

**CHAPTER 2: BEHAVIORAL HEALTH SERVICES**

**APPENDIX G-2: Employment Supports for Members Receiving CPST and PSR**

**Employment Supports for Members Receiving Community Psychiatric Support and Treatment (CPST) and Psychosocial Rehabilitation (PSR)**

All mental health rehabilitation (MHR) providers are encouraged to assess the need and implement appropriate services to support a member's employment goals within the context of community psychiatric support and treatment (CPST) and psychosocial rehabilitation (PSR) as appropriate for the members they serve. CPST and PSR could be utilized to prepare for or in a workplace environment with a focus on helping a person overcome/address psychiatric symptoms or to develop and/or build a skill set that interfere with seeking, obtaining, or maintaining employment. Medicaid reimbursement for CPST/PSR includes employment supports if the services being provided are focused on illness management and recovery regardless of setting.

The licensed mental health professional (LMHP) should assess the perceived and/or actual barriers that are impeding a member's employment success and treatment plans should address a member's interest/desire to work or pursue a career. Documentation should refer to the member's diagnoses, employment goals, and why assistance is needed due to psychiatric symptoms interfering with achieving employment goals.

**Employment Supports in CPST Treatment Plans**

1. Recognizing personal signs/symptomology and establishing skills set/coping skills for a variety of settings including a work environment to address these issues;
2. Discussion about interest in terms of types of employment-environments that would work best for the person;
3. Post-employment learning to cope with balancing work/home life;
4. Identifying stressors in work environment and establishing coping mechanisms to overcome those stressors; and
5. Advocating for self in the work place (asking for a raise, time off, etc.).

**Employment Supports in PSR Treatment Plans**

1. Teaching the member illness management and emotional regulation skills in the context of employment, both on and off the job;

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2. Teaching the member how to focus on reframing and ordering tasks when symptoms present barriers to working;
3. Teaching the member to improve sleep hygiene and daily living activities to enhance their effectiveness in job seeking and keeping;
4. Problem solving with the member as they are contemplating employment by providing structured interviewing about the member's skills, abilities, wishes, and experiences in the area of employment;
5. Role playing with the member when they are planning interviews with potential employers to use illness management and emotional regulation skills;
6. Teaching assertiveness training and other interpersonal communication skills in the employment setting;
7. Building communications skills to learn to interact with employers/co-workers;
8. Building skills related to personal hygiene and dress and presenting oneself for job interviews/work;
9. Develop/improve time management skills to include areas specific to work schedules arriving to work when scheduled and timely;
10. Learning appropriate work habits-appropriate topics and behavior when in a work environment;
11. Skills building as it relates to where to go to look for a job, how to complete job application, etc.; and
12. Advocating for self in the work place (asking for a raise, time off, etc.)

**NOT COVERED:**

The following employment supports are not allowable in the MHR Program:

1. Skills training related to a specific job (how to operate equipment, use computer programs, fill customer orders, etc.);

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2. Staff presence in the workplace to assist with supervision or teaching of routine work duties;
3. Approaching potential employers to "job develop" without the member present; and
4. Presentations to the business community to seek partnerships in hiring.

**Note to assertive community treatment (ACT) providers:**

This guidance does not limit the tasks performed by the employment specialists within the ACT service. ACT providers should render employment support in accordance with the ACT model.