Government of the District of Columbia
Department on Disability Services

PROCEDURE	
Subject: Supported Employment Services	Procedure No.: 2014-RSA-PR001
Responsible Program or Office: Rehabilitation Services Administration	Effective Date: July 29, 2014
	Number of Pages: 8
Cross References, Related Policies and Procedures, and Related Documents: Supported Employment Services Policy; Evidence-Based Supported Employment Standard Operating Protocol	

1. PURPOSE

The purpose of this procedure is to outline steps and serve as a guide in authorizing Supported Employment and other services related to it.

2. APPLICABILITY

This procedure applies to all VR Specialists, supervisors, administrators, individuals whom DCRSA serves and their families and advocates, and stakeholders of the DC Rehabilitation Services Administration (DCRSA).

3. PROCEDURES

A. Pre-Service Case Processing for Traditional Supported Employment

1. An individual who is determined eligible for vocational rehabilitation services must have a most significant disability or be placed in the Order of Selection Category 1 to be provided with supported employment services.

2. The VR specialist shall conduct and document a Comprehensive Assessment that should include consideration of supported employment as an appropriate employment outcome.

3. The Supported Employment Screening Checklist shall be completed as part of the Comprehensive Assessment to document the eligible person's need for intensive and extended services to perform work.

4. The individual, with the assistance of the VR specialist, shall identify an employment outcome consistent with his or her interests, aptitude, abilities and informed choice.

5. A provider for extended or long-term follow-along services must be identified prior to developing the Individualized Plan for Employment (IPE) ***AND*** a letter of commitment from the provider must be obtained and filed in the case record of services.

EXTENDED SERVICE PROVIDER FUNDING STREAM	LETTER OF COMMITMENT SOURCE
Medicaid Waiver	DDA Service Coordinator
Department of Behavioral Health (DBH)	Evidence-Based Supported Employment Provider
Ticket to Work (SSI/SSDI recipients)	Employment Network SE Provider

6. If a provider for extended or long-term services cannot be identified prior to developing the IPE, the IPE must include a statement in the comments section explaining the basis for concluding there is reasonable expectation that a source of extended services will be available prior to case closure.

7. The financial participation form must be completed before IPE development.

8. The VR specialist shall assist the person in identifying needed services to support him or her in employment and to choose a service provider utilizing informed choice.

B. Evidence-Based Supported Employment Case Processing

1. Evidence Based Supported Employment (EBSE) providers send complete referral packets for each referred individual to the RSA Mental Health Team Leader consisting of:
   a. DDS RSA referral form
   b. DBH vocational profile
   c. Work History
   d. Resume
   e. Individual Work Plan (IWP)
   f. Medical and/or psychological evaluation
   g. Proof of disability
   h. Social Security Disability Benefit Award Letter
   i. Extended service letter of commitment
   j. Social security card
   k. Proof of DC residency

2. The RSA Mental Health Team Leader shall review the referral packets and assign the case to an EBSE VR Specialist once the referral is accepted.

3. The VR specialist shall schedule the intake of the referred individual within five days of receiving the referral, together with the assigned Employment Specialist from the EBSE service provider and process the application accordingly.

4. The VR specialist shall review and synthesize the information from the referral packet after intake to determine eligibility, then make sure to place the eligible individual in the Order of Selection Category 1.

5. The VR specialist shall conduct a Comprehensive Assessment and document it accordingly, which shows that Supported Employment is the appropriate rehabilitation goal and is consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of the individual.

6. The VR specialist shall schedule an IPE development meeting with the eligible individual and the employment specialist.

C. Service Status

1. The individual and the VR specialist shall jointly develop an Individualized Plan for Employment (IPE) in accordance with 34 CFR § 363.11(g)(3) that -
   a. Indicates the type of plan being developed as Supported Employment;
   b. Specifies the vocational goal that has been agreed upon between the individual, VR specialist and employment specialist (for EBSE cases);
   c. Identifies the planned or projected date for reaching employment goal;
   d. Specifies all the supported employment services to be provided in order to reach the identified and agreed upon employment goal;
   e. Describes the expected extended services needed;
   f. Identifies the funding source and provider of extended services (State, Federal or private programs or other resources that will provide the extended services); or
   g. To the extent that it is not possible to identify the funding source and provider of extended services at the time the individualized plan for employment is developed, the VR specialist must develop and include a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.
   h. Provides for periodic monitoring to ensure that each individual with the most significant disability is making satisfactory progress toward meeting the weekly work requirement established in the IPE by the time of transition to extended services;
   i. Documents progress measured through the required monitoring of progress meetings and monthly vendor report;
   j. Includes any other VR services that the individual and VR specialist agree are needed to achieve the employment goal (i.e. a referral for fee-for-service benefit counseling when applicable, transportation etc.).
   k. Identifies anticipated need for Discrete Postemployment Services for Supported Employment.

2. The supervisor shall review the case for documentation sufficiency and approve or disapprove the Supported Employment IPE accordingly within 24 hours of submission for review by the VR specialist.

3. The VR Specialist shall develop and generate authorization for Intake/ Assessment from System 7 and for the identified services in the plan in a timely manner.

4. Traditional Supported Employment cases: The VR specialist shall prepare and submit a referral packet to the intended supported employment provider which includes the following:
   a. HCA Referral Form signed by the supervisor
   b. Copy of the IPE
   c. Copy of the Comprehensive Assessment
   d. Copy of the Supported Employment Screening Checklist
   e. Authorization for Intake/ Assessment
   f. Release of Confidential Information signed by the person
   g. All relevant Assessment/ test results copied from the eligibility determination documents
   h. Resume copy (when available)
   i. Recent medical/ psychological report (when available)
   j. Education records (when available)
   k. Police report (when available)

5. The VR specialist shall review the Intake/ Assessment Report from the service provider to verify that they will provide the service consistent with the IPE goal and to identify other provider recommendations.

6. The VR specialist shall develop and generate Authorization for Job Development / Placement after reviewing the Intake/ Assessment Report from the provider.

7. The VR specialist shall monitor the progress of the individual during the job development/ search phase, determine the level of the eligible individual's participation in the activity and review the monthly reports of the service provider.

8. VR Specialists are responsible for coordinating and scheduling case staffings with the individual, the job developer, the VR Specialist, and any other individuals deemed appropriate. Such case staffings should take place no less than one time per month, though meetings may need to occur more frequently depending upon individual circumstances.

9. The VR specialist shall document any and all correspondence, issues or progress of individual towards achieving employment outcome in the case notes.

10. The eligible individual shall be maintained in Status 18 (services provided) during this phase.

D. Placement and Ongoing Supports

1. The VR specialist shall verify employment information from the service provider once the individual has been placed.

    a. The VR specialist shall review the information and determine suitability of placement in an integrated setting.
    b. The Supported Employment Initial Placement Information Form shall be completed in System 7 which will automatically move the case to Status 20.
    c. A Job-Coaching/ Stabilization Authorization shall be developed and generated from System 7 and submitted to the service provider to authorize intensive supports services.

        i. The individual may be provided intensive support services until employment is stabilized for up to 18 months in this status, or unless the individual and the VR specialist jointly agree to extend the time in order to achieve the employment outcome in the IPE.
        ii. Intensive ongoing support services must include, at a minimum, twice-monthly monitoring at the worksite of each individual in supported employment to assess employment stability.
        iii. If off-site monitoring is determined to be appropriate, it must at a minimum, consist of two meetings with the individual and one contact with the employer each month.

2. The VR specialist shall review monthly progress reports about the placement from the service provider and the individual's adjustment to the new employment situation and stability after 90 days and determine if additional services are required.

3. A letter of request from the employer or service provider (in cases where disability is not disclosed) indicating need for additional job coaching will warrant extension of intensive services which will be filed in the record of services.

4. The VR specialist shall document the justification for the additional job coaching services and amend the IPE accordingly.

5. The VR specialist shall generate and submit authorization for additional job coaching services to the service provider.

6. The VR specialist shall monitor the individual's progress no less than every 30 days, but more frequently as deemed appropriate in specific cases to determine if additional services are required or until employment stability is reached. The

eligible individual in supported employment shall be maintained in Status 20 while receiving intensive support services/ job coaching/ job skills training.

E. Job Stabilization Phase

1. Employment Stabilization Determination: The VR specialist shall ensure the individual's job stability based on the following information and document it as such in the Supported Employment Stabilization Monitoring Report:

    a. Funding for extended services has been secured;
    b. Job coaching and related interventions have decreased to a level necessary to maintain the person in employment – defined as reduction of job coaching down to 20% of the individual's working hours in a week. Intervention has reached a plateau or leveled out;
    c. The individual in supported employment is emotionally and behaviorally stable;
    d. The individual in supported employment performs expected job duties to the employer's satisfaction;
    e. Supervisor reports satisfaction with the individual's job performance;
    f. The individual in supported employment is satisfied with the job and work environment;
    g. Necessary modifications and accommodations have been made at the worksite;
    h. The individual in supported employment has reliable transportation to and from work;
    i. The individual in supported employment is compensated at or above minimum wage but not less than the customary wage paid by the employer for the same or similar work performed by employees without disabilities; if the individual is receiving less than minimum wage, a Plan to Achieve Competitive Employment should be developed with assistance from the job developer or employment specialist.
    j. Natural supports have been established at this point especially if extended services will be provided by a non-paid provider.

2. The Placement Information Form shall be completed by the VR Specialist once employment stabilization has been determined and documented which will automatically move the case to Status 22.

3. Authorization for job stabilization services shall be developed and generated by the VR Specialist and submitted to the service provider.

4. The Plan of Extended Supports by natural supports should be obtained by the VR Specialist at this point. The service provider shall assist in developing this plan by identifying the kind of support that will be required and provided.

5. The VR specialist shall obtain and review provider's monthly progress report/s during job stabilization.

6. The VR specialist shall determine the eligible individual's readiness to transition to extended services after 30 days in job stabilization phase.

7. The reason for the decision to transition the eligible individual in supported employment to extended services shall be documented utilizing the Transition to Extended Services Justification form.

8. The service provider shall be notified in writing (Notification of Transition to Extended Services) that job stabilization has been reached and transition to extended services can commence.

F. Transition to Extended Supports and Case Closure

1. The VR specialist shall monitor the eligible individual in extended services for at least 60 days, which may be part of the job stabilization phase or after it.

2. The VR specialist shall monitor and document the eligible individual's progress in extended services no less than once every 30 days.

3. The VR Specialist shall send a Letter of Proposed Rehabilitation Closure to the extended service provider(s) 30 days prior to the actual rehabilitation closure.

4. The VR specialist shall review if the rehabilitation criteria are met after the required monitoring in the job stabilization (90 days) and extended services phases (60 days that may be within the 90 days or after it).

5. The VR specialist shall complete the Supported Employment Case Closure Justification and ensure that all prior active authorizations and encumbrances are paid and/or cancelled, when applicable.

6. The VR specialist shall complete VR Case and Closure Information Form in System 7.

7. The supervisor shall review the case for documentation sufficiency and approve or disapprove the supported employment closure accordingly within 24 hours of submission by VR specialist for review.

8. The VR Specialist shall send a Successful Rehabilitation Closure Letter to the individual and/or the individual's authorized representative and a copy provided to the DDA service coordinator if the individual is enrolled in Medicaid waiver services.

Attachments: Reporting and Letter Templates

1. Supported Employment Screening Checklist
2. Supported Employment Initial Placement Information
3. Supported Employment Stabilization Monitoring Form
4. Supported Employment Case Closure Justification
5. Letter of Commitment Template
    a. From Service Provider
6. Letter of Transition to Extended Services Notification
7. Letter of Proposed Rehabilitation Closure
8. Transition to Extended Services Justification
9. Plan of Extended Support