**Supported Employment Services (SE)**

**PROCEDURE CODES:**

**124CRP Employment Services Intake**

**125CRP Employment Services Employment Preparation**

**126CRP Employment Services Job Development and Placement**

**44CRPr Supported Employment Retention**

**Definition:**

Supported Employment (SE) services as authorized by a Senior Vocational Rehabilitation Counselor (QRP/SVRC) and provided to a DOR consumer by a Community Rehabilitation Program (CRP), assists a DOR consumer prepare for, obtain, retain, or advance in employment. Supported Employment includes a continuum of services that provide 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. The goal of Supported Employment services focuses on an individual placement in a competitive and integrated setting. Employment related on and off-site support services are funded via the Supported Employment Job Coaching service category.

DOR consumers most appropriate for an SE Individualized Plan for Employment (IPE) are individuals with the most significant disabilities, including youth with the most significant disabilities, for whom competitive employment has not traditionally occurred or has been interrupted or intermittent, and who need intensive and extended services.

In a SE IPE, the use of the service category of Employment Services (ES) provides assistance in the development of job search skills, coordination of job search activities, and identification of appropriate job openings. Supported 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.

1. Effective July 1, 2022, Supported Employment Intake and Supported Employment Preparation/Job Development/Placement have been replaced by the following Employment Services benchmarks\*:

* Employment Services - Intake
* Employment Services - Employment Preparation
* Employment Services - Job Development and Placement

1. Please see the Employment Services description for further information.

**Supported Employment Retention:**

1. Upon DOR consumer acceptance of employment of a job that is consistent with their IPE goal and meets the needs for hours, wages, and benefits, the CRP will provide at least 90 days of the following Supported 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 QRP/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 QRP/SVRC, may require additional hours to be authorized for Job Coaching services.

1. SE guidelines and procedures may be found in the DOR Rehabilitation Administrative Manual (RAM) Chapter 31.

**Staffing Qualifications:**

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

**Referral:**

When authorizing services, the DOR QRP/SVRC will complete CRP referral forms and provide pertinent information from the DOR case file including the DOR IPE with identification of an employment goal.

1. Upon completion of an intake, CRP staff will meet with the DOR consumer to develop an Individual Service Plan (ISP) which will include:

* Areas to be addressed.
* Proposed activities.
* Proposed outcomes (measurable)
* Schedule/Timeline for completion
* Persons responsible

**Reporting Requirements:**

1. At the completion of each Employment Services benchmark, a final report will be provided to the DOR QRP/SVRC. See the Employment Services description for detailed information.
2. At completion of Supported Employment Retention activities, after 90 days of employment, a final report will be provided to the DOR QRP/SVRC.
3. 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.
4. SE reporting guidelines and procedures may be found in the DOR RAM Chapter 31.

**Performance Indicators:**

1. The following are indicators of quality services:

* Report identifies effective strategies and supports needed to ensure success in sustaining long term employment.
* DOR consumer achieves competitive integrated employment.
* Timeliness of reports
* Efficiency of services

**Standard Authorization:**

Initial authorization to Employment Services often includes authorization of Employment Services Intake, Employment Preparation, and Job Development and Placement.

Authorizations for Supported Employment Retention are typically written near or at the time the consumer has obtained employment, for a duration of at least 90 days from the employment start date.

Payment**:**

1. Employment Services payment occurs at the completion of each benchmark, as outlined in the Employment Services description.
2. Supported Employment Retention payment occurs at conclusion of retention activities and the DOR consumer has:

* Completed 90 days on the job.
* Demonstrates an ability to meet the employer’s standards and job performance expectations.

1. Payment is made upon receipt of a written report indicating supports and resources necessary to sustain employment.
2. Fees for Supported Employment Retention are paid based on the current rates as established by the Legislature in the California Code of Regulations and are not set by the DOR.
3. Payment is based on the successful completion of Retention, as authorized, at the conclusion of the related benchmark activities.
4. A written progress report or final report must accompany the invoice and is sent to the authorizing authority for payment approval.
5. See DOR RAM Chapter 31 for additional guidelines.

**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.