

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF BEHAVIORAL HEALTH



MHRS Bulletin

Bulletin ID: No. 110
Issued Date: February 17, 2017
Effective Date: Immediately
Reviewed/Revised
Termination Date:

GUIDANCE FOR AUTHORIZING AND DOCUMENTING SUPPORTED EMPLOYMENT SERVICES:

Recently, the DBH Office of Accountability completed a Supported Employment Audit for all DBH Certified Employment Programs. This audit identified the need to clarify the documentation standards for Supported Employment services. The following examples are provided for illustrative purposes to assist Supported Employment Providers in training new staff, monitoring existing practices and evaluating the sufficiency of their documentation to ensure appropriate billing.

The documentation standards are established in Title 22A, D.C. Municipal Regulation, Chapter 34 and 37, and the specific sections are attached as Exhibit A. The DBH Supported Employment Program will be scheduling training on documentation over the next several months. If you have any questions about this bulletin or the scenarios described below, please contact Melody Crutchfield, Program Manager, Supported Employment Services at (202) 673-7011 or melody.crutchfield@dc.gov.

Example 1 - Job Developing with the Consumer

H2025

Start time: 2:15 p.m.

End time 3:30 p.m.

Consumer X met this employment specialist at the program. This Employment Specialist (ES) and consumer X traveled by metro to meet with the employer. This ES explained to the consumer that this was not an interview, but an opportunity to meet the manager and tour the warehouse. The consumer was able to discuss the four questions he had prepared for the meeting.

Jerry Fields the hiring manager at Bob's public warehouse was not available when we arrived. Consumer X and this writer discussed potential questions the consumer might ask. After 20 minutes, Mr. Fields came to give us a tour and explain the position. Consumer X asked about order picking, pallet jacks and climbing ladders. Mr. Fields ended the tour by asking if consumer X wanted to interview for the position.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF BEHAVIORAL HEALTH



MHRS Bulletin

Bulletin ID: No. 110
Issued Date: February 17, 2017
Effective Date: Immediately
Reviewed/Revised
Termination Date:

On the return trip to the program, consumer X expressed how happy he was to be interviewing and that he wants to practice with a mock interview. We returned to the program and scheduled a meeting for the next day for a practice interview.

Signature *Jerry Strings, ES 10-21-16*

Additional Documentation Guidance:

- a. Document services at the program and preparation for the employer visit during transit
- b. Include wait time to speak with the employer
- c. Worksite observation (if applicable)
- d. Consumer and employer response to the job development efforts
- e. Name of employer
- f. Name of contact and title of person you spoke with
- g. Employer response to the job development efforts
- h. Break note down by activities and location (if you have multiple job development activities/employer visits)
- i. Next steps with employer and consumer

Example 2 - Job Development (Without Consumer Present)

H2025

Start time: 1:15 p.m.

End time 1:45 p.m.

This Employment Specialist entered the E Street Fusion Cafeteria and requested to meet with Mr. Bruce as per his request. This is the third visit to the cafeteria. Mr. Bruce was on a conference call and the writer sat within view of the server position and observed the employees interacting with the customers, serving food, cleaning their work area and laughing with co-workers and customers. Consumer X has stated that she is very interested in working in a cafeteria setting and that she is interested in working in a friendly atmosphere.

Mr. Bruce came out and talked with me. He shared the job description and said that he demands that his employees are prompt and look neat. He also stated "that as far as he could tell, all of his employees have strengths and challenges." He just wants to know that they show up, work hard and get along. Mr. Bruce also stated that he is ok with job coaching as long as you do not interfere with work flow.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF BEHAVIORAL HEALTH



MHRS Bulletin

Bulletin ID: No. 110
Issued Date: February 17, 2017
Effective Date: Immediately
Reviewed/Revised
Termination Date:

This ES and Mr. Bruce established that Consumer X would call to request an interview and that this ES would accompany her to the interview.

Signature *Jerry Strings, ES 10-23-16*

Additional Documentation Guidance:

- a. Billing and documentation starts at site arrival (no billing for transportation to or from worksite without consumer present).
- b. See (b) through (i) above in Example 1.

Example 3 – On-line Job Application

H2025

Start time: 1:15 p.m.

End time 2:15 p.m.

This employment specialist attempted to meet with Consumer X meet to complete the on-line job application. The consumer was unavailable, but had stated that she is very interested in a cashier position at Home Depot. Bob the Hiring Manger at Home Depot expressed urgency in completing the application. This Employment Specialist completed the job application. It took one hour to complete.

Signature *Jerry Strings, ES 10-28-16*

Additional Documentation Guidance

- a. In some cases on-line job search or employer research is necessary. However, this activity should be limited. It is preferred that the consumer is available or present for research and completing on-line applications.
- b. Employer phone calls and follow-up interactions are not billable.

Example 4 - Treatment Team Coordination

H2025HT

Start time: 10:00 a.m.

End time 10:15 a.m.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF BEHAVIORAL HEALTH



MHRS Bulletin

Bulletin ID: No. 110
Issued Date: February 17, 2017
Effective Date: Immediately
Reviewed/Revised
Termination Date:

This Employment Specialist attended Mickey's Mental Health treatment team meeting and presented Consumer X's new job at Home Depot and discussed the job duties, job times, schedules, and dress code. Donna Jean (case manager) said that she would focus on symptom management strategies and Consumer X's schedule at their next meeting. Donna Jean also said she would meet with consumer X three times next week instead of the usual one time. We agreed to set up a three way meeting with Consumer X on 11-15 at 10 a.m.

Signature *Jerry Strings, ES 11-7-16*

Additional Documentation Guidance

- a. Involves coordination and contact with treatment team members to include natural supports and family.
- b. Provided in the community or in the mental health center.
- c. This is a face to face service between Employment Specialist and a member or members of the treatment team.
- d. Can be with or without the consumer.
- e. The note must include a summary of the ES presentation and a response from the treatment team member describing the next steps that the treatment team member will take to support the acquisition or retention of employment.

Example 5 - Follow Along Supports

H2025HW

Start time: 12:15 p.m.

End time 2:15 p.m.

This Employment Specialist traveled from JGB Mental Health Center to Home Depot in Hyattsville. I waited a ½ hour to meet with Bob the manager and was able to get a summary of Consumer X's work performance. Bob stated that Consumer X has passed his 90 day probation period and is progressing. He has been timely and not missed a day. Bob did state that Consumer X still needs to improve his customer service skills. Consumer X needs to walk the customer to the appropriate item or bring another employee to the customer to help them find what they need. This employment specialist said that he will re-enforce this practice with Consumer X.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF BEHAVIORAL HEALTH



MHRS Bulletin

Bulletin ID: No. 110
Issued Date: February 17, 2017
Effective Date: Immediately
Reviewed/Revised
Termination Date:

Consumer X had a half hour lunch break and we met while he was eating lunch. Consumer X stated that he was very happy with his job and that he was now off probation. He said that the support he is receiving from me and his case manager is helping. He said that his co-workers have been very helpful, but he tries to avoid the Manager as much as possible.

Consumer X agreed to meet next Monday, March 10, 2019 @ 10 a.m. @ the MLK Library to discuss his job retention goals, his work performance and his customer service skills.

This Employment Specialist then returned to the JGB Mental Health center

Signature *Jerry Strings, ES 3-23-16*

Additional Documentation Guidance

- a. Provision of job retention services in the community to the consumer and the employer.
- b. These services are only provided in the community.
- c. On the job employer support and employee performance updates.
- d. Client support at work and in the community before or after work
- e. These services include travel time from the mental health center or the previous work location (Ex. another employer).

Thank you for your continued support with this program. Again, if you have any questions regarding this bulletin, please contact Melody Crutchfield, Program Manager, Supported Employment Services, at (202) 673-7011 or melody.crutchfield@dc.gov.

Appendix

Title 22A, D.C. Municipal Regulation, Section 3410.18:

Each MHRS provider shall develop and maintain sufficient written clinical documentation to support each therapy, service, activity, or session for which billing is made which, at a minimum, consists of:

- (a) The specific service type rendered;
- (b) The date, duration, and actual time, a.m. or p.m. (beginning and ending), during which the services were rendered;

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF BEHAVIORAL HEALTH**



MHRS Bulletin

Bulletin ID: No. 110
Issued Date: February 17, 2017
Effective Date: Immediately
Reviewed/Revised
Termination Date:

- (c) Name, title, and credentials of the person providing the services;
- (d) The setting in which the services were rendered;
- (e) Confirmation that the services delivered are contained in the consumer's IRP/IPC;
- (f) A description of each encounter or service by a qualified practitioner or credentialed staff with the consumer which is sufficient to document that the service was provided in accordance with this Chapter; and
- (g) Dated and authenticated entries, with their authors identified, which are legible and concise, including the printed name and the signature of the person rendering the service, diagnosis and clinical impression recorded in the terminology of the ICD-9 CM, and the service provided.

Title 22A, D.C. Municipal Regulation, Section 3707.3:

Employment Specialists shall document services on a service note, which shall:

- (a) Describe the employment activities performed to assist the consumer in obtaining employment;
- (b) Describe what supports were provided to enhance the consumer's potential for securing employment;
- (c) Document the consumer's response to the employment activities and supports described in the progress note, including the choices and perceptions of the consumer regarding the service(s) provided;
- (d) Be signed and dated by the staff member providing the service; and
- (e) Include the appropriate billing code for that particular service.