

## Chapter 22

### Supported Employment (SE) & Supported Job Based Training (SJBT)

**22.1 Authority:** 34 CFR 363, Title VI-B Rehabilitation Act of 1998

**22.2 Policy**

Supported Employment (**SE**) and Supported Job Based Training (**SJBT**) are terms used to describe a system of support for people with disabilities in regards to on-going employment in competitive and integrated settings. These models provide employment assistance and supports such as job placement, job coaching, job development, job retention, assistive technology, specialized job training, and individually tailored supervision. SE/SJBT refers to both the development of employment opportunities and on-going support for those individuals to maintain employment. USOR policy funds both SE and SJBT on a milestone outcome payment basis. USOR policy requires VR Counselors to facilitate clear, open, and cooperative communication between the eligible individual, the job coach, and the VR Counselor. See Client Service Memorandum 2011-02 for further policy and guidance.

**22.3 SE/SJBT Intervention Criteria**

An individual is appropriate for **SE** services if:

- A. The individual has been determined to be eligible for VR and determined to be an individual with a **most significant** disability; and
- B. Supported employment has been identified as the appropriate rehabilitation employment outcome for the individual on the basis of a Comprehensive Assessment of Rehabilitation Needs, including an evaluation of rehabilitation, career, and job needs; and
- C. The individual **has secured** on-going long term support services funding. (Example DSPD)

An individual is appropriate for **SJBT** services if:

- A. The individual has been determined to be eligible for VR and determined to be an individual with a **most significant** or **significant** disability; and
- B. Supported Job Based Training has been identified as the appropriate VR service based on the Comprehensive Assessment of Rehabilitation Needs; and
- C. The individual does **not** have on-going long term support service needs and/or funding available.

**22.4 Definitions**

**Community Rehabilitation Programs (CRP)** is an approved community partner that offers a wide range of support services to VR clients. This may include life skills/ disability adjustment training, job placement, job coaching, and job retention services.

**Supported Employment** means competitive work in integrated work settings, or employment in integrated works settings in which individuals are working toward competitive work. The employment must be consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual. SE is an appropriate intervention for individuals with the **most significant** disabilities for whom:

- A. Competitive employment has not traditionally occurred; and/or
- B. Competitive employment has been interrupted or intermittent as a result of a most **significant** disability; and
- C. Because of the nature and severity of the disability, intensive SE services are needed **for a period not to exceed 18 months** from the Utah State Office of Rehabilitation and extended services after transition in order to perform such work.

**Note:** An exception to this time frame may be granted but the extension must be in the IPE, substantial progress must be made towards meeting hours per week goal in IPE, and the individual must be stabilized in the job and have extended services available. Such an extension must be agreed upon by the client and VR Counselor. If service is interrupted the 18 months is counted cumulatively, not consecutively, for the life of the current open case.

**Competitive Work** means employment in the competitive labor market that is performed on a full-time or part-time basis in an integrated setting. The individual is compensated at or above the minimum wage but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who do not have a disability.

**Integrated Work Setting** means the following:

- A. Job site where most employees are not disabled and where a client interacts on a regular basis, in the performance of job duties, with employees who do not have a disability.
- B. If a client is part of a distinct work group of only individuals with disabilities, the work group consists of no more than eight individuals.
- C. If there are no other employees or the only other employees are individuals who are part of a work group, the client interacts on a regular basis, in the performance of job duties, with individuals who do not have disabilities including members of the general public. This required interaction may not be satisfied by contact between the client and individuals who provide on-going support services at the job site.

**Ongoing Support- Extended Services** means services which are:

- A. Provided to support and maintain an individual with the **most significant** disabilities;
- B. Provided at a minimum, twice monthly
- C. Provided to make an assessment regarding the employment situation at the worksite of each individual in Supported Employment or, under special circumstances, especially at the request of the client, off site and, based on the assessment, to provide for the coordination or provision of specific intensive services, at or away from the worksite, that are needed to maintain employment stability. These services may include:
  1. A supplementary assessment to the comprehensive assessment to determine VR needs.
  2. The provision of skilled job trainers (coaches) who accompany the individual for intensive job skill training at the work site.
  3. Job development, job retention, and placement services.
  4. Social skills training.
  5. Regular observation or supervision of the individual.
  6. Follow-up services such as regular contact with the employers, the individuals, individual's representatives, and other appropriate individuals, in order to reinforce and stabilize the job placement.
  7. Facilitation of natural supports at the work site.

The source of **extended** services may include natural supports such as a PASS, IRWE, co-workers and/or supervisors. If it is not possible to identify such an extended services source, a statement must be included in the client record describing the basis "for concluding that there is a reasonable expectation that such sources will become available." It is important to arrange for extended

services prior to termination of the time-limited VR service to protect the individual's continued employment. On-going support services must include at a minimum, **twice monthly monitoring at the work site** of each individual in supported employment to assess employment ability. Under special circumstances, especially at the request of the individual, the IPE may provide for off-site monitoring, coordination or service provision to maintain employment stability. 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.**

## 22.5 Models of SE & SJBT

The following are general models of SE/SJBT services:

A. **Individual Placement (SE & SJBT):**

The individual placement model is designed to train a single individual to perform a job within a local business or industry while providing ongoing support and follow-up. A trainer provides necessary training and support for each employee. During this intensive training phase, the trainer to client ratio is 1:1. This level of support is slowly reduced as the employee becomes more independent at the work site. In SE the long term supports transition from VR to the long term supports funding source. In SJBT the intervention is reduced until the individual is fully independent on the job, or natural supports are implemented.

B. **The Work Crew (SE):**

The work crew model is composed of a group of individuals (8 or fewer) with the **most significant** disabilities who are trained and supervised by a qualified work crew leader. Work crews usually perform two or more contracted jobs with businesses, industries, or private individuals in the local community. Typically, the mobile crew travels from site to site within a community to perform janitorial or grounds-keeping work. The provider/employer is responsible for payroll and Labor Law compliance.

C. **The Enclave (SE):**

The enclave model is designed to provide employment opportunities to a small group of individuals with the **most significant** disabilities (8 or fewer) in a host business or industry. Training and supervision is provided by a qualified enclave supervisor. Enclave employees are trained to perform work and work related tasks necessary to ensure success and acceptance within the host company. Enclave members, like mobile crew members, are usually paid through special wage certificates. The employer or the provider may be responsible for the payroll. This model is used in service industries (e.g., universities, restaurants, and hotels). Each person works on a separate job and the group is dispersed throughout the company.

D. **Transitional Employment for Persons with Serious Mental Illness (SE):**

The Transitional Employment Placement (TEP) model develops job placements in which Individuals with Serious Persistent Mental Illness (SPMI) work for a time-limited period, usually 3-6 months. The TEP position "belongs" to the supported employment provider organization. After the individual completes the assigned period of time another person is placed in the same position for 3-6 months. A job trainer may spend time training or supporting the individual at the TEP work site or may provide support away from work depending on the needs and preference of the individual. A second individual with SPMI is usually trained as a "back-up" for the first client to fill-in during absences in order to maintain the job. After completing several TEP's a person moves into a permanent supported employment job of their own. VR Counselors can "close" an individual in status

26 while the individual is in a temporary job if the extended service provider is responsible for providing a permanent job placement.

## 22.6 SE/SJBT Roles and Responsibilities

### A. **USOR Roles & Responsibilities:**

The Utah State Office of Rehabilitation (USOR) responsibility in SE/SJBT is time-limited vocational training and work adjustment. Likewise, by virtue of their missions, the Division of Services for People with Disabilities (DSPD), Division of Mental Health (DMH) and local mental health agencies are responsible for the long-term maintenance of individuals with the **most significant** disabilities in SE. Visit [www.hsdspd.gov](http://www.hsdspd.gov) for more information on the mission of DSPD.

### B. **Client Roles & Responsibilities:**

To the maximum extent the individual client is capable:

1. Meet with the Job Coach when scheduled and fully participate in placement and work activities.
2. Be proactive and involved to the maximum extent possible in the job search process.
3. Meet with the VR Counselor and Job Coach when necessary.
4. Follow through with requested job placement activities.
5. Communicate with the VR Counselor and Job Coach.
6. Work to learn the essential functions of the job.

### C. **VR Counselor Roles & Responsibilities:**

1. Determining VR eligibility and significance of disability.
2. Conducting a Comprehensive Assessment of Rehabilitation Needs to identify the individual's primary employment factors. This may include funding a CRP Employability Assessment.
3. Providing VR Counseling and guidance.
4. Agreeing on the appropriate intervention type (SE/SJBT).
5. Providing informed choice regarding possible vendors. For SE clients it is important that a clear understanding is reached in regards to CRP's approved by USOR only, and CRP's approved by both USOR and DSPD.
6. Developing a cooperative plan for transition with the individual and the family, other agencies and local service providers.
7. Adding the appropriate service to the IPE and authorizing according to the milestone outcome payment schedule. (USOR encourages VR Counselors to issue a single authorization for the full course of milestone payments for SE/SJBT to avoid delays in support services by a job coach due to waiting for a new authorization.)
8. Coordinating, facilitating, problem solving, and communicating with the client and Job Coach. Setting clear expectations of each party's roles and responsibilities.
9. Locating employment opportunities in cooperation with the Job Coach and client.
10. Working with employers in resolving problems, assessing the need for Assistive Technology on the job, identifying continued barriers to employment.
11. Linking time-limited (VR) and extended service (DSPD/DMH) or other funding commitments. Other long-term funding sources for supported employment may include Natural Supports, PASS (Plan to Achieve Self-Support), or IRWE (Impairment Related Work Expenses).

12. Ensure that all invoices are processed and paid in a timely manner.
- C. **CRP's Job Coach Roles & Responsibilities:**
1. The Job Coach is responsible for conducting the \$500 employability assessment and VR Counselor report that includes at a minimum:
    - a. An in-person initial interview and intake process
    - b. Transferrable Job Skills Analysis
    - c. Interest Assessment as they relate to Employment
    - d. Behavioral Observations as they relate to Employment
    - e. Motivational Factors as they relate to Employment
    - f. Life Skills Assessment as they relate to Employment
    - g. Recommendations

The \$500 fee includes a mandatory meeting with the client and VR Counselor to review the results of the assessment, discuss appropriate recommendations and interventions, discuss roles and expectations, include necessary services in the IPE, and obtain an authorization (See CSM 2011-12).
  2. When agreed to and authorized for, provide life skills/disability adjustment training which may include curriculum designed to address the individual's:
    - a. Hygiene and Dress Interventions
    - b. Time Management and Planning Interventions
    - c. Public Transportation Use Training
    - d. Specific Behavioral Interventions
    - e. Self-Advocacy
    - f. Work Appropriate Communication Skills
    - g. Work Related Independent Living Skills
    - h. Disability Related Employment Motivational Interventions
  3. When agreed to and authorized for, provide job placement only activities to clients who are not appropriate for SE/SJBT but who could become employed by taking advantage of the Job Coach's/ CRP's employer contacts. (See CSM 2011-12).
  4. When agreed to and authorized for, provide SE/SJBT job development, job placement, job coaching, and development of natural or on-going supports to enable the individual to maintain employment.
  5. Provide regular monthly written reports to the VR Counselor on client progress.
  6. Communicate on a regular basis with the client and VR Counselor and work to resolve concerns, issues, or disagreements.
  7. Communicate with the VR Counselor and provide timely invoice for each milestone reached.

## 22.7 Referrals & Service Pathway

**Referrals to USOR.** Steps to be taken in the referral process are:

- A Referral to USOR from Division of Services for People with Disabilities or Mental Health:

1. The VR Counselor, teacher, IEP team, IPP team, school, and the case manager/mental health worker holds a pre-screening meeting to discuss the appropriateness of the referral to USOR.
  2. If appropriate, the individual is referred for an orientation and provided with an application.
  3. The VR Counselor advises the case manager/mental health worker when the person is eligible for USOR funding by returning the Form 58 indicating acceptance.
  4. For those individuals found eligible, an individual plan is completed by all parties involved, (i.e. IPE for USOR).
- B. Referral from USOR to Division of Services for People with Disabilities or Mental Health for Eligibility Determination:
1. Upon determination of need for SE and Extended Services, the VR Counselor schedules a meeting with the case manager, teacher, IEP team, and mental health worker to discuss the individual's circumstances.
  2. The VR Counselor then makes the referral to the case manager/mental health worker via Form 58.
  3. The case manager/mental health worker determines whether the individual meets their eligibility requirements and assesses funding availability. When the Division of Services for People with Disabilities and Mental Health eligibility and funding requirements are met and the extended service provider is identified, an IPE is developed with the individual which identifies SE as the goal and referral is made to a supported employment vendor.
- C. Transfer to Extended Services
1. The VR Counselor notifies the case manager/mental health worker by means of the Form 58 when VR funding obligations have been fulfilled and lists the date the client record is scheduled for closure. On-going communication should take place between the VR Counselor and the case manager throughout the placement process.
  2. If the client is not successful in the placement and the VR Counselor has exhausted all other options and determines that no other appropriate supported employment services can be provided, the VR Counselor should close the case and notify the case manager via Form 58 of this action.

**Referrals from USOR to an approved CRP Job Coach follow the pathway below:**

- A. The VR Counselor discusses the available approved vendor options with the client, including which vendors are USOR only vendors and which serve both USOR and DSPD. In addition he client should be provided information regarding performance of each vendor based on objective data collected on the IRIS facilities screen. The client may choose to interview one or more approved job coaches prior to selecting the one they want to work with.
- B. The VR Counselor provides an authorization to the selected job coach for the Employability Assessment (\$500). This assessment is the required first step in the SE/SJBT service pathway.
- C. Upon completion of the Employability Assessment, the client, job coach, and VR Counselor meet to review the assessment and recommendations. This meeting is required in order to negotiate appropriate interventions and communicate expectations and responsibilities.
- D. If the client, job coach, and VR Counselor agree to the recommended services the client is accepted by the CRP, services included in the IPE, and an authorization for the appropriate milestones generated.

## 22.8 Financial Need

SE/SJBT services are specifically exempted from the determination of financial need under 34 CFR 361.54(3)(E). CRP Job Placement Only services are also exempt from financial need.

## 22.9 SE/SJBT Process

A. **Eligibility:** After the initial interview with the individual is completed and sufficient diagnostic information is received and reviewed, the VR Counselor determines eligibility for rehabilitation services. This determination is made within 60 days unless both parties agree to an extension. Following this determination, the VR Counselor will engage with the client in conducting a Comprehensive Assessment of Rehabilitation Needs. In cases where the VR Counselor determines that SE/SJBT may be the appropriate intervention this assessment can include the \$500 CRP Employability Assessment and should focus on:

1. The individual's potential for SE/SJBT.
2. The individual's need for ongoing support services to maintain employment.
3. The type and duration of services needed.
4. Suggestions of suitable vocational objectives for the individual.
5. In the case of SE a commitment from another source that will provide long term extended services to the individual after VR services end.
6. In the case of SE, verification that the client meets the definition of a person with a **most significant** disability as this a requirement to serve someone in SE.

A person cannot be determined ineligible for services, including Supported Employment services, for the reason that extended services are not currently available. If extended services cannot be identified the VR Counselor should inform the individual that supported employment services cannot be initiated until an extended service resource is obtained and then seek out the needed extended service resources.

B. **Planning:** The IPE will identify the specific vocational goal. The IPE will include:

1. The type of SE/SJBT being provided (individual, group or enclave), and the extended service provider (DSPD). If it is not possible to identify the extended service provider, a statement must be included that there is a reasonable expectation that such sources will become available. If extended services are to be provided by natural supports, the IPE will clearly state who will provide the natural supports, who will monitor the service and a well defined plan for implementation will be included in the client record. (This plan may be completed by the SE/SJBT provider for your review and approval.)
2. When appropriate, work place redesign services, repair maintenance, assistive technology, and prosthetic or orthotic devices. In such cases the IPE will state how and by whom these will be provided. (Obtain AT Assessment)
3. When appropriate under special circumstances, (especially at the request of the individual) off site monitoring services. In such cases, the IPE will clearly state specific follow-up meetings which are to include two meetings with the individual and one meeting with the employer each month.
4. Statements regarding the anticipated length of time required to achieve job placement and job stability. This will not exceed the recommended 18 months except under special circumstances.

C. **Service Provision:** The person is employed and the job coach provides training at the work site. It is the VR Counselor's responsibility to monitor the training and support services as long as the individual is active with VR to ensure that services are appropriate, timely, and

are consistent with the IPE and its amendments. **A monthly written progress report from the SE/SJBT vendor to USOR (the VR Counselor) is required.** These reports should include wages, hours worked, fringe benefits, contact with non-disabled peers, and comments from the job coach. Reports should also include **monthly** and **cumulative** job coach intervention time, so that VR Counselors know when to transfer funding responsibility in the case of SE, or know when to make payment on milestone #2 in the case of SE/SJBT. Placement of the SE client into Status 22 requires that the individual continues employment, that the job coach intervention time is stable at 20%, or less of client work time, and that long term support has been arranged to be provided once USOR assistance is terminated by the extended services agency or by natural supports. As long as intervention hours are above 20%, the USOR VR Counselor considers the individual still in training. The VR Counselor must document the stability of the employment situation in the client record.

**20% is defined as:**

<u>Hours Worked by Client</u>	<u>Intervention Hours by job coach per Week</u>
<b>20 hrs.</b>	<b>4 hrs. or less</b>
<b>25 hrs.</b>	<b>5 hrs. or less</b>
<b>30 hrs.</b>	<b>6 hrs. or less</b>
<b>35 hrs.</b>	<b>7 hrs. or less</b>

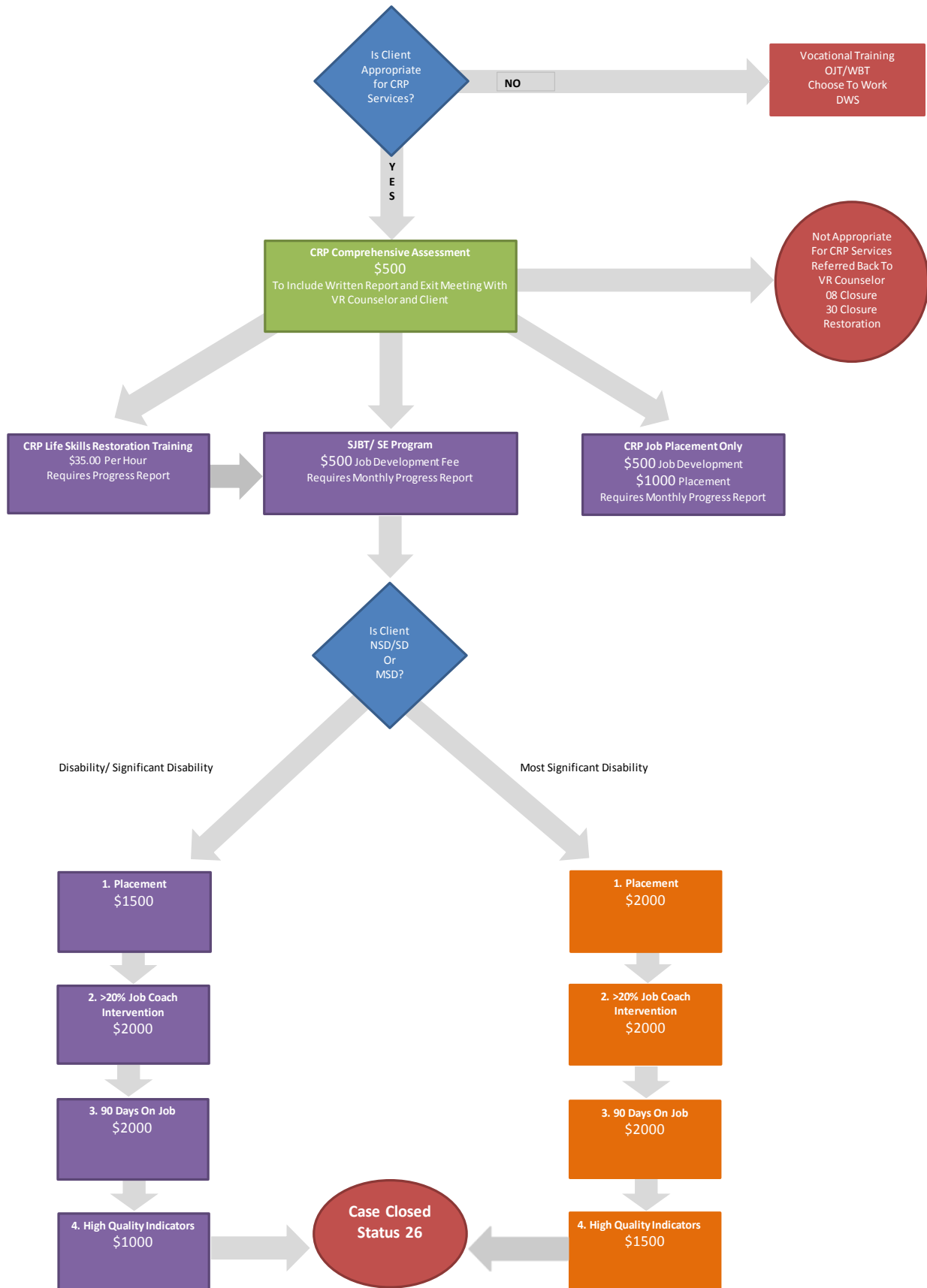
The VR Counselor must notify the job coach and case manager by means of a Form 58 or other notification of the decision to terminate payment of services at least ten working days prior to termination of funding and/or transfer to long term funding.

- D. **Closure:** See Chapter 22

**22.10 Milestone Authorization and Payment Procedure**

USOR currently authorizes for SE/SJBT under a milestone outcome payment method. VR Counselors and CRP job coaches begin the process by conducting the \$500 Employability Assessment followed by a meeting with the client, job coach and VR Counselor to determine appropriate service interventions. At that meeting VR Counselors and job coaches can negotiate the appropriate milestone outcomes according to the individual client needs. For instance, if the client is already engaged in employment consistent with their primary employment factors but needs job coaching interventions to maintain that job it would be inappropriate to pay the milestones for job development and job placement. VR Counselors and job coaches have the flexibility to tailor the milestones to meet the individual needs of the client, however this should be done as partners with clear communication to reach consensus. Significance of disability should also be communicated to the CRP in order to clearly understand the milestone payment amounts. Occasionally an Employability Assessment is initiated by the CRP but is not completed due to individual client issues, in such cases the job coach will submit a full written report of the assessment activities completed and the efforts made by the CRP to finish the assessment and the VR Counselor will pay the \$500 fee. This unfinished assessment can then be utilized to either address client restoration, motivational, or personal issues or can be used as evidence that the client is not ready to engage in VR services leading to employment. The CRP service pathway is depicted in the chart below:





Upon agreement, IPE development, and authorization the CRP may invoice the VR Counselor for the \$500 job development fee. This fee is to front-load job coach intervention and begin the process of job development. Once a client accepts employment and begins working the CRP may invoice the VR Counselor for milestone #1. At this point the job coach and VR Counselor carefully monitor job coach intervention time. The client should be in status 18 “training” until job coach intervention drops below 20% of the time the client is on the job. When job coach intervention has stabilized at or below 20% milestone #2 may be paid, and the client’s case is moved to status 22 “working”. The VR 90 day clock for status 26 closure begins at this time and the VR Counselor may close the client’s record 90 days from that date if appropriate. The CRP is eligible for milestone #3 when the client has been employed 90 days. (This is 90 days from the date of hire, not the 90 days that the VR program requires after intervention time has dropped below 20%) Milestone #4 is available to the CRP if two of the following conditions are met:

1. The client is employed 35 or more hours per week; and/or
2. The client is compensated at or above \$10 per hour; and/or
3. The client’s employment offers health insurance benefits.

All SE/SJBT providers must have completed the USOR facilities approval process. A vendor may have a state vendor number but still not be considered an approved facility. VR Counselors should not authorize to SE/SJBT providers if a facility’s approval is in question. Check the approved **Facility List** to confirm USOR has approved the facility. All job coaches providing billable services for VR must have completed job coach certification within 6 months of hire. Certified job coaches are listed [http://www.usor.utah.gov/supported\\_employment/facilities/index.html](http://www.usor.utah.gov/supported_employment/facilities/index.html)

### 22.11 Case Closure Procedures

- A. A Status 26 closure is allowable when the client has been in status 22 for at least 90 days below 20% job coach intervention. The VR Counselor needs to notify any other agency involved with providing long term funding such as the Division of Services for People with Disabilities or Mental Health program staff via Form 58 of the intention to close the case. For clients not involved with Division of Services for People with Disabilities or Mental Health, the VR Counselor and job coach will inform the client, employer, or others providing natural supports of the intention to close the case.
- B. As completion of the USOR funding approaches the VR Counselor will determine if the employee is stable in the job and transfer responsibility for on-going support to the extended services funding source. If the supported employee is still not stable in employment the client’s situation should be reviewed by the VR Counselor and supervisor to make a determination as to the advisability of continuing in SE/SJBT training and/or providing additional job coaching services. Consideration for on-the-job accommodations in the form of Rehabilitation Technology may be examined to replace the prompts provided by the job coach. As specified in the Federal Regulations, a client may receive paid supported employment services under Title VI, Part B, for more than 18 months if the IPE indicates that longer services are necessary in order for the individual to achieve job stabilization prior to making the transition to extended services.
- C. Documentation for Status 26: In order to close a client in status 26 with SE as the outcome, a VR Counselor must document in the closing summary that all of the following employment conditions are met:
  1. The client works at least the number of hours per week as determined in the IPE and has maintained a job placement at least 90 days .
  2. The wage is at least minimum wage or the client is compensated at a level of wages and benefits that are commensurate with his co-workers.

3. The client is employed in a work site with no more than 8 workers with disabilities in the same group and has regular opportunities at work to interact with people without disabilities.
  4. Extended Services must be financed from other funding sources, e.g., Division of Services for People with Disabilities, MH, PASS, IRWE or Natural Supports. Transition to extended services does not occur until the individual has met the work goal.
- D. 911 Data Requirements: The following 911 data requirements and tracking apply to SE/SJBT closures:
1. Employment Status Code  
If the individual is working in SE at closure, work status 07 (employment w/supports in an Integrated Setting) is the appropriate code.
  2. SE Tracking  
SE cases will be tracked at closure by data on the 911 form under the "Completed Case Service" section designated SES (Supported Employment Status).
- Please reference Client Service Manual Chapter 17 on Closures and Transfers and Chapter 16 on the 911.
- E. Post-Employment Services  
Following transition to the extended service provider, an individual may need post-employment services that are unavailable from the extended service provider. If these services are necessary for the individual to maintain employment, such as job station redesign, repair and maintenance of assistive technology, and replacement of prosthetic and orthotic devices, the case can be re-opened under post employment. Post employment services should not be utilized in situations of under-employment or if extensive training is required. Post-employment services are generally of short-term duration.

### **22.12 Reopening Client Records**

A client who has been closed Status 26 SE/SJBT may be reopened for additional SE/SJBT services if:

- A. The client is no longer working and the job loss was involuntary and the extended service provider was unable to get the client another placement (an involuntary job loss is defined as one in which client was laid off or fired but desires to continue working. In the instance of a Transitional Employment Placement (TEP) a planned job termination is not considered an involuntary job loss); AND
- B. The client requires initiation of a complex rehabilitation effort, more than could be provided as post-employment services. A complex rehabilitation effort is defined as multiple services over an extended period of time usually 6 months or longer.

An SE/SJBT client who was closed status 26 would require supervisory approval to be reopened if the client had been closed less than one year (See Chapter 3).

### **22.13 Authorization and Billing Procedures.**

The authorization and billing procedures for SE/SJBT are identical and subject to the same limitations and approval authority levels.

**Appendix 22-A**

UTAH DEFINITION OF A CHRONICALLY  
SEVERELY IMPAIRED PSYCHIATRIC PATIENT  
(Approved by the State Board of Mental Health)

*The definition contains two principal dimensions: (1) chronicity measured in time, and (2) severity of impairment.*

DIMENSION -- CHRONICITY: The patient must meet one or more of the following criteria:

- A. MORE INTENSE TREATMENT: Must have a history of a continuous episode of treatment more intensive than outpatient for two years or more.
- B. OUTPATIENT TREATMENT: Must have a history of a continuous episode of treatment in outpatient services for three years or more.
- C. TRANSIENT (A or B): Is transient and would clearly meet A or B above if patient history were available.
- D. RESISTIVE TO TREATMENT (A or B): Is resistive to treatment and would have met criterion A or B had the patient not terminated from service against advice.

DIMENSION 2 -- SEVERITY: The patient must meet any three of the following:

- A. MEDICATION: Receives psychoactive medication as part of treatment.
- B. SCHIZOPHRENIA/PSYCHOSIS: Is a child or youth under 18 and has a diagnosis of autism or other major psychosis.
- C. DEPENDENCY: Is inappropriately dependent on others for any three of the following: (1) food purchase and preparation, (2) personal arrangement, (3) transportation, (4) financial management, (5) living arrangement, (6) leisure management, OR
- CHILD OR YOUTH BEHAVIORAL HANDICAP: Is a child or youth under 18 classified as behavioral handicapped and receives specialized school services.
- D. EMPLOYMENT PROBLEM: Is either: (1) marginally employed and would be unable to be employed without mental health services, (2) employed in a sheltered setting, or (3) unemployable.
- E. SOCIAL ISOLATION: Is socially isolated, without friends and a social support system. Is dependent upon mental health services for social exchange.
- F. PUBLIC ASSISTANCE: Receives public assistance to meet basic needs.
- G. SYMPTOM REMISSION: Symptoms are currently in remission due to medication and/or therapy; however, the patient's condition would seriously deteriorate without continued mental health support.
- H. HISTORY OF CRIME/PSYCHOPATHOLOGY: Has a history of psychopathology and a criminal record involving aberrant criminal acts.

## MONTHLY JOB COACH REPORT SE & SJBT Milestone

Appendix 22-B

**PROVIDER AGENCY:**                      **Service Month:**                      **Year: 2011**

<b>Consumer Name</b> Provider Contact Name Rehab Counselor Name	Phone Number (-) Job Coach Phone Number (-)

**STAFF INTERVENTION TIME: 32**

Total Weekly Intervention Hours = intervention time)	Estimate % of Job Coach Intervention time      % (Job coach hours / total hours worked)
---	--

**Services:**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Job Skills Training         | <input type="checkbox"/> Job Development         | <input type="checkbox"/> Resume Development, <i>(If checked please attach a copy of the Resume to Monthly Report)</i> |
| <input type="checkbox"/> Skill Maint & Job Follow-up | <input type="checkbox"/> Counseling              |   |
| <input type="checkbox"/> Employer Related Training   | <input type="checkbox"/> Entitlement Information |   |
| <input type="checkbox"/> Client Advocacy             | <input type="checkbox"/> Transportation Training |   |
| <input type="checkbox"/> Employer Training           | <input type="checkbox"/> Assessment              |   |

**Available Resources:** *(Please List all that apply)*

- Benefits Planning
- Ticket to Work
- Co-worker
- Family
- Volunteers
- Self-Pay
- Trust
- DWS

CRP Name:

Project Information			
District :	_____		Provider _____
Report Date ____	<b>Number of Referrals :</b>		<b>Number of Individuals Placed:</b>
		<b>Number of Referrals working over 30 hours/ week:</b>	
<b>% of individuals referred placed:</b>	<b>Number of Individuals Placed with Benefits:</b>		<b>Number of Referrals with wages over \$10.00/HOUR:</b>
<b>% Of Closures meeting the HIGH QUALITY INDICATORS:</b>			

Client Name	Referral Date:	Counselor Name:

Client Name	Placement	Placement/Wage

Accomplishments

Concerns

<b>Recommendations:</b> <b>Action Items:</b> <b>Next Meeting Date:</b>
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**Employment Assessment For X**

**Description of the client:** X is a 30 year old female from Somalia. With the help of the AXican government, X, a brother and a sister were brought to Phoenix, AZ in 2004 to escape the war in Somalia, after escaping to Ethiopia. Her brother and sister now live in Z. X moved to Salt Lake City in 2008 to pursue an education. X lives independently in a one bedroom apartment in a complex for the aged and disabled. There is a counselor there to assist with community and personal needs. X was married in Somalia this past summer during a 3 month visit. Her husband, parents, and several brothers and sisters continue to live there. X became a United States citizen on January 13, 2011. Her only income is SSI. X contracted polio when she was five years old. There are no hospitals in Somalia. It took her father one month to get X to a hospital. By then her muscles were too tight for the doctors to do anything. X has been in a wheel chair since the age of ten. She currently is in a power chair. She has full use of her upper body. X was neatly dressed with hair clean and combed and her apartment was neat and tidy.

**Reason for referral:** X was referred to CRP A through Vocational Rehabilitation. X would like to work full time to earn enough money to bring her husband to the United States. X is willing to work at any job she is able. She would prefer assembly work. Other jobs she would like are working as a greeter, a cashier, cook, day care provider, and office worker. Her dream is to someday own her own day care or restaurant. X states she has experience sewing and is very good at it. She was forced to sew at one of the refugee camps she was in.

**Education and Work history:** There are no schools in Somalia, but X has learned to read and write. X is currently attending Adult Education classes. She has learned to speak English very well and is easy to communicate with face to face. Telephone conversation is a challenge. According to her instructors at Horizonte Adult Education, X is periodically given the TABE, a test for basic adult education that measures progress in math, reading and language arts. Once a student has completed level 6, they are ready to take high school level classes. At this time, X is testing at a level 5 in reading, level 3 in language arts, and a level 3 in math. X has been attending ESL classes for several years and most likely will continue for years to come before meeting high school graduation requirements. X loves school and would like to keep working in the direction earning a high school diploma. X displays the ability to speak, read, and write at a functional level for basic employment in her desired field at this time. She is fully oriented, displays a good attention span, and good memory. While in a refugee camp in Ethiopia, X worked sewing. She states she became very good at it. While it is not her preference, she would be willing to work in that field again. X worked at the Deseret Industries in Phoenix, AZ for 18 months in 2006 and 2007 where she gained skills in sorting, setting up displays, ordering Xchandise, and cashiering. X does not own a computer. She has access to them at school and the library. She states she knows how to use the internet, email, Microsoft Office, and Power Point.

**Health Assessment:** X contracted polio at the age of 5. As a result, she cannot use her legs. X uses a power chair for mobility. She transfers independently and states she sometimes crawls on her hands and knees in her apartment. X states other than her polio, which is not progressive, she is very healthy. She takes no medications. X is of average build and weight. X's sitting tolerance and posture is very good. She displays good hand eye coordination and manual dexterity. Her mood is entirely euthymic with no signs of depression or mood elevation. Her affect is appropriate. Associations are intact, thinking is logical, and thought content is appropriate. There are no signs of anxiety, hyperactive, or attentional difficulties. No signs of withdrawal are evident.

**Social Assessment:** X is very friendly and polite. She makes good eye contact when conversing. She states she has lots of friends at school, church, and in the community. She often gets together with them. X states she enjoys going to friends homes to visit and she likes to go window shopping in her free time. Recently, X made a three month trip back to Somalia. She was married while she was there.

She wants to work to earn enough money to bring her husband to the United States. X appears to be very goal oriented and willing to try new things. She loves to learn and is excited and grateful to be able to get an education. She is very confident, motivated, organized, and outgoing; attributes that will carry over to becoming a successful employee. X states she loves people, is helpful and kind, and knows how to follow rules. X displays a good attitude. She is not afraid to ask for help, but does everything for herself that she can.

**Transportation Assessment:** X states she is independent with the public bus system. She can independently navigate bus routes. She also has access to Para Transit.

**Time and Money Management:** X keeps a calendar to write appointments on. She has a good memory for where she is supposed to be and when. She is independent with her finances. She has a checking account and uses a debit card. She keeps track of her expenses, uses a budget, and pays her bills on time. She states she is not an impulsive buyer. She shops for deals, finding the best price for the items she needs.

**Interest Assessment:** X is very motivated to work full time. She wants to earn the money necessary to afford bring her husband here from Somalia. At this time, X is attending Adult Education classes during the day to learn the English language better, and to earn her GED. She states classes are also offered in the evenings. She is willing to work any shift so she can fit both work and school in. X states she is a business woman. Her long term goal is to own her own business. Perhaps a day care (she often works in the day care at school) or a restaurant. Right now, her goal is to become a computer tech. Until she receives the education required for that, she has several jobs she is interested in: assembly work, greeter, cashier, or office work. X states she is willing to work just about any job that will allow her to work with her hands from a sitting position.

**Transferable Job Skills Analysis:** X is a skilled seamstress and she enjoys cooking and crafts. X is talented with crocheting. X demonstrates good hand eye coordination, the ability to follow written instructions, duplicate patterns, and has good spatial organizational skills. She is precise and orderly and displays good self-correction methods. X demonstrates good time management skills, tidiness, and attention to visual detail. X has a very friendly and caring personality. She is a well organized and highly motivated individual. She has overcome hardships in her life and not allowed them to become barriers to progression. She has demonstrated the ability to deal with obstacles and crisis. X displays a good attitude and outlook on life. X has experience with cashiering, sorting, ordering supplies, and making displays. X is able to assess and evaluate her work. X speaks a few different African dialects. English is her second language, which she speaks well.

#### **RECOMMENDATIONS:**

X is a friendly and outgoing person who would do well working with others. X's interpersonal skills should be highlighted as she applies for jobs in the community. X appears well motivated, organized, and responsible to work in any environment that would allow her to work with her hands from a sitting environment. These traits should be highlighted as she applies for jobs in the community. X will benefit from continuing her education. She would be able to work and attend school at the same time. X would benefit from working with a job coach to assist in the following areas X may benefit from a technology assessment to judge her computer proficiency depending on her choice of employment and those requirements. X may benefit from specific skill assessments depending on the type of employment she seeks. X would benefit from receiving assistance to strengthen her resume. X would benefit by practicing interview skills and participating in mock interviews. X would benefit from instruction on how to independently job search using the DWS web site and other techniques. X would benefit from having a job coach or job developer visit potential employers to advocate job carving and job supports. X may benefit by having a job coach at the job site until she learns to be independent with her work tasks.

Submitted by: