

**Interpretive Guidelines**  
**Mental Health Community Services Standards, Chapter 412, Subchapter G**  
**§412.318. Supported Employment.**

Standard	Criteria	Interpretive Guide, Surveyor Guide & Technical Assistance
<p>412.318(a) <u>Developing regular integrated community jobs</u>. The provider of supported employment must develop regular integrated community jobs for consumers through communication and involvement with community employers and other community stakeholders.</p>	<p>1) Employment opportunities for individuals in the priority population must be integrated.</p> <p>2) Job development activities must include direct contact with employers that seek their participation and feedback.</p>	<p><b>Interpretive Guide:</b> There should be evidence that consumers are employed in integrated work sites that are not sheltered, set aside, or made up of an enclave to be filled only by a person/s with a disability. The LMHA evidences job development networking activities, including development of a Supported Employment business advisory council of local business people, meeting with the Chamber of Commerce, and the direct contact with and feedback from specific business people in the community which help match a specific individual to a specific job.</p> <p><b>Surveyor Guide:</b> Review a sample of supported employment case records. Review written communications with employers and stakeholders. Interview staff who are responsible for overseeing supported employment activities. Is there evidence of communication and involvement with employers and stakeholders to promote and develop integrated jobs? Have integrated jobs been developed?</p>
<p>412.318(b) <u>Identifying job goals and obtaining and maintaining employment</u>. The provider of supported employment must provide the consumer with individualized rehabilitative services in order to assist the consumer in:</p> <p>(1) identifying job and career goals;</p>	<p>Individualized assistance to individuals in the priority population in choosing employment includes:</p> <ul style="list-style-type: none"> <li>• collaborative goal development with the consumer;</li> <li>• goals based on assessed needs;</li> <li>• plans are based on assessment and collaboration.</li> </ul>	<p><b>Interpretive Guide:</b> The LMHA provides evidence that Supported Employment services are provided to members of the priority population who have a history of having difficulty getting and/or keeping a job. Employment and career goals are developed in collaboration with the individual. There is evidence of an assessment of the individual's employment/vocational goals and service needs. The LMHA has written expectations for documented contact frequency between the staff and the consumer during this active phase of choosing employment and career goal development.</p> <p><b>Surveyor Guide:</b> Record reviews of individuals in Supported Employment services will be the primary source for determination of compliance. History of difficulties getting or keeping jobs should be contained in assessments. Individualization and collaboration should be apparent through assessments and progress notes. Contact frequency should be found in the treatment plan. If not, it should be contained in progress notes. There should be documentation for decisions about frequency of contact, based on the needs of the individual, not just the state mandate that individuals are seen once per month. Persons in need of this service often require frequent contact with staff.</p>

Standard	Criteria	Interpretive Guide, Surveyor Guide & Technical Assistance
<p>412.318(b)(2) obtaining a regular integrated community job; and</p>	<p>The assistance in obtaining employment for individuals in the priority population is:</p> <ul style="list-style-type: none"> <li>• individualized activities based on consumer's needs;</li> <li>• active on the part of the provider.</li> </ul>	<p><b>Interpretive Guide:</b> The LMHA evidences job finding assistance that is individualized, need based, and collaborative, which may include such activities as assisting individuals with job leads, assisting in the application process, going to the interview with the individual, role playing interviews, etc.</p> <p><b>Surveyor Guide:</b> Review policies and procedures presite; they should clearly guide LMHA/provider staff regarding the expected frequency of contact with consumers and strategies for obtaining employment. If not, ask staff onsite to describe supports, services, and contact frequency. The job finding phase should be an intensive period of supported employment supports. Documentation of SE staff providing only job leads month after month is not sufficient. Assisting individuals with job leads, assisting in the application process, going to the interview with the individual, role playing interviews, etc. should be documented in progress notes.</p>
<p>412.318(b)(3) maintaining employment (e.g., assist the consumer in keeping his/her regular integrated community job or assist the consumer in obtaining another regular integrated community job, if necessary).</p>	<p>The MHA ensures that:</p> <ul style="list-style-type: none"> <li>• this service is provided by identified staff.</li> <li>• the supports are on-going.</li> <li>• consumers are assisted with maintaining and or obtaining new employment as needed.</li> <li>• supports provided are flexible and need based.</li> </ul>	<p><b>Interpretive Guide:</b> Support services to a consumer are provided by identified staff, and are on-going and long term as opposed to time limited. The LMHA has written expectations for documented contact frequency between the staff and the consumer during the early employment phase and later employment phase. Staffing patterns are sufficient to provide active, flexible supports when needed and requested, taking into account travel time at the LMHA, and competing needs on the case load. Supports are proactive and geared to assisting the individual in maintaining the current employment or finding new employment, if necessary.</p> <p><b>Surveyor Guide:</b> Identified staff means names of staff members. Look for consistency in activities of staff. This service has often used staff from other program areas to provide rehabilitation services, requiring close coordination among staff to be sure all are working from the same plan. Look for documented efforts at continuity for each individual served.</p> <p>Consumers who are stable on the job and in the follow-along stage of supported employment will function very independently on the job for periods of months. There is no need for intensive service during this time. However, it is essential to maintain a relationship with the consumer during this period to facilitate long-term attachment to the labor force. Maintaining the relationship, primarily through supportive social contact, will enable the service provider to be in a position to assist the consumer in avoiding job loss when trouble arises. There may be exceptions when face-to-face contact is not possible each month. These exceptions must be documented with a face-to-face rescheduled ASAP at the convenience of the individual.</p> <p>Supports should be flexible and not intrusive with the individual's work schedule. The service provider should make it convenient for the individual to meet for lunch, coffee, after work hours, etc.</p>