

# **Quality Management System for Intake Services in Supported Employment (SEMP)**

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AMSI STANDARD ISQ-QMS1  
FIRST DRAFT EDITION, APRIL 2025



**AMERICAN SUPPORT STANDARDS INSTITUTE**

## Introduction

The "Quality Management System for Intake Services in Supported Employment (SEMP) – AMSI ISQ-QMS1" standard establishes a dedicated framework to ensure high-quality, person-centered intake services for individuals with intellectual and developmental disabilities (IDD). Unlike traditional Quality Management Systems (QMS) that rely on direct customer-to-organization financial relationships, intake services in supported employment are funded by third-party governmental entities (e.g., Medicaid, ACCES-VR, OPWDD). As a result, intake service quality must be proactively managed through internal standards, accountability structures, and continuous improvement processes rather than market-driven customer satisfaction mechanisms.

This standard builds upon significant achievements already established within the AMSI framework for intake services, including:

- **AMSI ISQ1-1: Quality Framework for Intake Specialists, Part 1** — which ensures alignment with the Council on Quality and Leadership (CQL) Basic Assurances®, focusing on rights protection, dignity, safety, and natural supports during intake.
- **AMSI ISQ1-2: Quality Framework for Intake Specialists, Part 2** — which defines operational and performance-based quality factors, indicators, and probes to ensure timely, inclusive, coordinated, and outcome-driven intake services.
- **AMSI IDS1: Taxonomy of Supported Employment Services for Individuals with IDD** — which clearly defines intake as a distinct, structured service modality within supported employment, ensuring its unique needs and quality measures are properly recognized and addressed.

Through these achievements, AMSI has established a comprehensive foundation for measuring and improving intake services, providing clear expectations for service quality that align with national best practices and regulatory requirements.

Importantly, this standard recognizes the **dynamic and interdisciplinary character of the intake process**, where professionals with various competencies and job titles (e.g., Care Managers, Employment Specialists, Job Coaches, Employment Skills Coordinators) dynamically shift between active and supporting roles. This fluid professional landscape demands flexible but rigorous quality management structures to ensure that all individuals, regardless of who performs intake duties at a given time, receive consistent, rights-based, high-quality service.

The AMSI ISQ-QMS1 standard is intended for use by Supported Employment (SEMP) providers, quality assurance personnel, intake supervisors, and interdisciplinary teams committed to delivering intake services that are safe, timely, coordinated, respectful, and outcome-oriented. It is designed to be scalable, adaptable to various organizational

sizes and structures, and aligned with accreditation requirements from CQL and other oversight bodies.

Ultimately, where financial incentives do not inherently enforce service quality, this standard ensures that ethical responsibility, internal accountability, and person-centered values serve as the guiding principles for excellence in intake services.

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## Scope and Application

This standard applies to intake services provided by Supported Employment (SEMP) providers supporting individuals with intellectual and developmental disabilities (IDD). It addresses all intake-related activities, including:

- Initial assessments and eligibility determinations
- Person-centered service planning and goal identification
- Referral coordination and interdisciplinary communication
- Documentation, confidentiality, and information sharing
- Risk identification and rights protection during intake
- Mapping and linking intake activities to appropriate funding codes and service modalities

This standard focuses exclusively on the intake phase of supported employment services, distinguishing it from subsequent phases such as job coaching, job development, and follow-along supports, which are addressed through separate AMSI standards.

The AMSI ISQ-QMS1 standard is designed to:

- Support consistent, high-quality, and person-centered intake practices
- Protect the rights, dignity, safety, and autonomy of individuals during the intake process
- Promote internal accountability structures where external financial incentives are absent
- Provide a scalable and adaptable framework applicable to organizations of varying sizes and structures
- Align with third-party funding compliance requirements while prioritizing the experiences and outcomes of individuals receiving services

This standard is intended for application by SEMP providers, intake specialists, intake supervisors, interdisciplinary teams, and quality assurance personnel engaged in the intake process. It supports organizations in delivering ethical, responsive, and effective intake services that lay the foundation for meaningful employment outcomes for individuals with IDD.

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## Normative References

The following normative references are indispensable for the application of this standard. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

- **AMSI ISQ1-1:** Quality Framework for Intake Specialists, Part 1 – Implementation of CQL Basic Assurances®
  - **AMSI ISQ1-2:** Quality Framework for Intake Specialists, Part 2 – Operational and Performance-Based Quality Factors
  - **AMSI WSQ1:** Work (Service) Quality Standard
  - **AMSI IDS1:** Taxonomy of Supported Employment Services for Individuals with IDD
  - **CQL Basic Assurances® Manual**
  - Relevant local, state, and federal regulations governing supported employment and intake services (e.g., OPWDD, ACCES-VR, Medicaid).
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## Terms and Definitions

For the purpose of this standard, the following terms and definitions apply:

- **Intake Process:** A structured phase within Supported Employment (SEMP) services during which individuals' eligibility, needs, goals, and preferences are assessed, individualized employment planning is initiated, and inclusive orientation activities are completed to support full participation in competitive integrated employment.
  - **Intake Specialist:** Any professional actively performing intake duties at a given stage, regardless of their original job title (e.g., Care Manager, Employment Specialist, Job Coach, Employment Skills Coordinator).
  - **Service Coordination:** The collaborative activities involved in ensuring that individuals receive timely referrals, support linkages, and communication across service providers during the intake process.
  - **Risk Event:** Any identified situation during intake that may threaten the individual's rights, health, safety, or successful progression into employment services, requiring documentation and escalation.
  - **Individual Service Quality Plan (ISQP):** An optional planning tool that connects intake findings with individualized service goals, quality objectives, and monitoring activities.
  - **Timeliness Standards:** Defined expectations for the duration and deadlines of intake steps (e.g., eligibility determination, referral completion) based on best practices, regulatory requirements, or organizational policies.
  - **Corrective and Preventive Actions (CAPA):** Structured procedures for identifying service deficiencies, investigating root causes, implementing fixes, and preventing recurrence, even when no external financial consequences exist.
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# **1. Quality Management System Structure for Intake Services**

## **1.1. General Requirements**

Organizations providing Supported Employment (SEMP) services must establish, implement, maintain, and continuously improve a Quality Management System (QMS) for intake services that ensures consistency, safety, rights protection, and person-centered outcomes.

The QMS must recognize that quality cannot rely on traditional customer-financial models and must instead be built on ethical responsibility, regulatory compliance, structured monitoring, and internal accountability.

## **1.2. Intake Quality Policy**

Organizations must adopt a formal Intake Quality Policy that:

- Commits to protecting the rights, dignity, safety, and preferences of individuals during intake.
- Commits to continuous quality improvement through monitoring and review.
- Aligns with the organization's overall mission, values, and Supported Employment service goals.

## **1.3. Quality Objectives for Intake Services**

Organizations must define measurable Quality Objectives for intake services based on the Quality Factors and Indicators outlined in AMSI ISQ1-1 and AMSI ISQ1-2. Quality Objectives must directly correspond to the Quality Factors (rights protection, dignity, timeliness, documentation, coordination, risk management, etc.) and their related Indicators as established in these standards, ensuring measurable monitoring of intake service performance. These objectives should include, but are not limited to:

- Timeliness of intake completion.
- Stakeholder satisfaction with intake services.
- Documentation completeness and accuracy.
- Successful coordination with interdisciplinary teams.
- Risk identification and mitigation during intake.

## **1.4. Responsibility and Leadership**

Organizations must designate an Intake Service Quality Coordinator or equivalent responsible for:

- Overseeing intake service quality activities.

- Monitoring interdisciplinary communication during intake.
- Ensuring documentation integrity and compliance.
- Leading quality improvement initiatives related to intake.

Roles and responsibilities must be clearly documented for all staff engaged in intake activities.

## **1.5. Service Coordination Accountability**

Organizations must:

- Define clear protocols for service coordination during intake.
- Require intake specialists to document all assistance requests made to external providers (e.g., Care Managers).
- Establish internal escalation procedures when timely coordination is not achieved.
- Track and analyze coordination issues as part of ongoing quality improvement efforts.

## **1.6. Intake Documentation Control**

Organizations must:

- Use standardized templates for intake plans, referral logs, and consent forms.
- Ensure documentation is person-centered, timely, accurate, and secure.
- Implement version control and periodic audits of intake records.

## **1.7. Risk Management in Intake**

Organizations must:

- Train intake specialists to identify, document, and escalate risks during intake.
- Maintain structured risk assessment and incident reporting procedures.
- Analyze risk trends and implement preventive and corrective actions.

## **1.8. Stakeholder Communication and Feedback**

Organizations must:

- Communicate regularly with individuals and families throughout the intake process.
- Offer satisfaction surveys or feedback opportunities post-intake.
- Document and respond to feedback and complaints promptly.

## **1.9 Internal Audits and Monitoring**

Organizations must conduct regular internal audits focused on:

- Timeliness and quality of intake services.
- Effectiveness of interdisciplinary communication.
- Documentation integrity.
- Risk identification and escalation effectiveness.

Audit findings must be used for continuous improvement.

## **1.10. Corrective and Preventive Actions (CAPA)**

Organizations must maintain CAPA processes that:

- Identify nonconformities and service failures.
- Investigate root causes.
- Implement corrective and preventive measures.
- Track completion and evaluate effectiveness.

## **1.11. Management Review**

Senior management must review intake service quality data at least annually, covering:

- Performance against quality objectives.
- Risk trends and incidents.
- Stakeholder feedback.
- Recommendations for quality improvements.

## **1.12. Continuous Improvement**

Organizations must:

- Use data, audits, feedback, and stakeholder input to identify improvement opportunities.
  - Develop and implement quality improvement plans specific to intake services.
  - Foster a culture of learning and service excellence.
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