

# Program Title: Supported Employment Program

## Program Description:

The Supported Employment Program (SEP) at Upper Bay Counseling & Support Services, Inc. is focused and dedicated to assisting individuals ages 16 and older, in Cecil County, who are experiencing difficulty finding and/or maintaining employment due to a serious and persistent mental illness. The program empowers and assists individuals to achieve vocational and/or educational success in a supportive and therapeutic environment.

## Population Served:

Clients must be 16 years of age. The consumer/staff ratio is 15:1. Services provided on the job site are on an individual basis and are as needed.

## Settings:

Services are provided at the UBCSSS offices, out in the community and in various work sites.

## Days and Hours of Service:

S.E.P provides serviced Monday through Friday from 8:00a.m. to 5:00 p.m. The program also flex their hours if services are needed outside these time frames.

## Frequency of Services:

The frequency of services are determined by each consumer's individual needs

## Payer sources/Fees:

SEP services are covered by Maryland Medical Assistance

## Referral Sources:

Referrals are directed the SE program manager. The program manager will document in the EHR via a referral note the disposition of the referral and if the referral was accepted, then SE Staff will conduct a face-to-face pre- vocational screening assessment within five working days of receipt referral to determine eligibility, need and willingness to participate in SE services.

UBCSS shall notify the Core Service Agency (CSA) and receive preauthorization for Support Employment Services before rendering services to an individual. Within ten working days of receipt by the program from the CSA for an authorization, a vocational assessment is completed. After the screening, the program manager determines if services are appropriate or not for individual, the program manager in writing will promptly inform the individual to the determination and the reason and provided the individual with recommendations for alternative services.

## Specific Services offered

**The Supported Employment Program (SEP) strives to assist clients in obtaining and maintaining meaningful employment. The program assists individuals in becoming placed in competitive employment who may have had employment interrupted by their illness or functional abilities**

**The ultimate goal is to assist clients in obtaining and maintaining long-term, community based career opportunities successfully to the extent they desire.**

**Supported Employment staff assists individuals with the various phases of their employment goals. The job coach, which is a staff member who helps client in obtaining employment, will work with clients to identify their individual employment goals.**

**Once employment goals are established the job coach and client will work on job development prep. This phase entails resume building, creating cover letters, and outlining job preference.**

**Supported Employment staff assisted clients with Entitlement and Resource Education. Entitlement and Resource Education are primary services which is important to helping clients understand the financial impact of employment on their disability and other income benefits.**

**Disclosing- Supported Employment also provided client with Education on the risks and benefits of disclosing of their Mental Health disability to and employer**

**Job developing, staff will assist client with job applications, interviewing skills, and researching local job openings.**

**When the individual obtains employment the job coach is available to help clients through orientation and provide on-site job coaching to assist clients in learning their new work responsibilities if needed. Supported Employment staff offer supports while clients maintain steady employment.**

Contact Name/ Phone number:

Michelle Twyman 410-996-5104 ext.1091

More detailed information:

This program assists individuals who are:

- un- or under-employed
- seeking a career change
- pursuing additional education
- experiencing difficulties in career placement

Training is offered, as needed, in a variety of job search techniques such as:

- interviewing skills
- personalized job coaching
- employment goal setting
- career assessment, including access to the Division of Rehabilitation Services (DORS)
- communication between employer and employee
- job matching to ensure job satisfaction
- application and resume writing

Benefits Counseling Assistance is also offered to anyone who needs help reviewing Social Security and Social Services benefits and planning for any changes.