

Employment and Community First CHOICES Employment Services User Guide



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ECF CHOICES Employment Services User Guide Overview

The ECF CHOICES Employment Services User Guide was developed to provide practical and specific information to supplement the contract providers have with BlueCare Tennessee to provide Employment Services. Additionally, the User Guide is intended to offer BlueCare Tennessee network providers with guidance in the following:

- The ECF CHOICES Employment Services
- Referral process to Vocational Rehabilitation for members
- Reporting and authorization requirements
- The roles, responsibilities and expectations of network providers who provide Employment Services

Contact Information

For questions or concerns, please contact the following BlueCare Tennessee ECF CHOICES staff to assist you:

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ECF CHOICES Regional Support Coordinator Supervisors

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ECF CHOICES EMPLOYMENT SERVICES OVERVIEW

Employment and Community First (ECF) CHOICES was created with the intention of transforming lives by transforming the service delivery system of Home and Community Based Services (HCBS) for individuals who receive TennCare benefits. ECF CHOICES has created a benefit structure and aligned financial incentives specifically geared toward promoting integrated competitive employment and integrated community living with the intention to improve the quality of life for the members receiving the services and supports. Tennessee is the first state in the country to develop and implement an HCBS program that is specifically geared toward promoting and supporting integrated, competitive employment and independent living as the first and preferred option for all individuals with intellectual and developmental disabilities.

Individuals enrolled in ECF CHOICES will participate in a person-centered planning process to develop a Person Centered Support Plan (PCSP). This support planning process, and the resulting PCSP, will assist each member enrolled in ECF CHOICES in achieving personally defined employment and other outcomes in the most integrated community setting, ensure delivery of services in a manner that reflects personal preferences and choices, and contribute to the assurance of each member's health and welfare.

The goal of ECF CHOICES is “individual, integrated, competitive employment.” This means that members are:

- Self-employed, not part of a small group of people with disabilities. This doesn't mean she/he can't work with other people or be part of a team on the job. She/he could also be self-employed;
- Employed in the community and work with (or provide services to) people who don't have disabilities;
- Earn a wage for her/his work (or from her/his business, after expenses) that is *at least* the minimum wage. And it should be the same wage that is paid to people who don't have disabilities that do the same work.

The ECF CHOICES Employment Services are designed to meet a member where they are in their career path and provide the appropriate services to assist a member in meeting their desired employment goals.

PERSON CENTERED PLANNING PROCESS

Once a member is deemed eligible for ECF CHOICES services by TennCare, a Support will begin conducting a Comprehensive Needs Assessment (CNA) with a member and her/his legal guardian. The CNA will inform the Person Centered Support Plan (PCSP) which will help guide what ECF CHOICES services and supports the member will receive. The PCSP tells the team who will support the member:

- **What is important to the member**—the things that really matter to her/him
- **What is important for the member** —the supports she/he need to stay healthy and safe, and achieve your goals, and
- **How to support the member** to have those things in her/his life.

The PCSP must include:

- the member's strengths and needs
- goals the member wants to reach
- the services and supports (paid and unpaid) the member will receive to help meet her/his goals
- how often the member will receive those service and supports
- who will provide the member, and
- the settings (or places) they will be provided.

Once the PCSP has been completed and agreed to and signed by the member/legal guardian, the Support Coordinator will communicate with the BlueCare Tennessee Member Associate to initiate services.

EMPLOYMENT INFORMED CHOICE PROCESS

The **Employment Informed Choice** process ensures the member and her/his legal guardian has the facts to make a good decision about working. If the member is between the ages of 16 and 62, in order to receive Community Integration Support Services and/or Independent Living Skills Training services, the member must participate in at minimum Exploration. The member may choose to receive Peer-to-Peer Self-Direction, Employment and Community Support and Navigation to decide if she/he wants to pursue employment.

If during the person centered planning process, the member communicates she/he does not want to work or is unsure if she/he wants to work, the Support Coordinator will encourage the member to pursue competitive and integrated employment. The Support Coordinator will offer the Exploration service to assist the member in making up her/his mind on pursuing employment.

After going through the Exploration service, if a member chooses not to pursue employment, the Support Coordinator will make sure the member and her/his legal guardian knows that Community Integration Support Services and/or Independent Living Skills Training services are limited to 20 hours a week combined. The Support Coordinator will review the **Employment Informed Choice** Form, answer any questions, and have the member/legal guardian complete and sign the form.

If the member chooses not to participate in Exploration, the Support Coordinator will help the member and her/his legal guardian understand the ECF CHOICES program was created to promote and support participation in employment and choosing not to pursue employment will impact the member's services. The Support Coordinator will remind the member and her/his legal guardian that she/he is not eligible to receive Community Integration Support Services and/or Independent Living Skills Training services.

PROVIDER SELECTION

The Support Coordinator will work with the member and her/his legal guardian to make sure they have enough information to make an informed choice of a network provider. The Support Coordinator will discuss the following with the member and her/his legal guardian:

- explain the preferred provider criteria;
- educate on the provider's location, specialty and availability across the state;
- educate on provider's who have workers that speak the member's language, have cultural competency, aptitude with communication devices, and non-verbal forms of communication; and
- encourage to engage with potential providers, by making phone calls, conducting interviews, and making visits.

After discussing provider selection with the member and her/his legal guardian, members will identify their top three choices for a provider. Once the PCSP is completed, the BlueCare Tennessee Member Associate will outreach to the member's selected providers to confirm capacity, commitment to initiate and provide services within contractual timeframes.

AUTHORIZATION OF EMPLOYMENT SERVICES

Once the provider has been determined, the Member Associate will create a referral authorization (only utilized for outcome-based Employment Services) or an authorization (utilized for all non-outcome based services). Prior to the delivery of services, the Member Associate will send the provider all the necessary documents including the Provider Services Plan and member's Person Centered Support Plan. The Member Associate will document the provider's attestation to provide the authorized services and confirm that services were initiated by the provider as written on the PCSP.

Outcome-based services refer to Employment Services that have a specific outcome at the end of the service, are time-limited and requires a report template to identify the findings of the service within the designated time period. The ECF CHOICES outcome-based Employment Services are: Exploration, Discovery, Situational Observation and Assessment, Job Development Plan, Self-Employment Plan, and Career Advancement.

Non-outcome-based services refer to Employment Services that are on-going and support a member on their career path but do not have a specific outcome or a required report. Non-outcome-based Employment Services are: Benefits Counseling, Job Development Start-Up, Self-

Employment Start-Up, Job Coaching, Co-Worker Supports, Supported Employment Small Group, Transition From Small Group to Individualized Employment, and Integrated Employment Path Services.

Although Job Coaching is a non-outcome-based service, the process for re-authorizing it and reimbursing for it is similar to that of the outcome-based services. In order to re-authorize Job Coaching, the ***Job Coaching Fading Plan*** is required to be submitted. Additional information on reauthorizing Job Coaching can be found on page 14 under ***Job Coaching Reauthorization***.

Below is a table that identifies what the ECF CHOICES outcome-based Employment Services are, the expected completion and report submission timelines, and expected service hours.

Service and Initiation Timeline	Service Competition Timeline	Expected Service Hours	Written Report Due
Exploration	30 days	40 hours of service	14 days – after service completed
Discovery	90 days	50 hours of service	14 days – after service completed
Situational Observation and Assessment	30 days	12 hours per experience (up to 4 experiences)	7 days – after service completed
Job Development/ Self-Employment Plan	30 days	6-8 hours	30 days – after service completed
Career Advancement		40-48 hours of service	

FADING PAID SUPPORTS

All ECF CHOICES services that are not time-limited should have a focus on fading, and specifically for employment services, Job Coaching and Co-Worker Support services should have a fading plan. Planning for fading paid supports should begin on the first day that a provider begins working with a member. The incentive for the fading of paid supports is part of the reimbursement rate for Job Coaching.

Fading is possible through the use of multiple strategies that helps maximize opportunities for fading. Strategies to support fading include:

- Removing Barriers to Independence from Environment
- Training/Teaching
- Assistive Technology (Lo and High Tech)
- Engaging Existing Sources of Natural Support
- Building New Sources of Natural Support

Usually fading is accomplished through the facilitation of natural supports. Some natural supports will already exist before the Support Coordinator or the provider becomes involved in someone's life. All natural supports and their roles will be identified on the member's PCSP. Providers will need to facilitate new sources of natural supports.

REFERRAL TO VOCATIONAL REHABILITATION

It is the responsibility of the Support Coordinator to make a referral to Vocational Rehabilitation (VR) for employment services during the job development and initial stabilization and maintenance period of the employment process. The Support Coordinator will provide the local VR counselor with a referral packet. The referral packet will include a release of information allowing the Support Coordinator to communicate with the VR counselor and receive written and verbal updates on the member's progression. Depending on where the member is in their career path will determine when the referral is made. For members receiving Discovery, the referral will most likely take place at the beginning of that service, unless the local VR counselor and Support Coordinator collaboratively identify a different timeline.

While the member is receiving job development and placement, job coaching and intensive job services, and initial retention, stabilization and maintenance services from VR, the provider will send all required VR documentation (reports and forms) to the Support Coordinator as a method of providing continuous updates on the member's progress.

If there is a delay in the member receiving employment services from VR, the provider will communicate with the Support Coordinator. ECF CHOICES has similar employment services as those offered by VR for receiving job development and placement, job coaching and intensive job services, and initial retention, stabilization and maintenance.

EMPLOYMENT SERVICES SUMMARY

Below is a table that summarizes what the ECF CHOICES Employment Services are, whether they are outcome based or non-outcome based, the documentation that is required for the provider to complete for the services, how the service is authorized, the duration and payment, and staff qualifications.

<u>Service</u>	<u>Outcome/ Non-Outcome Based</u>	<u>Documentation Required</u>	<u>Authorization</u>	<u>Duration & Payment</u>	<u>Staff Qualifications</u>																
Exploration	Outcome-Based Service	TennCare prescribed template	Referral Authorization , SC approves completed template prior to authorization to bill	Expected time to complete: 40 hours over 30 days Outcome Payment: \$1,091	Job Coach																
Benefits Counseling	Non-Outcome-Based Service	No Report Required	Authorization	Reimbursement Rate: \$40/hour	Certified Work Incentives Counselor (CWIC)																
Discovery	Outcome-Based Service	TennCare prescribed template	Referral Authorization , SC approves completed template prior to authorization to bill	Expected time to complete: 50 hours over 90 days Outcome Payment: \$1,500	Job Developer																
Situational Observation & Assessment	Outcome-Based Service	TennCare prescribed template	Referral Authorization , SC approves completed template prior to authorization to bill	Expected time to complete: 12 hours per experience (up to 4 separate experiences) over 30 days Outcome Payment: \$327 per experience	Job Coach																
Job Development or Self-Employment Plan	Outcome-Based Service	TennCare prescribed template	Referral Authorization , SC approves completed template prior to authorization to bill	Expected time to complete: 5-8 hours over 30 days Outcome Payment: \$240	Job Developer																
Job Development or Self-Employment Start-Up	Non-Outcome-Based Service	No Report Required	Authorization	Tier A: \$2,400 total Tier B: \$1,800 total Tier C: \$1,200 total 2 weeks: 60% paid 6 weeks: 25% paid 10 weeks: 15% paid	Job Developer																
				<table border="1"> <thead> <tr> <th><u>Tier</u></th> <th><u>Phase 1 (60%)</u></th> <th><u>Phase 2 (25%)</u></th> <th><u>Phase 3 (15%)</u></th> </tr> </thead> <tbody> <tr> <td>A</td> <td>\$1,440</td> <td>\$600</td> <td>\$360</td> </tr> <tr> <td>B</td> <td>\$1,080</td> <td>\$450</td> <td>\$270</td> </tr> <tr> <td>C</td> <td>\$720</td> <td>\$300</td> <td>\$180</td> </tr> </tbody> </table>	<u>Tier</u>	<u>Phase 1 (60%)</u>	<u>Phase 2 (25%)</u>	<u>Phase 3 (15%)</u>	A	\$1,440	\$600	\$360	B	\$1,080	\$450	\$270	C	\$720	\$300	\$180	
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Career	Outcome-	TennCare	Referral Authorization ,	Expected time to	Job																

<u>Service</u>	<u>Outcome/ Non-Outcome Based</u>	<u>Documentation Required</u>	<u>Authorization</u>	<u>Duration & Payment</u>	<u>Staff Qualifications</u>
Advancement	Based Service	prescribed template	SC approves completed template prior to authorization to bill	complete: 40-48 hours Outcome Payment #1: \$240 for plan Outcome Payment #2: \$1,200 for career advancement	Developer
Job Coaching	Non-Outcome-Based Service	No Report Required Until Reauthorization BlueCare prescribed template for reauthorization	Authorization for initial service Referral Authorization to reauthorize services, SC approves completed template prior to authorization to bill	Based on month on job, time job coach is needed and assigned tier	Job Coach
Co-Worker Supports	Non-Outcome-Based Service	No Report Required	Authorization	Rate based on gross cost to employer -- cannot exceed the lesser of 50% of current hourly wage or \$12/hr. plus a flat \$0.60 provider admin fee/15 min.	Job Coach
Supported Employment Small Group (Small Group – Max 2 or 3 persons)	Non-Outcome-Based Service	No Report Required	Authorization	Reimbursement Rate: 1:3 - \$2.50/ 15 min. unit (\$10/hr. /person) 1:2 - \$3.50/ 15 min. unit (\$14/hr./ person)	Job Developer
Transition from small group to individual employment	Non-Outcome-Based Service	No Report Required	Authorization	\$500 one time incentive	Job Coach
Integrated Employment Path Services	Non-Outcome-Based Service	No Report Required	Authorization	Reimbursement Rate: 1:1-- \$22/hr. 1:2 -- \$14/hr.	Job Coach

DOCUMENTATION REQUIREMENTS FOR OUTCOME-BASED EMPLOYMENT SERVICES AND JOB COACHING RE-AUTHORIZATION

Required report templates must be completed and electronically submitted to a centralized mailbox. Once the Support Coordinator receives the completed report, she/he will review the report within to determine whether it contains the required information, outcome and level of detail to be approved or lacks the required information, outcome and level of detail and needs to be resubmitted. If the report template is approved, the provider will receive a Provider Services Plan that authorizes the provider to bill for the service. If the report template requires additional information and detail and needs to be resubmitted, the Support Coordinator will contact the provider and communicate what changes or enhancements need to be made to the report for it to be approved. The BlueCare Tennessee Employment Specialist is available to provide support to the providers in preparing to resubmit the report to ensure it contains the required information, outcome and level of detail needed to be approved. Once the report template is resubmitted and approved, the provider will receive a Provider Services Plan that authorizes the provider to bill for the service.

When completing and submitting the outcome-based reports for Exploration, Discovery, Situational Observation and Assessment, Job Development Plan, Self-Employment Plan, and *Career Advancement*, and the *Job Coaching Fading Plan* report, please follow the below instructions:

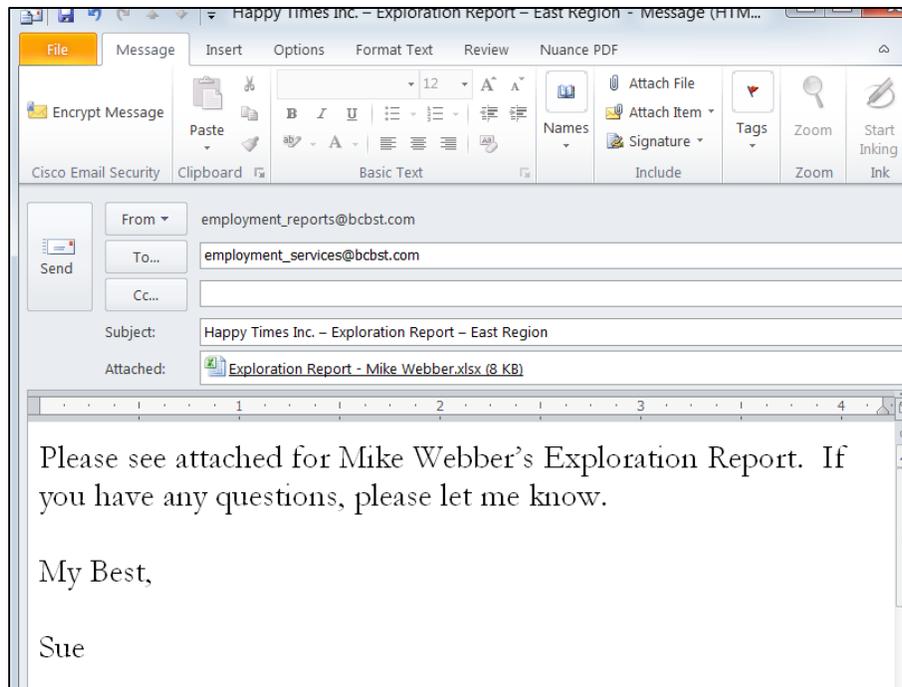
- ***ALL REQUIRED REPORT TEMPLATES MUST BE TYPED.*** Hand written reports will be returned to the provider and a report template that is typed will be requested.
- When identifying the dates in the Service Log section in each report, the date the provider receives the referral authorization for the outcome-based service should always be the date the service began. The date the service was completed will always be the date the report is being submitted to BlueCare Tennessee for approval.
- All completed report templates must be emailed to: Employment_reports@bcbst.com.
- When creating an email to send a completed, typed outcome-based report, please use insert a subject line with this specific information in this order:

Agency Name – Type of Outcome-Based Employment Service Report – Grand Region

An example of a correct subject line is: [Happy Times Inc. – Exploration Report – East Region](#)

- Title the name of the report: ***Type of Outcome-Based Employment Service Report – Member Name.***

An example of a correct report title is: [Exploration Report – Mike Webber](#). Please see below for an example of what an email and a saved report should look like.



EXPLORATION

MAIN POINTS TO LOOKING FOR:

- What were the results from the 4-5 uniquely arranged business tours, informational interviews and/or job shadows, uniquely selected based on the person's individual interests
- How were concerns/hesitations/objections addressed

HIGH QUALITY REPORT WILL INCLUDE:

- Utilize the correct template
- Fully completed template
- Submitted within 44 days of date service started
- The service start date was soon enough after date service was authorized
- All key people that should have been engaged properly are identified
- What the outcome is
- For questions that were answered "no" – what the reason is
- Member/conservator verifies the experience and outcome with the Support Coordinator
- Realistic service log
- Recommended next steps for the member

DISCOVERY

MAIN POINTS TO LOOK FOR:

- **Strongest interests** toward one or more specific aspects of the labor market;
- **Skills, strengths and other contributions** likely to be valuable to employers or valuable to the community if offered through self-employment;
- **Conditions** necessary for successful employment or self-employment.

HIGH QUALITY REPORT WILL INCLUDE:

- Summarizes the process, learning and recommendations to inform identification of the member's individualized integrated employment or self-employment goal(s) and strategies to be used in securing this employment or self-employment
- Utilize the correct template
- Fully completed template
- Submitted within 104 days of date service started
- The service start date was soon enough after date service was authorized
- All key people that should have been engaged properly are identified
- Information on strengths, interests, skills and conditions is **RICH and MEANINGFUL** and a path(s) to success for the member is identified
- The information on strengths, interests, skills and conditions was **VERIFIED DURING DISCOVERY SERVICE**
- Member/conservator verifies the experience, outcome and profile with the Support Coordinator and that they have seen it and had a chance to comment on it before it was finalized and submitted
- Realistic service log
- Recommended next steps for the member

SITUATIONAL OBSERVATION & ASSESSMENT

HIGH QUALITY REPORT WILL INCLUDE:

- Utilize the correct template
- Fully completed template
- Submitted within 37 days of date service started
- The service start date was soon enough after date service was authorized
- All key people that should have been engaged properly are identified
- The number of experiences authorized (up to 4 can be authorized) are completed
- The types of experiences the member participated in:
 - Make sense for the member based on her/his employment interests, skills, etc.
 - Does NOT look like the same experiences other members have participated in when receiving this service
- Clearly demonstrates what was learned from each experience that can inform the work of finding the member a job and training/coaching the person to be successful on that job
- Member/conservator verifies the experience and outcome with the Support Coordinator
- Realistic service log
- Recommended next steps for the member

JOB DEVELOPMENT PLAN

HIGH QUALITY REPORT WILL INCLUDE:

- Utilize the correct template
- Fully completed template
- Submitted within 30 days of date service started
- The service start date was soon enough after date service was authorized
- All key people that should have been engaged properly are identified
- Part 4: Identifies strong options for Job Duties, Tasks and Titles identified which combine the member's specific interests and skills
- Part 5: The things identified as Essential_Conditions and Preferences make sense for the member
- Parts 7 & 8: Clearly identify and prioritize employers likely to have interest in hiring the member
- Part 9: Identifies at least two types of tools to be utilized in Job Development
- Member/conservator verifies the experience of the meeting and the plan with the Support Coordinator
- Realistic service log
- Recommended next steps for the member, including working with VR

SELF-EMPLOYMENT PLAN

HIGH QUALITY REPORT WILL INCLUDE:

- Utilize the correct template
- Fully completed template
- Submitted within 30 days of date service started
- The service start date was soon enough after date service was authorized
- All key people that should have been engaged properly are identified
- Documentation that the meeting consisted of key people who can help and support the member achieve individualized integrated employment
- Part 4: Identifies how the proposed product or services (that the member would sell) are strongly related to the member's specific interests and skills
- Part 6: A complete and thorough description that demonstrates the business idea is viable and achievable by the member with support (this is the most important part of this plan)
- Part 7: The things identified as Essential_Conditions and Preferences make sense for the member
- Part 8: Did the provider do a good job of identifying next steps, key people who must be involved and a reasonable timeline for taking the self-employment plan forward?
- Member/conservator verifies the experience of the meeting and plan with the Support Coordinator
- Realistic service log
- Recommended next steps for the member

CAREER ADVANCEMENT

HIGH QUALITY REPORT WILL INCLUDE:

- Utilize the correct template
- Fully completed template
- The service start date was soon enough after date service was authorized
- Part 3: All key people that should have been engaged properly are identified
- Submitted within timeframe listed in authorization
 - Note TennCare has not yet established a timeframe for when the Career Advancement Plan is due*
- Description of the meeting of key people who can help and support the member achieve individualized integrated employment
 - Note: TennCare not requiring a meeting to be convened for creation of this type of plan; but this would be a best practice.*
- Part 4: The member's specific career advancement goal(s) are clearly identified and the specifics about the goal(s) [E.g. Job Tasks, Duties, Titles] make sense for the member
- Part 5: The things identified as Essential_Conditions and Preferences make sense for the member and her/his current employment or self-employment
- Parts 7 & 8: Options for career advancement either at the member's current employer or at other employer(s) likely to have interest in hiring the member are identified and prioritized
- Part 9: At least three types of tools are identified that will be utilized in seeking Career Advancement
- Member/conservator verifies the experience of the meeting and plan with the Support Coordinator
- Realistic service log
- Recommended next steps for the member

JOB COACHING RE-AUTHORIZATION

Initially, Job Coaching will be authorized for one (1) month. In order to re-authorize Job Coaching, providers must submit the ***Job Coaching Fading Plan*** report template, except when a member is receiving Job Coaching Stabilization and Monitoring. The Job Coaching Fading Plan is intended to incrementally step members down from Job Coaching as much as possible. The ***Job Coaching Fading Plan*** can be an updated version, if a Plan was previously submitted for a prior re-authorization. The Support Coordinator will review the ***Job Coaching Fading Plan*** and ensure it is complete and of sufficient quality to be approved prior to Job Coaching being re-authorized. The report for the initial re-authorization (after one month) of Job Coaching is due within five (5) business days of the start of service re-authorization date. The report for all additional re-authorizations for Job Coaching is due within ten (10) business days of the start of the re-authorization date.

HIGH QUALITY REPORT WILL INCLUDE:

- Utilize the correct template
- Fully completed template
- Submitted within the prescribed date service being reauthorized for the appropriate type of Job Coaching (initial authorization, initial re-authorization, re-authorization or stabilization and monitoring)
- The service start date was soon enough after date service was authorized

- All key people that should have been engaged properly are identified
- Clearly identifies the fading achieved during last six months and if no fading was achieved, clearly identifies the barriers to fading
- Fading goals and a description of the strategy(s) to be used to accomplish goal(s) within the proposed timeframe. Strategies may include one or more of the following:
 - Systematic instruction utilizing task analysis and related teaching or training strategies;
 - Strategies for removing barriers to independence from the environment;
 - Assistive technology (lo and hi tech);
 - Engaging existing sources of natural supports including co-workers and supervisors; and
 - Building new sources of natural supports including co-workers and supervisors.
- Member/conservator verifies the experience of the meeting and plan with the Support Coordinator

DETAILS NEEDED FOR NON- OUTCOME-BASED EMPLOYMENT SERVICES

Although there is no documentation requirement for non-outcome-based Employment Services, the provider must communicate the details of the service to the Support Coordinator can update the PCSP and the Member Associate knows what payments to authorize and additional services along a member's career path can be authorized. Below the non-outcome-based services are identified with the corresponding details needed.

BENEFITS COUNSELING

Support Coordinator receives specific details from the provider about the amount of time Benefits Counseling was provided and the results of the counseling. Support Coordinator verifies details of the Benefits Counseling experience with the member/conservator.

JOB DEVELOPMENT/SELF-EMPLOYMENT START-UP

Support Coordinator sees pay stub, job offer document, speaks with member about her/his job, visits member's job site, and/or speaks with provider about new job. Discusses the following items with the provider and member/conservator:

- Is the job well defined?
- Are the job tasks well matched to the person's skills and ability to learn?
- Does the company have well-developed training/teaching methods they use for all new hires?

- Will natural supports be present?
- Is the culture and approach to supervision supportive and positive?
- Are there opportunities to use technology (low or high), including remote use?

CO-WORKER SUPPORTS

Support Coordinator receives specifics from provider about hours needed and gross cost to employer for co-worker support to determine rate paid. Support Coordinator verifies details of Co-Worker Supports plan with the member/conservator. Review a copy of the agreement between the provider and employer.

SUPPORTED EMPLOYMENT – SMALL GROUP

Support Coordinator discusses with the provider and member the results of the service -- barriers to employment, the plan for overcoming them and strategies used to explore and develop interests, strengths and abilities related to individualized integrated employment. Support Coordinator verifies details of the experience with the member/conservator.

TRANSITION FROM SMALL GROUP TO INDIVIDUAL EMPLOYMENT

Support Coordinator discusses with the provider that the member has been in Supported Employment-Small Group for at least 6 months, and obtained/retained individualized integrated employment or self-employment for at least 7 months. Support Coordinator verifies details of the transition experience with the member/conservator.

INTEGRATED EMPLOYMENT PATH SERVICES

Support Coordinator discusses with the provider and member the results of the service -- measurable gains in knowledge, skills and experiences. Support Coordinator verifies details of the experience with the member/conservator.

SUPPORTED EMPLOYMENT-INDIVIDUAL EMPLOYMENT SUPPORTS SERVICE DESCRIPTIONS

The two types of employment services that can be supported with this service category include Individualized Integrated Employment and Individualized Integrated Self-Employment.

Individualized Integrated Employment: Sustained paid employment in a competitive or customized job with an employer for which an individual is compensated at or above the state's minimum wage, with the optimal goal being not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

Individualized Integrated Self-Employment: Sustained paid self-employment that is home-based or conducted in an integrated setting(s) where net income in relation to hours worked is equivalent to no less than the state's minimum wage, after a reasonable self-employment start-up period.

Supported Employment-Individual Employment Supports Service Highlights:

- These services can only be provided on an individual basis.
- A DSP cannot provide this service to two or more people at the same time.
- Expected outcome is people getting and keeping jobs.
- Work incentives are expected to be used to assist people to maximize earnings.
- If you aren't an approved ECF provider for benefits counseling, you need to have a good working relationship with work incentives benefits counselors
- Make sure your DSPs know the basics about work incentives
- Includes personal assistance if needed by person receiving this service (PAS provider qualifications must be met; except PSSA license not required).
- If person only needs personal assistance to work (person no longer needs Supported Employment service), please talk to ECF Support Coordinator to get authorization changed to Personal Assistance service.
- Transportation of the individual to and from these services is not included in the rates paid for these services.
- Transportation *during* the provision of these services is included in the rates paid for these services.
- An individual's person-centered support plan may include more than one non-residential habilitation service; however, they may not be billed for during the same period of time (e.g., the same 15 min/hour unit of time).
- If you are being paid for a SE-IES service on an outcome basis, you could be putting in time that isn't face-to-face with person at the same time the person is receiving a different service on a face-to-face basis.
- Two face-to-face services being delivered to a person cannot be billed during the same unit of time. *A person can only receive one face-to-face service at a time.*
- Determining service is not available to person through VR is responsibility of MCO Support Coordinator.
- If you get authorization to provide service, you can go ahead and do that.

Providers may not use this funding for:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment (Co-Worker Supports is not considered an incentive payment);
- Payments that are passed through to users of supported employment services (wages; attendance bonus, etc.); or
- Payments for training that is not directly related to an individual's supported employment program.

Providers may also receive Ticket to Work funding for milestones earned if:

- The provider is an Employment Network (EN); and
- The person has assigned the provider her/his Ticket.

Supported Employment-Individual Employment Supports Service Limitations:

- These services are not for group employment of any size or variation. (Even 2 people)
- Job Coaching services do not include supports for volunteering or any form of unpaid internship, work experience or employment.
- These services do not include supporting paid employment or training in a sheltered workshop or similar facility-based setting.
- These services do not include supporting paid employment or training in a business enterprise owned or operated by a provider of these services.
- These services do not include payment for supervisory activities rendered as a normal part of the business setting and supports otherwise available to employees without disabilities filling the same or similar positions in the business.

SE-IES: EXPLORATION

Service Definition Highlights:

- Activities to identify a person's specific interests and aptitudes for paid work, including experience and skills transferable to individualized integrated employment or self-employment.
- Exploration of individualized integrated employment or self-employment opportunities in the local area that are specifically related to the person's identified interests, experiences and/or skills through **four to five uniquely arranged business tours, informational interviews and/or job shadows**, uniquely selected based on the person's individual interests, aptitudes, experiences, and skills most transferable to employment.
- Each business tour, informational interview and/or job shadow shall include time for set-up, prepping the person for participation, and debriefing with the person after each opportunity.
- Introductory education on the numerous work incentives for individuals receiving publicly funded benefits (e.g. SSI, SSDI, Medicaid, Medicare, etc.).
- Introductory education on how Supported Employment services work (including Vocational Rehabilitation services).

- Educational information is provided to the person and the conservator and/or most involved family member(s), if applicable, to ensure conservator and/or family support for the person's choice to pursue individualized integrated employment or self-employment.
- The educational aspects of this service shall include **addressing any concerns, hesitations or objections** of the person and the legal guardian/conservator and/or most involved family member(s), if applicable.

Caps/Limitations: Re-authorization may occur a maximum of once every 365 days and only if the person, at the time of re-authorization, is not already engaged in individualized integrated employment or self-employment, or other services to obtain such employment.

This service is not appropriate for person who want to work (or is not opposed to working) in individualized integrated employment or self-employment. (Even if the person doesn't know exactly what they want to do.)

Service Delivery Expectations:

- 30 calendar days to complete once started
- Report due no later than 14 days after service completed
- Report must be in required template
- Outcome payment paid upon receipt of acceptable report (required template; no sections unaddressed; evidence that complete service has been delivered)
- Outcome payment assumes average 40 hours to complete service and write report. (All hours – not just face-to-face time)

Outcome Payment:

\$1,091. (40 hours – assumes Job Coach qualification level)

DSP Minimum Qualifications/Training:

Same as for Job Coach

BENEFITS COUNSELING

Service Definition Highlights:

- Designed to provide information to individuals and their families where appropriate regarding available benefits and assist individuals to understand the options for making an informed choice about pursuing integrated employment at prevailing wages while maintaining essential benefits including, but not limited to, income support, health care, long term services and supports, housing subsidies, food stamps, etc.
- Designed to repudiate myths, and to alleviate fears and concerns that choosing to seek integrated, competitive employment at prevailing wages would jeopardize their benefits.
- Provided by a certified Community Work Incentives Coordinator (CWIC)
- Assists the member to understand the array of work incentives and support programs such as IRWE, PASS plans, Trial Work Periods, Medicaid Buy-in for Workers with Disabilities, Medicare continuation benefits for SSDI beneficiaries.
- and the impact of earned income on their individual benefits, including food stamps and housing subsidies

Service Expectations:

- assist persons to understand their benefits supports and how to utilize the incentives and other tools available to them to assist them to achieve economic self-sufficiency.
- provide assistance to the person in the development of a system to maintain proper documentation of services, including creating monthly Benefits Summaries and Analyses and Work Incentive Plans for reports to and for the Social Security Administration.
- must be provided in a manner that supports the person's communication needs, including, but not limited to, age-appropriate communications, translation/interpretation services for persons of limited English-proficiency or who have other communication needs requiring translation including sign language interpretation, and understanding of the person's use of a communication device.

Caps/Limitations: Only if isn't available through another program. Initial counseling limited to 20 hours no more than every 2 years. Additional 6 more hours no more than 3 times a year can be approved to help member consider a new job, promotion, or self-employment. Additional 8 hours can be approved to help member stay employed or self-employed.

Reimbursement Rates:

\$40/hour

SE-IES: DISCOVERY

Service Definition Highlights:

- For an individual who wants to pursue individualized integrated employment or self-employment but for whom more information is needed about:
 - Strongest interests toward one or more specific aspects of the labor market;
 - Skills, strengths and other contributions likely to be valuable to employers or valuable to the community if offered through self-employment;
 - Conditions necessary for successful employment or self-employment.
- Activities include observation of person in familiar places and activities, interviews with family, friends and others who know the person well, observation of the person in an unfamiliar place and activity, identification of the person's strong interests and existing strengths and skills that are transferable to individualized integrated employment or self-employment.
- Also involves identification of conditions for success based on experience shared by the person and others who know the person well, and observation of the person during Discovery process.
- Service Definition Highlights:
- Written Profile summarizes the process, learning and recommendations to inform identification of the person's individualized integrated employment or self-employment goal(s) and strategies to be used in securing this employment or self-employment for the person.
- If ECF paying for Discovery, person should be assisted to apply to Vocational Rehabilitation (VR) for services to obtain individualized integrated employment or self-employment ***at the***

beginning of the Discovery process so that VR ready to write the Plan (IPE) when Discovery is completed.

- The Discovery Profile should be shared with VR staff to facilitate the timely development of an Individual Plan for Employment (IPE).

Caps/Limitations: May be reauthorized once every three (3) years.

Service Delivery Expectations:

- No more than 90 calendar days to complete once started
- Profile due no later than 14 days after service completed
- Profile must be in required template
- Outcome payment paid upon receipt of acceptable profile (required template; no sections unaddressed; evidence that complete service has been delivered)
- Outcome payment assumes average 50 hours to complete service and write profile. (All hours – not just face-to-face time)

Outcome Payment:

\$1,500. (50 hours – assumes Job Developer qualification level)

DSP Minimum Qualifications/Training:

Same as for Job Developer

SE-IES: SITUATIONAL OBSERVATION & ASSESSMENT

Service Definition Highlights:

- Observation and assessment of an individual's interpersonal skills, work habits and vocational skills through practical experiential, community integrated volunteer experiences and/or paid individualized, integrated work experiences that are uniquely arranged and specifically related to the interests, preferences and transferable skills of the job seeker as established through Discovery or a similar process.
- If paid experience, pay must be minimum wage or higher.
- Involves comparison of the actual performance of the individual being assessed with core job competencies and duties required of a skilled worker in order to further determine the work competencies and skills needed by the individual to be successful in environments similar to where the experience is taking place.
- Purpose is NOT to conclude person is not employable.

Caps/Limitations: May be reauthorized once every three (3) years.

Service Delivery Expectations:

- 30 calendar days to complete once started
- Up to 4 separate experiences can be authorized
- Report due no later than 7 days after service completed
- Outcome payment paid per experience upon receipt of acceptable report (no required template; include service log; summary of experience and what was learned)

- Outcome payment assumes average 12 hours to complete each experience and write report. (All hours – not just face-to-face time)
- Could submit one report for multiple experiences as long as report addresses each experience separately.

Outcome Payment:

\$327 per experience (12 hours – assumes Job Coach qualification level)

DSP Minimum Qualifications/Training:

Same as for Job Coach

SE-IES: JOB DEVELOPMENT PLAN OR SELF-EMPLOYMENT PLAN

Service Definition Highlights:

- Designed to create a clear and detailed plan for Job Development or for the start-up phase of Self-Employment
- Includes a planning meeting involving the individual and other key people who will be instrumental in supporting the individual to obtain work
- Incorporates the results of Exploration, Discovery, and/or Situational Observation and Assessment, if previously authorized

Caps/Limitations: May be reauthorized once every three (3) years.

Service Delivery Expectations:

- 30 calendar days to complete once started
- Plan due no later than 30 days after service start date
- Plan must be in required template (select correct template).
- Outcome payment paid upon receipt of acceptable plan (required template; no sections unaddressed; evidence that complete service has been delivered)
- Outcome payment assumes average 6-8 hours to complete service and write plan. (All hours – not just face-to-face time)

Outcome Payment:

\$240 (6-8 hours – assumes Job Developer qualification level)

DSP Minimum Qualifications/Training:

Same as for Job Developer

SE-IES: JOB DEVELOPMENT OR SELF-EMPLOYMENT START-UP

Service Definition Highlights:

- Support to obtain an individualized competitive or customized job in an integrated employment setting in the general workforce, for which an individual is compensated at or above the minimum wage.

- Support to launch self-employment business where net income in relation to hours worked is equivalent to at least minimum wage after reasonable start-up period.
- Expectation is the Job Development or Self-Employment Plan is implemented.
- Outcome must be consistent with the individual's personal and career goals, as identified in Plan.

Caps/Limitations: May be reauthorized once every 365 days (if person doesn't already have job/self-employment and wants it within 9 months).

Outcome payments – three amounts based on disability tier
(total assumes 10 weeks retention achieved)

- Tier A - \$2,400 total - assumes average of 80 hours of service (not including Job Coaching)
- Tier B - \$1,800 total - assumes average of 60 hours of service (not including Job Coaching)
- Tier C - \$1,200 total - assumes average of 40 hours of service (not including Job Coaching)

Outcome payment paid in three phases:

- Two weeks successful employment or self-employment (60% paid)
- Six weeks successful employment or self-employment (25% paid)
- Ten weeks successful employment or self-employment (15% paid)

Outcome Payments Summary

<u>Tier</u>	<u>Phase 1 (60%)</u>	<u>Phase 2 (25%)</u>	<u>Phase 3 (15%)</u>
A	\$1,440	\$600	\$360
B	\$1,080	\$450	\$270
C	\$720	\$300	\$180

DSP Minimum Qualifications/Training:

Same as for Job Developer

SE-IES: CAREER ADVANCEMENT

Service Definition Highlights:

- For persons currently engaged in individualized integrated employment or self-employment who wish to obtain a promotion and/or a second individualized integrated employment or self-employment opportunity.
- Not for people who just want more hours in existing job or self-employment venture.
- Two outcomes are expected:
 - The identification of the person's specific career advancement objective and development of a viable plan to achieve this objective;
 - Implementation of the plan which results in the person successfully achieving her/his specific career advancement objective.

Caps/Limitations: May be reauthorized once every three (3) years.

- Exception: Only when o/c #1 was paid and o/c #2 was never achieved. Then units may be reauthorized after a min of 365 days only if new/different provider is used.
- This service may not be included on an Individual Service Plan (ISP) if the ISP also includes any other services to obtain employment or self-employment. This service may not be authorized retroactive to a promotion or second job being made available to a person.

Service Delivery Expectations:

- Outcome payment #1 (\$240) paid upon receipt of acceptable written plan for career advancement
- Outcome payment #2 (\$1,200) paid when person achieves career advancement objective and has been in new position or second job for a minimum of 2 weeks.

Total Outcome Payment:

\$1,440 (40-48 hours – assumes Job Developer qualification level)

DSP Minimum Qualifications/Training:

Same as for Job Developer

SE-IES: JOB COACHING FOR WAGE EMPLOYMENT AND SELF-EMPLOYMENT

Service Definition Highlights:

- Includes identifying, through job analysis, and providing services and supports that assist the individual in maintaining individualized integrated employment or self-employment.
- Job coaching includes supports provided to the individual and her/his supervisor and/or co-workers, either remotely (via technology) or face-to-face.
- Supports during each phase of employment must be guided by a **Job Coaching Fading Plan** which incorporates an appropriate mix of best practices for the individual to achieve fading goals as identified in the Plan (e.g. systematic instruction utilizing task analysis to teach the individual to independently complete as much of her/his job duties as possible; high or low tech assistive technology; and effective engagement of natural supports including co-workers and supervisor(s) as needed).
- If progress on fading ceases at some point, adaptations to job duties, negotiated with the supervisor/employer, or transition to Co-Worker Supports **may** be utilized if no reduction in hours or hourly pay results.
- Transportation of the supported employee to and from the job site is not included in the rate paid for the service. Transportation of the supported employee, if necessary, during the provision of job coaching is included in the rate paid for the service.
- includes identification and provision of services and supports that assist the individual in maintaining self-employment., Job coaching for self-employment includes supports provided to the individual, either remotely (via technology) or face-to-face. Supports must enable the individual to successfully operate the business (with assistance from other sources of professional services or suppliers of goods necessary for the type of business). Job Coaching supports should never supplant the individual’s role or responsibility in all aspects of the business.

- Supports during each phase of self-employment must be guided by a **Job Coaching Fading Plan** which incorporates an appropriate mix of best practices for the individual to achieve fading goals as identified in the Plan (e.g. systematic instruction utilizing task analysis to teach the individual to independently complete as much of her/his roles and responsibilities as possible; high or low tech assistive technology; and effective engagement of any business partners and/or associates and/or suppliers of goods or services.
- If progress on fading ceases at some point, business plan adaptations may be utilized if no reduction in paid hours or net hourly pay results.
- Transportation of the supported self-employed person to and from the place of work is not included in the rate paid for the service. Transportation of the person, if necessary, during the provision of job coaching is included in the rate paid for the service.

Service Delivery Expectations:

Job Coaching is authorized in 15 minute units. The amount of time authorized for Job Coaching is individually determined based on the amount of hours the member works, the amount of fading that has been accomplished up to the point the authorization is being done, and the amount of support the member still needs to maintain her/his job. For example, if a member is working 24 hours a week and 50% fading has occurred, the member continues to need 12 hours (48 units) of Job Coaching per week.

There is a 40 hours per week (160 units) limit for Job Coaching services in combination with other non-residential expanded habilitation services or 50 hours per week if the member is working at least 30 hours per week. If a member does not have other non-residential expanded habilitation services in their PCSP, the member may use the full 40-hour limit for Job Coaching (or 50 hour limit if the member is working 30 hours per week or more) if needed.

Stabilization and Monitoring is for member’s who need support once a week or less. The reimbursement rate is \$130 per month. Two minimum contacts with the member per month and one contact with the employer are required.

- Minimum required contact with member is one face-to-face contact with member per month. The contact should occur at work, unless member/employer prefers this does not occur at work.
- Other contacts member may need (e.g. weekly or PRN) do not have to be done face-to-face so long as there is one face-to-face contact with the member per month.
- Minimum required contact with employer is one contact per month (does not have to be face-to-face).

Caps/Limitations: Max 40 hours/week in combination with other non-residential expanded habilitation services; 50 hours/week if employed at least 30 hours.

Reimbursement Rates:

15 minute unit payments – three levels based on person’s disability tier

- Tier A
- Tier B
- Tier C

Unit payments change based on length of time person has held job and amount of fading that has been accomplished. Below is a table that identifies the Job Coaching reimbursement rates.

Payment is higher per hour if fading achieved is greater, and vice versa.

Months on job	% of hours	Tier A	% of hours	Tier B	% of hours	Tier C
1 - 6 months		\$7 (\$28)		\$6.50 (\$26)		\$6 (\$24)
7 - 12 months	90-100%	\$5.25 (\$21)	80-100%	\$5.25 (\$21)	60-100%	\$5.25 (\$21)
	80-89%	\$6 (\$24)	60-79%	\$5.75 (\$23)	40-59%	\$5.50 (\$22)
	< 80%	\$7 (\$28)	< 60%	\$6.50 (\$26)	< 40%	\$6 (\$24)
13 - 18 months	75-100%	\$5.25 (\$21)	60-100%	\$5.25 (\$21)	50-100%	\$5.25 (\$21)
	60-74%	\$6 (\$24)	40-59%	\$5.75 (\$23)	30-49%	\$5.50 (\$22)
	< 60%	\$7 (\$28)	< 40%	\$6.50 (\$26)	< 30%	\$6 (\$24)
19 - 24 months	65-100%	\$5.25 (\$21)	50-100%	\$5.25 (\$21)	40-100%	\$5.25 (\$21)
	40-64%	\$6 (\$24)	30-49%	\$5.75 (\$23)	20-39%	\$5.50 (\$22)
	< 40%	\$7 (\$28)	< 30%	\$6.50 (\$26)	< 20%	\$6 (\$24)
25 + months		\$5.25 (\$21)		\$5.25 (\$21)		\$5.25 (\$21)
Stabilization & Monitoring	~ 1/wk	\$130/month	~ 1/wk	\$130/month	~ 1/wk	\$130/month

DSP Minimum Qualifications/Training:

Same as for Job Coach

SE-IES: CO-WORKER SUPPORTS

Service Definition Highlights:

- Involves a provider of Job Coaching for Individualized Integrated Employment entering into an agreement with an individual's employer to reimburse the employer for supports provided by one or more supervisors and/or co-workers, acceptable to the individual, to enable the person to maintain individualized integrated employment with the employer.
- Only supports that must otherwise be provided by a Job Coach may be reimbursed.
- Supervisory and co-worker supports rendered as a normal part of the business setting and that would otherwise be provided to an employee without a disability cannot be reimbursed.
- Additional natural supports for the individual, already negotiated with the employer, and provided through supervisors and co-workers, are not eligible for reimbursement.

When Co-Worker Supports can be utilized:

- From the start of employment or at any point during employment, if the employer prefers (or the individual prefers and the employer agrees) this type of approach.
- At any point in the individual's employment where needed Job Coaching supports can be **most cost effectively** provided by Co-Worker Supports and both the employer and individual agree to the use of Co-Worker Supports.
- Fading expectations should still be in place to maximize independence of the employed individual.
- Co-Worker Supports should always be considered when on-going fading of Job Coaching has stopped occurring.
- For individuals who are expected to be able to transition to working only with employer supports available to any employee and additional negotiated natural supports if applicable.
- In this situation, Co-Worker Supports are authorized as a temporary (maximum twelve months) **bridge** to relying only on employer supports, and additional negotiated natural (unpaid) supports if applicable, to maintain employment.

Service Delivery Expectations:

The amount of time authorized for this service is negotiated with the employer and reflective of the specific needs the individual has for co-workers supports above and beyond negotiated natural supports and supervisory/co-worker supports otherwise available to employees without disabilities.

Caps/Limitations: Max 40 hours/week in combination with other non-residential expanded habilitation services; 50 hours/week if employed at least 30 hours.

- 15 minute unit of service
- An add-on to the 15 minute unit rate for the employer is applied to cover the service provider's role in administering Co-Worker Supports
- Rate based on gross cost to employer for co-worker support (payment to co-worker plus applicable employer taxes).
- Rate also includes a flat \$.60 provider admin fee per 15 minute unit of co-worker support (\$2.40/hour).

Minimum Qualifications/Training:

- The supervisor(s) and/or co-worker(s) identified to provide the support to the individual must pass background checks otherwise required for DSP Job Coach.
- The provider is responsible for ensuring these checks are done and also for initial training of co-workers providing supports.

Minimum Training for Co-Workers:

- Overview of Supported Employment, including values and best practices
- Explanation of the Co-Worker Supports – what is covered/not covered; expected outcomes
- Overview of best practices for coaching to promote maximum independence/performance
- Training specific to the ECF member, including support plan, communication style, learning style, support needs and specific needed related to performing/maintaining her/his job that the co-worker (s) is expected to address;

- Role and availability of ECF employment service provider in supporting the ECF member, the employer/supervisor, and co-worker(s) providing support to the ECF member;
- Contact information for ECF provider, including emergency/back-up cell phone numbers;
- Documentation
 - Service delivery time
 - Progress reports

SUPPORTED EMPLOYMENT-SMALL GROUP AND PRE-VOCATIONAL SUPPORTS SERVICE DESCRIPTIONS

The two types of employment services that can be supported with this service category include Supported Employment – Small Group Supports and Integrated Employment Path Services.

SUPPORTED EMPLOYMENT-SMALL GROUP SUPPORTS

Service Definition Highlights:

- Employment services and training activities to support successful transition to individualized integrated employment or self-employment, or to supplement such employment and/or self-employment when it is only part-time. *These are expected outcomes of service.*
- Service may involve small group career planning and exploration, small group Discovery classes/activities, other educational opportunities related to successful job acquisition and working successfully in individualized integrated employment.
- Service may also include employment in integrated business, industry and community settings. Examples include mobile crews, small enclaves and other small groups participating in integrated employment
 - Specifically related to the identified interests, experiences and/or skills of each of the persons in the small group
 - Results in acquisition of knowledge, skills and experiences that support transition to or participation in individualized integrated employment or self-employment
 - **Paid at minimum wage or higher**
- Max group size is 3 people.
- Minimum staffing ratio is 1:3 for this service.

Caps/Limitations: Max 30 hours/week in combination with other non-residential expanded habilitation services

Service Delivery Expectations:

- Service must be conducted in:
 - Appropriate non-disability-specific settings (e.g. Job Centers, businesses, post-secondary education campuses, libraries, etc.), and/or

- In integrated business, industry or community settings
- All settings must meet all HCBS setting standards and must not isolate participants from others who do not have disabilities.
- Enclaves should allow opportunities for routine interactions with others without disabilities in the setting and involvement from supervisors and co-workers without disabilities (and not paid to deliver this service) in the supervision and support of individuals receiving this service.
- Crews should allow opportunities for routine interactions with people without disabilities (including fellow crew members, customers, etc.) in the course of performing services.
- Does not include vocational or prevocational services, employment or training provided in facility based work settings or supports for volunteering.
- Cannot be delivered in provider-owned, leased or operated settings.
- Must be provided in a way that presumes all participants are capable of working in individualized integrated employment and/or self-employment.
- Participants in this service shall be encouraged, on an ongoing basis, to explore and develop their interests, strengths, and abilities relating to individualized integrated employment and/or self-employment.
- In order to reauthorize this service, the Person-Centered Support Plan (PCSP) must document that such opportunities are being provided through this service, to the individual, on an on-going basis.
- The ISP shall also document and address any barriers to the individual transitioning to individualized integrated employment or self-employment if the person is not already participating in individualized integrated employment or self-employment.
- Small Group service providers shall support individuals in identifying and pursuing opportunities that will move them into individualized integrated employment or self-employment.
- A one-time incentive payment (\$500) is available for full transition of a person from Supported Employment-Small Group services to individualized integrated employment or self-employment.
- Person must have been in Supported Employment-Small Group for at least six (6) months, and obtained/retained individualized integrated employment or self-employment for at least seven (7) months.
- Transportation of participants to and from the service is not included in the rate paid for the service; however transportation provided during the course of Supported Employment—Small Group services is considered a component part of the service and the cost of this transportation is included in the rate paid to providers of this service.
- Service includes personal assistance if not only support need the person has. (PAS provider qualifications must be met; except PSSA license not required.)

Providers may not use this funding for:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment-small group;
- Payments that are passed through to users of supported employment services (wages; attendance bonus, etc.); or
- Payments for training that is not directly related to an individual's supported employment program.

Reimbursement Rates:

- 1:3 ration: \$2.50 per 15 minute unit (\$10/hour/person)
- 1:2 ration: \$3.50 per 15 minute unit (\$14/hour/person)

DSP Minimum Qualifications/Training:

Same as for Job Coach

INTEGRATED EMPLOYMENT PATH SERVICES

Service Definition Highlights:

- Work experiences and learning experiences, including volunteer opportunities, where a person can develop general strengths and skills that contribute to employability in individualized integrated employment or self-employment.
- Services are expected to specifically involve strategies that facilitate a participant's successful transition to individualized integrated employment or self-employment.
- Individuals receiving Integrated Employment Path Services must have a goal to obtain some type of individualized integrated employment or self-employment and this goal must be documented in the ISP as the goal that Integrated Employment Path Services are specifically authorized to address.
- If people don't have a goal, Exploration is the appropriate service.
- Services should be customized to provide opportunities for increased knowledge, skills and experiences relevant to the person's *specific* individualized integrated employment and/or self-employment goals.
- If such *specific* goals are not known, this service can also be used to assist a person to identifying her/his specific individualized integrated employment and/or self-employment goals and career goals. *Similar to Discovery.*
- The expected outcome of this service is measurable gains in knowledge, skills and experiences that contribute to the individual achieving individualized integrated employment or self-employment.
- References from volunteering or work experiences.
- Address skills including but not limited to: ability to communicate effectively with supervisors, co-workers and customers; generally accepted community workplace conduct and dress; ability to follow directions; ability to attend to tasks; workplace problem solving skills and strategies; general workplace safety; and mobility training.

Max group size: 2 people

Minimum staffing ratio is 1:2 for this service

Caps/Limitations: Max 12 months

- One 12 month extension is possible only if the individual is actively pursuing individualized integrated employment or self-employment and has documentation that a service(s) is concurrently authorized for this purpose.

- The twelve (12) month authorization and one twelve (12) month reauthorization may be repeated only if a person loses individualized integrated employment or self-employment and is seeking replacement opportunities
- Max in combination with other non-residential expanded habilitation services: 20 hours/week; 30 hours if receiving at least one employment service
- Must be delivered in integrated, community settings and may not be provided in sheltered workshops or other segregated facility-based settings.
- Shall not be authorized if the person is receiving SE-Individual Job Coaching, Co-Worker Supports or is working in individualized integrated employment or self-employment without any paid supports.

Transportation of the individual to and from this service is not included in the rate paid for this service but transportation during the service is included in the rate.

Reimbursement Rates:

- 1:1 ratio: \$22 per hour
- 1:2 ratio: \$14 per hour

DSP Minimum Qualifications/Training:

Same as for Job Coach