

## **CENTER-BASED EMPLOYMENT**

### **Service Description**

**H022-FG**

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 provides Division members a healthy, safe, and supervised work environment. The Qualified Vendor pays members in accordance with State and Federal law for work the members perform.

### **Service Requirements and Limitations**

1. This service shall be 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. The setting must be inspected by the Department's Office of Licensing, Certification, and Regulation ("OLCR") and approved by the Division as defined in Arizona Administrative Code (A.A.C.) in R6-6-1505.
2. The setting shall be a work environment. Center-Based Employment program participants must be primarily engaged in work and work-related activities.
3. This service is considered to be habilitation.
4. Members authorized for this service must have work-related habilitative goals and objectives with an employment outcome.
5. This service shall not be delivered in a licensed group home or developmental home.
6. This service shall not be provided in the same room at the same time as a Day Treatment and Training service.

### **Service Goals and Objectives**

#### Service Goals

1. To provide members with gainful, productive, and paid work.
2. To support members 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 are met:

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

## **Service Outcomes**

1. Members shall be engaged in paid work at least seventy-five percent (75%) of the time they are in attendance at the program. Alternate activities when paid work is not available shall focus on generic work skills and appropriate work habits/ethics, and accommodate all participants.
2. At least ten percent (10%) of members, based on the Qualified Vendor's average daily attendance over a one (1) year period, will be identified for a progressive move to community integrated employment (i.e., Group Supported Employment or Individual Supported Employment).

3. Documentation of these service outcomes shall be included in the aggregate program status report to each Division's District Program Manager/designee where the service is being performed (see "Recordkeeping and Reporting Requirements" below).

### **Service Utilization Information**

1. The maximum daily utilization shall not exceed eight (8) hours per day.
2. It is anticipated that this service is provided with an average ratio of one (1) direct service staff person to six (6) members (1:6). It is anticipated that all participants may need intermittent direct one-on-one (1:1) assistance/supervision in order to respond to personal hygiene or other personal needs. The facility shall provide sufficient direct service staff to manage and supervise members in accordance with their collective planning documents.
3. Unless otherwise approved by the District Program Manager or designee, this service shall only be provided to members twenty-two (22) years of age or older.
4. This service shall not be provided concurrently with other employment support services (i.e., Group Supported Employment and Individual Supported Employment). However, a member may receive different employment support services at different times within a given day.
5. Any change in the type of employment services a member receives must have the consent of the member's planning 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 member 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 District Program Manager/designee.
3. 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 shall 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) for the members that they support in the center.

### **Recordkeeping and Reporting Requirements**

1. The Qualified Vendor shall maintain individual member production records on a daily basis documenting time spent in paid work and time spent in alternative activities.
2. The Qualified Vendor shall keep copies of each member's schedule, including any changes, as well as daily records of the number of hours each member attends the Qualified Vendor's program. The time begins when the Qualified Vendor assumes responsibility for the member and ends when the Qualified Vendor ends this responsibility. Total time shall not include any time spent during transportation to/from the member's residence.
3. The Qualified Vendor shall maintain daily records as proof of the number of hours worked by each direct service staff providing direct services to members in the program.
  - 3.1 Only the time when members are present in the program shall be counted as direct service.
  - 3.2 Each time sheet, equivalent document, or data system must contain the original signature or other independent verification (such as an attendance log that has been signed by the member/member's representative or the direct service staff who documents the member's arrival and departure) after service delivery confirming the hours worked. Proof of hours worked must be signed or verified by the member/member's representative or agency representative before the Qualified Vendor submits the claim for payment.
4. The Qualified Vendor shall submit quarterly individualized progress reports on the member to the Division and member/member's representative unless the member/member's representative has requested not to receive them. The quarter is based on the calendar year and the reports are due no later than the fifteenth (15) day following the end of the quarter. The Qualified Vendor shall refer to the Division's Provider Manual for guidance on report due dates and minimum content of the reports
5. The Qualified Vendor shall provide an comprehensive aggregate program status report using Division forms to each District Program Manager/designee (where the service is being performed) no later than the thirty-first (31<sup>st</sup>) day of January and July.
6. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.
7. The Qualified Vendor shall submit the teaching strategies that were developed for the member's habilitative outcomes to the member's Support Coordinator for planning team review no later than twenty (20) business days following the initiation of service for a new or a continuing placement and whenever a new outcome has been identified for the member.