**Attachment 6.3 Quality, Scope and Extent of Supported Employment Services**

Supported Employment services are guided by an inter-agency committee. Members of the Committee are representatives from the vendor CRP community, the extended service provider community, the Vocational Rehabilitation Services Division, and DDS/Rehabilitation Services Administration staff. All decisions are made joinstly and include the following: (1) Entrance (2) Fading and (3) Extended Services. DDS/RSA has identified two populations that require the use of supported employment services: persons with severe and persistent mental illness and persons with intellectual and other developmental disabilities. The community rehabilitation providers provide supported employment services to these two populations Other people may require a job coach model for their initial placement but do not require the extended services as provided under the provisions of supported employment services. During the State Change Grant, a decision was made that a natural support model was the most normalizing.

Each provider provides individualized services to consumers. Their efforts are geared toward competitive placements in an integrated work environment. At times, a company or a government agency may hire several customers, but the customers are not placed within the same work area to ensure that they are in an integrated work setting.

With their rehabilitation counselor's assistance, consumers make informed choices to select their vocational goals. If a consumer chooses to change that goal during the supported employment process, their counselor assist and the new goal is implemented. Every effort is made to ensure customers are placed in jobs that are consistent with their interests and abilities. An "any job will do" attitude is never acceptable.

Employment Specialists/Job Coaches spend valuable time with consumers teaching them about the workplace’s expectations and the required tasks, assuring also that they know who to ask when assistance is needed. Time is spent with the person on the worksite who is identified as the natural support person as well to ensure that they are comfortable and prepared to provide workplace support as needed. The person identified as the natural support completes training in techniques and strategies to assist the assigned consumer to complete tasks required and identify the areas in which prompting or feedback may be appropriate in order to assure accurate completion of all assigned work tasks. The consumer is also provided with the name and telephone number of the Employment Specialist/Job Coach in the event of questions or problems.

The workplace supervisor also receives training in order to assure that, if the primary natural support person leaves, another person can be identified who is willing to accept that role. Contacts are made by the Employment Specialist/Job Coach with the consumer on an as-needed basis. Additional follow-up contacts are made each month with the supervisor to ensure problems are identified early in the employment process and consumers receive the assistance they need to maintain employment.

The Employment Specialist/Job Coach also provides travel training as needed. The Employment Specialist/Job Coach makes certain that transportation funds are available to assist the consumer in his/her job retention as needed. Additionally, all decisions are discussed jointly by the committee and with the consumer. Issues are seldom presented to consumers by only one party to ensure consumers see the group as united toward their goal of employment.

Supported Employment providers are monitored, as are all providers. Some visits are announced while some are unannounced. The services being provided arereviewed and a report is returned to the Administration’s Vocational Rehabilitation Services Division that includes the monitors' observations regarding the program. Problems are discussed with the provider and, when necessary, a corrective action plan is developed and implemented.