

EMPLOYMENT SERVICES - Evidence-Based Practice

a. The Contractor shall provide evidence-based employment services and supports to individuals age eighteen (18) or older who have serious and persistent psychiatric disorders, or co-occurring psychiatric disorders and substance use disorders and are medically indigent. Medically indigent is defined as having no private or public health care coverage that will pay for the services to be provided by the Contractor and no access to, or eligibility for, such coverage.

Evidence-based employment services are a set of services that develop opportunities in paid part or full time positions at comparable wages for similar positions within the general labor market, Such positions are available to any qualified individual, and are not set aside or reserved for individuals with disabilities. The Contractor shall maintain compliance with the Department’s fidelity standards ([www.ct.gov/dmhas/-----/---EBP ---fidelitystandards.pdf](http://www.ct.gov/dmhas/-----/---EBP---fidelitystandards.pdf))

b. Specifically, the Contractor shall:

1. Provide staff and oversight and quality improvement activities including, but not limited to, periodic external fidelity reviews to sustain evidence-based supported employment services,;
2. Partner with the Local Mental Health Authority (LMHA) and other clinical providers to embed employment services within the service system, which includes, at a minimum, the LMHA, treatment providers, shelters or housing services;
3. Develop partnerships with local employers and community organizations to facilitate job interviews, expand career development opportunities, and improve employment and career outcomes;
4. Participate in the planning and implementation of the LMHA’s annual employment plan;
5. Provide evidence-based supported employment services that, at a minimum:
 - i. Ensure that no individual is screened from participation based on criteria such as work readiness, substance use, symptoms, cognitive impairments, treatment non-compliance or personal presentation;
 - ii. Ensure employment specialists provide all phases of employment services and actively participate in treatment team meetings;
 - iii. Provide flexible employment services and supports, including, but not limited to, benefits counseling;
 - iv. Provide engagement strategies that emphasize individual decision making;
 - v. Begin job search activities within 30 days of an individual’s referral to the Contractor. Frequency and intensity of job development activity shall be determined by the individual in collaboration with the employment specialist;
 - vi. Develop job opportunities based on the individual’s preferences and consistent with their strengths and capacities;
 - vii. Ensure that each employment specialist build relationships with potential employers and explore job opportunities for clients seeking work and make at least six (6) face to face contacts with businesses each week;
 - viii. Provide on site assessments of the individual, and face to face contacts with an employer for at least 30 days after the individual is employed;
 - ix. Maintain a staffing ratio of not more than one (1) staff to twenty (20) individuals, and ensure each staff spends a minimum of sixty-five percent (65%) of their work schedule in the community;
 - x. Provide employment retention supports that utilize available employer and community resources as needed. Such services shall facilitate planning for discharge from employment services;
 - xi. Assist individuals to achieve their employment outcomes and advance their careers;
 - xii. Use peer staff and activities that promote the visibility and viability of employment and education services.

c. The services shall be provided at the following location, with the capacity and hours of operation described below:

Location	Capacity	Hours of Operation

To Ann Smith

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d. The Contractor shall implement the programs and services described herein to result in the following outcomes on behalf of individuals served. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor to the Department’s information systems, in observations through site visits or in any required monthly service reports. The Department’s outcome indicators for the Contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

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OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Departments’ data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served for this level of care.	A utilization rate of at least 90% will be achieved.
3. Contractor will meet the expected services or contacts volume for this level of care.	At least 90% of projected services or contacts will be achieved.
4. Individuals will report satisfaction with their services.	At least 80% of respondents to the DMHAS consumer satisfaction survey will rate services positively in each of the domains of access to services, quality of services, outcomes, participation in treatment planning, respect, recovery and general satisfaction with services.
5. Individuals will maintain or improve their employment status.	At least 35% of individuals served annually will maintain or increase their amount of competitive employment.