**Employment Services**

**PROCEDURE CODES:**

**124CRP – INTAKE**

**125CRP – EMPLOYMENT PREPARATION**

**126CRP – JOB DEVELOPMENT AND PLACEMENT**

**127CRP – EMPLOYMENT RETENTION**

**Definition:**

Employment Services (ES) as authorized by a Qualified Rehabilitation Professional (QRP) / Senior Vocational Rehabilitation Counselor (SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), assists a DOR consumer prepare for, obtain, and retain employment. A continuum of services provides guidance and direction to a DOR consumer in the development of job search techniques and appropriate work-related behaviors that will enhance the consumer’s employability. ES components aid in the development of job search skills, coordination of job search activities, and identification of appropriate job openings. Employment Retention services are designed to support DOR consumers and employers in achieving a successful employment outcome and in meeting DOR’s criteria for case closure.

The four specific components of Employment Services include:

* Intake,
* Employment Preparation,
* Job Development and Placement, and
* Employment Retention.

**ES Intake:**

Upon authorization of Intake services, the CRP will meet with the DOR consumer and complete the following intake activities:

* Assessment / review of appropriateness of referral and job choice
* Review of DOR Individualized Plan for Employment (IPE)
* Review of job choice in relation to the availability of employers and job postings in the local labor market
* Analysis of pertinent collateral information and reports of prior work experiences and performance
* Determination if consumer will benefit from services.
* Development of an Individual Service Plan (ISP) to affirm employment goal, identify services to be provided consistent with the IPE, and include the following:
* Employment goals and objectives
* Employment components to be addressed.
* Proposed activities.
* Proposed outcomes (measurable)
* Schedule / timeline for completion
* Persons responsible

**ES Employment Preparation:**

Upon determination of a DOR consumer’s readiness to engage in Employment Preparation Services, the CRP and DOR consumer will participate in the following activities as guided by the ISP:

* Interviewing techniques
* Resume development
* Application preparation
* Appropriate work behaviors and work ethics
* Relevant work practices
* Appropriate grooming and hygiene
* Assistance in becoming knowledgeable regarding the impact of employment on the consumer and his/her disability.
* Assistance with benefits planning related to employment.
* Identification of additional support services such as meeting transportation, childcare, or other needs

**ES Job Development and Placement:**

Upon determination of a DOR consumer’s preparedness to engage in job search activities, the CRP and the DOR consumer will collaborate in the following activities as guided by the ISP:

* Identification of specific job openings appropriate for the DOR consumer as indicated in his/her IPE and ISP
* Contact of employers to identify job openings.
* Obtaining information detailing qualifications and work site requirements for specific job opportunities to ensure applicant readiness and success on the job.
* Job Site consultation to identify or modify barriers.
* Negotiating job carving, work site analysis, or other job accommodations
* Assisting job applicant in the interviewing process
* Assisting the job applicant in coordinating transportation needs
* Provision of job club or tools to assist in job search.

Upon job placement:

* Job destination training
* Job Orientation assistance
* Information on conditions of employment, such as:
* Job duties and job description
* Performance expectations
* Name of immediate supervisor
* Responsibilities of the employee
* Wage payment practices
* Benefits
* Company policies and procedures including conflict resolution procedures and health and safety practices.
* Probation and performance evaluation procedures
* Union status, as appropriate

**ES Employment Retention:**

Upon DOR consumer acceptance of employment of a job that is consistent with the IPE goal and meets the needs for hours, wages, and benefits, the CRP will provide at least 90 days of the following Employment Retention activities:

* Phone or personal contact, on or off the job, with the DOR consumer to determine ongoing satisfaction with the terms of employment.
* Phone or personal contact with the employer to determine ongoing satisfaction with the terms of employment.
* No less than two (2) contacts a month are required for a minimum of 90 days.
* Communication with DOR SVRC at least monthly to discuss progress and coordinate for any additional services that may be required.
* Assistance with necessary minimal supports to sustain employment. Intensive support services, as determined by the CRP and DOR SVRC, may require additional hours to be authorized for Job Coaching services.

**Staffing Qualifications:**

CRP staff providing services to DOR consumers must meet qualifications as defined in Job Descriptions as determined by the CRP.

**Referral:**

DOR SVRC will complete CRP referral forms and provide pertinent information from the DOR case file with written authorization for services. Information will include the DOR IPE that outlines the employment goal, work restrictions, employment history, and other job placement considerations.

**Reporting Requirements:**

**Intake: Summary and Recommendations or Individualized Service Plan**

At completion of the Intake activities, the CRP will provide a written summary to the referring SVRC of the DOR consumer’s potential for community employment consistent with the Individualized Plan Employment and recommendations for additional service needs. For consumers who will continue with Employment Services, an Individualized Service Plan is developed which affirms vocational goals and objectives with details of services to be provided.

**Employment Preparation: Summary and Recommendations Report**

At the completion of Employment Preparation activities, or monthly until completion, a written report will be provided to the SVRC summarizing activities and competencies / skills acquired as per the Individualized Service Plan, with recommendations for additional service needs.

**Job Development and Placement: Monthly Report**

At completion of job development and placement activities, or monthly until completion, a written report will be provided to the SVRC summarizing activities provided as per the ISP. Reports will include employer contacts made on behalf of the consumer as well as consumer contact and identifies supports and/or resources necessary to ensure employment. Upon placement, employment information identifying employer, hours, wages, and benefits and other conditions of employment will be provided.

**Employment Retention: Final Report**

At completion of Employment Retention activities, and/or after 90 days of employment, a final report will be provided to the SVRC. The report addresses the consumer’s ability to meet the employer’s standards and performance expectations. The report will identify any specific support and resource needs necessary to retain employment.

**Performance Indicators:**

The following are indicators of quality services:

* DOR consumer has successfully engaged in services enhancing employability as guided by the IPE and ISP
* DOR consumer has made timely progression to an employment outcome.
* CRP reports provide effective strategies and identification of supports needed to secure appropriate employment per the IPE.
* Timeliness of reports
* Efficiency of services
* Number of consumers who successfully complete at least 90 days on the job and are closed as successful by DOR.
* DOR consumer and employer are satisfied with job match.

**Standard Authorization:**

Authorizations by the SVRC are most often written for the complete package of services, most often for two (2) benchmarks at a time, for three (3) months duration per authorization. There are no daily or hourly rates.

Individual / benchmarks:

* Intake
* Employment Preparation
* Job Development and Placement
* Employment Retention

Employment Services Intake and Employment Preparation Services that have already been completed, may be authorized only once within a twelve (12) month period to the same CRP. However, if there has been a significant change or event that impacts a DOR consumer’s ability to now participate in the IPE or ISP, then the SVRC may make the determination to reauthorize the services.

**Payment:**

Services are paid based on the current Uniform Fee Structure for DOR CRP Providers or per a cooperative or case service contract. The following payment requirements are for fees-for-service.

**Employment Services Intake**

Payment at conclusion of intake activities. A written report and a copy of the ISP must accompany the invoice and is sent to the authorizing authority for payment and approval.

**Employment Preparation**

Payment at conclusion of employment preparation activities. A written report summarizing ISP activities provided in preparing consumer to fully participate in job search activities must accompany the invoice and is sent to the authorizing authority for payment and approval.

**Job Development and Placement**

Payment at conclusion of activities and upon job hire consistent with the IPE. The consumer is accepted for employment by the employer, agrees to start on the job, and a start date is established. Consumer has reported and worked at least one day. Receipt of written report detailing activities and terms of employment, i.e., salary, hours, schedule, benefits, and identification of supports necessary to sustain employment.

**Job Retention**

Payment at conclusion of retention activities. The DOR consumer has completed 90 days on the job and demonstrates an ability to meet the employer’s standards and job performance expectations. Payment upon receipt of written report indicating supports and resources necessary to sustain employment.

**Certification / Accreditation:**

DOR Certification and/or accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) must be maintained in the appropriate category. Failure to maintain / retain certification or accreditation will result in termination of services.