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North Sound Mental Health Administration

Section 1500 – Clinical: Consumer Employment Services

Authorizing Source: RCW 71.05.560, 71.24.035 (5)(c), 71.34.800, 9.41.047, 43.20B.020 and 43.20B.335; WAC 388-865-0464

Cancels:

See Also:

Responsible Staff: Quality Manager

Approved by: Executive Director
Signature:

Date: 3/31/2008

POLICY #1531.00

SUBJECT: CONSUMER EMPLOYMENT SERVICES

PURPOSE

To ensure that consumers desiring to work are provided with employment services consistent with RCWs, MHD contract, and other applicable state and federal standards.

POLICY

Consumer employment is a service that assists consumers in finding and maintaining meaningful jobs in the community. The jobs are competitive and are based on a person's preferences and abilities. It is a service for enrollees who are not currently receiving federally-funded vocational services such as those provided through the Division of Vocational Rehabilitation (DVR).

PROCEDURE

Services for consumers involved in consumer employment programs will include:

- a. An assessment of work history, skills, training, education, and personal career goals
- b. Information about how employment will affect income and benefits the consumer is receiving because of their disability
- c. Preparation skills such as résumé development and interview skills
- d. Involvement with consumers served in creating and revising individualized job and career development plans that will include consumer's strengths, abilities, preferences and desired outcomes.
- e. Assistance in locating employment opportunities that are consistent with the consumer's strengths, abilities, preferences and desired outcomes
- f. Employment, including outreach/job coaching, and support in a normalized or integrated work site, if required
- g. Services are provided by or under the supervision of a mental health professional

If consumers are currently enrolled at a NSMHA provider in outpatient services and request assistance with employment goals, their treatment plan will be revised to include this service, unless: a) the consumer is already enrolled with DVR, or b) does not meet medical necessity. If the agency's decision is not to provide this service, the consumer will be informed of their right to initiate a complaint or grievance, in accordance with NSMHA policies.

Documentation of consumer employment services will be appropriately noted in the consumer's outpatient record. Monitoring of these services will occur as part of NSMHA routine clinical record and utilization review activities.

ATTACHMENTS

None