

EMPLOYMENT SUPPORT AIDE

Service Description

H022-FI

This service provides consumers with the one-to-one supports needed for the consumer to remain in his/her employment. These supports could include one (1) or more of the following three (3) options: personal care services, behavioral supports, and/or follow-along supports needed to maintain stable employment. The actual supports provided will be dependent upon consumer need; however, it is the Division's expectation that this service will primarily be used to provide on-the-job follow-along supports for consumers in competitive employment.

Service Requirements and Limitations

This service may be provided to consumers receiving Group Supported Employment, Individual Supported Employment or consumers employed in the community who are not receiving other employment supports and services.

Service Goals and Objectives

Service Goals

To provide the necessary level of supports to empower the consumer to attain, maintain or advance in employment.

Service Objectives

The Qualified Vendor shall ensure that the following objectives/outcomes are met, dependent upon the type of support being provided, per the consumer's Individual Support Plan (ISP):

Personal Care Services

Provide assistance to meet the personal care needs of a consumer who would otherwise be excluded from employment, which may include but is not limited to:

1. Assisting with lavatory usage,
2. Assisting at meal times and breaks,
3. Assisting with self-medication or medication reminders, and/or
4. Assisting with ambulation

Behavioral Health Services

To support consumers with a co-occurring behavioral health diagnosis who would otherwise be excluded from employment. Support services must have been denied by the relevant Regional Behavioral Health Authority (RBHA). It is expected services would fade or be provided only intermittently as the consumer's workplace behaviors improve and/or the consumer stabilizes in his/her workplace performance. Services may include but are not limited to:

1. Shadowing the consumer in order to assist him/her in maintaining positive behaviors appropriate to the workplace,
2. Providing behavioral intervention as needed by assisting in resolving behaviors inappropriate for the work place,
3. Assisting the consumer in resolving any life/personal concerns that may interfere with job performance, and/or
4. Communicating with all appropriate persons when the consumer presents any additional medical or social needs during the course of the service delivery in order to refer for or obtain additional needed supports.

Ongoing On-The-Job Supports

For consumers employed in the community and not receiving any other employment support services, the employment support aide provides on-the-job, follow-along supports. It is expected that this will be the most frequently authorized use of this service/support option.

Service Utilization Information

This service is provided one-to-one (1:1) in accordance with the consumer's ISP as approved by the District Program Manager/designee. This service shall not supplant the care provided by the consumer's natural supports.

1. Typical usage for personal care services is up to one (1) hour per day per consumer. Typical usage for behavioral intervention services is up to three (3) hours per day per consumer. Typical usage for follow-along services is one to three (1-3) hours per week per consumer. The total number of hours billed for Employment Support Aide services shall not exceed four (4) hours per day per consumer. Exceptions to this must be approved District Program Manager/designee.
2. For consumers in Group Supported Employment, this service is provided in addition to the supervised Group Supported Employment service. It may be billed for up to one (1) hour for personal care assistance. Up to three (3) hours per person per day may also be authorized and billed to provide behavioral intervention as needed to support acquisition and maintenance of positive employment skills. The provision of such service does not change the Qualified Vendor's responsibility for maintaining the recommended staff-to-

consumer ratio for Group Supported Employment. When calculating the staff-to-consumer ratio, the Employment Support Aide shall *not* be included, and the consumer receiving the services shall be included.

3. For consumers in Individual Supported Employment, this service is provided in addition to the job coaching service. It may be billed for up to one (1) hour per person per day for personal care assistance. Up to three (3) hours per person per day may also be authorized and billed to provide behavioral intervention as defined in the consumer's ISP.
4. For consumers who no longer need job coaching services, have received up to a maximum of 12 (twelve) months of job coaching, or are not receiving other employment support services, this stand-alone service can be used to meet one (1) or more of the following consumer needs:
 - 4.1 Personal care, up to one (1) hour per person per day.
 - 4.2 Behavioral intervention, up to three (3) hours per person per day.
 - 4.3 On-the-job follow-along employment supports to help consumers maintain positive work habits, attitudes and skills, up to three (3) hours per person per week.
5. The consumer or other responsible party is expected to provide all necessary personal care supplies.
6. A consumer can receive services from only one (1) Employment Support Aide at a time.

Rate Basis

Published. The published rate is based on one (1) hour of direct service.

Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes and 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

Direct service staff shall have the ability to provide assistance to a consumer to meet essential personal and physical needs. This ability includes social, physical, emotional fitness, and the ability to communicate with the consumer as necessary.

Recordkeeping and Reporting Requirements

1. The Qualified Vendor shall submit quarterly, individualized progress reports on each consumer using Division forms within thirty (30) days after the close of the quarter to the consumer's support coordinator. The reports shall include:
 - 1.1 Performance data that identifies the progress of the consumer toward achievement of the established objectives;
 - 1.2 A detailed record of each contact including hours of service with the consumer; and
 - 1.3 Detailed information in regard to specific employment support activities.
2. The Qualified Vendor must maintain on file proof of hours worked by their direct service staff, e.g., staff time sheets. A monthly statement of Employment Support Aide hours shall be furnished to the consumer and the support coordinator.
3. The Qualified Vendor shall maintain documentation that demonstrates direct service staff has been trained as required, including the requirements of Section 5 of the Qualified Vendor Agreement.
4. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.