
EMPLOYMENT PROGRAMS #DSD010

Employment options are designed to assist individuals who need more support and supervision to secure employment than is traditionally available through the Division of Vocational Rehabilitation or other employment programs.

Employment includes a range of work options and support levels, formerly known as Supported Employment and Community Employment. This service provides assistance to individuals in identifying, obtaining, and maintaining community-based employment. Individuals receive competitive wages for the work they perform. Services may include preparation of the person for employment, job development, job restructuring and/or carving, job placement, job coaching, and follow up services. Employment consultation services are made available to employers to facilitate the successful employment of the individual within their company. Employment programs are characterized by three key factors:

- Non-subsidized pay for work.
- Opportunities for integration with persons who are not disabled and are not paid care givers.
- Long and/or short term (time-limited) support services to the individual and to the employer to assist in job retention contingent on the individual's needs.

Referral to the Division of Vocational Rehabilitation is an integral part of the employment program process. This process will be centralized with the Disability Services Division, (DSD) as part of the standardized, service delivery system, directed by the contract agency. Authorization for employment services must be obtained from DSD prior to admission into DSD's contracted services.

Agency Administrative Requirements

Contract agencies will provide DSD with a Job Development/ Placement Plan on each client served and notify DSD when the transition from DVR to DSD occurs.

Representation at the Employment Services Meetings scheduled by the Disabilities Services staff is mandatory. These will occur quarterly to provide DSD with client status reports, service utilization review, interest in new or upcoming clients to be served, and present opportunities to communicate service issues as they relate to the provision of employment services.

A Consumer Satisfaction Survey must be issued and a written summary of the results forwarded to designated DSD staff.

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Employment Program Requirements

1. Complete Milwaukee County's Individual Placement Plan (IPP), and Job Development Plan (JDP) on each participant.
2. Maintain written documentation of participant's progress in an individual case file. Monitor progress and document program participant activity. Maintain communication and coordinate planning efforts with the participant and other members of the participant's support system.
4. Provide training or consultative services to the employer and/or program participant to insure job retention. Services may include but are not limited to re-training, vocational counseling, co-worker training, technical assistance on possible job accommodations and support groups.
5. Provide discharge planning, including information on how to return to the service system for other employment assistance or support services.
6. Refer, encourage, and support the individual's involvement in needed community services, including educational, functional skill development, leisure/recreational activities, self-help, and advocacy programs as appropriate.
7. Refer individual to psychological, alcohol and drug abuse, or other specialized counseling to assist with interpersonal and community living problems, as needed.
8. Place individuals in community based employment within an average of six months of enrollment within the program or provide Disabilities Services staff update on Job Placement plan form. For non-placement, include a listing of strategies being implemented and developed for placement to occur.
9. Provide follow-up services following placement to insure job retention has occurred, at 3 and 6 months-check-ups. Follow-up to occur occasionally after this period with the time-frame for providing this service designated with DSD notification.
10. Identify the feasibility of utilizing work incentives under the Social Security Program, such as, the Impairment Related Work Expense (IRWE) and Plan for Achieving Self Support (PASS) for all participants

Expected Outcomes

Developmental Disabilities expects the following outcomes:

Increase integrative opportunities for work and/or for social interaction.

Decrease subsidized paid work and enhance traditional work opportunities.

Increase opportunities to earn income.

60% of the Total numbers of the participants in the program will be working in community employment, 30% must be newly placed individuals in the contract year.

Key supporting indicators for these outcomes include:

1. Number placed into the community, and
 - a. employed at minimum wage or higher
 - b. employed at sub minimum wage
2. Percentage placed with 90-day retention
3. Average hourly wage at placement
4. Average hours employed at placement
5. Average length of time to placement
5. Number of individuals maintained during the current year who were placed the previous year.

The agency must prepare and submit a report indicating various client outcomes acquired as a result of their participation in this service (e.g. increase wages, acquire new job skill, individuals' goal achieved).

Unit of Service

For non-facility based work programs, (e.g.: Employment Programs, Integrative Community Day Services) a unit of service is one-quarter hour of direct service time.

Direct service time is staff time spent in providing service to the program participants, which includes face-to-face contacts (office or field), collateral contracts, telephone contacts, client staffings, and time spent in documentation of service provision. (Direct

service does not include indirect time such as that spent at staff meetings, in service training, vacations, etc.)

Collateral contacts are face-to-face or telephone contacts with persons other than the program participants, who are directly related to providing service to the person and need to be involved by virtue of their relationship to the program participant. Collateral contacts could include contracts with family members, other service providers, physicians, school personnel, clergy, etc.

Reimbursement for group services is based on one-hour units of direct service time. The total time must be equally divided between each group participant and recorded in the case record of the participant.

Documentation

Direct service time must be documented through an entry in the case notes or narrative for units billed. The narrative entry must include (a) the date of the contact; (b) the type of contact (face-to-face, collateral, phone, etc.); (c) who the contact was with; (d) the content of the contact; and (e) the number of units (the length of the contact). The case narrative must be contained in the case record maintained by the agency.