

## CENTER-BASED EMPLOYMENT

### Service Description

H022-FG

As defined by the Arizona SFY 2010 Directory and Taxonomy of Human Resources, this is a service that provides a controlled and protected work environment, additional supervision and other supports for individuals engaged in remunerative work either in a sheltered workshop or in the community.

This service, otherwise known as Center-Based Employment, provides consumers a healthy, safe, and supervised work environment. The Qualified Vendor pays consumers in accordance with State and Federal law for work the consumers perform.

### Service Requirements and Limitations

1. Center-based services are provided in a Qualified Vendor owned or leased setting, where the majority of the individuals have disabilities and are supervised by paid Qualified Vendor staff.
2. The setting shall be a work environment. Center-based program participants must be primarily engaged in work and work-related activities.
3. Service is considered to be habilitation.
4. Consumers authorized for this service must have work-related habilitative goals and objectives with an employment outcome.

### Service Goals and Objectives

#### Service Goals

1. To provide consumers with gainful, productive, and paid work.
2. To support consumers in developing skills, abilities and behaviors that will enable them to most fully realize their vocational aspirations and support their transition into a more integrated employment setting if they desire.

#### Service Objectives

The Qualified Vendor shall ensure that the following objectives/outcomes are met:

1. Ensure the ongoing availability of paid work in an amount adequate to the number of consumers in the program.

2. Participate with the consumer's Individual Support Plan (ISP) team to develop and implement an ISP that identifies vocational outcomes in accordance with the consumer's long-term employment goal.
3. Provide each consumer with training related to the specific skills required to perform the work available through the center-based employment program.
4. Provide each consumer with training related to generic work skills (e.g., staying on task, attention to detail, etc.) and appropriate work habits/ethics.
5. Evaluate the performance and general job-related skills of each consumer and identify both strengths and barriers to success/progressive movement.
6. In consultation with the consumer's ISP team, develop strategies to capitalize on strengths and remove or minimize barriers to success/progressive movement.
7. As needed, assist consumers with basic personal care needs, including lavatory and mealtime assistance.
8. Provide each consumer with the opportunity to participate in a variety of work opportunities. This includes introducing the consumer to integrated work environments to evaluate appropriateness for progressive moves.
9. Participate with the consumer's ISP team in making referrals to Vocational Rehabilitation for progressive moves.

### **Service Outcomes**

1. Paid work shall be available to consumers at least 75% (seventy-five percent) of the center's workweek.
2. At least 75% (seventy-five percent) of consumers will meet their annual vocational goals, as defined in their ISP.
3. At least 10% (ten percent) of consumers will be identified for progressive moves from center-based employment within a six (6) month period.

### **Service Utilization Information**

1. The maximum daily utilization shall not exceed seven (7) hours per day.
2. It is anticipated that this service is provided with an average ratio of one (1) direct staff person to six (6) consumers (1:6). It is anticipated that all participants may need intermittent direct one-on-one assistance/supervision in order to respond to personal hygiene or other personal needs. The facility must provide sufficient direct care staff to manage and supervise consumers in accordance with their collective ISP.

3. Unless otherwise approved by the Division's District Program Administrator/Manager or designee, services shall only be provided to consumers 22 (twenty-two) years of age or older.
4. Center-based employment services shall not be provided concurrently with other employment support services (i.e., Group Supported Employment and Individual Supported Employment). However, a consumer may receive different employment support services at different times within a given day.
5. Any change in the type of employment services a consumer receives must have the consent of the individual's ISP team and the District Program Manager/designee and have a current authorization prior to a change in service type. This also applies to moves to day program services from Center-Based Employment services. The failure of the Qualified Vendor to secure paid work opportunity is not a sufficient basis for making a move from Center-Based Employment services to day program services.

### **Rate Basis**

1. Published. The published rate is based on one (1) hour of direct service.
2. The Division has established a separate rate for this service when the service is delivered to a consumer residing in a low-density zip code area. The low-density rate has a premium over the standard rate for this service. The Qualified Vendor shall bill the Division the low-density rate only after it receives authorization from the DDD Program Administrator / Manager or designee.

Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes, billing units, and associated billing rules will be included in the Division's Policies and Procedures Manual, Billing Manual, RateBook, and/or other provider resources made available by the Division..

### **Direct Service Staff Qualifications**

The Qualified Vendor will ensure that direct service staff is trained in developing and teaching meaningful employment related activities (e.g., hygiene, punctuality, time on task, supervisory relationships, co-worker relationships, job interviewing, etc.) for the consumers that they support in the center.

### **Recordkeeping and Reporting Requirements**

1. Qualified Vendors shall maintain individual progress notes and production records on a daily basis for each consumer engaged in paid work.
2. The Qualified Vendor shall keep copies of each consumer's schedule, including any changes, as well as daily records of the number of hours each consumer attends the

Qualified Vendor's program. The time begins when the Qualified Vendor assumes responsibility for the consumer and ends when the Qualified Vendor ends this responsibility. Total time shall not include any time spent during transportation to/from the consumer's residence.

3. The Qualified Vendor shall keep daily records of the number of hours each direct service staff spends providing direct services to consumers in the program. Only the time when consumers are present in the program shall be counted as direct service.
4. The Qualified Vendor shall submit quarterly individualized progress reports on each consumer to the consumer's support coordinator within thirty (30) days after the close of the quarter.
5. The Qualified Vendor shall provide a comprehensive consumer status report using Division forms every six (6) months to each District Program Manager / designee (where the service is being performed) within thirty (30) days after the close of the period.
6. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.