

CAREER PREPARATION AND READINESS

1.0 Service Description

H025-GH

A service that provides assistance to eligible individuals to obtain community integrated employment.

This service provides Division members (members) currently participating in Center-Based Employment with the services and supports to assist them in making a progressive move into competitive and/or integrated employment.

2.0 Service Objective

To increase the opportunities and success of members as they progress into competitive and/or integrated employment.

3.0 Definitions

- 3.1 *Center-Based Employment (CBE)* – A service that provides members a healthy, safe, and supervised work environment where they are engaged in gainful, productive, and paid employment. Members are supported in developing their 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.
- 3.2 *Competitive Employment* – Full or part-time employment in the community paid at current minimum wage or higher, with wages and benefits equal to those provided to individuals without disabilities performing the same work.
- 3.3 *Individual Plan for Employment* – A written service plan developed by the Rehabilitation Services/Vocational Rehabilitation program establishing the employment goal and the necessary services and supports needed to assist the individual in achieving the goal.
- 3.4 *Integrated Employment* – Employment in a community setting in which a member interacts with individuals without disabilities, other than the Qualified Vendor’s paid staff, to the same extent that individuals without disabilities in comparable employment would interact with other individuals.
- 3.5 *Planning Team* – The Planning Team includes at a minimum: The member, their parent or guardian, authorized service providers, any additional person(s) approved by the member or their responsible person, and the Support Coordinator who shall serve as plan facilitator and coordinator. The Support Coordinator may identify additional Division staff to be on the team if the need arises. A responsibility of the Planning Team is to develop the Individual Support Plan (ISP) of the member.
- 3.6 *Successful progressive move* – A change resulting in a minimum of a fifty percent (50%) reduction in a member’s time spent in CBE services, and a corresponding minimum fifty percent (50%) increase in time spent in competitive and/or integrated employment, based on the member’s last signed service plan prior to the authorization of the Career Preparation and Readiness service.

4.0 Eligibility

- 4.1 Members eligible for this service must have work-related habilitative goals and objectives with a desired outcome of competitive and/or integrated employment documented in their Individual Support Plan.
- 4.2 Members eligible for this service must be participating in Center-Based Employment at the time of their referral for this service as documented in their Individual Support Plan.

5.0 Service Limitations

- 5.1 This service shall be provided by a Center-Based Employment (CBE) Qualified Vendor that has been actively providing CBE services to members for a minimum of one (1) year as of July 1, 2016.
- 5.2 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, and/or in the community depending upon the program activities being provided.
- 5.3 The Qualified Vendor owned or leased setting shall 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.) R6-6-1505.
- 5.4 This service is considered to be habilitation.
- 5.5 This service shall not be delivered in a licensed group home or developmental home.
- 5.6 This service shall not be provided when the member is hospitalized.
- 5.7 This service shall not be provided in the same room, at the same time, as another service.
- 5.8 This service shall not be provided concurrently with another service; however, a member may receive different services at different times within a given day or different services on different days of the week.
- 5.9 This service shall not be provided to members residing in skilled nursing facilities, non-state operated Intermediate Care Facilities (ICFs), or Level I and Level II behavioral health facilities.

6.0 Service Requirements

The Qualified Vendor is responsible for all of the following:

- 6.1 Program Development: Develop an array of employment-related activities for the purpose of preparing members for employment, including a description of each activity and an estimated time for completion of each. The description of each of the employment-related activities identified, including estimated time for completion of each and proposed teaching strategies, shall be submitted to the Division for approval prior to implementation. Employment-related activities shall include, but are not limited to the following:

- 6.1.1 Job Readiness Assessment: Determine the interest and willingness of current CBE program participants to move to competitive and/or integrated employment by use of individual interviews, review of prior work performances, trial work evaluations, and other methodologies;
 - 6.1.2 Work Incentive Counseling: Provide information regarding the benefits of paid employment; clarify the real impact of wages on disability benefits with practical examples through the use of web-based resources and benefit calculators, such as Arizona's Disability Benefits 101 program, viewable at www.az.db101.org;
 - 6.1.3 Member Representative/Caregiver Engagement and Education: Introduce member representatives/caregivers to competitive and/or integrated employment options; clarify the real impact of wages on disability benefits; identify potential career interests; address barriers preventing member representatives'/caregivers' support of competitive and/or integrated employment;
 - 6.1.4 Career Exploration: Provide opportunities for members to research, observe, or be mentored in the types of work available within their community, the related skill requirements for specific types of work, and other activities to assist in identifying potential job interests; and
 - 6.1.5 Community trial work experiences, including volunteer work and/or job shadowing.
- 6.2 Provide member support during the Rehabilitation Services/Vocational Rehabilitation process, including provision of relevant referral information, participation with the member during the development of their Individual Plan for Employment, and other contacts as needed to support the outcome of competitive job placement.
- 6.3 Participate with the member's Planning Team to develop an Individualized Training Agreement for each member participating in the service, using Division forms. The Individualized Training Agreement shall include, at a minimum:
- 6.3.1 The member's strengths and barriers to progressive movement into competitive and/or integrated employment;
 - 6.3.2 The specific employment-related activities in which the member will participate;
 - 6.3.3 Schedule for implementation of the member's Individualized Training Agreement;
 - 6.3.4 Method of assessing the member's progress in completing their Career Preparation and Readiness service; and
 - 6.3.5 Data collection and reporting methodology.
- 6.4 Participate with the member's Planning Team to develop strategies to capitalize on strengths and remove or minimize barriers to progressive movement into competitive and/or integrated employment.

- 6.5 Participate with the member's Planning Team in making a recommendation for referral to Vocational Rehabilitation for a progressive move to competitive employment.
- 6.6 Participate with the member's Planning Team in making a recommendation for referral for a progressive move to integrated employment, such as Group Supported Employment.
- 6.7 Assist members with basic personal care needs, including, but not limited to, lavatory use, breaks, and mealtime assistance as needed.
- 6.8 Provide transportation necessary to support all services provided in this agreement.

7.0 Service Utilization Information

- 7.1 The Division makes no guarantee of the number of service units authorized; however, typical utilization is anticipated to be four (4) hours per day, but shall not exceed eight (8) hours per day.
- 7.2 The staff to member ratio shall not exceed one (1) direct service staff person to three (3) members (1:3). It is anticipated that all members may need intermittent direct one-on-one (1:1) assistance/supervision in order to meet individual needs.
- 7.3 Each participating member's service may be authorized for up to six (6) months, with a maximum of two (2) service extensions of up to three (3) months each, as assessed by the member's Planning Team and approved by the District Program Manager/designee. All exceptions shall be approved by the District Program Manager/designee.

8.0 Service Staff Qualifications

- 8.1 The Qualified Vendor shall ensure that all direct service staff are trained and have knowledge of the following:
 - 8.1.1 Career and vocational interest assessments;
 - 8.1.2 Job readiness assessments;
 - 8.1.3 Current and future employment opportunities;
 - 8.1.4 Job seeking and job retention skills identified by employers as essential for successful employment;
 - 8.1.5 Methods for providing work-based skill development;
 - 8.1.6 Strategies for reducing concerns of the member or the member's representative/caregiver about transition to competitive and/or integrated employment; and
 - 8.1.7 The impact of wages on the member's receipt of state and federal benefits.

9.0 Service Outcomes

The following will be used in the measuring of the Qualified Vendor's performance:

- 9.1 At least 50 percent (50%) of members who participate in the vendor's Career Preparation and Readiness program over a one (1) year period will make successful progressive moves to integrated and/or competitive employment.

9.2 Members participating in the Qualified Vendor’s Career Preparation and Readiness program shall be fully engaged in one or more of the employment-related activities identified in the Program Development section of the Service Requirements, as documented in the member’s Individual Support Plan and Individualized Training Agreement.

10.0 Rate Basis

10.1 Published Rate. The published rate is based on one (1) hour of direct service staff time spent providing the designated training and other work-related activities identified in the Program Development section of the Service Requirements.

10.2 Direct service staff time shall be provided with the member present.

10.3 Outcome payments will only be made for each member who makes a successful progressive move to competitive and/or integrated employment, as verified by the Division.

10.4 The Qualified Vendor will be eligible for a maximum of two (2) outcome payments per member, per member lifetime as follows:

10.4.1 The first outcome payment will be made upon the member’s successful progressive move (as defined) to competitive and/or integrated employment, as verified by the Division.

10.4.2 A final outcome payment will be made upon the member’s successful retention of the successful progressive move (as defined) to competitive and/or integrated employment for 120 calendar days, as verified by the Division.

10.5 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 Qualified Vendor shall bill the Division the low-density rate only after authorization from the District Program Manager/designee has been received.

10.6 Throughout the term of this agreement, 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, Rate Book, and/or other provider resources made available by the Division.

11.0 Reporting Requirements

11.1 Quarterly Reports. The Qualified Vendor shall submit quarterly progress reports, using the Division’s format, to the Division for each member served under this agreement. The Qualified Vendor shall provide the report to the member/member’s representative unless the member/member’s representative has requested not to receive them.

11.1.1 Quarterly reports are due no later than the fifteenth (15) day of the month following the end of the quarter.

11.2 The Qualified Vendor shall provide a comprehensive aggregate program report, using the Division’s format, to the District Program Manager/designee no later than the thirty-first (31st) day of January and July.

11.3 The Qualified Vendor shall refer to the Division's Provider Manual for guidance on report due dates, report formats and minimum content of the reports.

12.0 Recordkeeping Requirements

12.1 An accurate representation of each member's schedule, including any changes, as well as daily records of the number of hours each member participated in the Qualified Vendor's Career Preparation and Readiness program, including the time spent in each of the employment-related activities identified in the Program Development section of the Service Requirements.

12.2 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.

12.3 The Qualified Vendor shall maintain documentation that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.