

**Chapter 30****Supported Employment (SE)**

**30.1 Authority:** 34 CFR 363, Title VI-B Rehabilitation Act of 1998; Workforce Innovation and Opportunity Act of 2014

**30.2 Policy**

USOR policy funds Supported Employment on a CRP fee for service milestone payment schedule, followed by an hourly payment schedule up to 24 months in order to maintain employment. USOR policy requires VR Counselors to facilitate clear, open, and cooperative communication between the Supported Employment Team which includes the client, the job coach, the support coordinator or mental health worker and the VR Counselor.

**30.3 Definitions**

**Supported Employment (SE)** means competitive work in integrated work settings, or employment in integrated work settings in which individuals are working toward competitive work. The employment must be consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual. SE is an appropriate intervention for individuals with the **most significant disabilities** for whom:

- A. Competitive employment has not traditionally occurred; and/or
- B. Competitive employment has been interrupted or intermittent as a result of a **most significant disability**; and
- C. Because of the nature and severity of the disability, intensive SE services are needed **for a period not to exceed 24 months** from the Utah State Office of Rehabilitation and extended services after transition in order to perform such work.

**Note:** An exception to this time frame may be granted but the extension must be in the IPE, substantial progress must be made towards meeting hours per week goal in IPE, and the individual must be stabilized in the job and have extended services available. Such an extension must be agreed upon by the client and VR Counselor. If service is interrupted the 24 months is counted cumulatively, not consecutively, for the life of the current open case.

**Customized Employment (CE)** means competitive work in an integrated setting obtained through a set of flexible strategies, services and supports for an individual with a **most significant disability**. Customized Employment requires a person-centered individualized determination of the strengths, needs and interests of the individual and is designed to meet the specific abilities of the individual and the business needs of the employer. Customized Employment consists of the following components (see Client Service Memorandum 2014-4 for eligibility criteria and guidance):

- A. A discovery process of job exploration;

- B. Working with an employer to facilitate job placement, including:
1. Customizing a job description based on current employer needs or previously unidentified and unmet need;
  2. Developing a set of job duties, a work schedule and job arrangement, and specifics of supervisions (including performance, evaluation and review) and determining worksite location;
  3. Representation by a Community Rehabilitation Program, chosen by the client through the provision of informed choice, or self-representation by the client in working with an employer to facilitate placement; and
  4. Providing services and supports, such as job coaching, at the work location.
  5. Community Rehabilitation Programs

**Discovery** means gathering information from the job seeker and the Customized Employment Team (a group of multiple partners, including the employment specialist who all jointly take some responsibility for the job seeker's needs; however, the job seeker is the ultimate decision-maker) to determine the job seeker's interests, skills, and preferences related to potential employment that guide the development of a customized job.

**Employment First** is an initiative that expects, encourages, provides, creates and rewards integrated employment for people with disabilities in the workforce at competitive wages. Employment is the first and preferred outcome for working age youth and adults with disabilities, especially for individuals with complex and significant disabilities for whom job placement in the past has been limited, or traditionally has not occurred. Employment First is a national movement with policies, legislation and activity occurring in 32 states, including Utah where legislation passed in 2011 (HB240).

**Division of Services for People with Disabilities (DSPD)** is part of the Utah Department of Human Services. The Division offers services that assist people to live, learn, and work as part of their communities. The services that the Division provides are based on eligibility and designed to ensure a person's health and safety and help an individual to live a more self-determined and fulfilling life. Supports include community living, day services and supported employment services.

**Support Work Independence (SWI)** is a program that assists individuals with the most significant disabilities to obtain and maintain competitive employment in integrated employment setting by providing extended services. Clients must be an eligible client with Vocational Rehabilitation and on the DSPD wait list in order to benefit from SWI.

**Support Coordination** Is a service provided most often by privately owned agencies under contract with DSPD, who monitor the health and safety of persons in the Home and Community Based Services Waiver. **Support Coordinators** assist individuals with disabilities and their families to develop plans to find the most appropriate services and select the most appropriate

service delivery model, based on the individual person's needs and wishes. For a list of current contracted Support Coordinators and contact information visit [www.dspd.utah.gov](http://www.dspd.utah.gov).

**Community Service Brokering (CSB)** is a model of community support that assists only those people with disabilities (persons) who have qualified for DSPD services and are on the DSPD waiting list or receive limited state funded non-waiver services. A Community Service Broker is responsible for the coordination and referral of community resources to expand the range of support options for persons currently on DSPD's waiting list. This model is designed to promote family preservation and assist in developing both natural supports and supports from the community thereby enhancing their quality of life. For a list of current contracted Community Service Brokers and contact information visit [www.dspd.utah.gov](http://www.dspd.utah.gov).

**Individual Placement and Support (IPS)** is a specific type of supported employment model developed to assist individuals with severe mental illness in finding employment that meets their specific needs, interest, skills and, and supports them in ways that succeed in the workplace. IPS is built on a foundation of seven core principles; including the following: (1) Consumer choice; (2) Integrated services; (3) Competitive employment in regular work settings; (4) Place when individual feels ready; (5) Personalized follow-on support; (6) Person-centered services; and (7) Benefits counseling.

**Community Rehabilitation Program (CRP)** refers to an approved and certified provider that offers a wide range of support services to VR clients to maximize opportunities for employment. These services may include:

1. Assessments of vocational rehabilitation needs
2. Job development, placement, coaching and retention services
3. Life skills/disability adjustment training
4. Supported Employment services and extended services

*Note: It is recommended to work with CRP's who have contracts with both VR and the extended support services agency (i.e. DSPD). This information can be found in the approved facilities screen, showing which providers are also contracted with extended support services.*

**Job Coaching** is the support provided by a CRP at the client's job site, to teach clients the essential skills needed to learn and maintain employment, provide the necessary prompts and possible behavioral changes and build natural supports to ensure continued success at work. These services may include:

1. Attending employer training with both the client and Job Coach
2. Meetings with the worksite Supervisors
3. Reviewing, training, and teaching essential job duties with client
4. Individualized training for learning job tasks (as a supplement to employer training)
5. Performing onsite follow-up checks with client to insure work needs are being met.
6. Providing direct interventions on the job

7. Identifying and setting up accommodations in coordination with employer and VR
8. Building natural supports for continued success, as it relates to work
9. Shadowing and observation
10. Understanding of continued training for client, as Job Coach tapers off supports
11. Developing client understanding work culture (breaks, check in's, calling in sick etc)
12. Work conditioning and hardening
13. Support and encouragement

**Supported Employment Team (SET)** refers to the working alliance between the client, VR Counselor, Support Coordinator or mental health worker and CRP (may include additional parties). Each member of the SET is accountable for maintaining open, collaborative communication and fulfilling their assigned role and responsibilities (to the maximum extent possible) as defined in section 30.6 of this chapter.

**Customized Employment Team (CET)** refers to the working alliance between the client, VR Counselor, Support Coordinator or mental health worker and CRP (may include additional parties) while following the discovery and customized employment process. Each member of the CET is accountable for maintaining open, collaborative communication and fulfilling their assigned role and responsibilities (to the maximum extent possible) as defined in section 30.6 of this chapter.

**80/20 Level of Support** refers to the level of support of job coaching provided by the CRP on a client's work site. Funding responsibilities are transferred to the extended support service agency once the job coach intervention hours are stable at or less than 20% of the clients total work hours, and they are working on their own or with natural supports for 80% or more.

<b>80/20 Level of Support: Example Table</b>	
<b>Hours Worked by Client Per Week</b>	<b>Intervention Hours by Job Coach Per Week</b>
10 hours per week	2 hours or less
15 hours per week	3 hours or less
20 hours per week	4 hours or less
25 hours per week	5 hours or less
30 hours per week	6 hours or less
35 hours per week	7 hours or less
40 hours per week	8 hours or less

**Competitive Work** means employment in the competitive labor market that is performed on a fulltime or part-time basis in an integrated setting. The individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who do not have a disability.

**Integrated Work Setting** means employment where most employees are not disabled and where a client interacts on a regular basis, in the performance of job duties, with employees

who do not have a disability. If a client is part of a distinct work group of only individuals with disabilities, the work group consists of no more than eight individuals. If there are no other employees or the only other employees are individuals who are part of a work group, the client interacts on a regular basis, in the performance of job duties, with individuals who do not have disabilities including members of the general public. This required interaction may not be satisfied by contact between the client and individuals who provide on-going support services at the job site.

**Work Crews and Enclaves** are composed of a group of individuals (8 or fewer) with the most significant disabilities who are trained and supervised by a qualified work crew leader. Work crews usually perform two or more contracted jobs with businesses, industries, or private individuals in the local community. Typically, the mobile crew travels from site to site within a community to perform janitorial or grounds-keeping work. The provider/employer is responsible for payroll and Labor Law compliance.

**Transitional Employment for Persons with Serious and Persistent Mental Illness (SPMI):** The Transitional Employment Placement (TEP) model develops job placements in which Individuals with Serious Persistent Mental Illness (SPMI) work for a time-limited period, usually 3-6 months. The TEP position "belongs" to the supported employment provider organization. After the individual completes the assigned period of time another person is placed in the same position for 3-6 months. A job trainer may spend time training or supporting the individual at the TEP work site or may provide support away from work depending on the needs and preference of the individual. A second individual with SPMI is usually trained as a "back-up" for the first client to fill-in during absences in order to maintain the job. After completing several TEP's a person moves into a permanent supported employment job of their own. VR Counselors can "close" an individual in status 26 while the individual is in a temporary job if the extended service provider is responsible for providing a permanent job placement. Review the USOR Facilities Approval Screen for TEP eligible SE agencies.

**Extended Support Services** are on-going services to support an individual in his or her employment. These services are based on the individual's needs and defined in the Individualized Plan for Employment (IPE). The services may be provided by an agency (i.e. DSPD, mental health agency), a private organization, employer or other resource and may include natural supports such as family or coworkers as well as work incentives from Social Security or Medicaid. If it is not possible to identify such an extended services source, a statement must be included in the client record describing the basis "for concluding that there is a reasonable expectation that such sources will become available." It is important to arrange for extended services prior to termination of the time-limited VR service to protect the individual's continued employment.

#### **30.4 Referrals & Service Pathway**

**A. Referrals from USOR to an approved CRP Job Coach follow the pathway below:**

1. Through the provision of Informed Choice the VR Counselor discusses the available approved CRP provider options with the client. It is recommended that the VR Counselor assist the client in choosing a CRP who provides services for both VR and the extended support agency (DSPD/mental health) to limit any unnecessary changes or disruptions during the transition of SE funding. In addition, the client should be provided information regarding performance of each vendor based on objective data collected on the case management system facilities screen. The VR Counselor should also provide relevant information regarding the CRPs (such as provider characteristics, expertise in serving specific populations, business relations and available resources) to help the client in the decision making process. The client may choose to interview one or more approved CRPs prior to making a selection for training.
2. The VR Counselor provides the completed Referral Form (USOR Form 59), accompanied with an authorization to the selected CRP for the Work Strategy Assessment and follows the outlined steps in Section 30.7 of this chapter for the assessment process.
3. Upon completion of the Work Strategy Assessment, the Supported Employment Team will meet to review the assessment and recommendations. This meeting is required in order to negotiate appropriate interventions and communicate expectations and responsibilities (i.e. SE, CE, life skills etc).
4. If the Supported Employment Team agrees to the recommended services and interventions, and the client is accepted by the CRP, then services are included in the Individual Plan for Employment (IPE), and an authorization for the appropriate services are generated.

**30.5 Financial Need**

Supported Employment services are specifically exempted from the determination of financial need under 34 CFR 361.54(3)(E). USOR provides job placement services to eligible clients in order to assist them in finding and maintaining employment. VR Counselors will assist the client in setting them up with the appropriate pathway.

**30.6 Roles & Responsibilities for Placement Services:****A. USOR Roles & Responsibilities:**

The Utah State Office of Rehabilitation's (USOR) responsibility in Supported Employment is time-limited vocational training intended to result in competitive employment in an integrated setting. SE provides support for individuals with the **most significant disabilities** to prepare for, find and maintain employment. Extended supports are provided for up to 24 months, or when the Supported Employment Team agrees to transfer the client to the extended support agency (not to exceed 24 months).

It is also USOR responsibility to screen, approve and monitor Community Rehabilitation Program (CRP) performance and adherence to USOR standards. Prior to approval to provide SE services, CRP's are required to complete an application process which will clearly state the requirements and standards for CRP's. This process is led by the USOR Facilities Coordinator and the CRP's application is reviewed by the USOR Facilities Committee prior to approval. Once approved CRP's are monitored by USOR as to their effectiveness and client/VR Counselor level of satisfaction. At the conclusion of the approval period, CRP's are required to reapply through the USOR facilities application process. Length of approval is one or 3 years, based on numerous factors and determined by the findings during the application process.

It is emphasized that USOR is under no obligation to approve or authorize services to any CRP and reserves the right to revoke or discontinue approval to any CRP at any time. Revocation of approval is subject to appeal by the CRP and will be directed to the USOR Facilities Coordinator who will coordinate a hearing of the appeal by the USOR Facilities Committee and, if needed, the USOR Executive Director.

**B. VR Counselor Roles & Responsibilities:**

1. Determining VR eligibility and significance of disability.
2. Conducting a Comprehensive Assessment of Rehabilitation Needs to identify the individual's primary employment factors.
3. Providing VR Counseling and Guidance.
4. Determine the appropriate intervention and eligibility of SE.
5. Providing informed choice regarding possible vendors.
6. Developing a cooperative plan with the individual and the family, other agencies and local service providers.
7. Adding the appropriate service to the IPE and authorizing according to the *SE Fee For Service* outcome payment schedule.
8. Coordinating, facilitating, problem solving, and communicating with the client, support coordinator or mental health worker and Job Coach, setting clear expectations of each party's roles and responsibilities. Holding *Supported Employment Team* meetings as often as necessary will ensure success with this important step.
9. Working with employers in resolving problems, assessing the need for Assistive Technology on the job, identifying continued barriers to employment.
10. Ensure that all invoices are processed and paid in a timely manner.
11. Negotiating additional placements, consultation fees and re-engagement fees with CRP as necessary to assist client's in becoming successfully employed.
12. Ensure that all the appropriate confidential releases of information forms are completed for full team involvement and sharing of information.

**C. Client Roles & Responsibilities: (To the maximum extent possible)**

1. Meet with the Job Coach when scheduled and fully participate in placement and work activities intended to result in permanent employment.
2. Be proactive and involved to the maximum extent possible in the job search process.
3. Meet with the VR Counselor, Support Coordinator or mental health worker and Job Coach when necessary.
4. Follow through with requested job placement activities.
5. Communicate with the Supported Employment Team.
6. Work to learn the essential functions of the job.

**D. CRP's Roles & Responsibilities:**

1. Conducting the **Work Strategy Assessment** and provide a written report for all clients.
2. When agreed to and authorized for, provide SE, job placement and job coach training to enable the individual to maintain employment.
3. Provide regular (at least monthly) written reports to the VR Counselor on client progress.
4. Communicate on a regular basis with the client, Support Coordinator or mental health worker and VR Counselor and work to resolve concerns, issues, or disagreements.
5. Communicate with the VR Counselor and provide timely (within 30 days from the date of service) invoice for service provided.
6. Ensure that all the appropriate confidential releases of information forms are completed for full team involvement and sharing of information.

**NOTE:** *If CRP's choose to provide transportation for USOR clients during the Supported Employment service, the CRP will be responsible for providing means for insurance coverage for transportation. USOR will not be liable for any circumstances that may occur while USOR clients are under the care of the CRP.*

**E. Support Coordinator/Mental Health Worker Roles & Responsibilities:**

1. When a client is identified as qualifying for SE services, the DRS Form-58 must be completed and sent to the VR Counselor. All parties will receive copies of the completed form for their records.
2. Clients who are receiving SE services under the DSPD Support Work Independence (SWI) program, the Form 58 are coordinated by the SWI Program Administrator. Clients who are or will be receiving SE in the DSPD waiver services, the Form 58 will be coordinated by the contracted Support Coordinator.
3. When SE services are agreed upon, coordination of services and involvement in the Supported Employment Team on a regular basis.
4. Communicate on a regular basis with the client, CRP and VR Counselor and work to resolve concerns, issues, or disagreements.

5. Ensure that all the appropriate confidential releases of information forms are completed for full team involvement and sharing of information.

### 30.7 Assessment:

- A. CRP Intake Assessment:** Supported Employment Team meets to discuss referral: An in person appointment with the VR Counselor, CRP Job Coach, Support Coordinator or mental health worker and client will take place to discuss disabling condition and functional limitations. The VR Counselor will provide the *CRP Work Strategy Assessment Referral Form*, identify areas to assess and authorize for the Work Strategy Assessment to the CRP.

*NOTE: If an in-person appointment is not possible, hold a phone conversation with CRP to review Work Strategy Assessment Referral Form.*

**B. Work Strategy Assessment**

The Job Coach is responsible for conducting a **Work Strategy Assessment** at minimum of 8 hours for all clients, which should include:

1. An in-person intake assessment should include discussion on functional limitations, legal issues, transportation needs, and interests as related to employment
2. Transferrable Job Skills Analysis, Knowledge of the World of Work Assessment
3. Behavioral, Motivational and Interest Assessment as they relate to employment
4. Job Seeking Skills
5. Life Skills Assessment, general work behaviors (social, communication, interpersonal, time management skills) in all settings.
6. Life Skills Assessment as they relate to employment
7. Abilities and Aptitudes
8. CRP will complete a Work Strategy Assessment Report with Recommendations

*NOTE: The assessment fee includes a mandatory **Pre-Placement Interview** with the client and VR Counselor to review the results of the completed **Work Strategy Assessment**.*

**C. Main Assessment Areas** (as identified by the Supported Employment Team):

1. Work Site or Situational Work Assessment
  2. Independent Living Skills Assessment (Home Visit)
  3. Technical/Computer Skills Assessment
  4. Mock Interview Assessment (Interview/Resume Skills)
  5. Other areas identified by SE Team related to employment
1. **Work Site or Situational Work Assessment** (Up to 4 hours over a minimum of 2 days)
    - a. Conduct a work site or situational work assessment to assess client's work ability

- b. Assess ability to show up on time, follow instructions, and complete job duties at the worksite to test work readiness skills related to the type of job they are interested in. Activities and or settings could include: office, janitorial, cashier, restocking shelves, grocery list, lifting duties, construction, medical, customer service, retail, etc.
  - c. Observe Social Skills and Interpersonal Skills in all settings
  - d. Possible client activity: Have client complete a Master Application and return to the CRP
- 2. Independent Living Skills Assessment (May require home visit)**
- a. CRP Job Coach will meet with the client in their home, and when possible with a family member, individual living in the same residence, neighbor or personal support system member, to assess their system of support and learn more about the client independent living skills
  - b. Observe Social Skills and Interpersonal Skills in all settings
  - c. Assess Hygiene/Dress – Work Ready Clothing
  - d. Complete Transferrable Skills List
  - e. Possible client activity: Have client complete a Networking List and return to the CRP
- 3. Technical/Computer Skills Assessment (Conducted at DWS, Community Center, Library, DI, or Other site)**
- a. Assess computer skills as related to employment (register and search online for a job)
  - b. Assess reading and writing ability by completing a Master Application to determine assistance needed to fill out applications for work
  - c. Observe Social Skills and Interpersonal Skills in all settings
  - d. Activity to log in and create a Job Seeker Registration on [jobs.utah.gov](http://jobs.utah.gov) or registration on [utahfutures.org](http://utahfutures.org), [gadball.com](http://gadball.com) or other employment site – to assess ability to navigate the internet, and conduct a job search
  - e. Complete a type test or other computer testing as appropriate to determine skills for work
  - f. Assess technical skills as related to the vocational goal
  - g. Possible client activity: Have client complete a 30 Second Commercial speech to share with employers
- 4. Mock Interview Assessment**
- a. Assess time management skills (follow a calendar)
  - b. Assess ability to interview, answer questions, etc.
  - c. Observe Social Skills and Interpersonal Skills in all settings
  - d. Possible client activity: Have client dress for an interview for the next appointment with CRP

**5. Other Areas for Assessment**

- a. To be identified by the Supported Employment Team as related to employment
- b. Observe Social Skills and Interpersonal Skills in all settings

**D. Pre-Placement Meeting – Work Strategy Assessment Report/Recommendations:**

Upon assessment completion and prior to the provision of any other services by the CRP, the SE Team will meet to review the assessment and recommendations. CRP will summarize the information in the Work Strategy Assessment Report to include, at a minimum, a one page summary. This meeting will be held to discuss appropriate recommendations and interventions, discuss roles and expectations, include necessary services in the IPE, and obtain an authorization if appropriate for further services. At this time, if the Supported Employment Team is in agreement that Customized Employment supports are needed, please refer to Client Service Memorandum 2014-4, for eligibility criteria and guidance.

**E. Situations that may require another referral for a new CRP Work Strategy Assessment:**

1. Over one year of active job search, and/or
2. Client circumstances have significantly changed. This may include, but is not limited to: Disability has changed or progressed, living arrangements have changed ( moved out independently or moved in with others), marital status changed (divorced, married, etc.), primary care taker of children or no longer primary care taker of children, or other similar changes.
3. The client and the VR Counselor agree to change CRP providers and communicate the change with Supported Employment Team.

**Work Strategy Assessment Fee Schedule:**

- \$500 Work Strategy Assessment (Authorization Service Code 01.5)

**30.8 Supported Employment (SE) (See Appendix 30-C for Flow Chart)****A. Supported Employment is needed when:**

- a. The individual has been determined to be eligible for VR and determined to be an individual with a **most significant** disability; and
- b. Supported employment has been identified as the appropriate rehabilitation employment outcome for the individual on the basis of a Comprehensive Assessment of Rehabilitation Needs, including an evaluation of rehabilitation, career, and job needs; and
- c. The individual **has secured** on-going long term support services funding.  
(Example DSPD, mental health agency)

**B. Eligibility:** The VR Counselor determines that Supported Employment services are appropriate. This is done by completing a Comprehensive Assessment of Rehabilitation

Needs and services, understanding of the client's strengths and abilities, and any other assessments throughout the life of the case. Through informed choice the VR Counselor will refer the client to a CRP for the **Work Strategy Assessment** utilizing the appropriate pathway. The VR Counselor will also make contact with the extended support services agency (DSPD, mental health agency) to create the Supported Employment Team, and gather the necessary documentation (DRS-58, ROI, DRS-59, etc).

- C. Planning:** Upon completion of the Work Strategy Assessment, a Pre-Placement Meeting will be completed with the Supported Employment Team (VR Counselor, CRP, Support Coordinator, CSB or mental health worker and client) to discuss the IPE, job preparation needs, job goals, any concerns, etc. Everyone must have a clear understanding of roles and responsibilities and what Supported Employment supports are needed. The IPE will identify the specific vocational goal. The IPE will include:
1. The CRP chosen to provide SE services, as well as the specified vocational goal and estimated time of completion;
  2. Support Coordinator, CSB or mental health agency with whom the client is utilizing extended supports;
  3. If needed and when appropriate, Life Skills or Work Adjustment Training will be identified and included in the IPE. Examples of appropriate Life Skills Training might include: Applying for Medicaid, DSPD and other supports needed to maintain employment, general life skills assistance when not utilizing JPP or SJBT, applying for medical assistance, prescriptions assistance, etc.
  4. Statements regarding the anticipated length of time required to achieve job placement and job stability.
  5. Supported Employment Funds (71) must be used and SE date must be entered into the 911 reporting system at the time SE is identified and supports are in place.
    - a. Verification of SE funds may include but are not limited to; DRS Form 58, email verification from the Support Coordinator, DSPD Program Administrator/Manager or mental health worker, extended support agency documentation etc.
    - b. DRS Form 58 must be completed and in the DRS client file as well as coordinated with the extended support service agency.
- D. Service Provision:** The client is employed and the CRP provides job coaching at the work site. It is the VR Counselor's responsibility to monitor the training and support services as long as the individual is active with VR to ensure that services are appropriate, timely, and are consistent with the IPE and its amendments. For individuals utilizing SE supports, job coaching can be utilized for up to 24 months, prior to transferring to the extended supports agency. **A monthly written progress report from the CRP to VR Counselor is required for as long as SE is provided by VR.** These reports should include wages, hours worked, fringe benefits, contact with non-disabled peers, and comments/concerns from the job coach. Reports should also include **monthly** and **cumulative** job coach intervention time, so that the Supported Employment Team can

determine when the client is ready to phase out of job coaching services, and be successfully closed from VR.

1. Upon employment, the VR Counselor considers the individual still in training, while utilizing their job coach, for at least 50 days and no longer than 24 months.
2. It is agreed that the CRP will provide job coaching, monitoring and or tracking of the client while on the job until the client has reach 80/20 Level of Support (see 30.3) or up to 24 months. The Supported Employment Team will meet together at least every 3 months to determine at what level the client is still in need of job coaching and monitoring interventions, or if the job coach can phase out and client can be placed in Employed Status (22), and transferred to their extended support services agency (DSPD, mental health agency) for continued support. The VR Counselor will document the stability of the employment situation in the client record. If the client is still in need of substantial job coaching or monitoring interventions, the team will set a time for an additional follow up meeting (at least every 3 months), and give the client and job coach more time on the job, as well as appropriate authorizations.
3. If employment is lost, it is agreed that the CRP will provide services for a 2nd placement under the initial paid milestones. If a 3<sup>rd</sup> placement attempt is needed, supervisory consultation is required, and the milestones can be reauthorized (if agreed upon prior to initiating service by the VR Counselor and CRP) starting with the Placement Fee. If these 3 attempts are unsuccessful, the VR Counselor needs to look at other options, as additional supports may be needed before SE is an appropriate service, or SE may not be the appropriate intervention.
4. At the time of the client being successfully employed and worked 5 days on the job and completed all the required entrance paperwork and expectations, the CRP can bill for the Placement Fee.
5. After the Placement Fee, the SE client is no longer utilizing a fee for service milestone system and the supports will be authorized and billed on an hourly rate of \$35/hr for up to 24 months (see SE Fee schedule), or when the client reaches 80/20 Level of Support (see 30.3).
6. The CRP can bill for the successful employment fee after the client has been successfully transferred to the extended support services agency, and agreed upon by the Supported Employment Team.

#### **Supported Employment (SE) Fee Schedule**

- \$500 Work Strategy Assessment
  - An assessment to determine which job supports and Interventions will need to be implemented in order to find employment in the vocational goal
- \$1,500 Job Preparation Fee
  - Issued for the CRP and client to work together to prepare for and gain employment in an agreed upon vocational goal, collaborating with Supported Employment Team as needed

- \$2,000 Placement Fee
  - Issued after the client has successfully worked 5 days on the job and completed all required entrance paperwork and expectations
- \$35/hour Supported Employment Job Coaching Fee
  - Job Coaching must be completed on clients job site
  - Job Coaching must be provided (at the appropriate level needed per client) for up to 24 months and reviewed by the Supported Employment Team every 3 months. The VR Counselor will produce authorizations at the 3 month check in's for the next established time frame.
  - Job Coaching will be paid by VR not to exceed 24 months, or until the client reaches the 80/20 Level of Support. Whichever comes first, the Job Coaching fee will be transferred to the extended support agency (DSPD, mental health agency)
  - Approval levels for hourly Supported Employment Job Coaching fee:
    - ≤80 hours, Counselor
    - 81-160 hours, Counseling Supervisor
    - 161-240 hours, District Director
    - >240 hours, Field Service Director
- \$1,500 Successful Employment Fee
  - Issued after client has been successfully employed and SE funds are transferred to the extended support service agency (DSPD, mental health agency)
- See **APPENDIX 30-A** for additional fee's

### **30.10 Case Closure Procedures for VR Counselor**

A successful closure is allowable when the client has been in Employed Status (22) for at least 90 days, once SE funding has been transferred to the extended support services agency. The client can be placed in Employed Status (22) after they reach 80/20 Level of Support on the job, and agreed upon by the Supported Employment Team.

### **30.11 Post-Employment Services:**

After a successful VR closure outcome, occasions may arise when it is appropriate to open a client in post-employment. This service may only be initiated after an IPE is developed between the VR Counselor and Client, and an authorization is issued. When post-employment needs are in the area of Supported Employment and where milestones have already occurred, post-employment services would most likely be done using *Hourly Supported Employment Job Coaching Fee (\$35/hr.)* If, after using up to 20 hours, a client is unable to maintain employment and further services are needed, supervisory consultation should occur to review further options which may include the possibility of re-opening the case. (See Chapter 18 for more information)

### 30.12 Internships, Seasonal and Temporary Work Experiences

In order to provide a client with the required skills, knowledge and work history to secure permanent employment the placement team may determine it is necessary for the client to engage in an internship, seasonal employment or temporary employment. The VR Counselor may authorize for this service (as outlined in Appendix 22-A), which includes the temporary placements and the necessary job coaching training in order to gain the required employment skills.

**A. Internships:** These placements should be viewed as a training or extension of an academic experience which will allow the participating VR client to gain new skills which can be applied to a broad range of settings and employers. Internships can be either paid or unpaid and be take place in a variety of settings including both for-profit and non-profit employers.

1. **Paid Internships:** Clients placed in paid internships may work in either non-profit or for-profit settings and are compensated with wages and benefits commensurate with the position they hold within the company.

2. **Unpaid Internships:** The Fair Labor Standards Act has outlined specific guidelines in order to ensure that an unpaid internship (especially in a for-profit setting) does not encroach on an employment relationship. In order to place a client in an internship, the following criteria must be met.

- a. The internship is similar to training which would be given in an educational environment.
- b. The internship experience is for the benefit of the intern- not the business.
- c. The intern does not displace regular employees, but works under close supervision of existing staff.
- d. The employer providing the training derives no immediate advantage from the activities of the intern.
- e. The intern is not necessarily entitled to a job at the conclusion of the internship.
- f. The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship

**B. Temporary and Season Employment:** These types of placements are defined as short-term employment opportunities designed by employers to fit business needs which are temporary or cyclical in nature. Employment of this type usually ends at a predetermined time but can transition to permanent employment. Both Temporary and Seasonal employment for the purposes of VR is defined as a period of at least 60 but not more than 120 calendar days. Temporary and seasonal employment may be utilized as a means to develop a set of work skills that the Placement Team has determined is necessary for successful permanent employment. The skills set identified by the Placement team must be documented in the IPE.

Placement in a temporary or seasonal position may be secured through either for-profit or non-profit employers. Wages and benefits for VR clients placed in temporary or seasonal

employment are set by the employer unless the temporary or seasonal employment is secured through the use of an independent contract between the CRP and a business. In the event the CRP is the employer, the VR client must earn wages commensurate with employees hired directly by the business with which the CRP is contracting.

**Additional Fee Options for All Placement Services**

**APPENDIX 30-A**

<b>Rural Development Fee: \$500</b>	<b>Service Code: 16.1</b>
<ul style="list-style-type: none"> <li>• Any placements in the Rural County USOR approved list (See <b>APPENDIX 30-B</b>), CRP’s can also earn a Rural Development Fee.</li> <li>• To meet the criteria for this fee, the work location must be in a rural county included on the approved list. Neither the client’s current residence nor the locations of the VR office are qualifying criteria for the Rural Development Fee.</li> <li>• The CRP can bill for this fee at time of successful employment (SE funding transferred to extended support services agency)</li> </ul>	
<b>Internships, Seasonal and Temporary Work Experience: \$1,000</b>	<b>Service Code: 08.1</b>
<ul style="list-style-type: none"> <li>• This service fee can be utilized for clients who may need assistance with finding and maintaining internships, temporary and seasonal employment or summer work experiences. Often times, this is a necessary step in order for clients to secure permanent employment. This fee would need to be agreed upon by the placement team as an option prior to placement. This fee would include the temporary placement and the necessary job coach training in order to gain employment skills. When appropriate, the client and job coach would continue with any additional fees and into permanent employment.</li> <li>• If the Internship, Seasonal or Temporary work experience becomes a permanent placement, additional services, including job coaching and consultation may be authorized as appropriate.</li> </ul>	
<b>High Quality Indictors: \$500</b>	<b>Service Code: 17.1</b>
<ul style="list-style-type: none"> <li>• Must meet 2/3 of the following:                         <ul style="list-style-type: none"> <li>○ The client is employed 35 or more hours per week</li> <li>○ The client is compensated at or above \$10/hour</li> <li>○ The client’s employment offers health insurance benefits for which the client qualifies</li> <li>○ The CRP can bill for this fee at time of successful employment (SE funding transferred to extended support services agency)</li> </ul> </li> </ul>	
<b>Community Service Brokering</b>	<b>Service Code: 28.9</b>
<ul style="list-style-type: none"> <li>• This service is generally provided by DSPD for clients on the wait list who are in need of support and receiving services. Often times VR is working with MSD clients with development disabilities that may qualify for DSPD supports, but do not have the ability or support to apply for DSPD services. If the VR Counselor has identified that this is a need, hours can be authorized to a qualified CSB.                         <ul style="list-style-type: none"> <li>○ \$24/hr for up to 20 hours</li> <li>○ To find Community Service Brokers access DSPD at <a href="http://www.dspd.utah.gov">www.dspd.utah.gov</a> and/or the USOR Facilities Screen for providers who also provide CSB.</li> <li>○ Once DSPD eligibility or wait list status has occurred, any additional CSB supports will be provided by DSPD.</li> </ul> </li> </ul>	



**APPENDIX 30-B**

**Rural Service Areas**  
(Determined by Utah Census Bureau)

Beaver	Grand	Sanpete
Box Elder	Iron	Sevier
Carbon	Kane	Uintah
Daggett	Millard	Wasatch
Duchesne	Piute	Wayne
Emery	Rich	
Garfield	San Juan	

**NOTE:** To meet the criteria for this fee, the work location must be in a rural county included on the approved list. The client's current residence nor the location of the VR office are qualifying criteria for the Rural Development Fee.

## Supported Employment (SE)

### Fee for Service Pathway

