

Supported Employment Services Conditions of Participation

Supported employment services may be provided to assist recipients to acquire and maintain the work-related skills necessary to become self-employed or for employment in an integrated work setting in the general workforce, at or above minimum wage with the level of benefits paid by the employer for the same or similar work performed by individuals who are not recipients. These services focus on activities that will meet the recipients personal and career goals; lead to an appropriate job match for the recipient and the employer; and may include vocational or job-related discovery or assessment, person-centered employment planning, job placement, job development, negotiation with prospective employers, job analysis, job carving, training and systematic instruction, and career advancement activities. In addition, the services may include benefits support, training, planning, and asset development. Following job placement, the provider may offer intensive, ongoing supports, including supervision, job coaching, and additional training, to enable recipient to perform in the workplace.

Supported employment services may be offered in a variety of settings, but, because independence and community integration are significant goals for these services, they may not be provided in sheltered workshops or other similar specialized vocational facilities.

The provider who chooses to offer supported employment services must be certified as a provider of supported employment under 7 AAC 130.220 (a)(1)(F), meet the requirements of 7 AAC 130.270, and operate in compliance with the following standards.

I. Program Administration

A. Personnel.

1. Supported employment program administrator.

- a. The provider agency must designate a supported employment program administrator who is responsible for day-to-day management of the program.
- b. The provider may use a title other than program administrator for this position (e.g., program director, program manager, or program supervisor).
- c. The program administrator must be at least 21 years of age, and qualified through experience and education in a human services field or setting.
 - i. Required experience: one year of full-time or equivalent part-time experience providing services to individuals in a human services setting in a position with responsibility for planning, development, and management or operation of programs involving service delivery, fiscal management, needs assessment, program evaluation, or similar tasks.
 - ii. Required education and additional experience or alternatives to formal education:
 - (A) Bachelor of Arts or Bachelor of Science degree from an accredited college or university in social work, psychology, rehabilitation, nursing or a closely related human services field; or
 - (B) Associate of Arts degree from an accredited college or university in psychology, rehabilitation, nursing or a closely related human services field, and two years of full-time, or equivalent part-time experience working with human services recipients; or
 - (C) four years of full-time or equivalent part-time experience working with human services recipients in social work, psychology, rehabilitation, nursing, or a closely related human services field or setting; or
 - (D) certification as a rural community health aide or practitioner and one year of full-time, or equivalent part-time experience working with human services recipients.

- d. In addition to meeting education and experience requirements, the administrator must possess, or develop before providing program services, the knowledge base and skills necessary to carry out the supported employment services program.
 - i. The administrator knowledge base must include:
 - (A) the medical, behavioral, and habilitative conditions and requirements of the population to be served;
 - (B) supported employment philosophy, state regulations and emerging service delivery techniques; and
 - (C) the applicable laws, regulations and policies related to governing services for individuals with disabilities.
 - ii. The administrator skill set must include:
 - (A) the ability to evaluate, and to develop a plan of care to meet the needs of the population to be served; and
 - (B) the ability to supervise and support supported employment services worker.
2. Supported employment services direct service workers.
 - a. Direct service workers must be at least 18 years of age, qualified through education or experience, and possess, or develop before providing services, the skills necessary to perform the tasks included in the supported employment services plan.
 - b. Required education:
 - i. high school or general education development (GED) diploma; or
 - ii. demonstration to the provider of the ability to communicate in English, including reading written instructions and making appropriate entries regarding services in the recipient record or file.
 - c. Required skill set:
 - i. vocational exploration and discovery for individuals with disabilities;
 - ii. benefits counseling, including the impact of wages on state and federal disability benefits;
 - iii. researching employment opportunities;
 - iv. job development and job matching;
 - v. identifying and teaching required employment-related skills; and
 - vi. job coaching and support.

B. Training.

1. The provider must provide orientation and training for direct service workers to ensure they are qualified to perform, and to maintain a safe environment while providing, supported employment services.
2. The provider must provide training for direct service workers in regards to the following:
 - a. state policy and regulations governing the provision of supported employment services;
 - b. understanding the needs of the population to be served;
 - c. universal precautions and basic infection control procedures; and
 - d. personal care skills for those recipients who require assistance while receiving supported employment services.

C. Monitoring services.

The provider agency must monitor the delivery of supported employment services as frequently as necessary to evaluate whether the following conditions are met, and take action to correct if not met:

1. the services are furnished in accordance with the plan of care and in a timely manner;
2. the provider is not billing for the supervisory activities rendered as a normal part of the business setting;
3. the services are delivered in a manner that protects the recipient's health, safety, and welfare.

II. Billing for services

The provider agency may not claim reimbursement for

1. incentive payments made to an employer to encourage or subsidize the employer's participation in a supported employment program;
2. payments that are passed through to users of supported employment programs; or
3. payments for any training that is not directly related to the recipient's supported employment program.

III. Supported employment services plan**A. Development.**

1. The provider must collaborate with the recipient and the recipient's planning team
 - a. to determine the recipient's need for supported employment services, and
 - b. to identify the outcomes and goals the recipient can achieve through the services.
2. The provider must specify in a supported employment services plan
 - a. the activities that will assist the recipient to secure and retain employment or self-employment; and
 - b. the amount, frequency, and duration of each activity.
3. The supported employment services plan must be retained in the recipient's file, and be made available to Senior and Disabilities Services upon request.

B. Implementation.

1. The provider must ensure the safety of the recipient at all times in the provision of services.
2. The provider must provide services in a manner that results in the intended outcomes and goals of service provision including:
 - a. work skills needed to perform on the job and obtain or maintain job stability;
 - b. maximum integration of the recipient in the work setting and the community;
 - c. development of a system of natural supports in the workplace and community; and
 - d. employment that leads to increased, competitive earnings and work-related benefits.