

**BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY
POLICIES AND PROCEDURES MANUAL**

Chapter: 4	Care and Treatment Services		
Section: 29	Ancillary and Other Services		
Topic: 2	Competitive-Integrated Employment Services		
Page: 1 of 8	Supersedes: Pol: Proc: 11-6-18, 5-18-15, 10-24-13, 9-30-06, 2-17-04, 7-28-98	Approval Date: Pol: 3-18-04 Proc: 10-19-22	<hr/> <i>Board Chairperson Signature</i> <hr/> <hr/> <i>Chief Executive Officer Signature</i>
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Policy

It is the policy of Bay Arenac Behavioral Health Authority (BABHA) that procedures will be established for supported/integrated employment services.

Purpose

This policy and procedure was developed to provide an overview of the supported employment process and services. Supported Employment is a contracted service of BABHA. Supported employment, job development, job coaching and follow along services are not a direct operated service of BABHA.

Education Applies to

- All BABHA Staff
- Selected BABHA Staff, as follows: Clinical Management, Direct Care and Primary Care
- All Contracted Providers: Policy Only Policy and Procedure
- Selected Contracted Providers, as follows: Primary Care Providers, Vocational Services Programs
 Policy Only Policy and Procedure
- Other:

Definitions

Competitive Integrated Employment: Provides Job development, initial and ongoing support services, and activities as identified in the individual plan of service that assist the beneficiary to obtain and maintain paid employment that would otherwise be unachievable without such supports. Support services are provided continuously, intermittently or on a diminishing basis as needed throughout the period of employment. Capacity to intervene to provide assistance to the individual and/or employer in episodic occurrences of need is included in this service.

Competitive Integrated Employment must be provided in integrated work settings where the beneficiary interacts or has the opportunity to interact continuously with co-workers without disabilities. It is individualized (one person- one job and not small groups even if the wages are

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competitive). The wages are competitive (at least minimum wage) with commensurate benefits. Competitive wage refers to wages that are the greater of minimum wage or prevailing wages. Prevailing wage is defined as the hourly wage, usual benefits and overtime paid in the largest city in each county, paid to the majority of workers, laborers and mechanics. Prevailing wages are determined by the Department of Labor and Industries, for each trade and occupation employed in the performance of public work. The employer is not the funder or provider of Competitive Integrated Employment Services for the individual.

IPOS – Individual Plan of Service

Procedure

BABHA places a high priority on helping people find and maintain competitive employment in the community through a variety of services and supports that are based on the interests and talents of the person served.

Supported Employment Eligibility

- A. The individual must have an open BABHA case in the provider system and meet the criteria for case management/supports coordination services to be eligible for Competitive/Integrated Employment services.
- B. The individual must have a disability with an eligible diagnosis of serious mental illness, and/or developmental disability/intellectual disability.
- C. The individual expresses he/she wants to work competitively in an integrated community setting.
- D. A referral is completed by the primary worker and sent to the Clinical Program Manager.
- E. The Clinical Program Manager reviews the referral and forwards to the appropriate provider and/or Michigan Rehabilitation Services.

Exit Criteria

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- A. Successful closure is determined by the Integrated Treatment Team based on on-going assessment of progress and through the individual’s Plan of Service (IPOS)
- B. If a person is no longer eligible for or is no longer receiving Case Management/Supports Coordination services they will be closed and referred to other community resources. An individual cannot remain open for vocational services if they are not eligible for a primary service from BABHA or contracted providers.

Referral Process

Referrals must be made from a BABHA Primary Case Holder Referrals must be submitted using the required Vocational Services Referral form. The referral form must be scanned into the EMR and an email be sent to the Clinical Program Manager. There must be a current IPOS and Assessment in the electronic medical record. The Clinical Program Manager reviews the referral to determine if the person meets eligibility criteria, reviews the person’s vocational goals, and then assigns the referral to the most appropriate program based on the person’s preferences and needs. When the provider receives the referral, the provider will contact the primary worker and the individual to set up an intake appointment to complete a vocational assessment. The person’s IPOS must indicate that the person has an interest in community/integrated employment.

Authorization Process

For a new referral an authorization is completed by the clinical staff based on the program and the individual’s preferences and needs. Employment services and needs must be outlined in the IPOS. The provider completes a vocational assessment (vocational profile) with the person referred and in consultation with the primary worker as well as other support persons. The authorization process will be completed annually or whenever the person’s needs change.

Vocational Intake/Assessment Process

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- A. Once the vocational provider receives a referral they will schedule the intake date at a time and place convenient to the person. It is preferable for the primary worker to participate in this intake assessment.
- B. The intake consists of:
 1. Filling out the various forms, and signing the various releases that enable the provider to help an individual secure a job.
 2. The provider conducts an interview with the individual (vocational profile) and asks various questions that will assist the employment staff in determining which area of employment he/she would like to be in, as well as previous work experience, special needs/accommodations, and present skills and abilities.
 3. The entire employment process is explained to the individual at this time.
- C. Following the interview process, the provider writes an initial program plan which should be incorporated into the individual's POS. This is an individualized plan based on the individual's particular needs and vocational goals. It may include:
 1. Job search skills training.
 2. Resume writing training.
 3. Job skills training (i.e. appropriate hygiene, interview skills, etc.).
 4. Other skills as dictated by the person's needs.

Services Covered

- A. Job development, job placement, job coaching, and long-term follow-along services as identified in the IPOS.
- B. Self -Employment.
- C. Transportation is included in the rate for these services. The time transporting to and from the job site is only allowed if the time transporting is also time providing job coaching services by the job coach.
- D. Benefits Counseling to determine the effect of income on state and federal benefits.
- E. Individual Placement Supports the Evidence Based Practice for individuals with mental illness to find meaningful employment rapidly.
- F. Outcomes Based Supported Employment is a payment method to incentivize the providers to find employment well matched for the individual and pays at the number of

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hours the individual works taking into account the person's acuity level and number of months employed at the job.

Services Excluded

- A. Employment preparation.
- B. Services otherwise available to the person under the Individual with Disabilities Education Act (IDEA).

Job Search Process

- A. The Employment Specialist at the Vocational Provider helps the individual write his/her resume and prepare copies for active job search. The job search will be an individualized process based on the person's interests for employment.
- B. The Employment Specialist from the Vocational Provider will meet with the individual no less than weekly in order to plan where he/she will look for employment as well as any work on job search skills, (i.e. filling out applications, asking for the appropriate people at the work site, etc.).

Post-Employment Process

- A. The Employment Specialist at the Vocational Provider will conduct a meeting once an employment position is found that includes the people involved in the person's life. Those in attendance should include:
 - Individual
 - Client Services Specialist
 - MRS Counselor (if applicable)
 - Job Coach
 - Parents/family/guardian
 - Program Personnel (as necessary)
 - School Personnel (as necessary)
 - Other natural supports
- B. The meeting will cover such topics as:
 - Transportation issues

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- Wage and income reporting issues
- Work schedules
- Any concerns or other details as necessary including barriers to maintaining employment.

Job Coaching Process

- A. A. Job Coach will be assigned to the individual once placement in a community site has occurred. The intensity and duration of job coaching support services will be based on the individual's need. Some individual's may need 1:1 job coaching while others may not. In the IPS model, job coaching may not necessarily be on the job. The Job Coach will monitor the individual's progress towards independence in his/her job. Job Coaching cannot be started until authorization for such service has been received from the appropriate agency.
- B. Once the individual demonstrates independence in his/her job, the Job Coach will begin to fade out of the picture (i.e., being present on the job site less). Once the individual is able to complete the job independently without the Job Coach being present at all, then follow Along services start.

Follow Along Services

- A. Follow Along services consists of the Job Coach making contact with the individual and the employer as identified in the employment plan. The Job Coach will monitor that the person served is still doing all tasks independently and will take care of any problems that arise along the way. The Job Coach will assure that the individual is satisfied with his/her position, as well as assuring that the employer is satisfied with the services being performed by the employment staff, and that the employer is satisfied with the individual he has under employment.
- B. Follow Along services for BABHA individuals may be performed indefinitely as long as the person served continues to need these services and the person meets eligibility criteria. If the individual demonstrates that these services are no longer needed, he/she will be made aware the case is pending closure. If the individual's case is closed, they may request services again in the future by calling the Access Center at BABHA or by talking with their primary worker. If there are problems that the person served or the employer needs our services for,

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BABHA will do what they can to provide support in order to maintain the job for the person. Staff and the employer are encouraged to call for support or technical assistance when needed to prevent disruption of the job placement.

Attachments

N/A

Related Forms

Vocational Services Referral Form (G:\BABH\Clinical Services\Master Clinical Files)

Related Materials

N/A

References/Legal Authority

Michigan Medicaid Manual
 Workforce Innovation and Opportunity Act
 Home and Community Based Rules
 Employment First Order

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SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL /REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
B. Cramer	B. Cramer	08/24/10	Revision	Review only - updated to reflect change in job title (CSS) - no changes to policy/procedure
B. Cramer E. Albrecht	PNLT	10/24/13	Revision	Triennial Review: Updated with person first language, updated to reflect current practice and position/program titles.
E. Albrecht	SLT	05/18/15	Revision	Revised policy statement for CARF and updated procedure. Changes are to reflect current practice and to make consistent with Medicaid language. Moved from section 3 of the manual (-4-03-07) to section 29 (04-29-2).
B. Rutkowski	K. Amon	11/6/18	Revision	Triennial Review
K. Amon	K. Amon	10/19/22	Revision	Triennial Review