

Elizabeth Richardson Center Community Employment Service Provision Procedures

Purpose

To define scope, eligibility, enrollment, and service provision guidelines for the Elizabeth Richardson Center (ERC). Community Employment Programs including Supported Employment, Placement, E1st Career Pathways, and Ticket to Work.

Scope

- The Community Employment Program at the Elizabeth Richardson Center (ERC) is designed to assist individuals with disabilities 18 years of age and older to acquire knowledge about the preparation and entry into the world of work: including but not limited to prevocational skills, time/money management, social skills, computer skills, health/safety/hygiene skills, interview skills, resume building, workplace expectations, work place procedures, and transferable skills development.
- This procedure applies to persons served in ERC's Community Employment Program.
- This procedure applies to persons served in ERC's Adult Development Program in conjunction with persons enrolled in Arkansas Rehabilitation Services (ARS) or in Ticket to Work, a Federal Government program designed for individuals meeting specific criteria.
- All ERC employees and volunteers will be expected to comply with this procedure.

Definitions

- Arkansas Rehabilitation Services: A division of the Department of Career Education, Arkansas Rehabilitation Services (ARS) is charged with providing opportunities for Arkansans with disabilities to lead productive and independent lives.
- *ARS Supported Employment*: a program for individuals that are expected to require short term job coaching to maintain employment. Individual must be willing to work at least 15 hours per week.
- *ARS Placement*: a program for individuals who are work ready, but require assistance in finding a job.
- *Client*: any individual receiving services from ERC or other associated agencies providing services for individuals with developmental disabilities or other qualifying parameters determined by State or Federal programs.
- *Elizabeth Richardson Center*: The Elizabeth Richardson Center provides services to adults ages 18 and over in a wide variety of programs including vocational training,

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Supported Employment/Job Placement, life skills training, community involvement, residential options and recreational activities.

- *IEP*: Individual Employment Plan
- *IWP*: Individual Work Plan
- *Richardson Industries*: Richardson Industries specializes in contract services to businesses and provides meaningful work experience for clients as part of ERC adult programs.
- *Supplemental Security Income (SSI)*: is a Federal income supplement program funded by general tax revenues (not Social Security taxes) It is designed to help aged, blind, and disabled people, who have little or no income; and provides cash to meet basic needs for food, clothing, and shelter.
- *Social Security Disability Insurance (SSDI)*: is a Federal income supplement, which program pays benefits to individuals and certain members of their family if they are "insured," meaning that they worked long enough and paid Social Security taxes.
- *Ticket to Work (TTW)*: a program designed for individuals receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) and with a goal to work full time.
- *Therap*: ERC enterprise software system
- *Waiver Supported Employment*: a Medicaid program for individuals expected to require long term job coaching to maintain employment. Individual must be willing to work at least 15 hours per week.

Eligibility Criteria

- Applicant must have been referred to ERC through Arkansas Rehabilitation Services or be eligible through the Ticket to Work program to receive services.
- Applicant must be eighteen (18) years of age or older.
- Applicant must express or demonstrate a desire to seek meaningful employment in the community
- Applicant must have identifiable needs for services, and integrated employment as a goal.
- Applicant must not pose a danger to self or others.
- Applicant must be capable of respecting the rights of others.
- Applicant must be ambulatory (can use walker, wheelchair, or appliance).
- If applicable, guardian must be willing and available to assist with program planning.

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- A determination that the individual meets the requirements for a specific ARS program or for Ticket to Work.
- A presumption that the individual can benefit in terms of an employment outcome from the provisions of either State or Federal services.
- A determination that the individual requires services to prepare for entrance into, engage in, or retain gainful employment consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities and informed choice.

Application Process

- The Application
 - An applicant seeking Supported Employment Services, E1st, or Placement services must be referred to ERC through ARS. All ARS documentation is required to be on file before we can begin an intake with the client (see client referral process in the next section).
 - Individuals who are interested in Ticket to work need to provide basic information on a face sheet and their ticket is checked to make sure it is available.

Referral Process

- Referral process for ARS Clients
 - A client referral is submitted to ERC from a particular ARS counselor.
 - The referral includes an ARS referral form, which is completed by ARS. ERC may determine that more information is required to help place the client in a job or to provide other services. ERC requests more information from ARS concerning work history, client profile, family history, and/or related information.
 - ERC schedules an initial interview with the client. This initial interview appointment is to determine the individual's job goals and potential job readiness. An ERC intake form is used to record this event, see Appendix B. The client is informed that acceptance into ERC's Community Employment services is subject to ERC Employment Services Manager approval.
- Referral process for Ticket to Work Clients
 - The Social Security Administration has an agreement with ERC to provide or arrange for the provision of employment services, vocational rehabilitation services, or other services and supports to disability beneficiaries with Tickets, known as Ticket Holders.

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- ERC assumes responsibility for the coordination and delivery of employment, vocational rehabilitation, or other support services to those beneficiaries who have assigned their Tickets to ERC.
- Participation in the Ticket program by disability beneficiaries is voluntary. A Ticket Holder can decide if and when to use his or her Ticket and can select ERC as their provider for Ticket to Work services. Once a Ticket Holder and ERC agree that they want to work together, ERC develops an Individual Work Plan, or IWP, outlining the services and supports that ERC provides.
- Payment under the Ticket program is different than under most Federal programs. Rather than reimbursing ERC for the cost of services provided to Ticket Holders, the Ticket program is outcome-based. It provides payments to ERC as the beneficiaries they serve, and for whom they have Ticket assignments, attain certain milestones and outcomes associated with work and earnings as they move towards self-supporting employment.

Admission/Acceptance Procedures

- Due consideration will be given to all individuals requesting Community Employment services from ERC.
- **Admission Determination**
- The Employment Services Manager will review the application/referral packet and all pertinent information and determine whether or not to accept and admit the individual requesting services.
- Employment Services Manager will consider the following in the making admission determinations:
 - *Will the applicant benefit from services offered?*
 - *Will the applicant get along well with the other individuals participating in the program?*
 - *Is the applicant able self-medicate or participate in self-administering medication program?*
 - *Does the applicant have any major medical needs or skilled nursing care needs that pose a potential barrier to program participation?*
 - *Will the applicant be a risk to others in the program?*
 - *Will the applicant be at risk buy others in the program?*
 - *What obstacles will the team need to address regarding workability of client?*
- Employment Services Manager decisions will be communicated to the individual or the guardian by an ERC Employment Specialist or Employment Services Manager

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- Employment Services Manager recommendation may include the decision
 - *Not accept and not to admit,*
 - *Accept and admit*
 - *Accept and add the individual to the waiting list*
- Individuals will receive a response within two (2) working days after decision.
- The Employment Services Manager will notify the ARS referring counselor within two (2) working days from the decision to accept or deny and provide the ARS with a tentative start date or reason for denial. In addition, the Employment Services Manager will send a formal letter to the ARS counselor indicating acceptance into ERC's program.
- **Order of Acceptance**
 - If everything is equal, admission will be based on date the application/referral packet is completed and received.
 - Eligible individuals who are accepted and not admitted will be added to a waiting list.
 - A Waiting List Contact Sheet will be maintained for all interested adults.
 - ERC staff will attempt to contact the individual via previously provided information. If no response within seven (7) business days, ERC will contact the next eligible applicant on the waiting list.
- **Procedure when not found eligible**
 - Individuals determined not to be eligible will receive a phone call or letter informing them of decision not to accept along with:
 - The reason(s) not accepting/ admitting
 - Referral information including name(s) of alternative service(s)
 - Application packet will be returned to applicant or destroyed.

Pre-Admission Procedures

- The Employment Specialist will ensure that the following information is obtained and on file (Therap) prior to admission:
 - Face sheet information on Therap
 - Completed intake form.
 - RIDAC/ or psychiatric evaluation (if applicable)
 - Assessment request (if applicable)
 - HIPPA release forms
 - Referral letter from ARS
 - The individual and/or guardian is oriented to program by the responsible Employment Specialist
 - Receipt of Client handbook
 - Receipt of Privacy practice
 - Informed Consent

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- Medication Monitoring plan (if applicable)
- Work History (if applicable)

E1st Career Pathways Programming Procedures

- Upon acceptance into the E1st Program the Employment Service Case Manager and Employment Specialist will contact the client, clients family members or guardian to explain basic points that will let them know we would like to meet with the client, client’s family, and friends or neighbors (if the desired by the client) in order to hear family recommendations, connection, concerns about safety, earning impacts, schedules/routines. This will typically be arranged in the employment seekers home. This will begin Benchmark 1, which is up to 60 hours over a 4-6 week timeframe and the outcome of this is the completion of an Individual Career Profile (Discovery Staging Record)
- Benchmark 1 starts with Stage 1 and 2 in the Discovery Service Record (DSR) in which the Employment Specialist will learn more about what the clients skills, talents, their interests, and activities. Employment Specialist will learn about family employment, daily routines, and what supports they have. The Employment Specialist will set expectations and gather clues for Discovery activities. A brief summary of the visit will be entered into the DSR and benefits counseling will be requested.
- Benchmark 1: Stage 3 the Employment Specialist will continue to schedule further interviews with people mentioned during home or family visits and explore surrounding neighborhood and schedule discovery visits or activities to observe.
- Benchmark 1: Stage 4 the Employment Specialist will identify three Vocational Themes and will arrange informational interviews scheduled leading to the client having at least two job experiences (five hours a piece).
- Benchmark 1: Stage 5 a Vocational Profile summarizing the findings will be completed by the Employment Specialist. Once this is completed Stages 1-5 will be submitted to the ARS Counselor.
- If client requires more job supports than they will enter into Benchmark 2: Employment Path (Pre-Vocational) Service Soft Skills/Work Readiness and a Justification Memo and request for authorization is submitted, if not the client skips this step and moves to Benchmark 3: Job Development/Placement.
- During Benchmark 2: Employment Path (Pre-Vocational) Service Soft Skills/Work Readiness the Employment Specialist will assist with learning Soft Skills, Work Habits (attitude, attendance, punctuality, effort, follow instructions, and adaptability), Work Tolerance (attention, span, handling pressure, and flexibility to change task), and Skills (communication, independent living, and self-advocacy). Monthly progress reports are required to be signed by the client.
- If the client did not need Benchmark 2 or has completed Benchmark 2 they will proceed to Benchmark 3: Job Development/Placement Services in which the

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outcome is competitive integrated employment, working 20 hours a week, and making minimum wage or above.

- Employment Specialist will continue to utilize Discovery Service Record as the monthly reports signed by the individual until employed. Once employed the ARS counselor should be notified immediately and the All Services Job March/Placement form is used for monthly reporting and signed by the individual. Individual must be employed for five days before a billing form can be sent to the counselor.
- If client has not been employed the a Job/Business Plan using the Vocational Theme from Stage 4 and the Vocational Profile from Stage 5 will be developed and the Employment Specialist will continue with Informational Interviews or short term work experiences while assisting the client to find employment.

Supported Employment (SE) Programming Procedures

- Upon acceptance into the Supported Employment Program the Employment Service Case Manager will arrange a meeting with the client, client's family members and/ or guardian to determine an appropriate plan for employment and services that best match the client's needs.
- An IPE, see Appendix G will then be developed with the client that is based on individual strengths, natural supports and work history.
- When a client begins integrated competitive employment the Employment Service Case Manager will provide ARS with employer and benefits information.
- The Case Manager with assistance from the client, the client's family and the client's natural supports will determine needed supports to ensure the clients success in the workplace.
- The Community employment Case Manager will arrange for the client to have a job coach.
- The job coach will assist the client to learn their job and implement any interventions or additional on the job training that is required.
- The job coach will check in with the shift supervisor to ensure the client is meeting the employer's expectations.
- If any additional accommodations required the purchase of equipment the job coach will notify the community employment Case Manager.
- The Case Manager will notify ARS of any accommodations that require purchasing of adaptive equipment; all other accommodations will be handled by the Community Employment Case Manager.
- When the Case Manager is assured of job satisfaction of individual and employer for 30 days or more and the job coach time has been reduced to twenty (20%) percent or less the client can enter into a status of "stabilized."
- Upon entering stabilization the Case Manager will submit a stabilization report to ARS.

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- Ongoing supports will be provided as needed.
- After ninety (90) days of stabilization and the individual's satisfaction with the job is assured, as is the employer's ongoing the Case Manager will submit a closure report to ARS
- Even after a successful closure ERC community employment team will offer support to the client as need for advancement and development of new on the job training and tasks development.
- SE Monthly progress reports are completed with information regarding individual's progress, community employment contacts, and stabilization information. These are due to the Community Employment program secretary by the 5th of each month and then forwarded to ARS.

Placement Programming Procedures

- When an individual is referred to Community employment for placement services ARS will send a referral entry form, this form is to be signed by the referred client after admissions and acceptance into Placement services.
- The Signed Referral Form will be emailed back to ARS to acknowledge acceptance into the placement program.
- When an individual has successfully been placed on a job the Case Manager will submit a Job Services Document to ARS with the Work place information including information regarding medical benefits and billing information.
- After ninety (90) days of employment and the individual is satisfied with their job, as is the employer, the Case Manager will submit a Job Service document to ARS for a successful closure.

Ticket to Work Programming Procedures

ERC follows the exact provisions as directed by Social Security:
<https://yourtickettowork.com/web/ttw/home>

Responsibilities of the Employment Specialist/ Case Manager

- The Community Employment Case Manager will explore career opportunities based on client's interests, abilities, and needs via such experiences as vocational education classes, job shadowing, job try-outs, and actual employment.
- The Case Manager will assist the client to understand and secure employment according to their individual desires, including the type of work environments, activities, hours, pay, supports, etc.

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- The Case Manager will provide ongoing opportunities to develop self-determination skills through active participation in information gathering, experiential learning, and decision-making
- The Case Manager will assist the client to understand and secure employment according to their individual desires, including the type of work environments, activities, hours, pay, supports, etc.
- The Case Manager will participate in job interviews, job orientation, training and determining necessary supports to meet the client’s needs and the needs of the employer.
- The Case Manager with assistance from the client, the client’s family and the client’s natural supports will determine needed supports to ensure the clients success in the workplace.
- The Case Manager will assist the client identify natural supports on the job and assist them in utilization to ensure the clients success in the workplace.
- The Case Manager with assistance from the client, the client’s family and the client’s natural supports will determine needed supports to ensure the clients success in the workplace
- The Case Manager will identify and assist in resolving any non-work related concerns that may cause an interruption in employment. (Examples may include but are not limited to addressing housing concerns, child care, health concerns, etc.)
- The Case Manager will assist the client in learning all transportation options to their worksite and develop a contingency plan if their primary mode of transportation is interrupted.
- The Case Manager will ensure clients understanding of employer’s expectations include but not limited to work quality, work environment, work quantity and workplace policies and procedures.
- The Case Manager will assist the client in understanding and utilization of benefits offered by their employer.
- The Case Manager when applicable will assist the client to develop a schedule to ensure the client is punctual to his workplace.
- The Case Manager will assist the client to understand the employers call in procedures, grievance procedures and work culture.

Reviewed / Approved by
<ul style="list-style-type: none"> • Director of Administration and Case Managers reviewed and approved all portions on 04/25/2014, 7/2017.
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