

Policy # 4.02

Supported Employment Services

1. Scope of Service

Supported Employment Services are designed to assist individuals with little to no work experience and/or those that would benefit from employment supports once employed. The service is composed on three parts. The first part is Discovery and Exploration and is meant to identify support networks, employment preferences, as well as exploration of these preferences through community-based assessment. Upon establishing a realistic goal, the second part is seeking and obtaining a job that meets his/her preferences. Employment supports or job coaching is offered once employed. Job coaching is typically conducted on-site at the job. However, off-site supports can also be provided. Finally, the individual benefits from long-term supports or periodically checking in with the employed individual to provide support as needed.

Services are delivered in nine counties: Audrain, Boone, Callaway, Cole, Cooper, Howard, Moniteau, Osage, and Randolph Counties. MORE Group's scope of services is as follows:

- a) Populations Served: persons who are referred by Vocational Rehabilitation and those, who are at least 16 years of age, able to tend to or address activities of daily living, pose no threat to themselves or others, and accept responsibility for benefitting from services.
- b) Settings: MORE Group serves a nine county area and, with the exception of Boone and Cole Counties where individuals may be served at one branch office or the other, services are delivered within the individual's community of choice.
- c) Hours of Services: Business hours are from 8:00 a.m. to 5:00 p.m. However, services may extend beyond regular office hours based on the individual needs of person being served.
- d) Days of Service: The office is officially open Monday through Friday weekly throughout the year. However, under special circumstances services may extend beyond regular days of service based on the individual needs of the person being served.
- e) Frequency of Services: Services are scheduled to occur based on individual need and as directed by the SE Discovery & Exploration Plan or Job Development Plan..
- f) Referral Sources: Typically, persons served are referred by Missouri Vocational Rehabilitation.
- g) Fees: As approved by Missouri Vocational Rehabilitation, fees are universal state-wide and are paid for specific outcomes. Payment outcomes are as follows:
  - 1. Discovery..... \$ 500
  - 2. Exploration..... \$1,300
  - 3. Job Placement..... ..\$2,100
  - 3. Retention at 30 days..... \$ 500
  - 4. Retention at 90 days..... \$1,600

- h) Payer Sources: Typically, fees for service outcomes are paid by a third party payer. In most cases, this will be Vocational Rehabilitation. Persons with disabilities who are not served by Vocational Rehabilitation or do not have a third party payer, may pay for services themselves directly under an agreed upon payment plan. The self-pay fee must be the same as for Vocational Rehabilitation if the service is the same.
- i) Specific Services Provided: May include but are not necessarily limited to:
1. Vocational evaluation – interest testing
  2. Community-based assessment
  3. Informational interviews
  5. Working interviews
  6. Resume development
  7. Interviewing and soft skills enhancement
  8. Assistance in completing applications
  9. Provision of job leads
  10. Employer contacts
  11. Vocational counseling
  12. Problem solving
  14. Community referral
  15. Placement
  16. Job Coaching or Employment Supports
  17. Retention and follow-up services
2. Entrance Criteria: In addition to the organizational Entrance Criteria, persons deemed eligible for Supported Employment Services shall also meet the following criteria:
- a. Persons must express a desire to seek employment.
  - b. Persons with barriers to employment must be willing and able to resolve existing barriers with support during services.
  - c. Persons must have reliable transportation.
  - d. Persons with criminal backgrounds will be considered on an individual basis just as every referral is; however, persons with pending legal issues will not be accepted until the legal matter has been resolved and is no longer pending.
  - e. Persons must be medically released to work and compliant with physician's treatment recommendations.
  - f. Persons must be able to pass an employer mandated drug screen, if required..
  - g. Services must be authorized by Missouri Vocational Rehabilitation with payment milestones identified.

The above information will be contained within referral documentation prior to meeting the individual in the planning conference along with the VR counselor.

Reviewed: 3/13,3/14, 3/15, 3/17  
Adopted: 1/09