

Supported Employment

Requirement: Section 394.453(1)(c), Florida Statutes

Frequency: Ongoing

Due Date: Ongoing

Purpose: The purpose of this document is to provide written guidelines to Managing Entities for the implementation and administration of Supported Employment services. It outlines expectations for service delivery in accordance with the evidence-based model of Supported Employment as established in Florida's regulatory framework. Specifically, Supported Employment refers to services consistent described in rule s.64E-14.021, F.A.C, and does not include services provided through the mental health clubhouse model.

1. Overview

Employment status and poverty are two key domains of health and mental health. Meaningful employment is a vital part of recovery for individuals with behavioral health conditions. As the demand for high-quality Supported Employment services grows, it is essential to establish a consistent framework for expanding access across the state. The implementation of evidence-based Supported Employment models, along with strong collaboration among state and local agencies, is critical to ensure that individuals receive the support they need to obtain and maintain competitive, integrated employment.

2. Definition

- 2.1. **Competitive Integrated Employment** refers to work in the open job market (i.e., positions that are open to qualified candidates, regardless of disability status) on a part-time or full-time basis and the wages and benefits are the same as others in similar jobs. Competitive integrated employment also includes self-employment and informal labor for cash (i.e., day labor).
- 2.2. **Evidence-based** as referred to in Guidance 1 Evidence-Based Guidelines. Refers to practices, interventions, or guidelines that are developed through a systematic review of current research, clinical expertise, and patient values. This approach ensures that decisions are informed by the most reliable evidence available, aiming to optimize outcomes and provide high-quality care.
- 2.3. **Fidelity** is the extent to which an evidence-based practice is implemented as intended. An assessment of fidelity provides conclusions about the effectiveness of an intervention's outcomes
- 2.4. **Supported Employment** definition is established in Ch.65E-14.021(4)(II)1., F.A.C.as a covered service that assists individuals with behavioral health conditions in obtaining and maintaining competitive employment. This service includes activities such as job development, job coaching, and follow-along support to ensure sustained employment in integrated settings.

3. Goals

The goals include:

- 3.1. Advancing resiliency and recovery by supporting individuals with behavioral health conditions in achieving competitive, integrated employment as a key component of recovery and long-term well-being.
- 3.2. Expand access to high-quality services by promoting the growth of supported employment services across Florida through the implementation of evidence-based practice models.
- 3.3. Increasing collaboration among state and local agencies, including behavioral health, vocational and workforce development systems, to better support individuals with behavioral health conditions reach their employment goals.
- 3.4. Promote provider and community awareness of Supported Employment, Vocational Rehabilitation, and CareerSource services in supporting employment outcomes.

4. Eligibility

To be eligible for services individuals:

- 4.1. Must be eligible for substance abuse and mental health services under s. 394.674, Florida Statutes; and
- 4.2. Express expresses interest in, and desire for career exploration, education supports, or employment.

5. Program Administration

5.1 Network Service Providers

Network Services Providers must:

- 5.1.1. Implement an evidence-based Supported Employment model that has demonstrated effectiveness in assisting individuals with mental health and/or substance use disorders in obtaining and maintaining competitive, integrated employment. The model must prioritize individualized services, rapid job search, integration with clinical teams, time-unlimited support, and collaboration with Vocational Rehabilitation.
- 5.1.2. Develop a comprehensive implementation plan for the evidence-based practice model. The plan should include foundational training for staff at all levels within the organization, as well as specialized, intensive training for employment staff to ensure fidelity to the model and effective service delivery.
- 5.1.3. Develop and implement policies and procedures that align with the evidence-based practice model of supported employment.
- 5.1.4. Collect data and monitor program outcomes at least every three months.

- 5.1.5. Achieve a fidelity score consistent with fair to high fidelity within the first 18 months of program launch and consistently thereafter.
- 5.1.6. Participate in all Supported Employment conference calls, meetings, learning communities or other relevant events.
- 5.1.7. Participate in Supported Employment meetings, committees, and learning collaboratives.

6. Ineligible Employment or Services

The following includes, but is not limited to, a list of ineligible employment or services:

- 6.1. Activities related to work readiness, or uncompensated internships.
- 6.2. Companies speculative in nature, such as investments in real estate, etc.
- 6.3. Companies organized as hobbies (i.e., activities engaged in not-for-profit (I.R.S. ATG ss.183)).
- 6.4. Companies that may violate community morality or are unlawful.

7. Evidence-Based Practice Considerations: Models of Supported Employment

- 7.1. **Individual Placement and Support (IPS)** is an evidence-based practice model of Supported Employment provided to help individuals with mental health conditions find and maintain competitive jobs that align with their personal interests. The model also incorporates mainstream education and technical training as tools to support long-term career growth. For more information, please visit the IPS Employment Center website: <https://ipsworks.org/>.

8. Data Requirements

- 8.1. Providers must submit data in accordance with the most recent version of the Florida Department of Children and Families Substance Abuse and Mental Health Financial and Services Accountability Management Systems Pamphlet 155-2, and in compliance with Section C-1.4 of the Managing Entity contract.
- 8.2. The Network Service Provider must submit to the Managing Entities the following supplemental data:
 - 8.2.1. Total number of individuals served, broken out by age and diagnosis.
 - 8.2.2. Number of individuals attending a credit-bearing educational program.
 - 8.2.3. Number of individuals competitively employed.
 - 8.2.4. Number of individuals referred to Vocational Rehabilitation.
- 8.3. The Managing Entities reserves the right to require additional standards and reporting requirements.
- 8.4. Quarterly supplemental data must be submitted in accordance with the following schedule:

Quarter	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Reporting Period	July - September	October - December	January - March	April - June
Submission Date	October 18 th	January 18 th	April 18 th	July 18 th

Overview

The universal term “supported employment” refers to the types of services provided to individuals (including youth) with the most significant disabilities to obtain, maintain, and advance employment. New or existing programs require a broad range of activities necessary to successfully implement supported employment such as career exploration, job search, customizing job duties or work schedules consistent with the individual’s unique strengths, abilities, interests, and informed choice. The term competitive employment refers to jobs that any person can apply for regardless of disability status. Characteristics of quality supported employment programs include:

- Services focused on competitive employment.
- No one is excluded who wants to participate.
- Rapid job search assistance.
- Integration of employment with other clinical services.
- Focus on individual’s preferences in employment.

Supported Employment Models

*The separate State funded Supported Employment funding (MHEMP) for **Mental Health Clubhouse supported employment service providers*** is intended to expand supported employment services within existing Clubhouses that are accredited by the International Center for Clubhouse Development (ICCD).

Supported Employment funding through the State to LSFHS regional Mental Health Clubhouse supported employment services is not intended to be used for Independent Employment. Independent employment is a program of the Clubhouse through which members, when ready, are given help from the Clubhouse to apply for and acquire a job of their own. The Clubhouse then provides on-going support and encouragement for the members as long as they remain employed and request assistance. There is no on-site support at the place of business for members in independent employment. All of the support is at the Clubhouse.

The Best Practice models to be deployed are Transitional Employment & Individual Placement and Support (IPS).

Individual Placement and Support (IPS):

IPS has been well researched with a validated fidelity scale used worldwide for quality improvement purposes and is considered the gold standard for supported employment. IPS is a person-centered, behavioral health service with a focus on employment, that provides assistance in choosing, acquiring, and maintaining competitive paid employment in the community for individuals with behavioral health conditions. IPS supported employment aids people living with behavioral health conditions work at regular jobs of their choosing. Although variations of supported employment exist, IPS refers to the evidence-based practice of supported employment. Mainstream education and technical training are included as ways to advance career paths

Clubhouses:

Clubhouses are community-based centers that promote recovery from mental illness and are designed to both strengthen and/or regain the individual's interpersonal skills, provide psycho-social therapy toward rehabilitation, develop the environmental supports necessary to help the individual thrive in the community and meet employment and other life goals. The Clubhouse model is an inclusive approach where club members and staff work together to operate the program. Services may vary by clubhouse however, those that are certified by Clubhouse International offer employment services including supported employment, transitional employment, and independent employment.

Transitional Employment (TEP):

Transitional Employment is a highly structured program for members returning to work in community-based business and industry. Transitional Employment placements are at the employer's place of business, are mostly part time (15-20 hours per week), and include a lot of on the job and off site support from Clubhouse/provider staff and often other Clubhouse members or Peer support. These placements generally last from six to nine months. Members then can try another placement or move on to independent employment. This program is specifically designed as a vocational rehabilitation program where a member can gain or re-gain the skills and confidence necessary to have a job while he or she is employed in a "real world" position. The only requirement from the member to participate in Transitional Employment is the expressed desire to work. In addition, the TEP model meets the following basic criteria:

- a. The desire to work is the single most important factor determining placement opportunity.
- b. Placement opportunities will continue to be available regardless of the level of success in previous placements.
- c. Members work at the community employer's place of business (in the community).
- d. Members are paid the prevailing wage rate, but at least minimum wage, directly by the employer.
- e. Transitional Employment placements are drawn from a wide variety of job opportunities.
- f. Transitional Employment placements are part-time and time-limited, generally 15 to 20 hours per week and from six to nine months in duration.
- g. Selection and training of members on Transitional Employment is the responsibility of the Clubhouse (or provider), not the employer.

- h. Clubhouse (or provider) members and staff prepare reports on TE placements for all appropriate agencies dealing with members' benefits.
- i. Transitional Employment placements are managed by Clubhouse (or provider) staff.
- j. There are no TE placements within the Clubhouse (or provider). Transitional Employment placements at an auspice agency must be off site from the Clubhouse (or provider) and meet all of the above criteria.

https://clubhouse-intl.org/wp-content/uploads/2019/03/standards_2018_eng.pdf

Providers, who are **not** regional Mental Health Clubhouse supported employment service providers using MHEMP funding OCA, are expected to also utilize best practices such as Transitional Employment or Individual Placement and Support (IPS). Providers, who are not regional Mental Health Clubhouse supported employment service providers will be utilizing the "Supported Employment" covered service (code #25).

Admissions and Discharge

All admissions are voluntary and require consent and participation.

Consumers shall be discharged when they are able to maintain employment without support and has met the specialized job training goals and completed the tailored supervision.

Documentation

Services Rendered

The Network Service Provider shall maintain records documenting the total number of consumers and names to whom services were rendered and the date(s) on which services were provided. The Network Service Provider shall make such information available to LSF Health Systems upon request and during monitoring of the program administration.

The provider is required to enter actual services provided, using the covered services listed in Exhibit L of the Lutheran Services Florida Standard Contract, into the LSF Health Systems Data System as required by the contract.

Consumer Charts

Consumer Charts shall be maintained in accordance with the applicable parameters established by 65E-4, F.A.C. Audit documentation shall be in accordance with 65E-14.021, F.A.C.

Intake Documentation Requirements

The file contains basic demographic information, which includes; (1) Consumer's name, (2) address, (3) telephone number, (4) marital status, (5) sex, (6) legal status, (7) race, (8) date of birth, (9) guardian contact information for minors, (10) referral source and (11) staff name of who has responsibility of the consumer.

The file contains, if applicable, a time-specific statement authorizing release of confidential information, signed and dated by the consumer or guardian, which designates the agency to receive the information, purpose of the disclosure, how much and what kind of information to be disclosed, statement that the consent is subject to revocation at any time and date which consent will expire if not revoked before.

Assessments/Examination Documentation Requirements

The assessment is completed within 30 days after intake and includes the following with consumer input: (1) presenting problem, (2) current and potential strengths and problems, (3) relationship with family members and significant others, (4) service agencies with whom the consumer has been involved and involvement or need for involvement in social support systems, (diagnosis)

Service/Treatment Planning

The service/treatment plan is completed 30 days after intake with the following goals and objectives with consumer input: (1) Achievable observable measurable, (2) reasonable timeframe, (3) actions needed to attain the goals and staff responsible, (4) incorporate needs and strengths from the assessment and (5) goals for each identified issue.

Progress Notes Requirements

Progress notes shall be prepared at least monthly for consumers having a service/treatment plan unless documented otherwise.

Progress notes contain the (1) consumer's name, (2) consumer identification number, (3) staff name, (4) service date, (5) service duration, (6) a description of the service provided, (7) progress, or lack thereof, relative to the service/treatment plan or modified service/treatment plan from changes in consumer's needs, resources or findings

Progress note content address supported employment activities such as the following: (1) a situational assessment to determine a person's employment goals, preferences and skills (2) job matching (3) job adaptation (2) systemic on-the-job training focused on building skills needed to meet employer productivity (4) ongoing systematic contacts with supported employees to determine the need, intensity and frequency of supports needed to maintain productivity, social inclusion and maintain employment (5) remedial on-the-job training to meet productivity expectations, consultation and refinement of natural supports or other elements important to maintaining employment (6) related work supports such as accessing transportation and other supports necessary for the consumer to maintain a job.

Discharge/Termination Requirements

If no contact over 90 days, file must be closed, unless service/treatment plan indicates less frequent contact. The reason for the discharge/termination must be included.

Discharge/Termination report must be in the consumer record within 4 weeks after the termination of services.

Discharge/Termination report shall include the following: Evaluation of impact of agency's services on consumer's goals/objectives, date and signature of individual preparing report, if there is a referral and a reason for the referral must be noted.

Outcomes and Performance Measures

The Network Service Provider shall demonstrate satisfactory delivery of minimum levels of service through submission of the Persons Served and Performance Measure Report.

Required Reporting for Mental Health Clubhouse supported employment service providers who utilize the separate State funded Supported Employment funding (MHEMP)

- Supported Employment Tracking Sheet: A monthly report, submitted on the 8 of each month to the Network Manager and Regional Director of the Department of Housing and Community Inclusion, to capture consumer specific data pertaining to employment that is not collected in the LSF Health Systems Data System. The Template for this report is incorporated herein.
- Ad Hoc and additional reporting may be required as determined necessary by LSF Health Systems or the Department of Children and Families for all providers required to follow this Incorporated Document.

Data Reporting Procedures are set forth by the DCF guidance document entitled: Supported Employment Data Reporting Procedures or latest version thereof. The most recent version of the document is incorporated herein.

Table 1. Reporting Schedule		
Report Title	Report Due Date(s)	Report Recipient(s)
Supported Employment Tracking Sheet	8 th of each month following the month of service provision	LSF Health Systems Network Manager and Regional Director of the Department of Housing and Community Inclusion

Resources

Clubhouse International

[Clubhouse International \(clubhouse-intl.org\)](http://clubhouse-intl.org)

Florida Clubhouse Coalition

www.flclubhouse.org

Individual Placement and Supports (IPS) Employment Center

www.ipsworks.org

National Association on Mental Illness (NAMI)

www.nami.org

U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA)

www.samhsa.gov

Supported Employment will be administered according to DCF Guidance 48, which can be found at following link using the applicable fiscal year: <https://www.myflfamilies.com/services/samh/samh-providers/managing-entities>.