PURPOSE

A. Supported employment services are designed to provide community-based employment for LRS Consumers who are the most significantly disabled (Order of Selection Groups I and II) and require on-going support and extended services to maintain 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.

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:
   
a. Meets with and reviews requests for new CRPs and forwards information to the Regional Manager for assignment to a supervising Counselor.
b. Serves as a liaison between CRPs and the Regional Office.
c. Provides technical assistance to the CRPs.
d. Communicates LRS Policy/Procedure changes to CRP’s and assists with specific problems/issues that have been identified.
e. Schedules, at a minimum, an Annual (Regional) CRP Meeting to discuss issues, concerns, changes, etc.
f. Maintains and updates the regional Supported Employment CRP list.
g. Investigates and/or reports alleged fraud to the Regional Manager.
h. 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:
   
a. Meets with potential CRP providers to develop manual material in accordance with the LRS Guidelines for Vendorship and CRP Standards.
b. Submits information/application to the Regional Manager for approval or disapproval of CRP Vendorship.
c. Annually revises manual material in accordance with the LRS Guidelines for Vendorship and CRP Standards.
d. Reports changes to the Liaison so that the regional CRP list is up-to-date.

I. DEFINITIONS

Supported Employment

Employment means competitive employment in an integrated work setting, or employment in an integrated work setting in which individuals are working toward competitive employment, consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of individuals with the most significant disabilities for whom:

Competitive employment has not traditionally occurred, and/or

Traditional competitive employment has been interrupted or intermittent as a result of the significant disability; and,

Supported employment services are needed to obtain and maintain employment because of the nature and the significance of the disability; and,

Extended (ongoing support) services are needed for the individual to maintain employment after the time-limited services from LRS have 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. (Refer to Group Models for Supported Employment Services in item VI of this section.

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.

Integrated Work Setting

Job sites in the community where most employees are not disabled and individuals with significant disabilities interact on a regular basis with individuals without disabilities in performing their job duties. If an individual with a significant disability is part of a distinct work group (mobile crew, enclave) that consists of only individuals with disabilities, the work group can consist of no more than eight (8) individuals, and the individuals in work group must have some interaction with individuals who are not disabled during their workday.
On-going Support Services

Those services that are needed to support and maintain an individual with a most significant disability in supported employment based upon the rehabilitation needs of the individual identified in the Plan.

Extended Services

Extended services consists of on-going support services needed to support and maintain an individual with a most significant disability in supported employment after time limited services are completed. 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; and,

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; and

2. Meet the Agency’s Order of Selection criteria for the “most significantly disabled” (Category I or II) and,

3. Meets the definition of Supported Employment as defined in this section in item III above.

B. Additional, 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:
• Has been unable to obtain and/or maintain competitive employed (without the assistance of extended follow – along services) for 4 or more quarters in a 3 year period’ or
• Has had 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:
  
  Social withdrawal
  Poverty of speech
  Poor hygiene
  Symptomatic despite good medication and/or AT compliance
  Poor medication compliance
  Difficulty with initiating tasks
  Difficulty with following instruction
  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
  Eligible for SSI or SSDI benefits
  Any other significant limitations and/or circumstances/factors that indicate a need for ongoing and extended support.

C. Counselor Responsibilities:
1. Before referring the Consumer to a CRP for a 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 of this section.

2. If the Consumer’s chosen CRP does not agree to serve the Consumer at the level of support for which he/she has been determined eligible, the CRP is not obligated to serve the individual (this includes CRP-initiated referrals); the Consumer will be given the opportunity to choose another CRP that is willing to provide the service for which he/she has been determined eligible.

V. SUPPORTED EMPLOYMENT COMMUNITY-BASED ASSESSMENT AND NARRATIVE REPORT
(Forms SE1 and SE1A)

A. At any point during the eligibility process and prior to the development of the IPE the Counselor should authorize on Form RS-24 a Supported Employment 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 (Form RS-24) from the Counselor prior to providing the Supported Employment Community-based Assessment.

2. Rate for the Supported Employment Community-based Assessment is $538**.

B. It must be clear from the Narrative Report (Form SE1) and the Assessment Activities Log (SE1A) that the Supported Employment Community-based Assessment was performed in the community to assess the Consumer’s assets and needs and 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 more than one location. The Narrative Report must also include the completed Assessment Activities Form (SE1-A) completed by the CRP that provides documentation of the assessment activities.

C. The Counselor must assure that the Supported Employment Community-based Assessment and Narrative Report is completed thoroughly and addresses all topic areas, as appropriate, as noted in the Guidelines for Supported Employment Community-based Assessment and Narrative Report Chart on the following page.
<table>
<thead>
<tr>
<th>Interests (Preferences)</th>
<th>Assets/Abilities (Contributions to Employment)</th>
<th>Potential Targeted Job Tasks</th>
<th>Job Conditions (negotiable or non-negotiable)</th>
<th>Anticipated Support Needs (based on Job Conditions/Preferences)</th>
<th>Potential Employers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specific interests, such as working in an office, with children, in a bakery, working with animals, etc.</td>
<td>Skills, or similar skills, talents &amp; Personality traits Learning style and implications for job placement.</td>
<td>Description of what the person can do on a job such as typing, filing, sorting, etc and NOT job titles.</td>
<td>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.</td>
<td>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 supports needed.</td>
<td>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 3 choices.</td>
</tr>
<tr>
<td>Job interests, likes and dislikes. <em>Interest in non-work related areas such as hobbies, routine duties at home, etc.</em></td>
<td>Strength and endurance. Routine daily living activities. Functional application of academic skills (e.g. reading, money management, telling time, spelling) across all environments. Expressive &amp; receptive communication skills.</td>
<td></td>
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</tr>
</tbody>
</table>
nt 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 Supported Employment Community-based Assessment and Narrative Report.

1. The Assessment Report (SE1) and Assessment Activities Log (SE1A) was received *** and the six (6) topic areas noted in the Guidelines for Supported Employment Community-based Assessment and Narrative Report Chart noted above were addressed, to include, at a minimum, the following:

- The information was obtained from a variety of sources and at more than one location in the community and documented on form SE1A.
- Accurate support needs and strategies were identified.
- 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.
- 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.

- The impact of job conditions/preferences was considered during job development and anticipated support needs were identified.
- Potential targeted job tasks, i.e. employment goals were established.
- Targeted employers or industries were identified.
- Potential employers were listed and prioritized, and the top 3 were indicated.
- The report is written in narrative form (no checklists) and provides a thorough and accurate “employment profile” of the Consumer.
- The Consumer and/or representative validated the accuracy of the assessment by their attendance, participation, and feedback in the staffing.
2. If 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.

C

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 Outcome Payment System

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

A “Milestone Outcome” is defined as the completion of a “step” in the supported employment process in assisting a Consumer to become competitively employed. The Milestone Outcome Steps are as follows:

   *Milestone 1 Job Development/Placement Services
   Milestone 2 One-Month Job Retention Services
   Milestone 3 Two-Month Job Retention Services
   Milestone 4 Three-Month Job Retention Services
   Milestone 5 Job Stabilization /Transition to Extended Follow-along
   Milestone 6 Successful Case Closure **

2 The CRP must receive prior written authorization (Plan and/or AWARE Draft Authorization) as appropriate) by the Counselor in order to provide the supported employment services.

3. The CRP receives payment after the Counselor receives documentation that services were delivered and completed, as per the LRS Supported Employment Guidelines and Quality Indicators for each Milestone Step as noted below in items VII thru X.
the span of each Milestone Step. If a Consumer loses a job, LRS will revert to the Milestone Step where the Consumer lost their job, and payment is authorized after the completion of that Milestone Step.

For example, if the Consumer is at Milestone *2** (Two-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.

Each individual Milestone Outcome Payment Step 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 Step and continues to receive services with that same CRP.

**VII. 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:

A. 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 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.

B. 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 18 months. If a Consumer requires longer than 18 months in reaching job stabilization, the LRS Counselor can extend the service in accordance with Plan guidelines.

C. The Counselor must identify the anticipated plan for extended services (as documented in writing by the CRP on form SE3) on the Plan and must include the following:
ng and/or coordinating the access of natural supports) for the initial on-going services and the extended follow-along services when the time-limited services provided by LRS are completed.

D. **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 Supported Employment 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:

   - Dates and names of employer contacts (contacts must reflect results of the community-based assessment and narrative report.
   - Results of the top 3 employer contacts as identified in the Assessment.
   - Names and dates of any other individuals contacted and the results of those contacts.
   - Names and dates of Consumer contacts and results

   b. Job Placement - the Job Match Analysis (Form SE2-A) and the Natural Supports Plan (Form SE2-B) must be completed by the CRP to assure it is a good job match. In order to assure that the 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/supports needs
   - Work culture

   CRP

   p
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   i
   d
   i
Typical initial and ongoing employment training
Strategies for on/off site
ed the Job Match Analysis Report.

c. Before the Counselor authorizes payment for Job Development and Placement Services, Milestone 1, the Counselor must:

   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.

   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.

   Verify that the Consumer had been employed at least one day.

d. The Counselor must resolve any discrepancies in the Job Match Analysis before the Job Development and Placement Services Milestone Outcome payment is authorized.

E. **MILESTONES 2, 3, and 4 – Job Retention Services**

1. The purpose of this service is to provide the job coach training and supports needs both on and off the work site that are necessary that will assist the Consumer in adjusting to the demands of the job leading to successful job stabilization.

2. At a minimum, the Counselor must:

   • Review the monthly progress reports from the CRP (Form SE3) and document the Consumer’s progress in the case record and any action taken; and,
   • At a minimum, maintain quarterly contact with the Consumer and complete the following:

      Assure that the appropriate training supports needs are in place;
      Assess the Consumer’s progress in supported employment;
      Provide vocational guidance and counseling as appropriate; and,
      Document in the case record the guidance and counseling provided.

3. Before the Counselor can authorize payment for the Job Retention Milestones *2, 3 and 4** Outcome, 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.
Modifications were made when support needs changed.
were used to the extent possible and in cooperation with the employer.

Naturally occurring training, supervision, and supports
Consumer/Family is/satisfied with the job.
Consultation and/or supports were provided
Wages earned and verified by check stubs or other documentation from employer
, if applicable.

Consumer / Family informed of SSI / SSDI benefit planning.
signed the Progress Form (SE3) to verify the provision of supports and agrees with the monthly progress.

4. The Counselor must resolve any discrepancies in CRP reporting before payment for the Job Retention Milestone(s) is authorized.

F. MILESTONE 5 - 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 transition to extended services. The purpose of this phase is to transition the Consumer to a maintenance level of support. The counselor must document in the case record the date Job Stabilization occurs.

2. At a minimum, the Counselor must:
   • Review the monthly progress reports from the CRP (Form SE3) and document the Consumer’s progress in the case record and any action taken by the Counselor; and,
   • At a minimum, maintain quarterly contact with the Consumer to complete the following:
     - Assure that the appropriate training and supports needs are in place;
     - Assess the Consumer’s progress in supported employment;
     - Provide vocational guidance and counseling as appropriate; and,
     - Document in the case record the guidance and counseling provided.

3. Before the Counselor can authorize payment for the Job Stabilization Milestone *5** 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
   • Modifications were made when support needs changed
   • Naturally occurring training, supervision, and supports were used
   • Consumer/Family is/are satisfied with the job.
Consultation and/or supports were provided.
er must now be working at his or her maximum level of potential).
documentation from employer

Wages earned and verified by check stubs or other documents.
, if applicable.

Consumer/Family informed of SSI/S Di benefit planning
They signed the Progress Form (SE3) to verify the provision of supports and agrees with the monthly progress.
The Monthly Job Retention Progress Form SE3 can be used to document the plan for extended supports.

4. The Counselor must resolve any discrepancies in CRP reporting before payment for the Job Stabilization Milestone is authorized.

**G. MILESTONE 6 - Successful Case Closure/Closed-Rehabilitated**

1. 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 after making the transition to extended services (determined from the case record documentation of the date of transition to extended services), and

   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; and

   c. Extended services are effectively in place, and are documented in the case record.

2. 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 his/her representative; and

   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.

3. After the final payment to the vendor has been authorized and processed, the case record is moved from Service Status to Employed Status and Closed-Rehabilitated Status.
**Ready Reference Chart**

**Supported Employment Milestone System for Individual Placement Model**: Total: **$6188**

<table>
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<td>Interest in <strong>non-work</strong> related areas such as hobbies, routine duties at home, etc.</td>
<td></td>
<td></td>
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</table>

*NOTE: CRP must complete the job analysis prior to employment*
RVICES:

A. The Supported Employment Steps and/or services that can be provided by a CRP offering a Group Model employment setting include:

1. Community-based Supported Employment Assessment and Narrative Report (Forms SE1 and SE1-A)
2. Job Development and Placement Services (Forms SE2, SE2A & SE2B)
3. Job Retention Services (Form SE3)
4. Job Stabilization/Transition to Extended Services (Form SE3)
5. Successful Case Closure (SE3)

B. A Group Model employment setting must comply with the definitions for supported employment as outlined in Section 412.14, and includes: integrated setting, competitive work, commensurate wages, and on-going and extended support services.

C. There are (3) three different Group Models under Supported Employment defined below and are the Enclave Model, the Mobile Work Crew Model, and the Transitional Employment Model for the Chronically Mentally Ill (CMI).

1. Enclave Model: An employment situation in competitive employment in which a group of eight (8) or fewer workers with disabilities are working at a particular work setting. The disabled workers may be disbursed throughout the company among non-disabled workers or congregated as a group in one part of the business.
   a. The supervisor for the enclave is responsible for securing work assignments for the enclave from the employer, organizing the work to help enable job performance, training and supervising employees, managing workflow, and supporting the integration of enclave employees with other company employees.
   b. Payment is for five (5) months at $500 per month.

2. Mobile Work Crew: A group of eight (8) or fewer workers with disabilities who perform work in a variety of locations under the supervision of a job coach who supervises the crew. These locations must be in an integrated setting.
   a. The mobile crew should provide the workers with enough jobs that they have previously mastered in order to maximize wages and productivity, increase the likelihood of individual choice in job selection and to have workers continue to learn new jobs that will increase their marketable skills.
   b. Payment is for five (5) months at $500 per month.
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, including sequential job placement, are 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 CMI who is:

   i. Uncertain about choosing an appropriate vocational goal
   ii. Fearful or tentative about his or her abilities to maintain employment and/or
   iii. An individual for whom 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.

D. The Community-based Supported Employment Assessment and Narrative Report

   *All Group Models for supported employment services follow the Supported Employment Community-based Assessment and Narrative Report (forms SE1 and SE1A) as explained in item V. above.*

   Payment is $538 for the Community-based Assessment.*

E. 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 and must include the additional requirements as set forth under Plan Development above.

F. Counselors Responsibilities

1. Before referring the consumer to a CRP for Group Model employment services, the Counselor must determine and justify in the case record, the consumer’s eligibility and need for supported employment.
The Counselor in order to provide any supported employment services under a Group Model.

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; and,

b. Maintain periodic communication with both the CRP and the consumer to assure that the appropriate training and supports needs are in place, and to assess the consumer’s progress towards achieving a successful outcome; and,

c. Meet at least quarterly with the consumer to assure that the appropriate training and supports 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

For Individual and Group Models for Supported 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; and,
- 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

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

1. 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.

1. If the Counselor is unable to resolve the discrepancy with the CRP, the Counselor will advise the Supervisor and/or Regional Manager.
CRP and the Consumer, or the Consumer’s representative (the employer may be contacted if necessary), to further investigate, and attempt to resolve the discrepancy. If the discrepancy is resolved, the Counselor can authorize payment.

1. If the discrepancy cannot be resolved, the Regional Manager will contact the program manager for supported employment in state office, 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.

D. The Counselor must complete the IPE or Plan and the RCA will complete the AWARE Draft Authorization for purchased supported employment services. This information is submitted to the Supervisor for approval.

E. If any single item/service on an IPE or Plan is equal to or greater than $10,000, the IPE or Plan shall be considered “high cost”. In these instances, the Counselor must have both the IPE or Plan and the AWARE Draft Authorization approved by both the Supervisor and the Regional Manager.

F. If the total of all items/services on any IPE or Plan is equal to or greater than $20,000, the IPE or Plan shall be considered “high cost”. In these instances, the Counselor must have both the IPE or Plan and the AWARE Draft Authorization approved by both the Supervisor and the Regional Manager.