Evidence Based Supported Employment

Services Overview

Supported Employment (SE) is an evidence-based practice that helps people with mental illness find competitive jobs in their local communities with rapid job search and placement assistance. It is based on a match between the strengths, needs and interests of the prospective employee and the identified needs of the employer.

Service Hours

- Regular business hours are from Monday through Friday 8:00 am to 5:00 pm and after regular scheduled business hours, as needed.
- Open Supported Employment information sessions are available to all eligible consumers every Tuesday, 10 a.m., Building 4 Door F
- For emergency care services, after business hours call 1-866-690-8257.

Types of Services Provided

- Vocational assessment is conducted to determine strengths needs, interests, and desires related to employment.
- Supported Employment staff work with clients on tasks such as:
  - Conducting job search
  - Complete employment applications
  - Discuss motivations and barriers
  - Link with community resources
  - Offer benefits counseling to Social Security recipients
  - Provide post-placement support to consumer and employers
- Supported Employment (SE) staff and the client plan regular meetings for resume writing, cover and thank you letters, establish reference lists, and interview skill practice.

Services Association

- Provided under Adult Behavioral Health (ABH) Department through Workforce Development (WFD).
- Reports to Adult Behavioral Health Director.

Eligibility Requirements
Must be over 18 years of age or older.
Must receive case management and/or therapy services from The Guidance Center (TGC) through CareLink, and
Must be motivated to work.

Condition of Services

The consumer must maintain active participation in service.

The consumer has the option of continuing Supported Employment services until the following conditions arise:
- It is no longer needed or wanted by the consumer.
- Inactivity suggests lack of desire of the program and services.
- Lack of contact, no activity, or no response after 60 days when assertive outreach has been provided.
- Upon closure of Supported Employment services to the consumer, he/she is transferred back to case management.

Fee for Service Payment & Insurance Coverage Structure

Services are Medicaid billable.

Referral Process & Requirements

Referral Process

All consumers contemplating SE services must attend one SE Information Session held every Tuesday, except holidays.

Consumers wanting SE services after attending an Information Session must schedule an appointment with their case manager to review their treatment plan and add a vocational goal to the plan.

Upon plan amendment, referrals are received from:
- Case Managers
- Assertive Community Treatment (ACT) advocates
- Therapists

Requirements
• Requirement - Supported Employment referral form is completed and submitted to Supported Employment.

**Acronyms**

ABH – Adult Behavioral Health  
ACT – Assertive Community Treatment  
CM – Case Manager  
ES – Employment Specialist  
PSS – Peer Support Specialist  
SE – Supported Employment  
SSA – Social Security Administration  
TGC – The Guidance Center

**Forms**

Staff Program Change  
Individual Placement Record
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**Consumer Referral Process**

- Consumer states an interest in receiving employment services to TGC case manager, Assertive Community Treatment (ACT) Advocate or therapist

  - Is consumer 18 or older, enrolled in CareLink and receiving TGC case management services?

    - Yes
      - Consumer is invited and attends the next scheduled (SE) Info Session

    - No
      - Client is not eligible for Evidence Based Support Employment (SE) Services.

  - Does consumer have desire to participate in Supported Employment (SE) services?

    - Yes
      - Consumer contacts Suite 100 Desk to schedule treatment plan update meeting with case manager.

    - No
      - Consumer is encouraged to continue meeting with Case Manager (CM) to address vocational concerns.

- Has the CM and consumer updated the treatment plan to include SE?

  - Yes
    - Consumer is encouraged to continue meeting with case manager to address vocational concerns.

  - No
    - CM completes referral forms and submits to SE staff.

End Consumer Referral Process
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*Enrollment Interview & Assessment Process*

Employment Specialist (ES) makes an appointment with consumer for initial enrollment interview.

ES processes a “Staff Program Change Form” to open a SE episode*.

Consumer and ES begin the vocational assessment process utilizing discovery and motivational interviewing techniques.

Consumer continues services with ES.

Consumer and employment staff set weekly meetings to complete the vocational assessment identify consumer vocational strengths, needs and interests, set vocational objectives, and establish plan for intensive job search.

End
*Enrollment Interview & Assessment Process*
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**Job Placement Process**

Consumer and employment staff work together to create resume, reference list, and cover letters, also work jointly as needed on paper and online job applications. Consumer is given Sample Application for future reference and employer log to track job search activity.

Employment staff perform community job search with and without the consumer present, documenting all employer contacts made.

Employment staff provides assistance with job interviews, mock interviews. Consumer is linked to resources needed to reach vocational objectives such as Michigan Rehabilitation Services, and benefits counseling for Social Security Administration (SSA) recipients.

After one month of service, consumer cases are reviewed by employment staff to determine employment status and interest in program.

Is consumer active in individual & group services that suggests desire to continue?

- Yes
  - Consumer remains active and fully participates in services.
  - Supported Employment services continue.

- No
  - Consumer does not respond after intensive outreach calls and 12 days from receipt of Advanced Notice of Supported Employment case is closed for CM to address vocational concerns.

Consumer and employment staff continue to meet at minimum monthly to continue job search activity.

**End Job Placement Process**
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Job Obtainment and Follow-up Process

Once employment is achieved, the employment staff person obtains relevant employment information from the consumer and/or employer and enters this information on an Individual Placement Records Form. A copy of the form is to be placed in the Individual Placement Records Binder, and another copy is placed in the consumer’s chart.

The employment staff follows up with the consumer weekly to ascertain the consumer’s progress on the new job. After one month, the employment staff conducts a Work Based Assessment, and repeats this assessment and on-going follow-up at regular intervals established by the consumer.

Is consumer experiencing any challenges on the job?

Yes

Follow up continues until consumer no longer needs or wants SE services, or until employment status changes.

End

No

If consumer has disclosed disability, employment staff will work with employer to resolve issue. If disability is not disclosed, employment staff will work with consumer to problem solve and identify possible actions that the consumer can take to meet the employer’s needs.

End

Job Obtainment & Follow-up Process