

1
2 **1240-J EMPLOYMENT SERVICES**

3
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7 REFERENCES: Arizona Executive Order 2017-08, AMPM 1240-J, Division
8 Medical Policy 1250-Y

9 **PURPOSE**

10
11 This policy establishes the requirements regarding the provision of ~~for and~~
12 ~~describes covered~~ employment services and support services for ~~Division~~
13 ~~members~~ Members eligible for ~~enrolled in the~~ Arizona Long Term Care
14 Services (ALTCS) program.

15 **DEFINITIONS**

- 16
17 1. "Competitive Integrated Employment" means work that is
18 performed on a full-time or part-time basis for which an
19 individual is:
- 20 a. Compensated at or above minimum wage and comparable
21 to the customary rate paid by the employer to employees
22 without disabilities performing similar duties and with
23 similar training and experience;
 - 24 b. Receiving the same level of benefits provided to other

- 25
26 employees without disabilities in similar positions;
- 27
28 c. At a location where the employee interacts with other
29 individuals without disabilities; and
- 30
31 d. Presented opportunities for advancement similar to other
32 employees without disabilities in similar positions.
- 33
34 2. “Enclave” means a worksite of a competitive employer where a
35 worker with a disability or group of workers with disabilities are
36 working and supervised by staff from the qualified vendor. The
37 workers remain on the qualified vendor’s payroll and
38 authorizations to pay subminimum wage is based on the work
39 center’s certificate.
- 40
41 3. “Integrated Work Setting” means a worksite that is located in a
42 naturally occurring community of residential, business, social, or
43 educational environments.
- 44
45 4. “Member” means a person receiving developmental disabilities
46 services from the Division.
- 47
48 5. “Mobile Work Crew” means a small crew of persons with
49 disabilities that operates as a self-contained business that

- 45
46 generates employment for their crew members by selling a
47 service. The crew may work at several locations within the
48 community, under the supervision of a job coach. This type of
49 work may include janitorial, groundskeeping, or maintenance.
- 50 6. “Planning Team” means a defined group of individuals comprised
51 of the Member, the Responsible Person if other than the Member,
52 and, with the Responsible Person’s consent, any individuals
53 important in the Member’s life, including extended family
54 members, friends, service providers, community resource
55 providers, representatives from religious/spiritual organizations,
56 and agents from other service systems.
- 57 7. “Responsible Person” means the parent or guardian of a minor
58 with a developmental disability, the guardian of an adult with a
59 developmental disability, or an adult with a developmental
60 disability who is a client or an applicant for whom no guardian
61 has been appointed as defined in A.R.S. §36.-551
- 62 8. “Self Employment” means the following are met:
- 63 a. The person is directly involved in their own recognizable
64 business, trade, or profession. This may include odd jobs
65

- 66
67 or irregular and varied activities,
- 68
69 b. No employer-employee relationship exists and the person
70 controls the hours worked and how the work is performed,
71 or
- 72 c. The person works for someone else on a commission basis
73 but pays their own federal taxes. In general, if taxes are
74 deducted from the person's pay, the person is not
75 self-employed.

76
77 **POLICY**

78
79 **A. EMPLOYMENT FIRST**

- 80
81 1. The Division shall participate as a partner in Arizona's
82 Employment First initiative by:
- 83 a. Providing services and supports to implement Employment
84 First principles and practices, and
- 85 b. Coordinating efforts to improve employment opportunities
86 for working-age Members adults.
- 87 2. The Division shall adopt the following principles and ensure

- 88
89 service planning and service delivery aligns with these principles:
- 90
91 a. Expect and believe that all Members can work with the
92 right supports;
- 93
94 b. Employment shall be the first and expected outcome for all
95 working-aged Members; and ~~members~~
- 96
97 c. Members shall have access to competitive integrated work
98 Settings.
- 99
100 3. The Division shall provide the Responsible Person ~~members~~ with
101 the following information to assist Members with making ~~help~~
102 ~~them make informed~~ decisions about employment.
- 103
104 a. Information on Employment supports and services to
105 include:
- 106
107 i. Division-covered services;
- 108
109 ii. Vocational Rehabilitation; and
- 110
111 iii. Community Resources.
- 112
113 b. The benefits of employment and its impact on the
114 Member's quality of life; ~~Knowledge about the value of~~

- 110
111 employment on their quality of life,
112
113 ~~c. Understanding of how~~ How work affects public benefits and
114 resources so that employment remains an option for the
115 Member without fear of losing essential benefits;
116 ~~d. To~~ To Focus on an individual's priorities, strengths, abilities,
117 and interests, and
118 ~~e. Appropriate supports and services such as supported and~~
119 customized employment and assistive technology.
120 ~~f. Long term supports and services if needed to be successful~~
121 in the workplace.

122 **B. EMPLOYMENT SERVICES**

- 123
124 1. The Division shall provide a diverse range of employment
125 services that are individualized to the Member. ~~The Division~~
126 ~~shall provide employment services and supports while applying~~
127 ~~this philosophy of empowerment and opportunity through the~~
128 ~~implementation of employment programs, measurement of~~
129 ~~outcomes, communication, and collaboration with all providers,~~
130 ~~subcontractors, and stakeholders.~~

- 131
132 2. The Division shall require the Planning Team to begin assessing
133 for and developing employment goals starting when the Member
134 is 14 years of age and continuing into adulthood. The Division
135 ~~shall discuss employment with all members 14 years or older.~~
- 136 3. The Division shall continue to develop and discuss employment
137 goals, outcomes, and the Employment First initiative at each of
138 the Member's ongoing planning meetings. The Division shall
139 ~~provide a diverse range of employment services, from~~
140 ~~pre-employment services to post-employment supports, that are~~
141 ~~individualized to the member. The member's employment~~
142 ~~services shall provide opportunities for them to participate in the~~
143 ~~range of pre-employment services based on their job goals,~~
144 ~~strengths, priorities, interests, and abilities.~~
- 145 4. The Division shall require employment planning to be driven by
146 the Responsible Person and the Planning Team through informed
147 choice and include: ~~The Division shall deliver pre-employment~~
148 ~~services, that shall be provided individually or in a group setting,~~
149 ~~to prepare members for engagement in meaningful work related~~
150 ~~activities, such as volunteerism or services necessary to achieve~~

- 151
152 ~~full or part-time competitive integrated employment, including~~
153 ~~self-employment. This may include the following:~~
154
- a. ~~Members having an integrated employment goal Vocational assessments to determine strengths, knowledge, skills, interests, and abilities;~~
 - b. Goal development to address barriers when the Member is not ready for an integrated employment setting;
~~Career/educational counseling,~~
 - c. ~~The duration of the service; Access to transportation training, including how to use public transportation and/or mobility training,~~
 - d. Outline and prioritize the goals to be achieved; ~~Community trial work experiences, including volunteer work, career exploration, and job shadowing,~~
 - e. Arizona Disability Benefits 101 (DB101) and work incentive consultation to understand how working income may affect benefits; ~~For Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) beneficiaries,~~

- 155
156 ~~benefits counseling on how working income may affect~~
157 ~~benefits,~~
- 158 f. Opportunities for progressive moves; and Job training
159 ~~services, including vocational skill building and training~~
160 ~~related to soft skills necessary to be successful on the job,~~
- 161 g. Any other employment-related needs identified by the
162 Planning Team; Supervised supported employment in a
163 group setting, including Enclaves and Mobile Work Crews,
- 164 h. Other training, including resume preparation, job interview
165 skills, study skills, budgeting skills (when it pertains to
166 employment), professional decorum, and time
167 management, and
- 168 i. Assistance in job search.
- 169
170 5. The Division shall ensure Integrated Work Settings require that
171 workers with disabilities have the choice and opportunity to:
- 172 a. Work alongside workers without disabilities, other than
173 paid staff who are providing services to that Member;
- 174 b. Perform the same tasks with the same expectations that a

- 175
176 non-disabled peer would perform for pay; and
- 177
178 e. Freely participate in the social aspects common to the
179 workplace.
- 180 6. The Division shall ensure Members participating in facility-based
181 services have the choice and opportunity to:
- 182 a. Develop products and services which are prepared in the
183 facility but sold or provided in the community;
- 184 b. Have alternate schedules;
- 185
186 c. Have access to entrances and exits to the setting and any
187 areas within the setting as determined by the employer to
188 be relevant to the Member's job duties;
- 189 d. Schedule and engage in work and non-work activities:
- 190 i. At the Member's convenience;
- 191
192 ii. That are specific to the Member's skills, abilities,
193 desires, and needs;
- 194
195 iii. With people of the Member's choosing; and

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- 196
197 iv. In areas of the Member's choosing including indoor
198 and outdoor spaces.
- 199 e. Have the same choices and opportunities as Members
200 participating in an Integrated Work Setting.
- 201 7. The Division shall ensure the Responsible Person is provided with
202 information pertaining to the following:
- 203 a. Arizona Disability Benefits 101 (DB101), so the
204 Responsible Person:
- 205 i. Understands how disability benefits, such as SSI and
206 SSDI, may change with working income and choose
207 an employment goal based on that understanding;
208 and
- 209 ii. Can set up their own DB101 accounts and use them
210 independently to make future employment decisions.
- 211 b. Rehabilitation Services Administration/Vocational
212 Rehabilitation (RSA/VR):
- 213 i. RSA/VR, as the primary payer of employment
214 services, are to be offered to Members interested in

- 215
216 gaining competitive and integrated employment;
- 217
218 ii. RSA/VR eligibility criteria;
- 219
220 iii. How the RSA/VR program can assist in the Member's
221 pursuit of becoming competitively employed;
- 222
223 iv. The types of services RSA/VR may provide; and
- 224
225 v. How to make informed decisions about participation
226 in the RSA/VR program and request a referral to
227 RSA/VR when interested.
- 228
229 d. AHCCCS Freedom to Work (Medicaid Buy-In):
- 230
231 i. It is affordable health insurance for individuals with
232 disabilities who are employed; and
- 233
234 ii. The key concepts of the program.
- 235 8. The Division shall cover transportation services for Members
236 when traveling to and from employment-related services as
237 outlined in Division Medical Policy 1250-Y.

- 238
239 9. The Division, when the Member needs additional supports to
240 maintain successful employment, shall assess and authorize for
241 Employment Support Aide to provide personal care services, and
242 behavioral intervention while participating in:
- 243 a. Group Supported Employment;
244 b. Individual Supported Employment; or
245 c. Competitive Integrated Work Setting.
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247
- 248 10. The Division shall contract with a sufficient network of providers
249 specializing in employment services covering all regions in the
250 Geographical Service Area (GSA) and educate the providers on
251 the importance and benefits of referring Members interested in
252 competitive integrated employment to RSA/VR.
253
- 254 11. The Division shall make all reasonable efforts to increase the
255 number of providers who are mutually contracted with
256 ADES/RSA for employment services.
- 257 12. The Division shall ensure any authorized attendant care during
258 the provision of employment services or at the Member's
259 workplace is medically necessary and does not substitute for the

260
261 services or accommodations a Member may be entitled pursuant
262 to the Americans with Disabilities Act and the Rehabilitation Act
263 of 1973 including reasonable accommodations rendered by an
264 employer.

265 **C. PRE-EMPLOYMENT SERVICES**

- 266
267 1. The Division shall ensure the Member's employment provides
268 opportunities for them to participate in the range of
269 pre-employment services based on their employment goals,
270 strengths, priorities, interests, and abilities. ~~The Division shall~~
271 ~~assess and authorize Group Supported Employment when the~~
272 ~~member needs a service that shall provide the member with an~~
273 ~~on-site, supervised, paid work environment in an integrated~~
274 ~~community setting.~~
- 275 2. The Division shall deliver pre-employment services, that are
276 provided individually or in a group setting, to prepare Members
277 for engagement in meaningful work-related activities. This may
278 include the following: ~~The Division shall assess and authorize for~~
279 ~~Center Based Employment when the member needs a service:~~
- 280 a. Vocational assessments to determine strengths,

- 281
282 knowledge, skills, interests, and abilities; ~~That shall~~
283 ~~provide the member with a controlled, protected, and~~
284 ~~supervised environment.~~
- 285 b. Career and educational counseling; That shall be provided
286 in a Qualified Vendor owned or leased setting.
- 287 c. Access to transportation training, including how to use
288 public transportation and mobility training;
- 289 d. Community trial work experiences, including volunteer
290 work, career exploration, and job shadowing; ~~That shall~~
291 ~~provide the member with a goal to develop general,~~
292 ~~non-job-task-specific strengths and skills with a goal of~~
293 ~~integrated employment in the community including group~~
294 ~~and individual supported working environments~~
- 295 e. For Supplemental Security Income (SSI) and Social
296 Security Disability Insurance (SSDI) beneficiaries, benefits
297 counseling on how working income may affect benefits;
- 298 f. Job training services, including vocational skill building and
299 training related to soft skills necessary to be successful on

-
- 300
301 the job;
- 302
303 g- Supervised supported employment in a group setting,
- 304 including Enclaves and Mobile Work Crews;
- 305 h- Training that will assist the Member in gaining meaningful
- 306 employment;
- 307 i- Assist in job search; and
- 308
309 j- Any other services assessed by the Planning Team that will
- 310 assist the Member with gaining meaningful employment.
- 311 3. The Division shall assess and authorize Pathways to Employment
- 312 when the Member wants to: ~~The Division shall assess and~~
- 313 ~~authorize Career Preparation and Readiness when the member~~
- 314 ~~needs assistance to obtain competitive and/or integrated~~
- 315 ~~employment.~~
- 316 a- Access assistance to obtain competitive and integrated
- 317 employment; ~~Members currently participating in Center~~
- 318 ~~Based Employment shall receive services and supports to~~
- 319 ~~assist them in making a progressive move into competitive~~
- 320 ~~and/or integrated employment.~~

- 321
322 i. ~~The Division shall assess and authorize Transition to~~
323 ~~Employment when the member needs a service that~~
324 ~~shall provide training in the meaning, value, and~~
325 ~~demands of work and in the development of positive~~
326 ~~attitudes toward work.~~
- 327 b. Learn the skills necessary to obtain Competitive Integrated
328 Employment that aligns with the Member's priorities;
- 329 c. Explore and identify preferred employment options; and
330
331 d. Gain experience with various work settings and
332 environments.
- 333 4. The Division shall assess and authorize Group Supported
334 Employment when the Member needs a service to provide: The
335 ~~Division shall assess and authorize for Employment Support Aide~~
336 ~~when the member needs additional supports to help them~~
337 ~~maintain successful employment. These supports may:~~
- 338 a. A supervised environment; ~~Include personal care services,~~
339 ~~and behavioral intervention,~~
- 340 b. Paid work to receive: ~~Be provided in Group Supported~~

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342 Employment
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344 i. Minimum wage for newly assessed Members
345 authorized for this service on or after January 1,
346 2025; or
- 347 ii. A plan for Members who are making subminimum
348 wage to reach a minimum wage.
- 349 c. Integrated Community setting;
- 350 d. A group of no less than two and no more than four
351 Members.
- 353 5. The Division shall assess and authorize for Center Based
354 Employment when the Member needs a service to:
- 355 a. Provide the Member with a controlled, protected, and
356 supervised environment;
- 357 b. Be provided in a Qualified Vendor-owned or leased setting;
- 358 c. Provide the Member with a goal to develop general,
359 non-job-task-specific strengths and skills with a goal of
360 integrated employment in the community including group
361 employment.

362
363 and individual supported working environments.

364
365 6. The Division shall ensure Members approved for Center Based
366 Employment prior to March 17, 2023:

367 a. Can continue to receive those services without having a
368 goal of working outside of the setting; and

369 b. Are continuously assessed for and offered services to
370 assist Members with obtaining competitive employment in
371 the community.

372 7. The Division, for Members beginning Center Based Employment
373 after March 17, 2023, shall be approved for no more than 12
374 months unless otherwise approved by the District Program
375 Manager (DPM) or designee.

376 **D. POST EMPLOYMENT SERVICES**

377 1. ~~The Division shall assess and authorize for Individual Supported~~
378 ~~Employment when the member needs services to maintain, or~~
379 ~~obtain, employment and has exhausted services, services are~~
380 ~~not available, or is not eligible for services through Vocational~~
381 ~~Rehabilitation. The member shall receive the following services:~~
382

- 383
384 a. The Member has exhausted other community and paid
385 support services;~~Job coaching at a competitive integrated~~
386 ~~job, or~~
- 387 b. The Member is not eligible for employment services
388 through Vocational Rehabilitation; ~~or Job search services~~
- 389 c. Vocational Rehabilitation services are not available to the
390 Member.
- 391 2. The Division shall assess for and authorize Individual Supported
392 Employment when the Member; ~~The Division shall assess and~~
393 ~~authorize for Employment Support Aide when the member needs~~
394 ~~additional supports to help them maintain successful~~
395 ~~employment. This support:~~
- 396 a. Meets the criteria outlined in Section (D)(1) of this policy;
397 and Includes “Job follow along” supports
- 398 b. Needs Job Search services to obtain employment; ~~or May~~
399 ~~be provided with Individual Supported Employment~~
- 400 c. Needs Job Coaching services to maintain employment. ~~May~~
401 ~~be provided as a stand alone service.~~

- 402
403 3. ~~The Division shall ensure members are educated on the~~
404 ~~Following:~~
- 405 a. ~~Arizona Disability Benefits 101 (DB101), so that members:~~
- 406 i. ~~Understand how disability benefits, such as SSI and~~
407 ~~SSDI, may change with working income and choose~~
408 ~~an employment goal based on that understanding,~~
409 ~~and~~
410 ii. ~~May set up their own DB101 accounts and use it~~
411 ~~independently to make future employment decisions.~~
- 412
- 413 b. ~~Rehabilitation Services Administration/Vocational~~
414 ~~Rehabilitation (RSA/VR), so that members understand:~~
- 415 i. ~~RSA/VR, as the primary payer of employment~~
416 ~~services, must be offered to members interested in~~
417 ~~gaining employment,~~
- 418 ii. ~~RSA/VR eligibility criteria,~~
419 iii. ~~How the RSA/VR program can assist in their pursuit~~
420 ~~of becoming employed,~~
421

- 422
423 iv. ~~The types of services RSA/VR may provide, and~~
- 424
425 v. ~~Are able to make informed decisions about~~
- 426 ~~participation in the RSA/VR program and request a~~
- 427 ~~referral to RSA/VR when interested.~~
- 428 ~~c. Community employment resources, including~~
- 429 ~~ARIZONA@WORK, so that members understand what is~~
- 430 ~~available in their community.~~
- 431 ~~d. AHCCCS Freedom to Work (Medicaid Buy-In), so that~~
- 432 ~~members:~~
- 433 i. ~~Understand it is affordable health insurance for~~
- 434 ~~individuals with disabilities who are employed, and~~
- 435 ii. ~~Understand key concepts of the program, such as~~
- 436 ~~how to qualify, how to apply, what services are~~
- 437 ~~covered, and the cost of monthly premiums.~~
- 438 4. ~~The Division may provide transportation services for eligible~~
- 439 ~~members when traveling to and from an employment service~~
- 440 ~~site. Employment service sites may be located at a Qualified~~
- 441 ~~Vendor site or at the location identified by the employer.~~

- 442
443 5. ~~The Division shall ensure members receive employment services~~
444 ~~in an integrated community work setting. An integrated~~
445 ~~community work setting is a worksite that is located in a~~
446 ~~naturally occurring community of residential, business, social, or~~
447 ~~educational environments. Integrated work settings require that~~
448 ~~workers with disabilities shall have the choice and opportunity~~
449 ~~to:~~
- 450 a. ~~Work alongside workers without disabilities, other than~~
451 ~~paid staff who are providing services to that individual,~~
- 452 b. ~~Perform the same tasks with the same expectations that a~~
453 ~~non-disabled peer would perform for pay,~~
- 454 c. ~~Freely participate in the social aspects common to the~~
455 ~~workplace, including but not limited to, having access to all~~
456 ~~common areas of the enterprise, eating lunch, and taking~~
457 ~~breaks together, and~~
- 458 d. ~~With respect to facility-based services and these~~
459 ~~other standards for integrated work settings,~~
460 ~~members shall have the choice and opportunity to:~~

- 461
462 i. ~~Develop products and services which are prepared in~~
463 ~~the facility but sold or provided out in the general~~
464 ~~community,~~
- 465 ii. ~~Have alternate schedules for services and activities,~~
- 466
467 iii. ~~Schedule activities at their own convenience,~~
- 468
469 iv. ~~Have access to entrances and exits to the setting~~
470 ~~and any and all areas within the setting,~~
- 471
472 v. ~~Engage in work and non-work activities that are~~
473 ~~specific to their skills, abilities, desires, needs, and~~
474 ~~preferences including engaging in activities with~~
475 ~~people of their own choosing and in areas of their~~
476 ~~own choosing (indoor and outdoor spaces), and~~
- 477
478 vi. ~~Have access to food during breaks and lunch.~~
- 479 6. ~~The Division shall ensure person-centered employment planning~~
480 ~~occurs with members interested in gaining or maintaining~~
481 ~~employment. Employment planning is, driven by the member,~~
482 ~~and the Planning Team, through informed choice, and shall~~
~~include:~~

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- 483
484 a. ~~Members having an integrated employment goal (group or~~
485 ~~individual supported),~~
- 486 b. ~~An annual readiness assessment is conducted for~~
487 ~~community-based employment and goals are developed to~~
488 ~~address barriers when the member is not ready for the~~
489 ~~next step.~~
- 490 c. ~~The duration of the service, as defined by the planning~~
491 ~~Team,~~
- 492 d. ~~Outline and prioritize the goals to be achieved,~~
- 493 e. ~~DB101 and work incentive consultation to understand how~~
494 ~~working income may affect benefits, and~~
- 495 f. ~~Opportunities for progressive moves.~~
- 497 7. ~~The Division shall ensure members in facility-based, congregate~~
498 ~~employment programs prior to March 17, 2023, shall continue to~~
499 ~~receive those services without having a goal of working outside~~
500 ~~of the facility, however, providers shall continually assess and~~
501 ~~offer services geared toward these members obtaining a~~
502 ~~competitive job in the community.~~
503

- 504
505 8. ~~The Division shall ensure members approved for facility-based,~~
506 ~~congregate employment programs after March 17, 2023 shall be~~
507 ~~approved for no more than one year and reevaluated by the~~
508 ~~Planning Team at least one time annually.~~
- 509 9. ~~The Division shall contract with a sufficient network of providers~~
510 ~~specializing in employment services covering all regions in the~~
511 ~~Geographical Service Area (GSA) and educate the providers on~~
512 ~~the importance and benefits of referring members interested in~~
513 ~~competitive integrated employment to RSA/VR.~~
- 514 10. ~~The Division shall make all reasonable efforts to increase the~~
515 ~~number of providers who are mutually contracted with~~
516 ~~ADES/RSA for employment services.~~
- 517 11. ~~The Division shall ensure any authorized attendant during the~~
518 ~~provision of pre or post employment services or at the~~
519 ~~employed member's workplace before and after work and/or~~
520 ~~during breaks is medically necessary. These services shall not~~
521 ~~substitute for the services or accommodations a member may be~~
522 ~~entitled pursuant to the Americans with Disabilities Act and/or~~
523 ~~the Rehabilitation Act of 1973 including reasonable~~

524
525 ~~accommodations rendered by an employer.~~

526
527 **E. CONFLICT OF INTEREST**

- 528
529 1. The Division shall require Qualified Vendors to stop all other
530 employment services to Members when the Qualified Vendor has
531 competitively employed the Member.
- 532 2. The Division may approve the Member's employment services,
533 as assessed, and assign them to a different Qualified Vendor to
534 prevent a conflict of interest when the Member is competitively
535 employed by a Qualified Vendor.