



Supported Employment: LRS Milestone System and Quality Indicators

Sue Killam skilla@lsuhsc.edu
Laura Stazio lstazi@lsuhsc.edu
www.lsuhscc.edu/employment

LRS

Louisiana Rehabilitation Services

<http://www.laworks.net/WorkforceDev/LRS/L>

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Louisiana Rehabilitation Services

Louisiana Rehabilitation Services (LRS) assists persons with disabilities in their desire to obtain or maintain employment and/or achieve independence in their communities by providing rehabilitation services and working cooperatively with business and other community resources.

Programs & Services

Blind Services

Provides both vocational rehabilitation and independent living services to eligible individuals who are blind or visually impaired.

- Randolph-Sheppard Business Enterprise Program - Provides career opportunities for qualified individuals in the food service field.
- Older Blind/Visually Impaired Program - Expands independent living services for persons who are age 55 or older and have a severe visual impairment.

Independent Living Program

The Independent Living program allows individuals to have the option to choose to live or remain in their home or community setting, with emphasis on community based supports and services. This includes such services as information and referral sources, independent living skills training, peer support, system and individual advocacy, and other independent living services.

Louisiana Rehabilitation Council - works with LRS to ensure the involvement of individuals with disabilities in the development and delivery of vocational rehabilitation services to Louisianans with disabilities.

Vocational Rehabilitation Services

Provides comprehensive rehabilitation services that go far beyond those found in routine job training programs. This frequently includes work evaluation and job readiness services; assessment for and provision of assistive technology, such as customized computer interfaces for persons with physical or sensory disabilities; job counseling services, and medical and therapeutic services.

Employer Services - offer a cost-effective alternative to advertising for job candidates and can save employers time and money. LRS offers placement services for job ready individuals to help employers achieve their goals.

[LRS State Offices](#)

[LRS Regional Offices](#)

MORE INFO

- [Blind Services](#)
- [Independent Living Program](#)
- [Louisiana Rehabilitation Council](#)
- [Vocational Rehabilitation Program](#)
- [LRS State Office](#)
- [LRS Regional Offices](#)

LRS Regional Offices

▶ REGION 1 – NEW ORLEANS REGION

6620 Riverside Drive, Suite 101
Metairie, LA 70003
Phone: (504) 838-5180
Toll-free: 1-800-737-2957

▶ **West Bank Area Office**

2150 Westbank Expressway, Suite 701
Harvey, LA 70058-4900
Phone: (504) 361-6816
Toll-free: 1-800-520-0586

▶ **Covington Area Office**

Physical Address: 1704 North Columbia Street
Mailing Address: P.O. Box 4960
Covington, LA 70434-4960
Phone: (985) 871-8385
Toll-free: 1-866-355-0430

- ▶ **Parishes served:** Jefferson, Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John, St. Tammany

▶ REGION 2 – BATON ROUGE REGION

3651 Cedarcrest Avenue
Baton Rouge, LA 70816-4010
Phone: (225) 295-8900 (Voice or TDD)
Toll-free: 1-800-737-2959

▶ **Baton Rouge Rehabilitation Employment Assessment Program**

8225 Florida Blvd.
Baton Rouge, LA 70806
Phone: (225) 287-7770
Toll-free: 1-800-596-9981

- ▶ **Parishes served:** Ascension, East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, St. Helena, Tangipahoa, Washington, West Baton Rouge, West Feliciana

▶ REGION 3 – THIBODAUX/HOUMA REGION

1442 Tiger Drive
Thibodaux, LA 70301-4337
Phone: (985) 447-0809
Toll-free: 1-800-590-5762
Fax: (985) 449-5006

▶ **Houma Area Office**

Michele Turner Jones, District Supervisor
1012 W. Tunnel Blvd.
Houma, LA 70360
Phone: (985) 857-3652
Toll-free: 1-800-520-0584
Fax: (985) 857-3649

Parishes served: Assumption, Lafourche, Terrebonne

LRS Regional Offices

▶ **REGION 4 – LAFAYETTE REGION**

825 Kaliste Saloom Rd.
Brandywine VI, Suite 350
Lafayette, LA 70508-4285
Phone: (337) 262-5353 (Voice or TDD)
Toll-free: 1-800-520-0587
Parishes served: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermilion

▶ **REGION 5 – LAKE CHARLES REGION**

3616 Kirkman St.
Lake Charles, LA 70607-3006
Phone: (337) 475-8038 (Voice or TDD)
Toll-free: 1-800-520-0589
Parishes Served: Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis

▶ **REGION 6 – ALEXANDRIA REGION**

P.O. Box 632
Alexandria, LA 71309-0632
Physical address:
900 Murray Street, Suite H-100
Alexandria, LA 71301
Phone: (318) 487-5335 (Voice or TDD)
Toll-free: 1-800-520-0578

▶ **Alexandria Rehabilitation Employment Assessment Program**

900 Murray Street, Suite H-100
Alexandria, LA 71309-0632
Phone: (318) 487-5335
Toll-free: 1-800-520-0578

▶ **Leesville Office**

451 Nolan Trace
Leesville, LA 71446-3961
Phone: (337) 238-6424
Toll-free: 1-800-520-0581
Parishes served: Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn

▶ **REGION 7 – SHREVEPORT REGION**

1525 Fairfield, Suite 708
Shreveport, LA 71101-4303
Phone: (318) 676-7155 (Voice or TDD)
Toll-free: 1-800-737-2966
Parishes served: Bienville, Bossier, Caddo, Claiborne, DeSoto, Lincoln, Natchitoches, Red River, Sabine, Webster

▶ **REGION 8 – MONROE REGION**

State Office Bldg.,
122 St. John Street, Room 311
Monroe, LA 71201-7386
Phone: (318) 362-3232 (Voice or TDD)
Toll-free: 1-800-737-2973

▶ **Northeast Rehabilitation Employment Assessment Program**

122 St. John Street, Room 329
Monroe, LA 71201-7386
Phone: (318) 362-3232
Parishes served: Caldwell, East Carroll, Franklin, Jackson, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll

LRS Eligibility

- ▶ Physical or mental disability
- ▶ Be able to benefit from services
- ▶ Requires services to prepare for, enter, engage in, or retain gainful employment.
- ▶ Order of Selection Priority
 - Currently Selection Group 1

Individual Placement Model

- ▶ Initial LRS Appointment – CRP chosen
- ▶ Intake
- ▶ Community Based Assessment
- ▶ Individualized Plan for Employment (IPE)
- ▶ Job Development
- ▶ Job Placement
- ▶ Job Retention
- ▶ Job Stabilization/Transition to Extended Follow-along
- ▶ Successful Case Closure
- ▶ Extended Follow-along

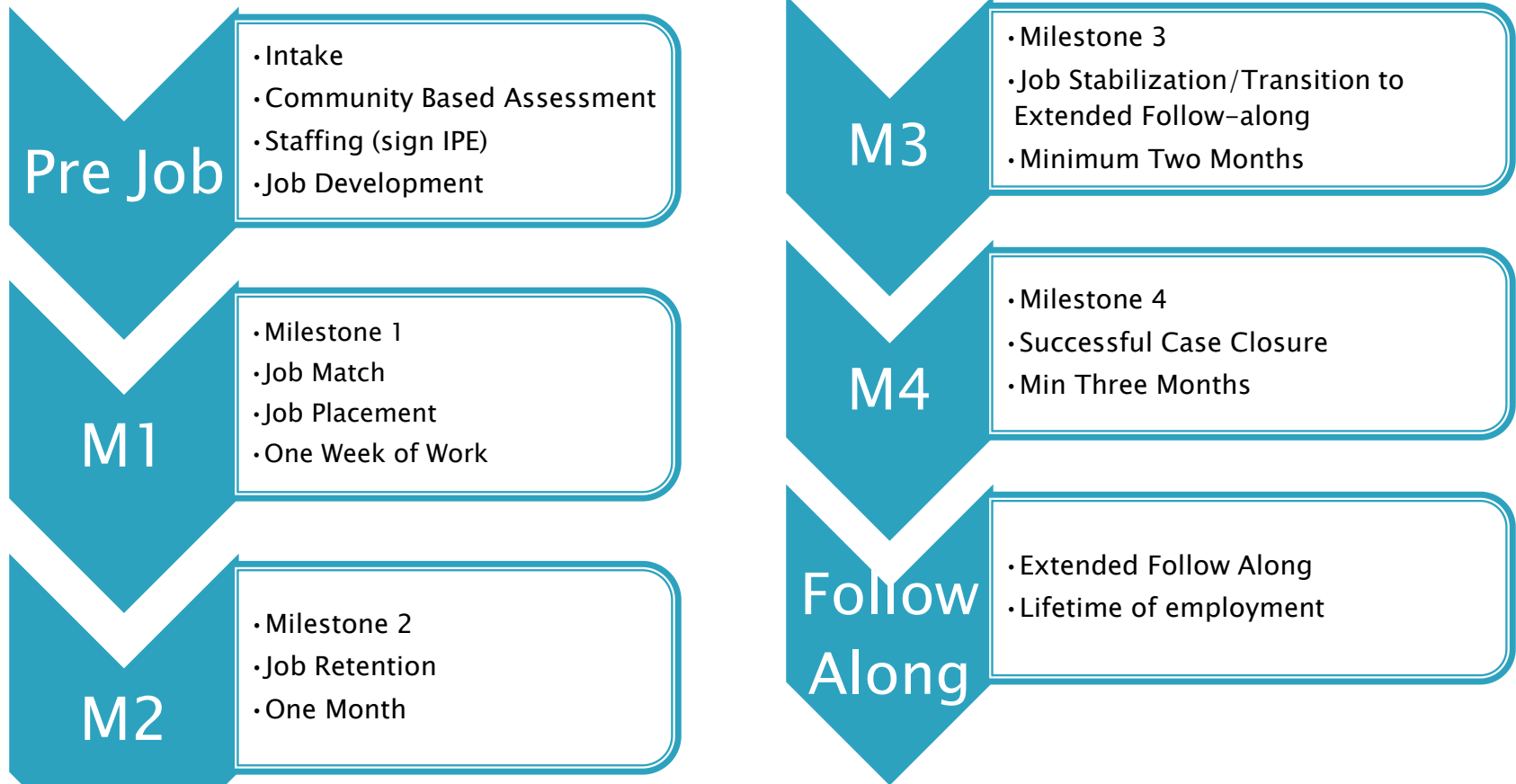
LRS SE MILESTONE OUTCOME PAYMENT SYSTEM

- ▶ outcome based
- ▶ allows for greater flexibility
- ▶ free from hourly billing constraints
- ▶ creates financial incentives
- ▶ encourages use of natural supports

LRS SE MILESTONE OUTCOME PAYMENT SYSTEM

- ▶ Community Based Assessment (\$500)
- ▶ Milestone 1 – Job Development/Placement Services, One Week Job Retention (\$1000)
- ▶ Milestone 2 – One Month Job Retention Services (\$1200)
- ▶ Milestone 3 – Job Stabilization /Transition to Extended Follow-along (\$1200)
- ▶ Milestone 4 – Successful Case Closure (\$2826)

LRS Individual Placement Model



LRS Documentation Summary

		Send to LRS
Intake	When Authorization for Assessment is received, Provider must contact consumer within 1 week	
Community-Based Assessment (CBA)	Within 90 days, after three separate assessment meetings and Assessment is completed.	<ul style="list-style-type: none"> • SE1 • SE1A • Invoice (\$500)
Monthly during Job Development	After IPE is signed, send SE2 monthly until job match is found.	<ul style="list-style-type: none"> • SE2
MILESTONE 1 (One Week)	Job Placement: After seven days of employment send to LRS	<ul style="list-style-type: none"> • SE2 • SE2A • SE4 • Invoice (\$1000)
MILESTONE 2 (One Month)	After one (1) month of employment (Job retention).	<ul style="list-style-type: none"> • SE3 • SE4 • Check stubs • Invoice (\$1200)
Monthly until Case Closure	Send SE4 monthly until case closure.	<ul style="list-style-type: none"> • SE4 • Check stubs
MILESTONE 3 (Min Two Months)	<p>When Job Stabilization occurs (Transition to Extended Follow-Along), minimum two (2) month).</p> <p>Case record must document the date job stabilization occurs and transition to extended follow-along occurs.</p>	<ul style="list-style-type: none"> • SE3 • SE4 • SE5 • Check stubs • Invoice (\$1200)
MILESTONE 4 (Min Three Months)	When Successful Case Closure occurs, minimum three (3) months, send to LRS.	<ul style="list-style-type: none"> • SE3 • Check stubs • Invoice (\$2826)

WHAT JOB SEEKER BRINGS TO FIRST LRS APPOINTMENT

- ▶ Social Security Card
- ▶ Picture ID, such as state-issued ID card or driver's license
- ▶ Names and address of all doctors, psychologists, clinics and hospitals who are familiar with their disability and if possible reports
- ▶ A list of all medications job seeker is currently taking
- ▶ A list of any jobs job seeker has had
 - For each job include name and address of employer, approximate dates of employment, description of the kind of work done, the number of hours worked per week, salary and reasons for leaving the job
- ▶ The names, address, telephone numbers and email addresses of at least two (2) people who do not live in the job seeker's household who will always know how to reach them
- ▶ A copy of job seeker's current award letter from Social Security if receiving SSDI and/or SSI
- ▶ If applying for services for training:
Also bring a copy of job seeker's high school transcript, college transcript, and ACT scores if available.

Choosing an Employment Agency

► Characteristics:

- How Agency is Different
- Agency Size
- Region Served
- Stability of Agency
- Other Services Provided
- Staff Qualifications and Experience
- Types of Disabilities Served
- Agency Location and Accessibility

Considerations:

- How Agency is Different
- Agency Size
- Region Served
- Stability of Agency
- Other Services Provided
- Staff Qualifications and Experience
- Types of Disabilities Served
- Agency Location and Accessibility

Questions to Ask

Selecting A Supported Employment Provider

SE PROVIDER CHARACTERISTICS

- ⦿ How Agency is Different
- ⦿ Agency Size
- ⦿ Region Served
- ⦿ Stability of Agency
- ⦿ Other Services Provided
- ⦿ Staff Qualifications and Experience
- ⦿ Types of Disabilities Served
- ⦿ Agency Location and Accessibility



SE PROVIDER CONSIDERATIONS

- ⦿ Client Success Rate
- ⦿ Types of Jobs Obtained
- ⦿ Amount of Time to Obtain Job
- ⦿ Average Hours and Wages
- ⦿ What Happens if Client Loses Job
- ⦿ Transportation for Client
- ⦿ Job Coach Duties
- ⦿ Length and Extent of Support Provided

QUESTIONS TO ASK WHEN SELECTING SUPPORTED EMPLOYMENT PROVIDERS

- ⦿ What makes your agency different from other agencies?
- ⦿ What geographic regions does your agency serve or specialize?
- ⦿ How large is your agency and how long have you been in the business of Supported Employment?
- ⦿ What other services does your agency provide?
- ⦿ Would you help a client obtain training or postsecondary education?
- ⦿ What kind of experience, training and certifications does your staff have?
- ⦿ How long have your staff members been working at your agency?
- ⦿ What kinds of disabilities does your agency serve?
- ⦿ How do staff members keep up with trends in the field?
- ⦿ If the client needs to meet at your agency, is your agency easy to get to?
- ⦿ Do most of the people who come to you for employment get a job?
- ⦿ What types of jobs do you get for your clients?
- ⦿ Do you ever recommend volunteer or non-paid employment?
- ⦿ Does the client have to take any job offered?
- ⦿ What is the average length of time before you find a job for your client?
- ⦿ What is the average amount of hours your clients normally work?
- ⦿ What is the average wage earned by your client?
- ⦿ If a client loses a job, do you find them another one?
- ⦿ What if the client doesn't have transportation?
- ⦿ Does your agency provide transportation for job interviews?
- ⦿ How does your agency help your client with the application process and interviews?
- ⦿ How will your job coach help me?
- ⦿ How long does your job coach stay with the client?
- ⦿ What is your agency policy if there is an issue on the job and the job coach is not there?

Agency Characteristics

- ▶ How Agency is Different
- ▶ Agency Size
- ▶ Region Served
- ▶ Stability of Agency
- ▶ Other Services Provided
- ▶ Staff Qualifications and Experience
- ▶ Types of Disabilities Served
- ▶ Agency Location and Accessibility

Agency Considerations

- ▶ Client Success Rate
- ▶ Types of Jobs Obtained
- ▶ Amount of Time to Obtain Job
- ▶ Average Hours and Wages
- ▶ What Happens if Client Loses Job
- ▶ Transportation for Client
- ▶ Job Coach Duties
- ▶ Length and Extent of Support Provided

Employment Specialist duties (aka...Job Coach)

- ▶ Get to know job seeker
- ▶ Identify job seeker's skills, job preferences, interests, strengths and abilities
- ▶ Manage job search and placement
 - Job Development
- ▶ Identify accommodation and support needs
- ▶ Develop natural supports
- ▶ Train on the job site
 - Job Coach

Referral / Intake

- ▶ Community Rehabilitation Provider (CRP), aka SE vendor, receives Purchase Authorization for Assessment from LRS
- ▶ CRP must contact consumer **within 1 week***
- ▶ **Job Seeker completes:**

- Intake Form
- Employment History Form
- Legal Status
- Privacy Practices
- Confidential Agreement
- Waiver Of Confidentiality
- Hold Harmless Agreement

- ▶ Media Consent & Revocation
- ▶ Grievance & Signature Page
- ▶ Rights Of Individual
- ▶ I-9

** Let your LRS Office know if you have a substantial waiting list so that this can be explained to consumers before referrals are made*

▶ W-4

▶ ...

Community Based Assessment

- ▶ LRS Payment is \$500
 - Authorization for Assessment Received – Supported Employment Vendor **contacts consumer within 1 week**
 - Community–Based Assessment – Employment Specialist meets with client on **at least three separate occasions in at least three different settings in the community** to obtain the necessary information.
 - Employment Specialist may also review any available documentation (e.g., intake packet, LRS file, resume, etc.) and interview others (e.g., client's family, friends, former teachers and supervisors) for additional information.
 - Within 90 days, send to LRS:
 - SE1 – Supported Employment Community Based Assessment Narrative Report
 - SE1A – Supported Employment Community Based Assessment Activities Form
 - Invoice for \$500

Assessment Quality Indicators

- ▶ Identifies an appropriate vocational goal
- ▶ Identifies support needs
- ▶ Conducted in **three different places** in the community and on **more than one day**
(Consumer's home is not considered one of these three places)

COMMUNITY BASED ASSESSMENT NARRATIVE REPORT

- ▶ Form SE1
- ▶ Example

SE-1A
October 2012

SUPPORTED EMPLOYMENT COMMUNITY BASED ASSESSMENT ACTIVITIES FORM

Consumer: _____ Vendor: _____

LBS Counselor: _____ Case Number: _____

NOTE: The activities summary must be completed and included as the last page of the narrative assessment report.

I. INDIVIDUALS CONTACTED:

1. Name: _____ Relationship to Consumer: _____
Date: _____ Type of Contact: _____ Telephone #: _____
Cellular #: _____
Meeting Location: _____

Others Present:

Name: _____ Relationship to consumer: _____

Name: _____ Relationship to consumer: _____

2. Name: _____ Relationship to Consumer: _____
Date: _____ Type of Contact: _____ Telephone #: _____
Cellular #: _____
Meeting Location: _____

Others Present:

Name: _____ Relationship to consumer: _____

Name: _____ Relationship to consumer: _____

3. Name: _____ Relationship to Consumer: _____
Date: _____ Type of Contact: _____ Telephone #: _____
Cellular #: _____
Meeting Location: _____

Others Present:

Name: _____ Relationship to consumer: _____

Name: _____ Relationship to consumer: _____

SE-1
October 2012

SUPPORTED EMPLOYMENT COMMUNITY BASED ASSESSMENT TOPICS AND QUESTIONS TO ADDRESS FOR THE NARRATIVE REPORT

1. Demographic Information:

- Name: _____
- Date of Birth: _____
- Address: _____
- Telephone #: _____
- Cellular #: _____
- Emergency Contact Person: _____

2. Job Search Information:

- Describe the job search process, including the following:
 - 1. Identification of job opportunities
 - 2. Application process
 - 3. Interview process
 - 4. Job offer
- Describe the job search process, including the following:
 - 1. Identification of job opportunities
 - 2. Application process
 - 3. Interview process
 - 4. Job offer

A. Residential History and Domestic Information:

Current Living Situation:

The consumer has lived at his current address, apartment, house, hotel, etc., since _____ (date). At the time of this report, the consumer plans to remain in this residence until _____ (date). The consumer reports that he has no other residences and that he has no other family members living in the residence.

Family History and Support:

The consumer is currently willing to actively participate in efforts to find a stable and secure living situation. The consumer reports that he has no other family members and that he has no other family members living in the residence. The consumer reports that he has no other family members and that he has no other family members living in the residence.

COMMUNITY BASED ASSESSMENT ACTIVITIES

- ▶ Form SE1A
- ▶ Example

SE-1A
October 2012

SUPPORTED EMPLOYMENT COMMUNITY BASED ASSESSMENT ACTIVITIES FORM

Consumer: _____ Vendor: _____

LRS Counselor: _____ Case Number: _____

NOTE: The activities summary must be completed and included as the last page of the narrative assessment report.

I. INDIVIDUALS CONTACTED:

1. Name: _____ Relationship to Consumer: _____
Date: _____ Type of Contact: Telephone #: _____
Cellular #: _____
Meeting Location: _____

Others Present:

Name: _____ Relationship to consumer: _____
Name: _____ Relationship to consumer: _____

2. Name: _____ Relationship to Consumer: _____
Date: _____ Type of Contact: Telephone #: _____
Cellular #: _____
Meeting Location: _____

Others Present:

Name: _____ Relationship to consumer: _____
Name: _____ Relationship to consumer: _____

3. Name: _____ Relationship to Consumer: _____
Date: _____ Type of Contact: Telephone #: _____
Cellular #: _____
Meeting Location: _____

Others Present:

Name: _____ Relationship to consumer: _____
Name: _____ Relationship to consumer: _____

SE-1A
October 2012

SUPPORTED EMPLOYMENT COMMUNITY BASED ASSESSMENT ACTIVITIES FORM

Consumer: John Smith Vendor: Acme Supported Employment

LRS Counselor: A. Counselor Case Number: Homework - 1

NOTE: The activities summary must be completed and included as the last page of the narrative assessment report.

I. INDIVIDUALS CONTACTED:

1. Name: Betty Smith Relationship to Consumer: mother
Date: 2/14/14 Type of Contact: Telephone #: 000-000-1234
Cellular #: same
Meeting Location: consumer's home

Others Present:

Name: Bob Smith Relationship to consumer: father
Name: John Smith Relationship to consumer: consumer

2. Name: John Smith Relationship to Consumer: consumer
Date: 2/17/14 Type of Contact: Telephone #: _____
Cellular #: _____
Meeting Location: Lafayette city bus terminal

Others Present:

Name: _____ Relationship to consumer: _____
Name: _____ Relationship to consumer: _____

3. Name: Mrs. Jones Relationship to Consumer: former teacher
Date: 2/28/14 Type of Contact: Telephone #: 000-000-4231
Cellular #: same
Meeting Location: public library

Others Present:

Name: John Smith Relationship to consumer: consumer
Name: _____ Relationship to consumer: _____

Exercise: Assessment

▶ GOALS:

- Find positive characteristics that make person employable
- Work on interview skills

▶ ACTIVITY:

- Pair up with one other person
- Interview your partner for 10 minutes (Total 20 minutes)
- Use questionnaire as guide (based on CBA)

▶ List five positive characteristics that make this person a good employee, use:

- Qualifications
- Work experiences
- Life experiences
- Personal interests
- Hobbies
- Learning style

▶ Come up with a fantasy dream job (other than the one they have) that fits that person

- (e.g., astronaut, flight attendant, travel reporter, restaurant critic)

Exercise: Conversation and Listening Skills

▶ GOALS:

- Find skills and interests through observation and/or conversation **WITHOUT ASKING DIRECT QUESTIONS**
- Refine interview skills
- Improve listening skills

▶ ACTIVITY

- Pair up with same person
- Have a conversation with your partner for 10 minutes
- List 3 new skills or interests

Exercise: Translating Skills and Interests to Jobs

- ▶ Stay in pairs (or in a group)
- ▶ Pick one skill or interest
- ▶ Think of jobs that use this skill or interest
- ▶ List at least 10
- ▶ Examples:
 - Gardening: botanical garden, park ranger, landscape designer, plant store, florist, farmers market, gardening magazine, gardening TV show, farm, tree trimmer
 - Animals: zoo, veterinarians, University biology lab, environmental organization, dog park, farm, horse stable, aquarium, pet store etc.

Think outside of the box

LRS Staffing / IPE Signed

- ▶ After receipt of the assessment report, “staffing” held with:
 - job seeker
 - vendor
 - LRS counselor
- ▶ Individual Plan for Employment (IPE) is signed by job seeker

LRS SE MILESTONE OUTCOME PAYMENT SYSTEM

- ▶ outcome based
- ▶ allows for greater flexibility
- ▶ free from hourly billing constraints
- ▶ creates financial incentives
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LRS SE MILESTONE OUTCOME PAYMENT SYSTEM

- ▶ Community Based Assessment (\$500)
- ▶ Milestone 1 – Job Development/Placement Services, One Week Job Retention (\$1000)
- ▶ Milestone 2 – One Month Job Retention Services (\$1200)
- ▶ Milestone 3 – Job Stabilization /Transition to Extended Follow-along (\$1200)
- ▶ Milestone 4 – Successful Case Closure (\$2826)

Job Development

- ▶ Employment Specialist searches for job for client, contacts potential employers, helps fill out job applications, accompanies client on interviews etc.
- ▶ No payment per se, payment received at back end when case is closed and employment has been maintained for minimum of three months
- ▶ Send SE2 to LRS monthly until Job Match is found
 - SE2 – Job Development and Placement Activities Log

Job Developer Duties

- ▶ Contact potential employers
- ▶ Develop job leads
- ▶ Capitalize on strength of job seeker
- ▶ Assist with resume, applications & cover letter
- ▶ Identify employer needs
- ▶ Negotiate with employers
- ▶ Secure job match for job seeker

Tips for developing the resume

- Maximize the content of your resume...skills, strengths and abilities
- Use keywords that are reflected in the job opening
- Tailor each resume to each job opening
- Keep it short and simple
- Highlight education and/or training programs
- Including References will benefit you greatly

Resume portfolios

- ❖ Resume
- ❖ Letters of Recommendation/Reference
- ❖ Certificates
- ❖ Photos
- ❖ Video
- ❖ Awards/Accomplishments
- ❖ Unique Skills/Abilities
- ❖ Hobbies/Interests

Job Match Analysis

- ▶ Before accepting/agreeing to the placement for an individual, make sure that:
 - There is informed choice – that the individual actually had a choice
 - There is reliable transportation
 - The wage and hours are sufficient to meet the individual's needs
 - The individual understands how working will affect his or her benefits
 - The provider has identified sufficient supports and strategies that the individual will need to be successful
 - There is an clear understanding that the individual will receive long term support for as long as s/he is employed.

Job Placement Considerations

Individuals in supported employment typically need some “tailoring” of job duties or negotiations with the employer – if the placement is a “off-the-shelf” type of job without any special accommodations then make sure that the position “fits” the individual

MILESTONE 1 – Job Placement / First Week of Employment

- ▶ LRS Payment is \$1000
 - Employment is found
 - Employment Specialist ensures a good job match by completing Form SE2A (Job Match Analysis) prior to client starting work
 - Employment Specialist provides support and job site training/ job coaching for client to begin and continue working
 - After one week of work, SE vendor sends to LRS:
 - SE2A – Job Match Analysis
 - Final SE2 – Job Development and Placement Activities Log
 - First Week of SE4 – Job Coaching Time Log
 - Invoice for \$1000

M-1 Quality Indicators

- ▶ SE:2 submitted for each month of job development until consumer is placed
- ▶ Placement matches vocational goal of IPE
- ▶ No temporary or seasonal employment
- ▶ Consumer and counselor must agree with placement
- ▶ Consumer maintains job for seven days and reports satisfaction to the vendor
- ▶ SE:4 completed to document the job coach accompanied consumer to the job the first day of work
 - Dropping off the consumer is not sufficient

JOB DEVELOPMENT AND PLACEMENT ACTIVITIES LOG

► Form SE2

► Example

SE2
October 2012

Job Development and Placement Activities Log (Milestone 1)

Consumer: _____ Vendor: _____
LRS Counselor: _____ Case Number: _____

I. DATES AND NAMES OF EMPLOYER CONTACTS

(The contacts must reflect results of the community-based assessment and narrative report and must include the documentation of the results of the contacts with 3 employers identified in the Assessment).

1. Date: _____ Employer: _____
Results: _____

2. Date: _____ Employer: _____
Results: _____

3. Date: _____ Employer: _____
Results: _____

4. Date: _____ Employer: _____
Results: _____

II. LIST THE NAMES AND DATES OF ANY OTHER INDIVIDUALS CONTACTED AND THE RESULTS OF THOSE CONTACTS:

1. Date: _____ Name: _____
Results: _____

Job Match Analysis Form (Milestone 1)

Consumer: Kevin Boyd Vendor: Strive Inc.
LRS Counselor: Kristine Veaux Case Number: _____
Employer: Burger King Telephone #: (504) 525-0146
Address: 1700 St Charles Ave, New Orleans, LA
Web Address: www.bk.com E-Mail address: _____
Supervisor: Ms. DeeDee Supervisor's Telephone #: _____
Supervisor's E-Mail: _____
Employee (consumer) Job Title: Lobby Attendant

Is there a written job description for this position? Yes _____ No X
If yes, attach a copy.

Employment Benefits: Are benefits available? Yes _____ No N/A for part time
Time off for vacation and sick leave, non-paid.

If so, check all that apply:

Vacation / Annual leave: X Paid Holidays: _____
Sick leave: X Family medical leave _____
Insurance: health _____, dental _____, vision _____, life _____
401K / Retirement: _____, Funeral leave: _____, Educational leave: _____
Other: _____

Is there a waiting period to obtain benefits? Yes _____ No _____
If so, how long? _____

Work Schedule:

Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
From	11:00	11:00	11:00	11:00	11:00		
To	3:00	3:00	3:00	3:00	3:00		

Brief Job Summary:

A Burger King Lobby Attendant is responsible for maintaining and cleaning the customer areas including entrance, dining area, bathrooms, sidewalk and parking lot. They are also required to interact with customers and ensure that their in-store dining experience is satisfactory.

JOB MATCH ANALYSIS FORM

► Form SE2A

► Example

SE-2A
October 2012

Job Match Analysis Form (Milestone 1)

Consumer: _____ Vendor: _____
LRS Counselor: _____ Case Number: _____
Employer: _____ Telephone #: _____
Address: _____
Web Address: _____ E-Mail address: _____
Supervisor: _____ Supervisor's Telephone #: _____
Supervisor's E-Mail: _____
Employee (consumer) Job Title: _____
Is there a written job description for this position? Yes _____ No _____
If yes, attach a copy.
Employment Benefits: Are benefits available? Yes _____ No _____
If so, check all that apply: _____
Vacation / Annual leave: _____ Paid Holidays: _____
Sick leave: _____ Family medical leave: _____
Insurance health: _____ dental: _____ vision: _____ life: _____
401K / Retirement: _____ Funeral leave: _____ Educational leave: _____
Other: _____
Is there a waiting period to obtain benefits? Yes _____ No _____
If so, how long? _____
Work Schedule:

Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
From							
To							

Brief Job Summary:

SE-1A
October 2012

SUPPORTED EMPLOYMENT COMMUNITY BASED ASSESSMENT ACTIVITIES FORM

Consumer: John Smith Vendor: Acme Supported Employment
LRS Counselor: A. Counselor Case Number: Homework - 1
NOTE: The activities summary must be completed and included as the last page of the narrative assessment report.

I. INDIVIDUALS CONTACTED:

- Name: Betty Smith Relationship to Consumer: mother
Date: 2/14/14 Type of Contact: Telephone #: 000-000-1234
Cellular #: same
Meeting Location: consumer's home
Others Present:
Name: Bob Smith Relationship to consumer: father
Name: John Smith Relationship to consumer: consumer
- Name: John Smith Relationship to Consumer: consumer
Date: 2/17/14 Type of Contact: Telephone #: _____
Cellular #: _____
Meeting Location: Lafayette city bus terminal
Others Present:
Name: _____ Relationship to consumer: _____
Name: _____ Relationship to consumer: _____
- Name: Jim Jones Relationship to Consumer: former teacher
Date: 2/28/14 Type of Contact: Telephone #: 000-000-4231
Cellular #: same
Meeting Location: public library
Others Present:
Name: John Smith Relationship to consumer: consumer
Name: _____ Relationship to consumer: _____

- ▶ Form SE4
- ▶ Example

Consumer Signature: _____ Date: _____



Job Coach Duties

- ▶ Prepare Client for Job Entry
- ▶ On-The-Job Training and Instruction
- ▶ Identify Needed Accommodations
- ▶ Develop Compensatory Strategies
- ▶ Facilitate Appropriate Social Interactions
- ▶ Develop Fading Schedule
- ▶ Identify Natural On-going Supports
- ▶ Identify Contingency Plan

Job Coaching

- ▶ Individualized
- ▶ Diminishes over time
- ▶ Might that look like.....
 - First week– Job Coach present at the job site all the time
 - First month– Job Coach present at the job site nearly every day for some time
 - Second week/month – Job Coach present only on “difficult” tasks/days
 - Third week/month –Job Coach makes regular spot checks, active training and intervention has been successfully completed
 - Fourth Month – Extended Follow Along – Job Coach stops by work site two times per month

*****Please realize that for some individuals, – especially those who have a mental health diagnosis – the intervention may need to occur OFF and ON the employment site*****

JOB COACHING

- ▶ Fade Gradually...over Time
- ▶ Caution when
 - Job Coach spends little to no time at the job site
 - There is no evidence of any “real” assistance
 - Strategies for employment related issues only involve “counseling” or “talking” to the supported employee

Sequence of Job Duties

Sequence of Job Duties

Employee: _____ Job Site: _____

Job Title: _____ ESP: _____

☐ Daily, Job duties remain the same everyday ☐ Varies Day to Day, Job duties vary from day to day (if checked complete a separate form for each different sequence; circle day or days for which this form is completed)

Mon Tues Wed Thurs Fri Sat Sun

Approximate Times	Job Duty

Comments:



Signature: _____ Date: _____

Sequence of Job Duties

Employee: Ronald McDonald Job Site: Taco Bell

Job Title: Lobby Attendant ESP: Job Coach

☒ Daily, Job duties remain the same everyday ☐ Varies Day to Day, Job duties vary from day to day (if checked complete a separate form for each different sequence; circle day or days for which this form is completed)

Mon Tues Wed Thurs Fri Sat Sun

Approximate Times	Job Duty
10-10:02	Clock in
10:02-10:05	Consult with supervisor
10:05-10:30	Clean glass doors and dirty windows
10:30-11:00	Sweep and mop lobby
11:00-11:30	Clean Bathrooms
11:30-1:00*	Gather trays, wipe and return to tray pick up area
11:30-1:00*	Clear tables of garbage and Wipe clean, neatly push in chairs
11:30-1:00*	Clean drink dispenser area
11:30-1:00*	Refill condiments trays, drink tops and straws as needed
1:00-1:30	Clean and sweep outside entrance and sidewalk areas
1:30-1:55	Clean Bathrooms
1:55-2:00	Clock out

Comments: Duties during the peak lunch period of 11:30 – 1:00 are completed in a continuous rotation.

Signature: _____ Date: _____

Developing a Task Analysis

- ▶ Each step is **one** observable behavior
- ▶ Each step is descriptive, precise and avoids ambiguities
- ▶ Each step is worded as a verbal prompt
- ▶ Each step is described using least number of words
- ▶ Each step results in a visible change towards completing the task
- ▶ The resulting change in one step becomes the natural cue to begin the next step
- ▶ Steps are ordered from first to last
- ▶ The task is completed as efficiently as possible
- ▶ Remove decisions so task steps are repeatable and standardized

Adapted from: Moon, S.M., Inge K.J., Wehman, P., Brooke, V., & Barcus, J.M. (1990). Helping persons with severe mental retardation get and keep employment: Supported employment issues and strategies. Baltimore: Paul H. Brookes Publishing Co.

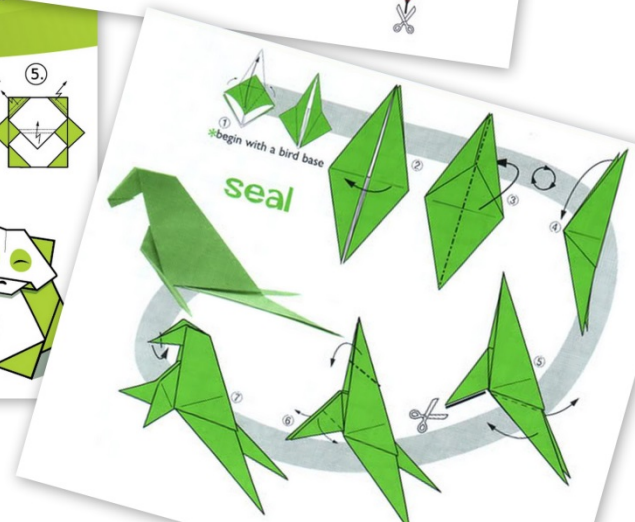
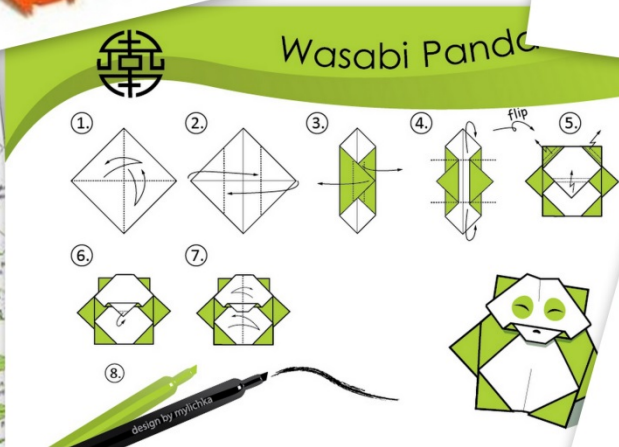
Data Center

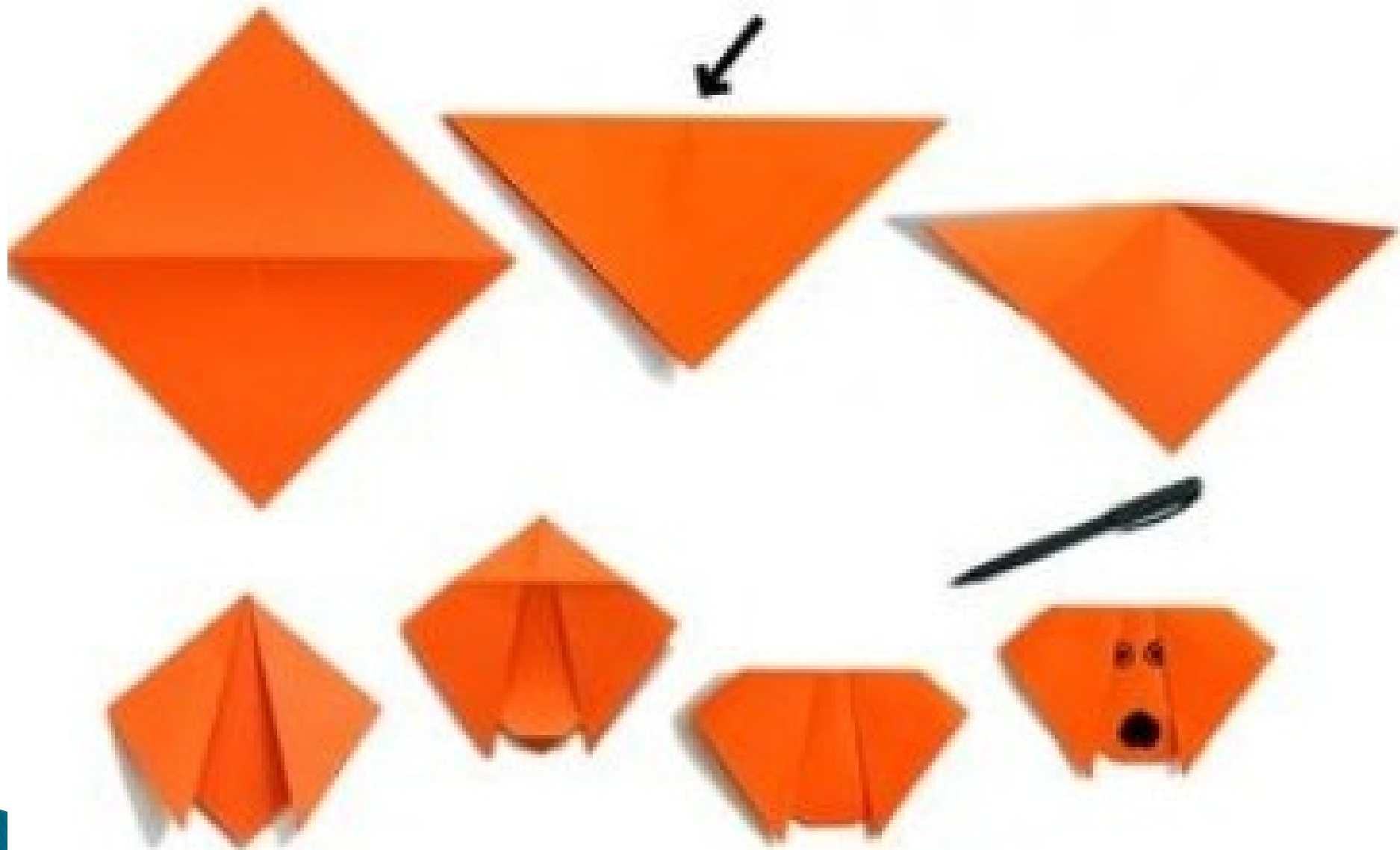
EMPLOYMENT

[illegible][illegible]

m model prompt
p physical prompt

Task Analysis Activity: Origami





Task Analysis Form

Trainer: Laura Customer: _____

Environment: _____ Work Cue: Origami Puppy

DATA COLLECTION: MORE INTENSIVE PROMPTS → LEAST INTENSIVE PROMPTS

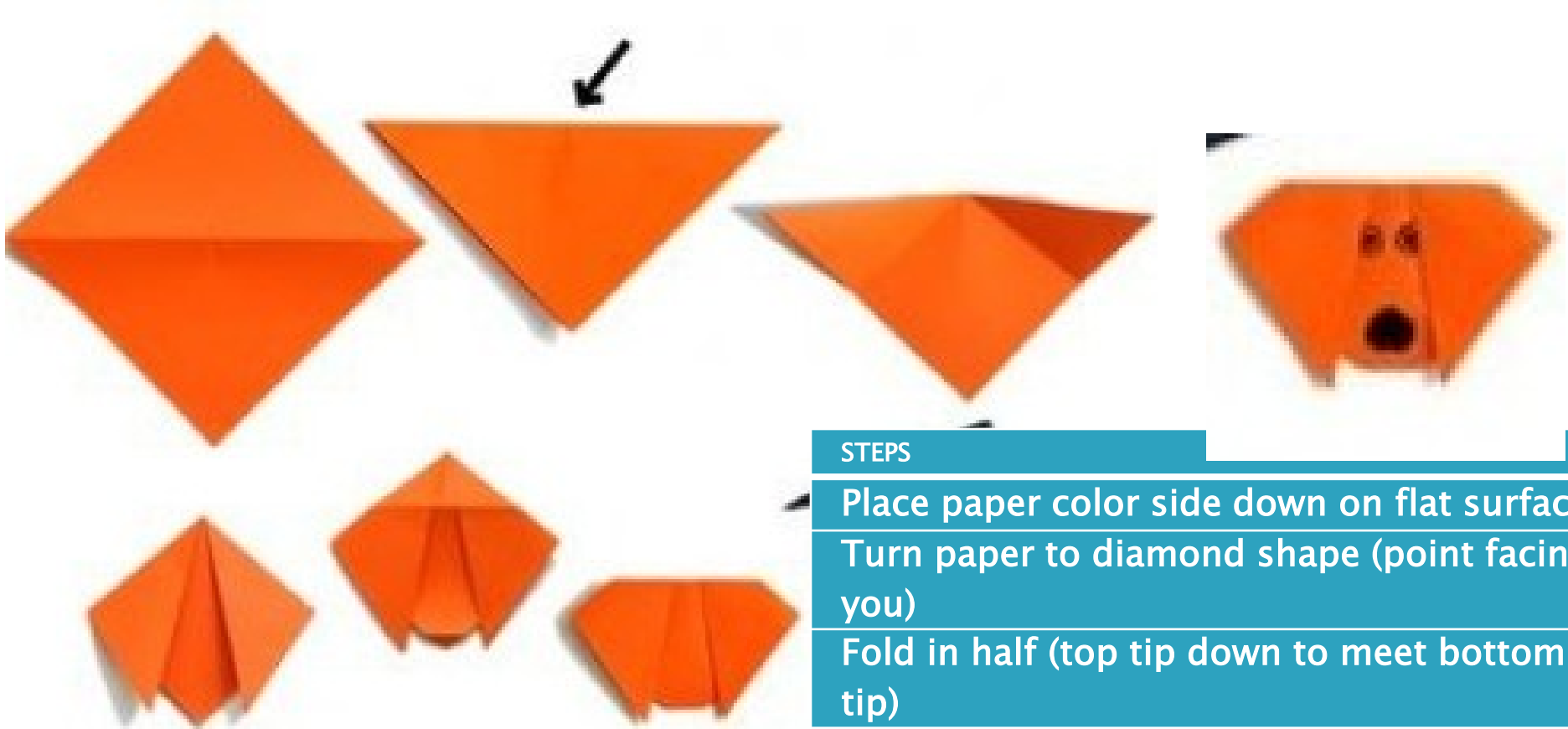
STEP (Discrete, observable, teachable, use as verbal prompt)	DATA COLLECTION (Record prompt needed/response)									
	M	M	V	V					+	+
Place paper color side down on flat surface	M	M	V	V					+	+
Turn paper to diamond shape (point facing you)	M	M	V	V					+	+
Fold in half (top tip down to meet bottom tip)	M	P	M	V					-	+
Find exact center on long end of triangle (make soft crease)	M	P	M	V					-	+
Fold left ear down so that points are skewed	M	P	M	V					+	+
Fold left ear down so that points are skewed	M	M	V	V					+	+
Fold center top down for forehead	M	M	V	V					+	+
Fold center bottom up for chin	M	M	V	V					+	+
Draw face (two eyes and nose)	M	M	V	V					+	+

Data Collection:

+ independent - incorrect response
 + correct response

V = Verbal
 G = Gestural prompt
 M = Model prompt
 P = Physical prompt





STEPS

Place paper color side down on flat surface

Turn paper to diamond shape (point facing you)

Fold in half (top tip down to meet bottom tip)

Find exact center on long end of triangle (make soft crease)

Fold left ear down so that points are skewed

Fold left ear down so that points are skewed

Fold center top down for forehead

Fold center bottom up for chin

Draw face (two eyes and nose)

Task Analysis Activity

Goal One: Develop Task Analysis for Folding Origami Animal

Each individual is given an instruction sheet for how to fold an origami animal. Develop a task analysis from the given graphical instructions for folding the origami animal.

TIPS

- ▶ Practice making animal at least once.
- ▶ Consider the efficiency of the steps. Ask yourself if there is another better way to do this (e.g., in a different order, described differently)
- ▶ Break down more difficult steps from the given instructions into smaller (and simpler) steps
- ▶ You may need to provide additional information not found in given instructions.

Task Analysis Instruction

- ▶ Identify all required materials, tools and equipment
- ▶ Determine most efficient procedure to complete task
- ▶ State and describe the steps in terms of observable behaviors
- ▶ Only one observable behavior per step
- ▶ Order the steps from the first step to the last step
- ▶ Write steps in adequate detail
- ▶ Simplify complex tasks
- ▶ Describe steps so that they are easy to understand
- ▶ Test the task analysis
- ▶ Select words for the steps that can be used as verbal cues
- ▶ Build natural cues and compensatory strategies into the task analysis
- ▶ Try to eliminate discrimination (i.e., having to determine if a task was completed with good quality), instead build in quality. For example, “clean entire area in a specific pattern to cover all areas” instead of “clean only dirty areas”.

Task Analysis Activity Cont.

Goal Two: Data Collection and Prompting Hierarchy

- ▶ Break into groups of two or three.
 - Select one individual to be trainer (& observer/ note taker), the other trainee.
 - If there is a third party, they are the observer/note taker.
- ▶ The trainer teaches the trainee how to fold the animal – without showing the original instructions and instead using the previously developed Task Analysis.
- ▶ Use the Task Analysis to give instructions using the least level of prompting.
 - First give a verbal prompt for the step.
 - If the trainee does not do the step correctly, try a gestural prompt.
 - If that does not work, try demonstrating how to do the step using another piece of paper.
 - Finally provide the trainee may provide physical assistance.
- ▶ The observer/note taker records if each step is done correctly and the level of prompting used for each step.
- ▶ Continue until the trainee can make the origami animal without any instruction.

MILESTONE 2 – One month Job Retention

- ▶ LRS Payment \$1200
- ▶ Employment Specialist continues support and job coaching, intensive at first and gradually fading over time
- ▶ After one month of work, SE vendor sends to LRS:
 - SE3 – Job Retention Progress Report
 - SE4 – Job Coaching Time Log
 - All Check Stubs
 - Invoice of \$1200

M-2 Quality Indicators

- ▶ Consumer completes one month of employment (cumulative not consecutive)
- ▶ Documented with pay stubs
- ▶ SE:3 completed and signed by vendor and consumer
- ▶ SE:4 completed by job coach, vendor manager and consumer

SE3 – Job Retention Progress Report

- ▶ Use feedback from employee, employer, coworkers
- ▶ Look at progress as well as areas in need of support – or for any issues that are new...
- ▶ Be leery of general comments – “doing well” “john’s happy” – ask for specific measurements, e.g.,
 - John arrived at work on time every day except once (if getting to work on time was an issue)
 - Sally remembered to punch in and out everyday without prompting (if sequencing/or remembering was issue)
 - When problems are identified (and they should be) make sure that the strategy for resolution is appropriate

JOB RETENTION PROGRESS REPORT

► Form SE3 ► Example

MONTHLY JOB RETENTION PROGRESS REPORT
(Milestones 2 - 4)

LRS Counselor Christine Vo	Consumer Name Kevin Boyd		Case Number
Employer/Address Burger King 1700 St Charles Ave New Orleans, LA 70130 (504) 525-0146	Position Lobby Attendant	Placement Date 3/11/2013	Hourly Pay \$7.25
	Hours Worked Per Week/Per Month M-F 11:00-3:00	Monthly Earnings \$609	Job Coach Name Sidney Wicks

SE3
October 2012

MONTHLY JOB RETENTION PROGRESS REPORT
(Milestones 2 - 4)

LRS Counselor	Consumer Name		Case Number
Employer/Address	Position	Placement Date	Hourly Pay
	Hours Worked Per Week/Per Month	Monthly Earnings	Job Coach Name

1. Identify any changes in work duties (if applicable) and methods used to assist the consumer:

2. Identify new or unforeseen challenges and list strategies used to resolve these:

3. Identify strategies and efforts on behalf of the consumer to establish and maintain their job:

1. Identify any changes in work duties (if applicable) and methods used to assist the consumer:

No changes in work duties.

2. Identify new or unforeseen challenges and list strategies used to resolve these:

After visiting his foot doctor, Kevin was scheduled to have foot surgery on his right foot on May 15th. He had informed his managers at Burger King and they agreed to hold his position for him for the amount of time he needed. It was unclear exactly how much time he would need to recuperate but it was thought to be about six weeks. At the last minute, Kevin's aunt cancelled the surgery. Kevin's Q was contacted to determine the reason for the cancellation. A meeting will be scheduled with the Supported Employment Specialist and Kevin's Q and other parties as appropriate to make sure that if Kevin needs this surgery that he will indeed have it.

3. Identify strategies and efforts on behalf of the consumer to establish and maintain their job:

Also Kevin or his aunt have been instructed to contact Waiver Services at Metropolitan Human Services District (MHSD) at number 504-568-8564. Waiver Services will advocate for him and coordinate the Medicaid Waiver services to which he is entitled, including VOA, now that he is employed. In addition to the mixup about his surgery, there was also a misunderstanding about his monthly SSI and SSDI checks. It seems that there is a lack of communication and coordination and Kevin is caught in the middle. With MHSD he will be assigned a case worker and hopefully they will help him manage his finances and medical needs. Kevin also could use an advocate at his Support Planning Meeting.

Milestone 3 – Job Stabilization / Transition to Extended Follow-along

- LRS Payment is \$1,200
- **Minimum two months** of job retention
- Job Stabilization Occurred
 - Job Coach has gradually faded over 2–4 months of employment as needed until client is performing job independently **80% of the time**
- Natural Supports Plan Identified
 - Strategies and coworkers are identified that provide the client with support when job coach is not present
- When Job Stabilization occurs, after minimum of two (2) months, vendor records the date and sends to LRS:
 - SE3 – Job Retention Progress Report
 - SE4 – Job Coaching Time Log
 - SE5 – Natural Supports Plan
 - All Check Stubs
 - Invoice of \$1,200

M-3 Quality Indicators

- ▶ Completed 60 days of employment (cumulative)
- ▶ Consumer must be stable on the job
- ▶ Counselor agrees consumer is stable on the job
- ▶ Justification that consumer is ready to transition to extended follow-along services
- ▶ Documented with pay stubs
- ▶ SE:3 completed and signed by vendor and consumer
- ▶ SE:4 completed by job coach, vendor manager and consumer

Job Stabilization

- ▶ Look for the amount of support time to diminish over the length of employment
- ▶ There may be “spikes” of retraining or assistance after a few months – but generally – the level of assistance should decline
- ▶ Check “why” there are re-training needs and make sure there are strategies in place to overcome – strategies that will work without the employment staff present.
- ▶ Be leery of an individual “achieving” stabilization within a month of placement , it’s possible but unlikely – either the individual didn’t need SE services – or the individual may under-supported at the worksite.

NATURAL SUPPORTS PLAN

- ▶ Form SE5
- ▶ Example

SE-5
October 2012

NATURAL SUPPORTS PLAN (Milestone 3)

Consumer: _____ Vendor: _____

LRS Counselor: _____ Case Number: _____

EMPLOYEE: _____ Phone #: _____

Start Date: _____ Rate of Pay: _____ Days: _____

Job Title: _____

Job Specifications (list major duties):

EMPLOYER: _____ Address: _____

Designated Trainer: _____ Supervisor: _____ Phone: _____

Describe how the job coach **has supported** the employer and employee / consumer:

List the daily activities and work routines that result in interaction with co-workers:

Monthly until Case Closure

- ▶ Vendor sends to LRS monthly until case closure:
 - SE4 – Job Coaching Time Log
 - Check stubs

Milestone 4 – Successful Case Closure Closed/Rehabilitated

- LRS Payment is \$2,250
- The provision of only *minimal* support is necessary to maintain employment
- After **minimum of three months**, Vendor sends to LRS:
 - SE3 – Job Retention Progress Report
 - Check stubs
 - Invoice of \$2,250

M-4 Quality Indicators

- ▶ Only *minimal* support is necessary to maintain employment
- ▶ Resist the urge to close a case because the “time” period is completed if;
 - The individual has continued to have difficulty in some aspect of his/her job.
 - You are not clear how the individual will maintain employment after LRS’s funding is discontinued.

LRS Supported Employment Milestone Payment System

Each individual Milestone Outcome Payment can only be paid *once* to the CRP providing the supported employment services, *even if the worker loses a job after the completion of a Milestone* and continues to receive services with that same CRP.

LRS Supported Employment Milestone Payment System

- ▶ If consumer loses job, the milestone payments pick up where the consumer left off.
 - For example, if consumer met M-1 and M-2 and then lost their job, payment will resume once the consumer reaches M-3 (cumulative)
- ▶ If a consumer chooses to change vendors, milestones are to be negotiated with the counselor

Extended Follow Along

- ▶ Monthly minimum for **lifetime** of employment
 - two work site visits
 - one work site visit with 2 phone calls to client and employer

LRS Vendor Training Certification

- ▶ Initial Training Certification
 - Newly hired Managers and Direct Service staff must be “CERTIFIED” by completing a 40 hour university based core S.E. training course (approved by LRS) within six months of initiation of services with LRS consumers
- ▶ Yearly Re-certification
 - All S.E. staff must complete 20 hours of training every three years for renewal. Documentation of training must be provided (e.g., certificates, agendas for meetings, etc.)