



What you need to know to consider

# Supported Employment (SE)

Supported Employment assists participants to work in competitive integrated employment (CIE) or self-employment. There are two types of Supported Employment in the AAW: Intensive Job Coaching and Extended Employment Supports. Both types have direct and indirect components. Participants can have the direct component without the indirect component if desired.

## ONE SERVICE, TWO LEVELS.



### Choose: Intensive Job Coaching

**Provides intensive training and support to stabilize the participant in the workplace.**

- Enter the service in a six-month segment, starting from the first date the service is authorized. (This does not always align with the ISP year).
- Re-enter the service in the ISP every six months, up to 18 months.
- Plan to end the service within 18 months. Ensure a fade plan is developed immediately, not at the 18-month mark.
- Support the participant to transition to Extended Employment Supports when possible.

Intensive Job Coaching fades to Extended Employment Supports



### Choose: Extended Employment Supports

**Provides ongoing limited support to maintain a position and skills in the workplace.**

- Enter the service for the entire plan year.
- Re-enter the service in the ISP annually, as needed.
- Ensure there are no more than 416 hours (1,664 units) per ISP plan year.
- Ensure the job coach visits the participant at the job site at least once a month.

REMEMBER

- **Both types of Supported Employment require goals and objectives specific to employment support.**
- **Supported Employment cannot be provided at the same time as Day Habilitation, Respite, Small Group Employment, or Community Support.**
- **Supported Employment can be provided at the same time as Behavioral Support and/or Specialized Skill Development, if appropriate.**
- **Supported Employment providers must report participant progress quarterly, following Goal Attainment Scaling (GAS) expectations.**
- **Providers of the Supported Employment service cannot also serve as the employer of the participants they support.**
- **Supported Employment services cannot be provided in facilities that are not a part of the general workplace.**



# "CAN I BILL FOR THAT?"

## Direct vs. Indirect Billing

DIRECT	INDIRECT
<ul style="list-style-type: none"> <li>• Help the participant learn and perform job duties.</li> <li>• Support the participant to self-advocate to their employer or coworkers, as needed.</li> <li>• Assist the participant in maintaining employment expectations.</li> <li>• If needed, help the participant to contact relevant agencies and obtain documents needed to access employment supports and services that educate participants on the impact of employment on current benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• Consult with the employer and/or supervisors for the benefit of the participant, without the participant present.</li> <li>• Consult with the Office of Vocational Rehabilitation (OVR), benefits counseling agencies, or Ticket to Work employment networks on behalf of a participant.</li> <li>• Analyze data to understand participant growth and potentials for fading supports.</li> <li>• Develop tools to support independence, such as visual aids acceptable for the workplace.</li> <li>• Inform other AAW and non-AAW team members of progress, need for supports, and appropriate interventions or teaching strategies.</li> </ul>
<b>NOT BILLABLE</b>	
<ul style="list-style-type: none"> <li>• Supervising the employee in place of appropriate workplace-provided supervision</li> <li>• Providing training to the participant that the workplace provides directly to other workers</li> <li>• Offering support or adaptations available to other workers filling similar positions in the workplace</li> <li>• Helping the participant to seek new employment or developing materials intended to find new employment or job promotion (these are covered under the Career Planning – Job Finding service)</li> </ul>	

*What about OVR?*

Supported Employment services may not be provided under the waiver until it has been verified that OVR services are not available. However, a participant does not need to be referred to OVR if the participant is already competitively employed and solely needs Supported Employment to maintain the participant's current job. See ODP Bulletin 00-19-01, "[OVR Referral Process for ODP-Related Services](#)", for further guidance.



**DO**

- Support the participant to complete his or her job tasks.
- Support the participant in working with his or her supervisor as appropriate.
- Use visual aids and tools the participant can use once SE is not at the workplace.
- Encourage the participant to act as independently as possible and problem-solve when appropriate.
- Work concurrently with BS and SSB when appropriate.
- Follow and implement the BSP and SBP as needed.



**DON'T**

- Do job tasks for the participant.
- Answer questions or give directives a supervisor should answer or give.
- Rely only on verbal prompting.
- Solve problems for the participant before he or she has the opportunity to find a solution with help.
- Provide community-based services before or after the work shift (while still billing SE).
- Work without collaboration with other team members.