

Supported Employment: LRS Milestone System and Quality Indicators

www.lsuhscc.edu/employment



**HUMAN
DEVELOPMENT
CENTER**

BUILDING CAPACITY • INSPIRING CHANGE

LSU Health
NEW ORLEANS

(LSU) Human Development Center Website

- Google “LSU HDC Employment”
 - Or go to: www.hdc.lsuhscc.edu/employment
- Go to Resources tab
 - LRS Forms
 - Other tools and documents
- Add to Bookmarks/Favorites



Supported Employment

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Who We Are

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HDC Employment Newsletter

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Supported Employment!

HDC Employment First Initiative

40 Hour Employment First CORE Training Certificate

Two NEW 40 hour training session formats to be offered!

1) Live Virtual Training

Due to the COVID-19 pandemic and the on-going need for staff training, HDC will be moving the 40-hour Employment First CORE training to an online platform. This comprehensive training incorporates national APSE's CORE Supported Employment Competencies and includes online sessions, fieldwork assignments, and online quizzes. Training topics include a variety of essential components and topics including; job development/marketing, assessment/discovery, job-site training, fading supports, WIOA, CMS Medicaid settings rule and SSA benefits and impact of earnings.

List of training topics and sessions:

- Topic 1 – History and Policy - 2 hours
- Topic 2 - Assessment P1 & P2 - 3 hours
- Topic 3 – Job Development P1 & P2 - 3 hours
- Topic 4 – Job Site Training P1 & P2 - 3 hours
- Topic 5 – Employment First Funding - 2 hours
- Topic 6 – Social Security and Work Incentives P1 & P2 - 3 hours
- Topic 7 – Louisiana Rehabilitation Services & Quality Indicators P1 & P2 - 3 hours

The fee for the entire session is **\$400** and includes training materials, presentation handouts, access to resources and a certificate of completion issued once all sessions, course assignments, and session test(s) have been completed and reviewed. The fee is \$350 for Louisiana APSE members.

LSU Health Human Development Center is one of 67 University Centers for Excellence in Developmental Disabilities Education, Research and Service across the United States. HDC has been providing training and technical assistance throughout Louisiana for decades. This online training meets LRS vendor training requirements and Medicaid Employment provider rules.

LRS = Louisiana Rehabilitation Services



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| Louisiana Rehabilitation Services | Workforce Investment Council | Job Opportunities at LWC |

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[Workforce Development](#) > Louisiana Rehabilitation Services

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

MORE INFO

| |
|--|
| Louisiana Rehabilitation Services |
| LRS Policy |
| Tech. Assistance & Guidance Manual |
| Blind Services |
| Independent Living Program |
| Louisiana Rehabilitation Council |
| Vocational Rehabilitation Program |
| LRS State Office |
| LRS Regional Offices |

LRS Definition: Supported Employment

“**competitive integrated** employment,

including customized employment,

or employment in an integrated work setting in which individuals are working on a short-term basis toward competitive integrated employment

that is **individualized** and **customized**

consistent with strengths, abilities, interests,

and **informed choice** of the individuals involved, or

individuals with the most significant disabilities.”



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LRS Regional Offices

- **REGION I - NEW ORLEANS**

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

- **Charlene Bonck, Regional Manager**
6620 Riverside Drive, Suite 101
Metairie, LA 70003
Located - Jefferson Parish ([View Map/Get Directions](#))

Phone: (504) 838-5180 (Voice or TDD)
Toll-free: 1 (800) 737-2957
Fax: (504) 838-5413
E-mail: cbonck@lwc.la.gov

West Bank Area Office

Christine Vo, District Supervisor

2150 Westbank Expressway, Suite 701
Harvey, LA 70058-4900

Located - Jefferson Parish ([View Map/Get Directions](#))

Phone: (504) 361-6816 (Voice or TDD)

Toll-free: 1 (800) 520-0586

Fax: (504) 361-6815

Slidell Area Office

Elizabeth Maillian, District Supervisor

Address: 520 Old Spanish Trail
Suite 4D

Slidell, LA 70458

Located - St. Tammany Parish ([View Map/Get Directions](#))

Phone: (504) 838-5180

Fax: (985) 605-5028



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LRS Regional Offices

- **REGION II – BATON ROUGE**

- **Maydel Schexnayder, Regional Manager**

950 N. 22nd Street

Baton Rouge, LA 70802

Located - East Baton Rouge Parish ([View Map/Get Directions](#))

Phone: (225) 295-8900 (Voice or TDD)

Toll-free: 1 (800) 737-2959

Fax: (225) 295-8966

E-mail: mschexnayder@lwc.la.gov

- **Parishes served by Region II:**

Ascension, East Baton Rouge, East Feliciana, Iberville, Livingston, Pointe Coupee, St. Helena, Tangipahoa, Washington, West Baton Rouge,

- **REGION III - HOUMA**

- **Michele Jones, Regional Manager**

Physical Address: 7528 Main Street

Mailing Address: P.O. Box 2602

Houma, LA 70361

Located - Terrebonne Parish ([View Map/Get Directions](#))

Phone: (985) 857-3652 (Voice or TDD)

Toll-free: 1 (800) 520-0584

Fax: (985) 857-3726

E-mail: mjones2@lwc.la.gov

- **Parishes served by Region III:**

Assumption, Lafourche, Terrebonne



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LRS Regional Offices

- **REGION IV - LAFAYETTE**

- **Crystal Romein, Regional Manager**
825 Kaliste Saloom Rd.
Brandywine VI, Suite 350
Lafayette, LA 70508-4285
Located - Lafayette Parish ([View Map/Get Directions](#))

Phone: (337) 262-5353 (Voice or TDD)
Toll-free: 1 (800) 520-0587
Fax: (337) 262-5727
E-mail: CRomein@lwc.la.gov
- **Parishes served by Region IV:**
Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermilion

- **REGION V - LAKE CHARLES**

- **Harold Beard, Regional Manager**
3616 Kirkman Street
Lake Charles, LA 70607-3006
Located - Calcasieu Parish ([View Map/Get Directions](#))
Phone: (337) 475-8038 (Voice or TDD)
Toll-free: 1 (800) 520-0589
Fax: (337) 475-8037
E-mail: hbeard@lwc.la.gov
- **Parishes served by Region V:**
Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis



LRS Regional Offices

- **REGION VI - ALEXANDRIA**

- **Karyn Barrett, Regional Manager**

Physical Address: 900 Murray Street, Suite H-100

Mailing Address: P.O. Box 632
Alexandria, LA 71309-0632

Located - Rapides Parish ([View Map/Get Directions](#))

Phone: (318) 487-5335 (Voice or TDD)

Toll-free: 1 (800) 520-0578

Fax: (318) 487-5366

E-mail: kbarrett@lwc.la.gov

Parishes served by Region VI:

Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, Winn

- **REGION VII - SHREVEPORT**

- **Teresa Hefner, Regional Manager**

1525 Fairfield, Suite 708

Shreveport, LA 71101-4388

Located - Caddo Parish ([View Map/Get Directions](#))

Phone: (318) 676-7155 (Voice or TDD)

Toll-free: 1 (800) 737-2966

Fax: (318) 676-7176

E-mail: thefner@lwc.la.gov

- **Parishes served by Region VII:**

Bienville, Bossier, Caddo, Claiborne, DeSoto, Lincoln, Natchitoches, Red River, Sabine, Webster



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LRS Regional Offices

- **REGION VIII - MONROE**

- **Otis Marshall, Regional Manager**

24 Accent Drive, Suite 105

Monroe, LA 71201-3749

Located - Ouachita Parish ([View Map/Get Directions](#))

Phone: (318) 362-3232 (Voice or TDD)

Toll-free: 1 (800) 737-2973

Fax: (318) 362-3223

E-mail: omarshall1@lwc.la.gov

- **Parishes served by Region VIII:**

**Caldwell, East Carroll, Franklin, Jackson,
Madison, Morehouse, Ouachita, Richland,
Tensas, Union, West Carroll**



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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
 - Selection Group I, II, III, IV & V depending on how many functional capacity areas are limited
 - See section 406 of LRS Technical Assistance and Guidance Manual



LRS Employment Services

- On-the-Job Training
- Time Limited Job Coaching
- Supported Employment Services
- Customized Employment
- Transition for School to Work, aka Pre-Employment Transition Services (Pre-ETS)
- Job Readiness, Development, and Placement



Employment Support Options



Typical Job

Dictionary of Occupational Titles (DOT)



Job Readiness Training

Training to improve and develop skills to obtain and retain employment including job search, resume writing, interview skills



Job Placement

Needs support with Job Development and Interview Process but not much on-the-job training and no follow-along



Supported Employment

Needs support with Job Development and Interview Process
Needs on-the-job training and follow-along



Customized Employment

Needs job carving or negotiation, modified job description, reduced hours or job duties
Needs more intensive job accommodations and supports including on-the-job training and follow-along



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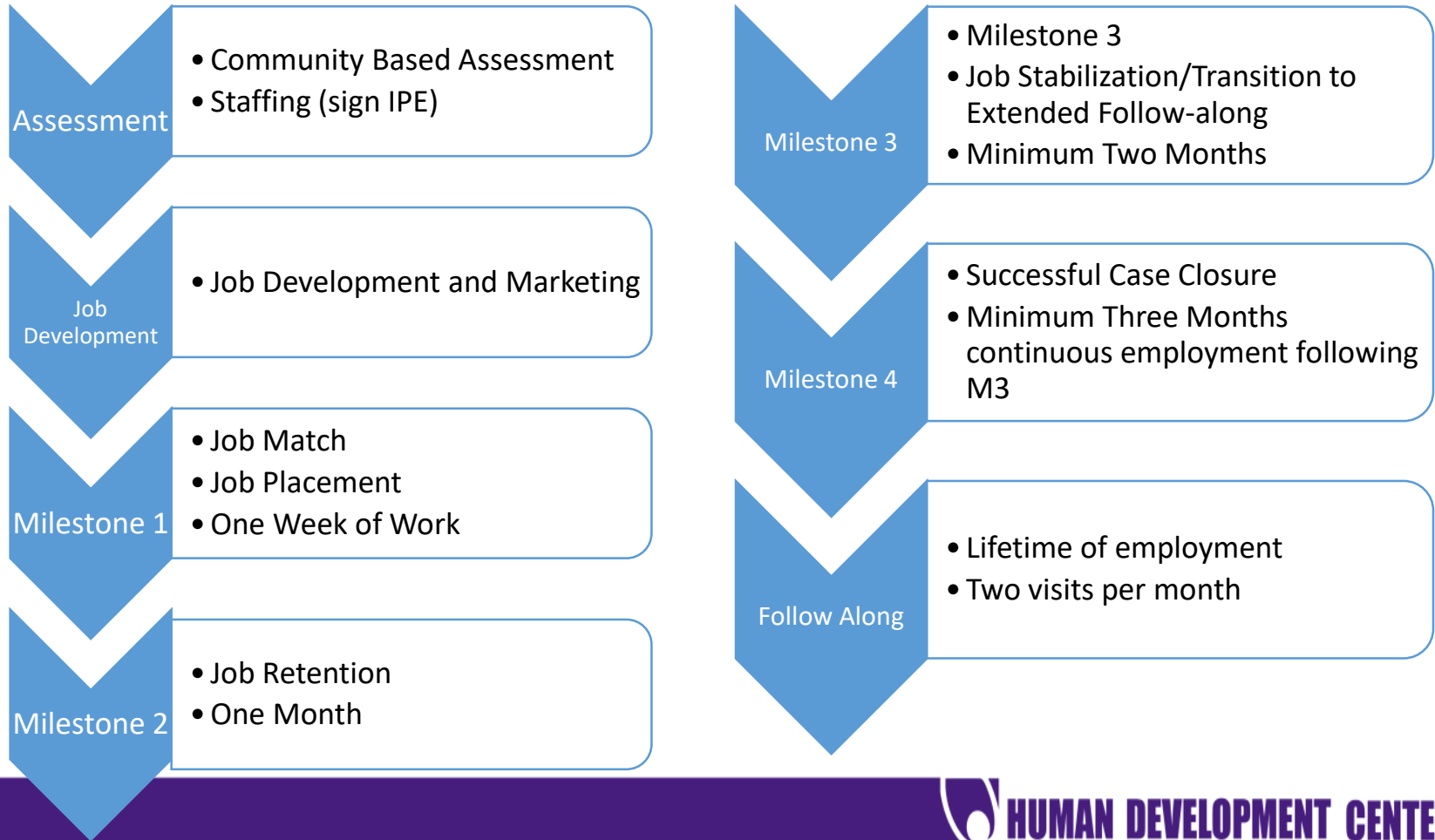
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Supported Employment - Individual Placement Model

- Initial LRS Appointment - CRP chosen
- 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 Individual Placement Model



LRS SE MILESTONE OUTCOME PAYMENT SYSTEM

- Community Based Assessment - \$500
- Milestone 1 - Job Development/Placement Services, One Week Job Retention - \$2000
- Milestone 2 - One Month Job Retention Services - \$1000
- Milestone 3 - Job Stabilization /Transition to Extended Follow-along - \$1000
- Milestone 4 - Successful Case Closure - \$2250
- High Quality Indicators - \$1000



LRS SE Documentation Summary

| | | Send to LRS | Auth rcvd | Sent to LRS | Pay rcvd |
|--|---|--|-----------|-------------|----------|
| 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 (\$2000) | | | |
| MILESTONE 2 (One Month) | After one (1) month of employment (Job retention). | <ul style="list-style-type: none"> SE3 SE4 Check stubs Invoice (\$1000) | | | |
| Monthly until Case Closure | Send SE4 monthly until case closure. | <ul style="list-style-type: none"> SE4 Check stubs | | | |
| MILESTONE 3 Job Stabilization | When Job Stabilization occurs – 80% independent (Transition to Extended Follow-Along) Case record must document the date job stabilization occurs and transition to extended follow-along occurs. | <ul style="list-style-type: none"> SE3 SE4 SE5 Check stubs Invoice (\$1000) | | | |
| MILESTONE 4 (90 Days Consecutive after Milestone 3) | Minimum 90 days of consecutive work days following Milestone 3 Successful Case Closure | <ul style="list-style-type: none"> SE3 Check stubs Invoice (\$2250) | | | |
| High Quality Indicators | If two of the three high quality indicators are met, per official documentation from the employer, an additional payment of \$1,000.00 is made to the vendor at the time of Milestone 4 payment <ul style="list-style-type: none"> Consumer is employed 25 or more hours per week Consumer is compensated at or above \$10.00 per hour Health insurance benefits are made available to the consumer through the employer | <ul style="list-style-type: none"> Consumer’s most recent pay check stub or other official documentation provided by the employer Invoice (\$1000) | | | |

Duties of an Employment Specialist *(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



Employable Me - Brett

- UK, Australia, Canada
- Clips on Youtube
- Story of Brett <https://vimeo.com/168013497>
 - Intro
7:38-12:30



Community Based Assessment (CBA)

- LRS Payment is \$500
 - Authorization for Assessment Received
 - Vendor contacts consumer within 1 week
 - Community-Based Assessment
 - meets with client on **at least three separate occasions (on more than one day)**
 - **in at least three different settings in the community** to obtain the necessary information.
 - Review any available documentation
 - e.g., intake packet, LRS file, resume, etc.
 - Interview others
 - e.g., client's family, friends, former teachers and supervisors
 - 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



What is an Assessment?

- Person-Centered Planning Process
- Determine SKILLS, INTERESTS, ABILITIES and SUPPORT NEEDS of the individual
- Develop a career profile and an employment plan



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

- Identification Information
- Residential History
 - E.g., Family, Friends, Financial Status, Childcare
- Educational History
 - E.g., Highest Grade, Vocational or Technical Training
- Present Level of Functioning
 - E.g., Reading, Math, Communication, Mobility
- Learning and Performance Characteristics
- Work and Life Experience
- Preferences
- Summary and Recommendations



SE1: Questions for Narrative Report

A. Residential History and Domestic Information

Current Living Situation:

Describe the consumer's current living situation. How long has the person lived at the current location? Does the consumer plan to remain at this location when he/she gets a job? Is there anything potentially putting this living arrangement at risk?

Family/Friends Proximity and support:

Describe the consumer's proximity to friends and family members and the amount of contact the consumer has with them. Describe the extent to which friends and/or family members would be willing to support the consumer find and keep a job (connections, transportation etc.).

Financial Status:

Describe the consumer's current financial status. Does the consumer have a source of income? If the consumer receives benefits, explain how he/she and/or family members have been given information regarding how work with impact the benefits in order to make an informed decision.

Children / Childcare Issues:

Does the consumer have children living at home? What impact, if any, will childcare issues have on work in terms of proximity and work hours?

Information About Neighborhood:

Describe the neighborhood in which the consumer lives. Describe the proximity of businesses (if any) to the consumer. Describe the general availability of services and supports to the consumer. Are there support or safety issues in the neighborhood that may impact the consumer in terms of work of work hours?



CBA NARRATIVE REPORT – Form SE1

Financial Status:

The consumer currently has no sources of regular income other than his parents. He has not applied for food stamps or Social Security disability benefits.

Children / Childcare Issues:

The consumer is single, has never been married, and has no children.

Information About Neighborhood:

The consumer's residence is located in a low to low middle income neighborhood. There are some small retail businesses and fast food restaurants within walking distance of his residence and there is a city bus stop within one half block of his home. No significant safety issues were observed or reported by the consumer or his parents.

B. Educational History (most relevant for those 25 and under):

Highest Grade Completed:

The consumer reports that he participated in special education classes while in high school and received a Certificate of Completion in 2011. He subsequently was unsuccessful in completing a GED program. He reports no other special training, certifications, or degrees.

Vocational or Technical training:

While in high school the consumer did not participate in any specific vocational technical trade training programs. During the course of the Community Based Assessment Process Ms. Jones, a former teacher of the Consumer's, indicated that he is highly motivated to please and complete assignments to the best of his ability. He was noted to respond well to positive feedback and encouragement. Since leaving high school the consumer reports no other special training, certifications, or degrees.

C. Present Level of Functioning: Domestic Skills and Level of Support:

The consumer's parents report that he is helpful around the home performing a variety of helpful chores such as yard work, washing the car, washing dishes, and helping with the laundry. He is able to maintain his personal hygiene. He performs these activities with the need for occasional reminders and prompting. He enjoys being active and, although initially he presents as being somewhat shy, he also enjoys meeting new people. It will likely be necessary for the job coach and employer to occasionally redirect the consumer's attention to

SE1A: CBA Activities Form

- Individuals Contacted
- Community Sites Visited
- Other Comments
- Documentation
- Contacts



CBA ACTIVITIES – Form SE1A

I. INDIVIDUALS CONTACTED:

1. Name: John Travolta Relationship to Consumer: Employer – McDuggar's
Date: 9/4/2015 Type of Contact: **Worksite** Telephone #: (985) 555-7896
Cellular #: N/A
Meeting Location: 1709 Burger Dr. Houma

Others Present:

Name: McDuggar's staff

Name: _____

2. Name: Marty McFly
Date: 9/10/2015 Type of Contact: _____

Others Present:

Name: Chiky's staff and c

Name: _____

3. Name: Bart Simpson
Date: 9/18/2015 Type of Contact: _____

Others Present:

Name: Ray's staff and con

Name: _____

II. COMMUNITY SITES VISITED:

1. Name: McDuggar's

Address: 1709 Burger Dr.

Date: 9/4/2015 Type of Business: Food Service

2. Name: Chiky's

Address: 1741 Burger Dr.

Date: 9/10/2015 Type of Business: Food Service

3. Name: Ray's

Address: 117 Burger Dr. Houma, LA

Date: 9/18/2015 Type of Business: Car Dealership

III. OTHER COMMENTS / DOCUMENTATION/CONTACTS:

I set up meetings with Justin, his mother and potential employers to observe his behavior in different social environments. Justin came to each meeting neatly dressed and ready to perform any task set forth. In all business settings, he completed all tasks willingly and he especially enjoyed serving as the Chicken Mascot for Chiky's and the Burger for McDuggar's. He enjoyed interactions with all customers and greeted all with a smile. Most of the customers embraced Justin, while some did not acknowledge him. However, Justin continued to greet everyone and the rejection did not seem to have much effect on him. Again, I know that Justin can perform well, independently, with the guidance of job coach services.

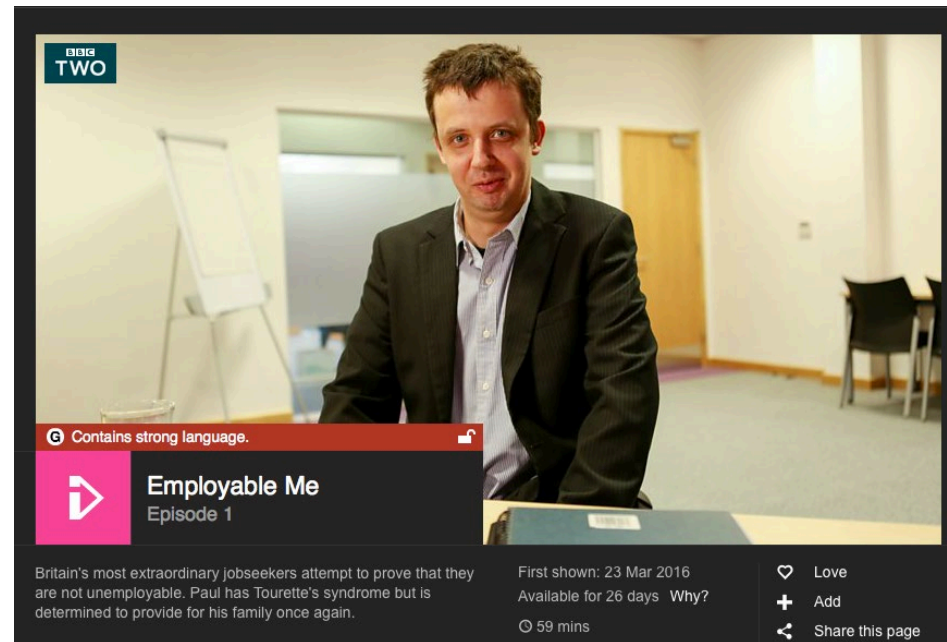
LRS Staffing

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



Employable Me - Brett

- UK, Australia, Canada
- Clips on Youtube
- Story of Brett <https://vimeo.com/168013497>
 - Assessment 2
19:38-26:44



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



What is Job Development?

- Job Development is more than just job placement...
- Job Development is the employment services that get people into jobs quickly:
 - Jobs that match skills, preferences, interests and support needs
 - Jobs that they choose and want
 - Jobs in real work settings for real pay
 - Jobs with pre-and post employment supports
- The employment services should also address what employers want and need.



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



Using Job Seeker's Assessment

- Translate information learned in **Community Based Assessment** into vocational profile for Job Seeker

- Type of job
- Job location
- Business type (i.e., industry or sector)
- Size of employer
- Proximity to public transportation
- Income expectation (effects on benefits)
- Skills, interests,
- Environment
- Social Interaction



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 - Job Development
29:48-31:56



MILESTONE 1 - Job Placement / First Week of Employment

- LRS Payment is \$2000
 - 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 \$2000



Milestone 1 Quality Indicators

- SE2 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
- SE4 completed to document the job coach accompanied consumer to the job the first day of work
 - Dropping off the consumer is not sufficient



SE2: Job Development Activities Log

- Submitted each month of job development until consumer is placed
- Dates and Names of Employer Contacts
- Names and Dates of other Individuals contacted
- Names and Dates of consumer contact
- Summary of Results



JOB DEVELOPMENT & PLACEMENT ACTIVITIES LOG – Form SE2

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: _____

SE2A: Job Match Analysis Form

- Employer Information
- Work Schedule
- Work Duties
- Skills and Qualifications Required
- Physical and Environmental Demands
- Work Culture
- Accommodations Needed



JOB MATCH ANALYSIS FORM – SE2A

Essential Work Duties: identify the daily and essential work tasks to be performed

Answer 10 line phone systems. Be accountable for all incoming phone call from clients and vendors. Route phone(s) call to appropriate individual(s). Take messages for coworkers and sales department.

Episodic Work Duties: identify duties that are performed on a periodic or occasional basis

Clean conference room with cleaner and paper towels. Polish furniture. Throw away all trash and old magazines.

Employer's Concern / Need for Quality:

Receive and give accurate phone messages. That the person answering the phone remain calm and polite not matter what the circumstances of the caller or the situation during the phone call.

Employer's Concern / Need for Productivity:

Understanding the need to accurately take messages and give out messages as quickly as possible. The new employee not understanding the importance of customer service.

Skills Required by the Employer:

Dependable
Courteous
Previous computer use
30 words per minute typing
Previous receptionist jobs

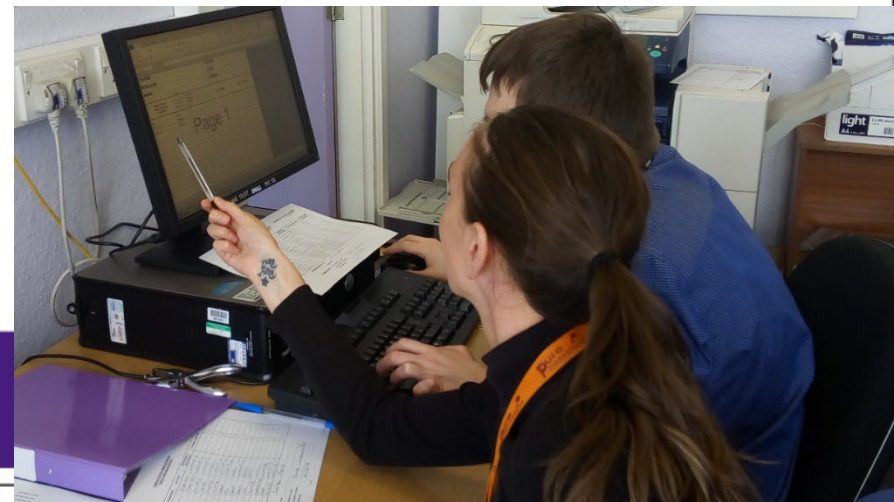
SE4: Job Coaching Time Log

- Dates
- Times
- Comments



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*****



Typical Work Supports

Support Is A Natural Feature Of The Workplace

- Training & Supervision
- Friends
- Personal Support
- Finance
- Transportation
- Career Development
- Help In Fitting In
- Problem Solving
- Motivational Support

Demystifying Job Development: Field-Based Approaches to Job Development for People with Disabilities (Hoff, Gandolfo, Gold, & Jordan, ICI, 2001)



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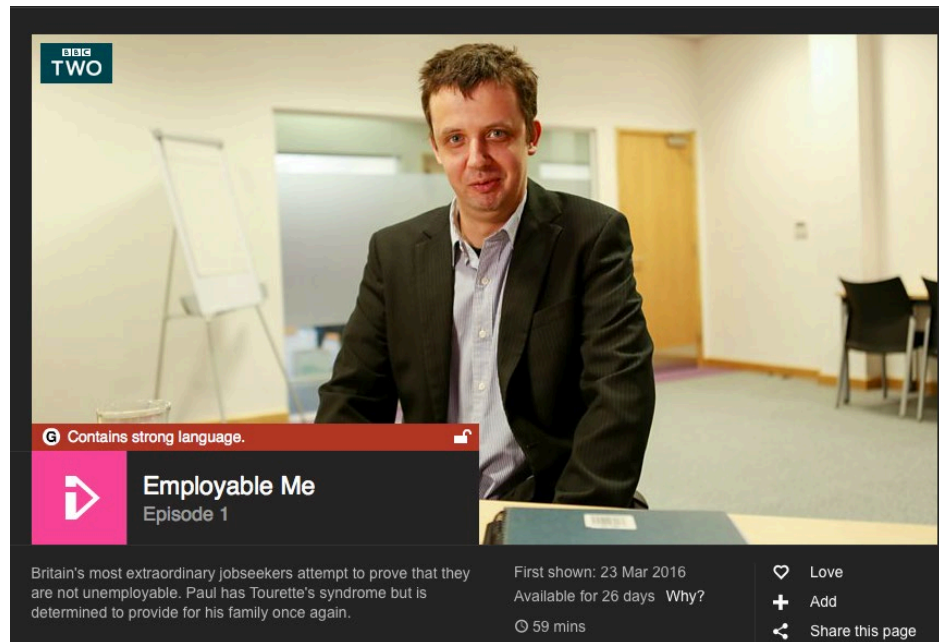
JOB COACHING

- 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



Employable Me - Brett

- UK, Australia, Canada
- Clips on Youtube
- Story of Brett <https://vimeo.com/168013497>
 - Interview
35:41-42:00



MILESTONE 2 - One month Job Retention

- LRS Payment \$1000
- 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 \$1000



Milestone 2 Quality Indicators

- Consumer completes one month of employment (cumulative not consecutive)
- Documented with pay stubs
- SE3 completed and signed by vendor and consumer
- SE4 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 – SE3

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 \$1,000
- **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 \$1,000



Milestone 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
- SE3 completed by job coach, and signed by vendor and consumer
- SE4 completed by job coach, and signed by vendor and consumer
- SE5 completed by job coach, signed by 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 – SE5

List identified **natural** support persons (both formally and informally) available to the consumer:

List employer accommodations (training supports, supervision, restructuring duties, employee job duty checklist, etc.):

List strategies for reducing **natural supports needed by the consumer**:

Additional Comments and Summary:

Natural Supports

- Support from supervisors and co-workers occurring in the workplace to assist employees with disabilities to perform their jobs, including supports already provided by employers for all employees.
- May be both formal and informal, and include:
 - mentoring,
 - supervision (ongoing feedback on job performance),
 - training (learning a new job skill with a co-worker) and
 - socializing with employees at breaks or after work
- Natural Supports:
 - originate from within rather than from outside the workplace or community system
 - are consistent with the culture
 - are typically available and/or perceived as usual
 - can occur automatically, or be facilitated by job coach



Work Place Natural Supports

- Co-Worker Available for Questions
- Flexible Scheduling or Part-Time
- Allow More Frequent Breaks
- Adjust Job Description to Better Fit Strengths and Abilities of Person
- Introduce New Tasks Gradually
- Minimize Changes in Job and Supervision Over Time
- Allow for Time without Pay for Recovery Needs
- Change in Spatial Arrangements, Noise Level, Lighting

Demystifying Job Development: Field-Based Approaches to Job Development for People with Disabilities (Hoff, Gandolfo, Gold, & Jordan, ICI, 2001)



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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.



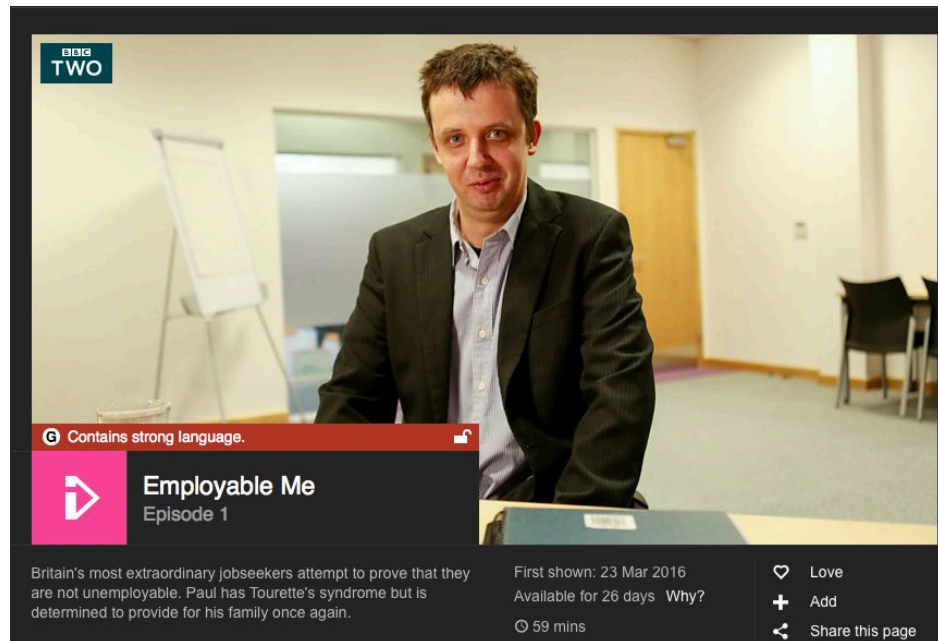
LRS Supported Employment Milestone Payment System

- 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



Employable Me - Brett

- UK, Australia, Canada
- Clips on Youtube
- Story of Brett <https://vimeo.com/168013497>
 - Work Trial
47:42-50:22



Milestone 4 High Quality Indicators

- If two of the three high quality indicators are met, per official documentation from the employer, an additional payment of \$1,000 is made to the vendor at the time of Milestone 4 payment
 - Consumer is employed 25 or more hours per week
 - Consumer is compensated at or above \$10.00 per hour
 - Health insurance benefits are made available to the consumer through the employer
- Send to LRS with M-4 documentation:
 - Consumer's most recent pay check stub or other official documentation provided by the employer
 - Invoice (\$1000)



High quality indicators

- A payment for high quality indicators is available to a CRP if two of the following conditions are met:
 - 1. The consumer is employed **25 or more hours per week**; and/or
 - 2. The consumer is compensated **at or above \$10.00 per hour**; and/or
 - 3. **Health insurance benefits are made available** to the consumer through the employer.
- This information must be verified on the consumer's most recent pay check stub or other official documentation provided by the employer.**



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



Employable Me - Brett

- UK, Australia, Canada
- Clips on Youtube
- Story of Brett <https://vimeo.com/168013497>
 - Conclusion
53:29-58:25



Time-Limited Job Coaching

- Time-Limited Job Coaching services follow the same general guidelines as the Supported Employment Community-Based Assessment (Form SE1-A) and Narrative Report (Form SE1), the Individual Placement Model and Milestone Outcome Payment Steps for Supported Employment Services, as noted in Section 412.14, items V-VI of this manual, with the following exceptions:
 - 1. A different payment amount for each of the milestone outcomes. Refer to the Ready Reference Chart for Time-Limited Job Coaching on the following page for payment amounts.
 - 2. A support plan completed by the CRP for extended services is not required; therefore, Milestone 3 requires two months of cumulative job retention in lieu of transition to extended follow-along.



Time-Limited Job Coaching

| | | Send to LRS | Auth rcvd | Sent to LRS | Pay rcvd |
|---|--|--|-----------|-------------|----------|
| MILESTONE 1 (Job Development / Placement) | Job Placement: After seven days of employment send to LRS | <ul style="list-style-type: none"> • SE2 • SE2A • SE4 • Invoice (\$2000) | | | |
| MILESTONE 2 (One Month Job Retention) | After one (1) month of cumulative employment (One Month Job Retention) (Need not be consecutive or on the same job with documented reason) | <ul style="list-style-type: none"> • SE3 • SE4 • Check stubs • Invoice (\$500) | | | |
| MILESTONE 3 (Two Months Job Retention) | After two (2) month of cumulative employment (Job retention) (Need not be consecutive or on the same job with documented reason) (Note SE5 is not required) | <ul style="list-style-type: none"> • SE3 • SE4 • Check stubs • Invoice (\$500) | | | |
| MILESTONE 4 (Successful Case Closure) | Minimum 90 days of consecutive competitive work days on the same job following Milestone 3 and consumer is working the maximum number of hours they can | <ul style="list-style-type: none"> • SE3 • Check stubs • Invoice (\$2250) | | | |
| High Quality Indicators | <p>If two of the three high quality indicators are met, per official documentation from the employer, an additional payment of \$1,000.00 is made to the vendor at the time of Milestone 4 payment</p> <ul style="list-style-type: none"> • Consumer is employed 25 or more hours per week • Consumer is compensated at or above \$10.00 per hour • Health insurance benefits are made available to the consumer through the employer | <ul style="list-style-type: none"> • Consumer's most recent pay check stub or other official documentation provided by the employer • Invoice (\$1000) | | | |



Job Readiness Training

- \$50 per day to max 30 days (max \$1,500)
 - Max 3 months
 - LRS RE:1 Form
- Life Skills
 - Stress Management, Personal care, Confidence building
- Job-Seeking Skills
 - Interviewing skills, Resume writing, Completing job applications, Mock interviews, Directed job search
- Daily Work Related Behaviors
 - Punctuality, Dependability, Motivation, Ability to follow instructions
- Work-related Training
 - Computer skills
- Work Ethics



RE:1 Job Readiness & Work Ethic Training

RE:1
October 2012

JOB READINESS and WORK ETHIC TRAINING Attendance and Progress Report

Counselor: _____ Consumer: _____
Vendor: _____ Month of: _____

Please circle each day of the month consumer was present
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
Notify the counselor if the consumer is absent for more than 3 days

Rating Codes: 1-Excellent 2-Good 3-Average 4-Fair 6-Unsatisfactory

A. Personal & work habits

Appearance _____ Interest in Work _____
Attitude _____ Work Habits _____

B. Performance

Preparation _____ Participation _____
Attentiveness _____ Performance _____
Follows Instructions _____ Progress _____

C. Other tasks

D. Employability (check one)

Good _____ Unknown _____ Not Probable at this time _____

Job Development & Placement

- Not as “intensive” as Supported Employment
- No Community Based Assessment
- JP:1 Job Development and Placement Activities Log
- JP:2 Job Placement Feedback Report
- After 7 Days of successful employment - \$1000
- After 90 Days of successful employment - \$1500
- High Quality Indicators
 - 30 or more hours per week
 - \$12.00 min per hour
 - Health Benefits available



Job Development & Placement

| | | Send to LRS | Auth rcvd | Sent to LRS | Pay rcvd |
|---|--|--|-----------|-------------|----------|
| Monthly until Job Placement (Job Development) | Send JP1 and JP2 monthly until job match is found. | <ul style="list-style-type: none"> JP1 JP2 | | | |
| Seven Days of Successful Employment (Job Placement) | After seven days of employment | <ul style="list-style-type: none"> JP1 JP2 Invoice (\$1000) | | | |
| Monthly until Case Closure | Send JP2 monthly until Case Closure | <ul style="list-style-type: none"> JP2 | | | |
| 90 Days of Successful Employment (Successful Case Closure) | Minimum 90 days of consecutive competitive work on the same job | <ul style="list-style-type: none"> JP2 Check stubs Invoice (\$1500) | | | |
| High Quality Indicators | <p>If two of the three high quality indicators are met, per official documentation from the employer, an additional payment of \$1,000.00 is made to the vendor at the time of Successful Case Closure payment</p> <ul style="list-style-type: none"> Consumer is employed 30 or more hours per week Consumer is compensated at or above \$12.00 per hour Health insurance benefits are made available to the consumer through the employer | <ul style="list-style-type: none"> Consumer's most recent pay check stub or other official documentation provided by the employer Invoice (\$1000) | | | |

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APSE Mission, Vision & Values



Vision

All people with disabilities have competitive employment in an inclusive workforce.

Mission

To advance employment equity for people with disabilities.

Values

We believe that everyone can and should work, and have the dignity of determining their career path.



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What is Employment First?

- Employment First is a movement to deliver meaningful employment, fair wages, and career advancement for people with disabilities.
- Read APSE's [Statement on Employment First](#)



Certification

CESP - Certified Employment Support Professional

- Provides **recognition** and increased **credibility**
- Supports and encourages continued **professional development**
- Demonstrate **commitment** to supported employment
- May create job **advancement** or increased earnings opportunities
- Increased safety (disciplinary process) and industry **standards**
- Helps employers and customers **identify** qualified employment support professionals



Homework Assignment

- This homework is due when?
- Complete the following forms which may be based on *real or hypothetical* cases:
 - Community Based Assessment Narrative Report LRS Forms SE1 and
 - Community Based Assessment Activities Activities Form SE1A
- Please remove any personal identifying information if needed

