**PROVISION OF SUPPORTED EMPLOYMENT SERVICES**

**AND JOB COACH TRAINING SERVICES**

This Appendix defines general expectations applicable to the provision of Situational Assessment for Supported Employment, Supported Employment Services and Job Coach Training Services to eligible appropriate individuals funded by the Department for Aging and Rehabilitative Services.

1. **SCOPE OF SERVICES**
   1. The Provider shall provide the following services to eligible individuals in accordance with CARF standards. Providers in contiguous states serving Virginia participants must meet the requirements of the VR agency in their state.
   2. The Provider shall in **Supported Employment Services** (SE) provide competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities for whom competitive employment has not traditionally occurred or has been interrupted or intermittent as a result of severe disabilities. Provision of these services must comply with definitions of “competitive integrated employment,” “individuals with a most significant disability,” “integrated setting,” “ongoing support services,” and “extended services” as defined in 34 CFR §361.5 and 22 VAC §30-20-10.

DARS participants who receive Supported Employment services require long-term job site assistance to maintain employment. The Provider shall work with the DARS counselor to arrange and/or provide ongoing and extended support services following the portion of supported employment time limited services sponsored by the Department for Aging and Rehabilitative Services.

* 1. Effective planning and collaboration is imperative in the provision of quality SE services. The DARS counselor has the lead responsibility in the choice of appropriate Supported Employment services. Additionally, the DARS counselor is charged with monitoring the quality of services and coordinating the various resources, providers and other parties involved in the supported employment process. This includes communication, quality assurance and coordination throughout the SE process. It is expected that the participant and Provider will actively participate in each phase of the planning process.

Planning at a minimum shall include the utilization and participation of the Provider, the Department for Aging and Rehabilitative Services and other involved agencies in a Supported Employment Selection and Planning Committee**,** if applicable. The goals of this interagency committee include identification and screening of referrals, assessment and development of a plan of services, and development of auxiliary services. Planning shall also include the identification of a realistic vocational goal, and the identification of the number of hours per week the individual should work (based on the Individualized Plan for Employment or IPE). Coordination of SE services shall include an agreement between all parties as to the criteria at which job stabilization will be defined. This will ensure the smooth transition of funding from DARS to the long-term funding source.

* 1. **Supported Employment Services** include the following:
     1. **Situational Assessment:**

The Provider shall, in Situational Assessment, (a) provide competitive or real work sites in the community for the systematic assessment and observation of a participant; (b) identify work site characteristics and participant adaptations, training procedures, support needs related to the individual’s success in supported employment; and (c) recommend specific plans for further services, including the appropriateness of continuing SE services. Additional information regarding Situational Assessment is found in DARS Services Descriptions. Specific reporting requirements are noted in the Reporting and Billing section of this Appendix.

The Department for Aging and Rehabilitative Services shall provide to the Provider: (a) appropriate referral information which includes pertinent medical, psychological, educational, and vocational documentation; (b) authorization for services in a timely manner; and (c) clear expectations to the Provider and participant regarding the purpose of the assessment and time frames for planning further services.

* + 1. **Job Development**

The Provider shall, in Job Development, (a) meet with the participant and other pertinent parties prior to the beginning of Job Development services; and (b) provide direct, individualized assistance in the area of job seeking skills, job matching and specific employer contacts consistent with the vocational goal identified in the IPE. Specific reporting requirements are noted in the Reporting and Billing section of this Appendix.

The Department for Aging and Rehabilitative Services shall provide: (a) appropriate referral information (as noted above in item 1 if not already provided); (b) a copy of the participant’s specific vocational goal and IPE; (c) authorization for services in a timely manner; (d) assistance to the employment specialist with placement leads as appropriate; (e) guidance on appropriateness of potential placement leads if developed by participant, employment specialist, or other involved parties; (f) assistance in planning workable strategies and problem-solving with the employment specialist to occur at a minimum, at the identified IPE review dates.

* + 1. **Placement & Training**

The Provider shall, in Placement and Training Services, provide direct, individualized assistance at a competitive work site leading to job stabilization. The Provider shall assist the participant in job interviewing and job site orientation, as needed assuring that the following criteria are addressed: (a) appropriateness of placement; (b) community integration; (c) number/range of hours worked as developed in the IPE and based upon participant ability; (d) job site accommodations; and (e) off-site support services as approved by the rehabilitation counselor (e.g., transportation training, family support, etc.).

The Provider shall, in Placement and Training Services: (a) communicate with the DARS rehabilitation counselor as needed to alert him/her to problems or concerns that may involve changing the vocational goal, altering significantly the expected hours of service(s) required, or may otherwise have a significant impact on the service delivery process; (b) attend/participate in any staffing meetings called by the DARS counselor or other appropriate party to address the above noted issues; and (c) communicate with the DARS counselor promptly as to any need for additional authorizations and/or changes in the current authorizations. Specific requirements are noted in the Reporting and Billing section of this Appendix.

The Department for Aging and Rehabilitative Services shall: (a) provide authorizations for services in a timely manner; (b) arrange for staffing meetings to problem-solve as necessary; (c) arrange to visit the participant on the job site with the employment specialist; (d) monitor and provide information/ assistance regarding wage and hour requirements, appropriateness of placement, integration and number of hours worked, need for adaptations and other off-site supports; (e) review monthly written reports; (f) maintain contact with both the participant and Provider; and (g) amend the IPE as necessary.

* + 1. **Ongoing Support Services**

The Provider shall, in providing Ongoing Support Services, adhere to Federal Supported Employment regulations as noted in 34 CFR Parts 361 and 363.

The Department for Aging and Rehabilitative Services shall: (a) ensure that the participant is stable in employment prior to conclusion of funding; (b) arrange for a joint transition meeting with the Provider and long-term funding source to insure a consensus that stabilization has occurred and to establish a specific date certain at which all parties agree that funding from DARS will end; and (c) participate in any planning regarding the delivery of extended support services. The participant should be given the opportunity to demonstrate a clear pattern of not requiring job coach intervention at more than 20 percent of the weekly hours in employment prior to the closure of DARS services unless other stabilization criteria are set at the initiation of the SE process.

* + 1. **Extended Services**

The definition of “extended services” according to CFR 361.5 (c)(19) “means ongoing support services and other appropriate services that are needed to support and maintain an individual with a most significant disability including a youth with a most significant disability in supported employment; organized or made available , singly or in combination, in such a way as to assist an eligible individual in maintaining supported employment; based on the needs of an eligible individual, as specified in an individualized plan for employment; are provided by a State agency, a private nonprofit organization, employer or any other appropriate resource, after an individual has made the transition from support from the designated State unit; and provided to a youth with a most significant disability by the designated State unit in accordance with the requirements set forth in this part and part 363 for a period not to exceed four years, or at such time that a youth reaches age 25 and no longer meets the definition of a youth with a disability, whichever occurs first. The designated State unit may not provide extended services to an individual with a most significant disability who is not a youth with a most significant disability.”

DARS defines extended services as long-term follow-along services provided by an approved Provider or SEPD counselor that are sufficient to maintain a person with a most significant disability in employment after DARS case closure. These services may consist of but are not limited to:

* direct face to face contact and intervention with the participant and/or employer on a regular basis
* phone or other communication with the participant or employer on a regular basis
* development and maintenance of natural workplace supports.

A minimum of one contact per month is required with either the participant, employer, or participant advocate. The type of contact may be either face to face or by other means. Otherwise, the frequency and type of contact must be provided on a sufficient basis, based on participant need, to ensure that the participant is maintained in employment.

The Provider shall, in **Job Coach Training Services (JCTS)**, provide intensive training and support services of a short, time-limited nature in competitive industry following job development and job placement assistance. When Job Coach Training Services (JCTS) are selected and implemented, the participant receives initial intensive training provided one-to-one by a job coach as described in SE but does not necessarily need long-term follow-along as provided in Supported Employment Services.

1. **EVALUATION CRITERIA**

Services delivered under this Appendix D shall be evaluated in accordance with the Scope of Service articulated in this document. Periodic program reviews shall at a minimum focus upon but not be limited to:

* 1. Participant and Purchaser Satisfaction Surveys—the results of which will be disseminated back to the Provider and Department for Aging and Rehabilitative Services staff directly purchasing SE services.
  2. The development, placement and training of participants in competitive employment that maximized the integration of persons with most significant disabilities into the work and community environment. All SE employment settings must meet federal SE criteria in 34 CFR Parts 361 and 363
  3. The provision of summation reports is required following the purchase and provision of situational assessment, job development, placement and training, ongoing support services and TEP for persons with serious mental illness.
     1. The Situational Assessment report will be submitted on a monthly basis (unless other arrangements have been mutually agreed upon between the rehabilitation counselor and provider) to DARS on SE Form 1.
     2. Job Development reports must be submitted on a monthly basis to DARS on SE Form 2.
     3. Placement and Training report must be submitted on a monthly basis to DARS on SE Form 3. A job description shall be included by the Provider with the initial Placement and Training report.
     4. Ongoing Support Services reports SE Form 4—Report for Ongoing Support Services must be submitted on a monthly basis to the DARS counselor that funded time limited SE services. The form should be used when the case begins to receive long term follow along services until DARS case closure. SE Form 4 should be submitted to the rehabilitation counselor for review for a minimum of 3 billing cycles after the individual reaches stability. Documentation of ongoing supports must be maintained in the ESO case record and does not need to be forwarded with the invoice for LTESS payment. The exception to this is upon request by ESSP staff.
     5. Additional documentation to be made available to the Department for Aging and Rehabilitative Services will include but not be limited to Employer Rating Form SE Form 5 to be submitted at least once during training and then quarterly after stabilization has been reached.
  4. The availability and use of qualified, competent staff for the provision of services sponsored by DARS and the timelines of those services.
  5. For participants provided Supported Employment services with DARS sponsorship, the Provider will provide statistical information on persons in follow-along status.

1. **REPORTING AND BILLING REQUIREMENTS**
   1. Timely provision and payment of SE services requires collaboration between the Department for Aging and Rehabilitative Services and the Provider. Written authorization for Services is required prior to service delivery.
   2. The Department for Aging and Rehabilitative Services shall provide timely authorization for services, as well as expedient processing of bills and reports received.
   3. The Provider shall provide DARS with monthly report/bills appropriate to the sponsored services as outlined in the Evaluation Criteria of this Appendix by the tenth day of the month. Reports/bills submitted and signed by the Provider certify that the participant received the services being billed. The Department shall not be obligated to pay for services when the Provider fails to submit an accurate invoice within thirty days after the close of the calendar month in which services are delivered. The Department reserves the right to withhold payment to an organization when the service provided falls outside the scope of the work program.
   4. Mid-month service requests, extensions, overages, etc. shall be submitted either electronically or in writing to DARS by the Provider using SE Form 6 or other DARS approved method. Submission of a written request does not constitute approval by DARS. Approval of mid-month requests require DARS completion of and return of SE Form 6 along with the authorization for services within five (5) working days of receipt of the request.
   5. Charging the Department and/or accepting any more payment from the Department than the agreed upon, contracted service rates as specified in Appendix A, attached;
   6. Charging the Department no more than any other purchasers of the same service, except for individual (family/legal representative) private pay, as specified in Appendix A, attached;