



## MEMORANDUM

TO: DBHDD-Contracted Providers of AMH Supported Employment (SE)

FROM: Terri Timberlake, Ph.D., State Director  
Office of Adult Mental Health

DATE: March 30, 2020

RE: Supported Employment Guidance during COVID-19 Response

The current Coronavirus pandemic has sparked heightened health and safety concerns across our state. DBHDD is hopeful that each provider is taking the recommended precautions to reasonably support the wellbeing of your staff. Similarly, we expect health and safety measures to be taken to support the needs of individuals engaged in supported employment services. As stated in correspondence distributed by Commissioner Judy Fitzgerald, all face-to-face contact requirements outlined in the DBHDD manual for supported employment services have been temporarily waived. Providers now have the flexibility to determine if it is safe to meet with individuals in person for billable services, or provide billable services via phone contact where it is more appropriate. Each region/provider encounters unique circumstances and removing the mandate to provide face-to-face contact allows providers the ability to make decisions that protect their staff and the individuals they serve. The following guidance is being provided to support your delivery of supported employment services.

### **Job Development**

SE teams may continue to conduct job development in the community on behalf of individuals served, where feasible. Providers also have the option to contact employers via phone, or search for positions available online, to continue to provide job leads to SE-enrolled individuals. Please ensure appropriate documentation.

### **Billable Contact with SE-enrolled Individuals**

Providers are encouraged to refer to the provider manual for SE-billable services for recommendations. However, SE providers can continue to develop jobs, provide job leads, provide support to working individuals via phone, communicate with employers via phone, assist in submitting applications online, provide feedback on résumé building, conduct mock interviews via phone, among other SE-billable tasks. Many of the services that employment specialists provide can continue to take place over the

phone, through video conferencing, and other means that providers can use to communicate with individuals served.

### **Questions and Information**

The Georgia Department of Public Health (DPH) and the Centers for Disease Control and Prevention (CDC) websites contain the most up-to-date information that will help us take sensible steps and support our ability to make health promoting choices. Guidance for clinicians and those providing direct service to individuals can be found at [www.dph.georgia.gov](http://www.dph.georgia.gov). DBHDD will continue to provide updates via the Provider Newsletter: Network News. Should you have questions, please submit them to our Provider Relations team via the Provider Issue Management System or submit an email to [DBHDD.Provider@dbhdd.ga.gov](mailto:DBHDD.Provider@dbhdd.ga.gov).

Please remember to be vigilant about hygiene practices.

Thank you for your continued partnership.

Cc: Monica Johnson, Director, Division of Behavioral Health  
Kimberly Briggs, Assistant Director, Office of Adult Mental Health  
Vernell Jones, Program Manager, Office of Adult Mental Health