

EMPLOYMENT SERVICES

A. The Contractor shall provide employment services to individuals age eighteen (18) or older who have serious and persistent psychiatric disorders, or substance use disorders, or co-occurring serious and persistent psychiatric disorders and substance use disorders, and who are medically indigent and unemployed or underemployed. 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. Employment Services are defined as those services that assist individuals to select employment options consistent with his or her abilities, interests and achievements, and take the necessary steps to attain specific employment and educational objectives.

B. Specifically, the Contractor shall provide the following:

1. An orientation to the program;
2. A comprehensive assessment completed within four weeks of admission that includes at a minimum:
 - a. An examination of the individual’s strengths and weaknesses;
 - b. Vocational and educational history;
 - c. The individual’s aptitudes and interests, including reading and math capabilities;
 - d. Health status and physical limitations, if any.
3. A written individualized vocational plan that is prepared with the individual. Development of such plan shall begin upon completion of the assessment, be reviewed every thirty (30) days for necessary revisions to the plan, and address the individual’s vocational or educational goals with measurable criteria and estimated time frames for achievement of such goals;
4. Employment counseling;
5. Follow-up on all individuals who have found employment;
6. A written policy and procedure for participant that ensures follow-up that addresses the individual’s employment status and progress toward vocational goals. The policy and procedure shall include but not be limited to the following elements:
 - a. Methods of contact to be used by the Contractor,
 - b. Frequency of contact after each individual becomes employed at thirty (30) day intervals for ninety (90) days, and each sixty (60) days thereafter.

C. The Contractor shall develop and maintain relationships with vocational rehabilitation agencies, vocational technical schools and behavioral health treatment providers in the Contractor’s service area.

D. The Contractor shall ensure that individuals with substance use disorders who are receiving employment services shall participate in substance use disorders treatment.

E. The services shall be provided at the following locations and hours of operation, with the capacity to serve the number of clients shown:

Location	Hours of Operation	Capacity

F. The Contractor’s shall provide the services throughout the region designated below:

Region

G. The Contractor shall implement the services described herein to result in the following outcomes. 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 and/or in any other required reports. The Department's outcome indicators for the Contractor's funded services are as follows:

PERFORMANCE OUTCOME MEASURES

EMPLOYMENT SERVICES

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 Department's 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 improve or maintain their overall functioning.	At least 75% of individuals served annually will maintain or increase their level of functioning as measured by the Global Assessment of Functioning Scale (GAF), Modified Global Assessment of Functioning Scale (MGAF).
6. Individuals will successfully complete treatment.	At least 50% of individuals discharged will have substantially completed the objectives identified on their recovery plans.
7. Individuals will maintain or improve their employment status.	At least 60% of individuals served annually will maintain or increase their amount of competitive employment.