of medication on Consumer's functioning; ➤ Description of home setting; ➤ Family/care giver and support needs, including support strategies proven beneficial, and other concerns for support voiced by Consumer and/or other. ➤ Need for psychosocial supports to promote integration; ➤ Evaluation of extended follow along, to include identification of the natural supports and other long-term on-going support services. |
| Potential Employers | <ul style="list-style-type: none"> ➤ Must be identified by name or business within the geographical boundaries and prioritized according to Consumer's needs. ➤ Must be from a variety of sources. ➤ Must identify the top three (3) choices. |

D. After receipt of the Community- Based Assessment Report, and prior to the development of the IPE, a staffing must be held with the consumer, vendor, and LRS Counselor to determine an employment goal, anticipated services and dates, anticipated support needs and other services necessary to develop the IPE consistent with assessment results. When conducting a staffing with an individual with a significant disability that impairs their judgment and/or decision-making, the Counselor will make every effort to involve competent representatives on behalf of the Consumer (parent, guardian, friend, significant other, etc.) in the staffing process.

E. Quality Indicators for Community –Based Assessment and Narrative Report.

1. The Assessment Report (CBA-1) and Assessment Activities Log (CBA-1A) was received and the seven (7) topic areas noted in the Guidelines for the Community-Based Assessment and Narrative Report Chart noted above were addressed, to include, at a minimum, the following:

- a. The information was obtained from a variety of sources and at a minimum of three (3) locations in the community and documented on form CB-1A.
- b. Accurate support needs and strategies were identified.
- c. Interests/assets/abilities in work and non-work areas were explored, identified and summarized in a manner suitable for marketing that individual to potential employers.
- d. Family, friends', etc., concerns for Consumer supports and needs were identified.

NOTE: If the Consumer has a significant disability that impairs their judgment and/or decision-making, the report should reflect that every effort was made to involve competent representatives on behalf of the Consumer (parent, guardian, friend, significant other, etc.) during the assessment process.

- e. The impact of job conditions/preferences was considered during job development and anticipated support needs were identified.
- f. Potential targeted job tasks, i.e. employment goals were established.
- g. Targeted employers or industries were identified.
- h. Potential employers were listed and prioritized, and the top 3 were indicated.

- i. The report is written in narrative form (no checklists) and provides a thorough and accurate “employment profile” of the Consumer.
 - j. The Consumer and/or representative validated the accuracy of the assessment by their attendance, participation, and feedback in the staffing.
2. If the Counselor determines that the Community – Based Assessment and Narrative Report is lacking critical or sufficient information as noted above to determine the employment goal or any other information necessary to develop the IPE, the Counselor must obtain the information lacking in writing from the CRP before payment is authorized.

VI. THE INDIVIDUAL PLACEMENT MODEL FOR SUPPORTED EMPLOYMENT SERVICES

A. Individual Placement Model

A supported employment placement strategy in which an employment specialist assists the individual with competitive employment by matching the unique abilities of the individual with unmet employer needs. A job coach then provides training and support and facilitates the use of natural supports (on-site and off-site) and then gradually reduces time and assistance. Refer to Chapter 5 for the Supported Employment Forms (SE) vendors are required to use.

B. Supported Employment Milestone Payment System

1. The Milestone Payment System is an outcome based payment system that allows for flexibility by CRP’s by freeing them from hourly billing constraints and creates financial incentives by encouraging the use of natural supports.

A “Milestone” is defined as the completion of a “step” in the supported employment process in assisting a Consumer to become employed in an integrated work setting. The Milestones are as follows:

Milestone 1 Job Development / Placement Services

Milestone 2 One-Month Job Retention Services

Milestone 3 Job Stabilization/Transition to Extended Follow-along

Milestone 4 Successful Case Closure - Minimum 90-days of consecutive employment after Extended Follow-Along has begun. (Successful completion of Milestone 3).

2. The CRP must receive prior written authorization (Plan and/or AWARE Authorization) by the Counselor to provide the supported employment services.
3. The CRP receives payment after the Counselor receives documentation that services were completed, as per the LRS Supported Employment Guidelines and Quality Indicators for each Milestone as noted below in items VII thru X.
4. If a Consumer loses a job, LRS will revert to the Milestone where the Consumer lost their job, and payment is authorized after the completion of that Milestone.

For example, if the Consumer is at Milestone 2 (One - Month Job Retention), and works for three weeks and then loses a job, payment would not be made for Milestone 2, until the Consumer completes one week of employment on a new job (three weeks of employment on the first job plus one week of employment on the second job to equal a total of four weeks of employment, or the achievement of Milestone 2).

NOTE: Additional fees for subsequent placements are not applicable in the Milestone Outcomes Payment System. When a Consumer loses a job and is placed on another one, the CRP will only be eligible for payments resulting from the milestones the Consumer has not yet achieved, as noted above.

5. Each individual Milestone Outcome Payment can only be paid once to the CRP providing the Supported Employment services to the Consumer, even if the Consumer loses a job after the completion of a Milestone and continues to receive services with that same CRP.

VII. TRANSITIONAL EMPLOYMENT MODEL

Transitional Employment Model for Individuals with Chronic Mental Illness (CMI): A series of employment opportunities designed to prepare individuals with chronic mental illness for permanent employment.

- A. Transitional employment is a type of supported employment that is a series of time limited positions in integrated settings. On-going support services include sequential job placement provided in order to gain confidence, interpersonal skills, and job references needed to secure and maintain integrated employment that matches the consumer's interest and capabilities.

- B. The transitional employment program may be the best service option for an individual with Chronic Mental Illness (CMI) who is:
1. Uncertain about choosing an appropriate vocational goal;
 2. Fearful or tentative about his or her abilities to maintain employment; and/or
 3. An individual for who traditional work adjustment services would have been considered the best pre-employment preparation service.
- C. Payment is \$500 for each transitional placement and is limited to a maximum of three (3) placements. Once permanent placement is made, counselor follows Milestones 2-4 under the Individual Placement Model, including High Quality Indicators payment if applicable.
- D. Plan Development
- The Plan and any amendment(s) are to be developed with the full participation of the consumer and/or representative. The Plan must be developed in accordance with the same vocational rehabilitation program guidelines as any other Plan for service; and, must include the additional requirements as set forth under Plan Development in item VIII below.

VIII. PLAN DEVELOPMENT

The Plan and any amendment(s) are developed with the full participation of the Consumer and/or representative and must be developed in accordance with the same guidelines as any other Plan for the vocational rehabilitation program with the following additional requirements:

The Plan must identify the employment field determined most appropriate by the LRS Counselor and Consumer, and the anticipated weekly work hours the Consumer will be employed. The employment goal and weekly work hours should be compatible with his/her maximum employment potential as a result of the disability.

The intent of the supported employment program is for an individual with the most significant disability to work toward competitive integrated employment; therefore, beginning at Job Stabilization / Transition to Extended Services, the Consumer must be working to their maximum potential and earning at least minimum wage.

The Counselor must list the Milestones and/or any other services LRS will purchase/provide. Purchased supported employment services (Milestones) on the Plan must be obtained through an approved Supported Employment CRP and generally cannot exceed 24 months or four years for youth with disabilities (ages 14-24). If a Consumer requires longer than 24 months in reaching job stabilization or four years for youth with disabilities, the LRS Counselor can extend the service in accordance with Plan guidelines. When other extended services funding is not available and is required LRS will provide extended services for a period of not more than 48 months or 25 years of age to youth with most significant disabilities.

If a comparable benefit is available to provide extended services to the youth LRS will not fund extended services. In the instance that the youth does not have access to extended services from a source other than LRS, the Counselor, the youth/ guardian and RM must agree that the employment goal is appropriate; they must identify the source of long term extended services that will be available after LRS funded extended services ends; and sources of natural supports must be identified. The RM must approve IPE's containing LRS funded extended services. An IPE for LRS funded extended services will be written for ***the anticipated time period this service will take place**** until either the services are no longer needed, another funding source is identified, services have been provided for 48 months, or the youth reaches his or her 25th birthday.

A. MILESTONE 1: Job Development and Placement Services

1. The purpose of job development and placement services is to develop a successful job match for the Consumer. Job development requires the employment specialist make contact with prospective employers to determine if they have needs that match the results of the Community-Based Assessment and employment goal on the Plan, and to facilitate the hiring of the Consumer if it is a good match.
2. Quality Indicators for Job Development and Placement Services (Milestone 1):
 - a. Job Development - When job development begins, the CRP submits the Monthly Job Development Progress Report (Form SE2) to the Counselor, which must document that the following *Quality Indicators for Job Development Services* were met:
 - 1.) Dates and names of employer contacts (contacts must reflect results of the community-based assessment and narrative report.
 - 2.) Results of the top 3 employer contacts as identified in the Assessment.

- 3.) Names and dates of any other individuals contacted and the results of those contacts.
 - 4.) Names and dates of Consumer contacts and results
- b. Job Placement - the Job Match Analysis (Form SE2-A) must be completed by the CRP to assure it is a good job match.

In order to assure that all *Quality Indicators for Job Placement Services* are met, the Job Match Analysis must describe the following:

- Name and address of employer
 - Employment goal
 - Anticipated date of employment
 - Rate of pay and benefits
 - Job duties consistent with the Consumer's interests, assets, abilities, conditions, preferences and anticipated support needs
 - Job tasks the Consumer can perform
 - Essential and episodic work duties
 - Employer's need/concern for quality and productivity
 - Skills and traits desired by employer
 - Physical demands/support needs
 - Environmental demands/support needs
 - Work culture
 - Typical initial and ongoing employment training
 - Strategies for on/off site support needs
 - The CRP and Consumer or Consumer's representative sign the Job Match Analysis report
 - Documentation that the job coach accompanied the consumer to the employment site on the 1st day
- c. Before the Counselor authorizes payment for Job Development and Placement Services, Milestone 1, the Counselor must:
- 1.) Review the Job Match Analysis Report and verify that the placement is a good job match based upon the results of the Assessment and meets all of the Quality Indicators for Job Development/Placement Services as noted above.

- 2.) Verify that Consumer is in agreement with the CRP's Job Match Analysis Report and the job by contacting the Consumer and/or the Consumer's representative and documenting such contact in the case record.
- 3.) Verify that the Consumer had been employed at least seven (7) days.
- d. The Counselor must resolve any discrepancies in the Job Match Analysis before the Job Development and Placement Services Milestone Outcome payment is authorized.

B. MILESTONE 2: One Month – Job Retention Services

1. The purpose of this service is to provide the job coach training and support needs both on and off the work site that are necessary to assist the Consumer in adjusting to the demands of the job leading to successful job stabilization.
2. At a minimum, the Counselor must:
 - a. Review the monthly progress reports from the CRP (Form SE3) and document the Consumer's progress in the case record and any action taken.
 - b. Maintain contact with the Consumer and complete the following:
 - 1) Assure that the appropriate training supports needs are in place;
 - 2) Assess the Consumer's progress in supported employment;
 - 3) Provide vocational guidance and counseling as appropriate; and
 - 4) Document in the case record the guidance and counseling provided.
3. Before the Counselor can authorize payment for the Job Retention Milestones 2, the Counselor must ensure that the CRP met the *Quality Indicators for Job Retention Services*.

The Monthly Progress Report (SE3) must document the following:

- Progress made by Consumer
- Identification of any problems
- Supports provided were consistent with the plan and modifications were made when support needs changed

- Naturally occurring training, supervision, and supports were used to the extent possible and in cooperation with the employer
 - Verification of job coaching hours provided by the vendor on the job site
 - Consumer/Family is satisfied with the job
 - Consultation and/or supports were provided
 - Numbers of hours worked
 - Wages verified by check stubs or other documentation from employer
 - Consumer/Family informed of SSI/SSDI benefit planning, if applicable
 - That the Consumer (or the Consumer's representative) signed the Progress Form (SE3) to verify the provision of supports and agrees with the monthly progress.
4. The Monthly Job Coaching Time Log (SE4) must document the job coaching hours provided to the consumer.
 5. The Counselor must resolve any discrepancies in CRP reporting before payment for the Job Retention Milestone is authorized.
- C. MILESTONE 3: Job Stabilization/Transition to Extended Services/
Employed Status
1. The Job Stabilization or transition to extended services involves the successful transition from intensive on-going support services to extended services. The purpose of this phase is to transition the Consumer to a maintenance level of support. The case record must document the date Job Stabilization occurs. LRS will provide extended services for a period of not more than 48 months or 25 years of age to youth with most significant disabilities. The pay rate will be \$25.00 per hour for a maximum of 2 hours per month.
 2. At a minimum, the Counselor must:
 - a. Review the monthly progress report from the CRP (Form SE3) and document the Consumer's progress and any action taken by the Counselor in the case record.
 - b. Review the Natural Supports Plan (Form SE5) completed by the CRP to identify the anticipated plan for extended services.

- c. Maintain contact with the Consumer and complete the following:
 - 1) Assure that the appropriate training and support needs are in place;
 - 2) Assess the Consumer's progress in supported employment;
 - 3) Provide vocational guidance and counseling as appropriate; and,
 - 4) Document in the case record the guidance and counseling provided.
3. Before the Counselor can authorize payment for the Job Stabilization Milestone 3 Outcome, the Counselor must ensure that the CRP met the *Quality Indicators for Job Stabilization*.

The Monthly Progress Report Form (SE3) must document the following:

- Progress made by Consumer.
 - Identification of any problems.
 - Supports provided were consistent with the plan and modifications were made when support needs changed.
 - Naturally occurring training, supervision, and supports were used to the extent possible and in cooperation with the employer.
 - Verification of job coaching hours provided by the vendor on the job site.
 - Consumer/Family is satisfied with the job.
 - Consultation and/or supports were provided.
 - Numbers of hours worked Consumer must be working at their maximum level of potential
 - Wages earned and verified by check stubs or other documentation from employer.
 - Consumer/Family informed of SSI/SSDI benefit planning, if applicable.
 - That the Consumer (or the Consumer's representative) signed the Progress Form (SE3) to verify the provision of supports and agrees with the monthly progress.
 - Must include a written plan from the CRP for the ongoing extended support services that will be provided (SE5).
4. The Monthly Job Coaching Time Log (SE4) must document the job coaching hours provided to the consumer.
 5. The Counselor must resolve any discrepancies in CRP reporting before payment for the Job Stabilization Milestone is authorized.

D. MILESTONE 4: Successful Case Closure/Closed-Rehabilitated

1. Consumer has maintained employment for a minimum for 90-days consecutive days after stabilization has occurred (Milestone 3).
2. Counselor must review the monthly progress report from the CRP (Form SE3) and document the Consumer's progress and any action taken in the case record.
3. The same basic considerations apply when closing the Consumer's case as "rehabilitated" in supported employment as for any other type of employment, except for the need to specify and ensure that extended/ongoing services are in place and are provided without interruption.

Prior to closing a case as "rehabilitated" in supported employment, the Counselor must document the following Indicators in the case record:

- a. The Consumer has maintained a supported employment placement for at least 90 days of consecutive competitive employment.
- b. The Consumer is working at his/her maximum level of employment as a result of the disability and is earning at least minimum wage.
- c. Extended services are effectively in place and are documented in the case record.

NOTE: On the AWARE Employment Page, Counselors must indicate that Ongoing Support Services were required and provided by the CRP or other source. This option should only be selected for Supported Employment Cases where the individual was provided ongoing supports to achieve the employment outcome and will continue receiving supports after the LRS case is closed by the CRP or other source. Do not select "Yes" for Time-Limited Job Coaching cases where ongoing supports are not required after the LRS case is closed.

4. At case closure, the Counselor must also document the following in the case record:
 - a. Verification of continued employment through contact with the Consumer or their representative.
 - b. Verification of wages by obtaining a copy of the Consumer's check stub(s) or other suitable documentation from the employer (on company letterhead) of the hours worked wages, and withholdings.

When LRS has funded extended services for a youth the LRS case record may not be closed successfully, even if the employment stabilized, until the extended supports have transitioned to the Medicaid Waiver or other public/private funding for 90 days. A plan of natural supports should be implemented simultaneously with the extended services.

E. High Quality Indicators

A payment for high quality indicators is available to a CRP if two of the following conditions are met:

1. The consumer is employed 25 or more hours per week; and/or
2. The consumer is compensated at or above \$10.00 per hour; and/or
3. Health insurance benefits are made available to the consumer through the employer.

This information must be verified on the consumer's most recent pay check stub or other official documentation provided by the employer.

F. IPE/Plan Development

The IPE/Plan and any amendment(s) are to be developed with the full participation of the consumer and/or representative. The Plan must be developed in accordance with the same vocational rehabilitation program guidelines as any other Plan for service; and, must include the additional requirements as set forth under Plan Development in item VIII. above.

G. Counselors Responsibilities

1. Before referring the consumer to a CRP for employment services, the Counselor must determine and justify in the case record, the consumer's eligibility and need for supported employment.
2. The CRP must receive prior written authorization by the Counselor in order to provide any supported employment services.
3. At a minimum, the Counselor must:
 - a. Review the monthly progress reports from the CRP (Form SE3) and document the consumer's progress in the case record.
 - b. Maintain periodic communication with both the CRP and the consumer to assure that the appropriate training and support needs are in place, and to assess the consumer's progress towards achieving a successful outcome.

- c. Meet at least quarterly with the consumer to assure that the appropriate training and support needs are in place; assess the consumer's progress in supported employment; provide vocational guidance and counseling; and document in the case record the guidance and counseling provided.

IX. POST-EMPLOYMENT SERVICES

- A. The Counselor can provide post-employment services (refer to Part 416 of the Technical Assistance and Guidance Manual) for individuals in supported employment if such services are necessary to maintain the Consumer's job placement that are not provided as ongoing extended services.

Examples include:

- Maintenance of assistive technology
 - Job station re-design
 - Replacement of an assistive technology device(s).
- B. If the scope of the services extends beyond short-term services to assist the Consumer in maintaining the initial job, the Counselor should not provide those services as post-employment services.

X. REGIONAL MONITORING FOR SUPPORTED EMPLOYMENT SERVICES

If the Counselor discovers discrepancies in CRP reporting/invoicing, the Counselor cannot authorize payment and will take the following steps:

- A. The Counselor will immediately notify their Supervisor of any discrepancies noted in CRP reporting/invoicing. The Counselor will then proceed to resolve the discrepancy with the CRP. If the discrepancy is resolved, the Counselor can authorize payment.
- B. If the Counselor is unable to resolve the discrepancy with the CRP, the Counselor will advise the Supervisor and/or Regional Manager.
- C. The Supervisor or Regional Manager will contact the CRP and the Consumer, or the Consumer's representative (if necessary, the employer may be contacted), to further investigate, and attempt to resolve the discrepancy. If the discrepancy is resolved, the Counselor can authorize payment.

- D. If the discrepancy cannot be resolved, the Regional Manager will contact the Supported Employment Program Coordinator in State Office. The Program Coordinator who will further investigate the situation to determine whether the discrepancy can be resolved or whether additional action is required.

XI. PURCHASING GUIDELINES FOR SUPPORTED EMPLOYMENT

- A. Supported Employment services are not dependent upon the Consumer's participation in the cost of such services. However, maintenance, transportation, and any other ancillary service of this type is subject to both the Consumer's ability to participate in the cost of such services and the exploration and use of comparable services and benefits.
- B. The Counselor must refer to Chapter 5 of the Technical Assistance and Guidance Manual or the Ready Reference Chart listed above to determine the appropriate supported employment service rates.
- C. LRS will not fund Extended Ongoing Support Services except in the instance of a youth with a most significant disability. In such instances, LRS will provide extended services for a period of not more than 48 months or 25 years of age to youth with most significant disabilities.
- D. The Counselor must complete the IPE/Plan. Submit to the District Supervisor for approval unless Counselor is on Independent Status. Upon approval the RCA/Counselor will enter the Authorization(s). See Chapter 4, Part 411.1 for further instructions on Secondary Approval requirements.
- E. If the total of all items/services on any IPE/ Plan is equal to or greater than \$25,000, it shall be considered "high cost." In these instances, all Counselors must have the IPE/Plan approved by both the District Supervisor and the Regional Manager.

Supported Employment Milestone System for Individual Placement Model

NOTE: CRP must complete the job match analysis prior to employment.

| Documentation from the CRP must include: | | |
|--|---|---|
| <p>MILESTONE 1</p> <p>Job Development / Placement</p> | <p>\$2,000</p> <p>Authorized on Plan</p> | <ul style="list-style-type: none"> ◆ Job Development activities reflect efforts to assure a good job match. (SE2) ◆ That a job match analysis was completed before employment begins and based upon assessment, reflects Plan Goal. (SE2A) ◆ Documentation that the job coach accompanied the consumer to the employment site on the first (1st) day (SE4). ◆ A description of the consumer’s job duties; work hours and rate of pay. ◆ That the consumer has maintained employment for seven (7) days and reports satisfaction with the job to vendor. ◆ All Quality Indicators for this milestone must be met for payment to be authorized. |
| <p>MILESTONE 2</p> <p>One-Month Job Retention</p> | <p>\$1,000</p> <p>Authorized on Plan</p> | <ul style="list-style-type: none"> ◆ That the consumer completed one (1) month of employment (as per check stubs or other documentation) employment is cumulative but <u>does not</u> have to be consecutive or on the same job with documented reason. ◆ Verification that job coaching was provided by the vendor on the job site (SE4). ◆ That effective on and off site job supports and/or consultation to assist the consumer in adjusting to the demands of the integrated work environment, were provided (SE3). ◆ All Quality Indicators for this milestone must be met for payment to be authorized. |
| <p>MILESTONE 3</p> <p>Job Stabilization/ Transition to Extended Follow-along (Case record must document the date job stabilization occurs and transition to extended follow-along occurs)</p> | <p>\$1,000</p> <p>Authorized on Plan</p> | <ul style="list-style-type: none"> ◆ Verification that job coaching was provided by the vendor on the job site (SE4). ◆ That the consumer is working the maximum number of hours they can as a result of their disability. ◆ That effective on and off site job supports and/or consultation to assist the consumer in adjusting to the demands of the integrated work environment were provided, and now only minimal support is necessary for the consumer to maintain employment (SE3). ◆ The Natural Supports Plan for on / off site long-term job supports / follow-along and consultation services to be provided must be specified (SE5). ◆ All Quality Indicators for this milestone must be met for payment to be authorized. |

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| | <p>\$25.00 per hour up to 2 hours per month</p> <p>Authorized on Plan</p> | <p>◆ For a youth with a disability who require extended services after achievement of Supported Employment outcome when other public/private funding is unavailable. Up to 48 months or until the youth's 25th birthdate.</p> |
| <p>MILESTONE 4</p> <p>Successful Case Closure</p> <p>Closed - Rehabilitated (at least 90 days of satisfactory employment)</p> | <p>\$2,250</p> <p>Authorized on Plan</p> | <p>◆ That the consumer is working the maximum number of hours they can as a result of their disability as per check stubs or other documentation.</p> <p>◆ That the consumer has been satisfactorily employed for a minimum of 90-days of consecutive competitive employment after stabilization occurred (Milestone 3).</p> <p>◆ That effective on and off site job supports or consultation to assist the consumer in adjusting to the demands of the integrated work environment were provided, and now only minimal support is necessary for the consumer to maintain employment (SE3).</p> <p>◆ That minimal effective on and off site job supports and/or consultation were needed and provided in order for the consumer to maintain employment.</p> <p>◆ Quality Indicators for this milestone must be met for payment to be authorized.</p> |
| <p>HIGH QUALITY INDICATORS</p> | <p>\$1,000</p> | <p>◆ If two of the three high quality indicators are met, an additional payment of \$1,000.00 is made to the vendor at the time of Milestone 4 payment.</p> |