

1240-J EMPLOYMENT SERVICES

EFFECTIVE DATE: April 21, 2023

REFERENCES: AMPM 1240-J

PURPOSE

This policy establishes the requirements for and describes covered employment services and support services for Division members enrolled in the Arizona Long Term Care Services (ALTCS) program.

DEFINITIONS

1. “Competitive Integrated Employment” means work that is performed on a full-time or part-time basis for which an individual is:
 - a. Compensated at or above minimum wage and comparable to the customary rate paid by the employer to employees without disabilities performing similar duties and with similar training and experience;
 - b. Receiving the same level of benefits provided to other employees without disabilities in similar positions;

- c. At a location where the employee interacts with other individuals without disabilities; and
 - d. Presented opportunities for advancement similar to other employees without disabilities in similar positions.
- 2. “Enclave” means a worksite of a competitive employer where a worker with a disability or group of workers with disabilities are working and supervised by staff from the qualified vendor. The workers remain on the qualified vendor’s payroll and authorizations to pay subminimum wage is based on the work center’s certificate.
- 3. “Mobile Work Crew” means a small crew of persons with disabilities that operates as a self-contained business that generates employment for their crew members by selling a service. The crew may work at several locations within the community, under the supervision of a job coach. This type of work may include janitorial, groundskeeping, or maintenance.
- 4. “Self Employment” means the following are met:

- a. The person is directly involved in their own recognizable business, trade, or profession. This may include odd jobs or irregular and varied activities,
- b. No employer-employee relationship exists and the person controls the hours worked and how the work is performed, or
- c. The person works for someone else on a commission basis but pays their own federal taxes. In general, if taxes are deducted from the person's pay, the person is NOT self-employed.

POLICY

A. EMPLOYMENT FIRST

1. The Division shall participate as a partner in Arizona's Employment First initiative by:
 - a. Providing services and supports to implement Employment First principles and practices, and

- b. Coordinating efforts to improve employment opportunities for working-age adults.
2. The Division shall adopt the following principles and ensure service planning and service delivery aligns with these principles:
 - a. Employment shall be the first and expected outcome for all working-aged members.
 - b. Members shall have access to competitive integrated work settings.
3. The Division shall provide members with the following information to help them make informed decisions about employment.
 - a. Employment supports and services,
 - b. Knowledge about the value of employment on their quality of life,
 - c. Understanding of how work affects public benefits and resources so that employment remains an option without fear of losing essential benefits,

- d. Focus on an individual's priorities, strengths, abilities, and interests, and
- e. Appropriate supports and services such as supported and customized employment and assistive technology.
- c. Long-term supports and services if needed to be successful in the workplace.

B. EMPLOYMENT SERVICES

1. The Division shall provide employment services and supports while applying this philosophy of empowerment and opportunity through the implementation of employment programs, measurement of outcomes, communication, and collaboration with all providers, subcontractors, and stakeholders.
2. The Division shall discuss employment with all members 14 years or older.
3. The Division shall provide a diverse range of employment services, from pre-employment services to post-employment supports, that are individualized to the member. The member's

employment services shall provide opportunities for them to participate in the range of pre-employment services based on their job goals, strengths, priorities, interests, and abilities.

4. The Division shall deliver pre-employment services, that shall be provided individually or in a group setting, to prepare members for engagement in meaningful work-related activities, such as volunteerism or services necessary to achieve full-or part-time competitive integrated employment, including self-employment.

This may include the following:

- a. Vocational assessments to determine strengths, knowledge, skills, interests, and abilities,
- b. Career/educational counseling,
- c. Access to transportation training, including how to use public transportation and/or mobility training,
- d. Community trial work experiences, including volunteer work, career exploration, and job shadowing,

- e. For Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) beneficiaries, benefits counseling on how working income may affect benefits,
- f. Job training services, including vocational skill building and training related to soft skills necessary to be successful on the job,
- g. Supervised supported employment in a group setting, including Enclaves and Mobile Work Crews,
- h. Other training, including resume preparation, job interview skills, study skills, budgeting skills (when it pertains to employment), professional decorum, and time management, and
- i. Assistance in job search.

C. PRE-EMPLOYMENT SERVICES

1. The Division shall assess and authorize Group Supported Employment when the member needs a service that shall provide the member with an on-site, supervised, paid work

environment in an integrated community setting.

2. The Division shall assess and authorize for Center Based Employment when the member needs a service:
 - a. That shall provide the member with a controlled, protected, and supervised environment.
 - b. That shall be provided in a Qualified Vendor-owned or leased setting.
 - c. That shall provide the member with a goal to develop general, non-job-task-specific strengths and skills with a goal of integrated employment in the community including group and individual supported working environments
3. The Division shall assess and authorize Career Preparation and Readiness when the member needs assistance to obtain competitive and/or integrated employment.
 - a. Members currently participating in Center Based Employment shall receive services and supports to assist them in making a progressive move into competitive

and/or integrated employment.

- i. The Division shall assess and authorize Transition to Employment when the member needs a service that shall provide training in the meaning, value, and demands of work and in the development of positive attitudes toward work.
4. The Division shall assess and authorize for Employment Support Aide when the member needs additional supports to help them maintain successful employment. These supports may:
 - a. Include personal care services, and behavioral intervention,
 - b. Be provided in Group Supported Employment

D. POST EMPLOYMENT SERVICES

1. The Division shall assess and authorize for Individual Supported Employment when the member needs services to maintain, or obtain, employment and has exhausted services, services are not available, or is not eligible for services through Vocational Rehabilitation. The member shall receive the following services:

- a. Job coaching at a competitive integrated job, or
 - b. Job search services
2. The Division shall assess and authorize for Employment Support Aide when the member needs additional supports to help them maintain successful employment. This support::
 - a. Includes “Job follow along” supports
 - b. May be provided with Individual Supported Employment
3. May be provided as a stand-alone service.
4. The Division shall ensure members are educated on the following:
 - a. Arizona Disability Benefits 101 (DB101), so that members:
 - i. Understand how disability benefits, such as SSI and SSDI, may change with working income and choose an employment goal based on that understanding, and

- ii. May set up their own DB101 accounts and use it independently to make future employment decisions.

- b. Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR), so that members understand:
 - i. RSA/VR, as the primary payer of employment services, must be offered to members interested in gaining employment,
 - ii. RSA/VR eligibility criteria,
 - iii. How the RSA/VR program can assist in their pursuit of becoming employed,
 - iv. The types of services RSA/VR may provide, and
 - v. Are able to make informed decisions about participation in the RSA/VR program and request a referral to RSA/VR when interested.

- c. Community employment resources, including ARIZONA@WORK, so that members understand what is available in their community.

- d. AHCCCS Freedom to Work (Medicaid Buy-In), so that members:
 - i. Understand it is affordable health insurance for individuals with disabilities who are employed, and
 - ii. Understand key concepts of the program, such as how to qualify, how to apply, what services are covered, and the cost of monthly premiums.
5. The Division may provide transportation services for eligible members when traveling to and from an employment service site. Employment service sites may be located at a Qualified Vendor site or at the location identified by the employer.
6. The Division shall ensure members receive employment services in an integrated community work setting. An integrated community work setting is a worksite that is located in a naturally occurring community of residential, business, social, or educational environments. Integrated work settings require that workers with disabilities shall have the choice and opportunity to:

- a. Work alongside workers without disabilities, other than paid staff who are providing services to that individual,
- b. Perform the same tasks with the same expectations that a non-disabled peer would perform for pay,
- c. Freely participate in the social aspects common to the workplace, including but not limited to, having access to all common areas of the enterprise, eating lunch, and taking breaks together, and
- d. With respect to facility-based services and these other standards for integrated work settings, members shall have the choice and opportunity to:
 - i. Develop products and services which are prepared in the facility but sold or provided out in the general community,
 - ii. Have alternate schedules for services and activities,
 - iii. Schedule activities at their own convenience,

- iv. Have access to entrances and exits to the setting and any and all areas within the setting,
 - v. Engage in work and non-work activities that are specific to their skills, abilities, desires, needs, and preferences including engaging in activities with people of their own choosing and in areas of their own choosing (indoor and outdoor spaces), and
 - vi. Have access to food during breaks and lunch.
7. The Division shall ensure person-centered employment planning occurs with members interested in gaining or maintaining employment. Employment planning is, driven by the member, and the planning team, through informed choice, and shall include:
- a. Members having an integrated employment goal (group or individual supported),
 - b. An annual readiness assessment is conducted for community-based employment and goals are developed to

address barriers when the member is not ready for the next step.

- c. The duration of the service, as defined by the planning team,
 - d. Outline and prioritize the goals to be achieved,
 - e. DB101 and work incentive consultation to understand how working income may affect benefits, and
 - f. Opportunities for progressive moves.
8. The Division shall ensure members in facility-based, congregate employment programs prior to March 17, 2023, shall continue to receive those services without having a goal of working outside of the facility, however, providers shall continually assess and offer services geared toward these members obtaining a competitive job in the community.
9. The Division shall ensure members approved for facility-based, congregate employment programs after March 17, 2023 shall be

approved for no more than one year and reevaluated by the planning team at least one time annually.

10. The Division shall contract with a sufficient network of providers specializing in employment services covering all regions in the Geographical Service Area (GSA) and educate the providers on the importance and benefits of referring members interested in competitive integrated employment to RSA/VR.
11. The Division shall make all reasonable efforts to increase the number of providers who are mutually contracted with ADES/RSA for employment services.
12. The Division shall ensure any authorized attendant during the provision of pre- or post-employment services or at the employed member's workplace before and after work and/or during breaks is medically necessary. These services shall not substitute for the services or accommodations a member may be entitled pursuant to the Americans with Disabilities Act and/or the Rehabilitation Act of 1973 including reasonable accommodations rendered by an employer.

Signature of Chief Medical Officer: 
[Anthony Dekker \(Apr 20, 2023 11:52 PDT\)](#)
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