

## **GROUP SUPPORTED EMPLOYMENT**

### **Service Description**

**H022-FI**

A service that provides long-term, ongoing support services for an employed individual.

This group service provides Division members with an on-site supervised work environment in a community employment setting. Members are paid by the Qualified Vendor or employer for work performed in accordance with State and Federal law.

### **Service Requirements and Limitations**

1. This service shall be provided in integrated community work settings. Integrated setting means a setting typically found in the community in which an individual with disabilities interacts with individuals without disabilities, other than the Qualified Vendor's paid staff who are providing services to that individual, to the same extent that individuals without disabilities in comparable positions interact with other persons.
2. This service shall be designed to promote community integration with other members of the workforce and provide paid work. Such settings may include: a community business; Qualified Vendor owned/rented facilities that are used primarily to serve the public and employ Division members (e.g., retail stores, restaurants) and/or employ fifty percent (50%) or more workers without disabilities exclusive of support staff; and mobile work crews (e.g., landscaping, manufacturing, custodial work) when the Division members are employed according to the norm for that industry.
3. Transportation within the member's scheduled workday from worksite to worksite shall be the responsibility of the Qualified Vendor.

### **Service Goals and Objectives**

#### Service Goals

1. To provide members the opportunity to work in an environment that allows for maximum interaction among diverse populations.
2. To provide members with gainful, productive, and paid work.
3. To support members in developing skills, abilities, and behaviors that will enable them to most fully realize their vocational aspirations including supporting their transition into a more independent employment setting.
4. To help members maintain positive work habits, attitudes, skills, and work etiquette directly related to their specific employment, as well as assisting the member to become a part of the informal culture of the workplace.

## Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. Participate with each member's planning team [e.g., Individual Support Plan ("ISP") team] to develop and implement vocational outcomes in accordance with the member's vision of the future and priorities.
2. Participate with member's planning team in making referrals for progressive moves.
3. Ensure that the worksite placement of each member is made with consideration of that member's capacities and interests.
4. Provide each member with worksite orientation and training to assist him or her in acquiring the necessary job skills.
5. Provide each member with ongoing training and onsite supervision.
6. Provide intervention and technical assistance to an employer as needed to support the success of the member.
7. Assist the member in resolving training/work issues as well as any personal concerns that may interfere with his or her job performance.
8. In consultation with each member's planning team, identify strengths and barriers to success/progressive movement, develop and implement strategies to capitalize on strengths and remove or minimize barriers.
9. Ensure the ongoing availability of paid integrated work in an amount adequate to the number of members in the program.

## **Service Outcomes**

1. 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 competitive integrated employment (i.e., Individual Supported Employment).
2. Documentation of these service outcomes shall be included in the aggregate program status report to each Division District Program Manager/designee where the service is being performed (see "Recordkeeping and Reporting Requirements" below).

## **Service Utilization Information**

1. The maximum utilization by a member shall not exceed eight (8) hours per day. Actual utilization will be dependent upon the member's outcomes and employment site requirements.
2. Group size shall be limited to no fewer than two (2) and no more than six (6) members. Group size will include all members being supervised by a single direct service staff person (to include individuals placed by other funding agencies). A Qualified Vendor paid direct service staff person shall remain at the job site with members at all times.
3. To ensure community integration, no more than one (1) group shall be co-located in a physical location without prior approval from the Division's District Program Manager or designee.
4. Unless otherwise approved by the District Program Manager/designee, members must be eighteen (18) years of age or older to receive this service.
5. Group Supported Employment services shall not be provided concurrently with other habilitation services (i.e., Center-Based Employment or Individual Supported Employment). However, a member may receive different habilitation services at different times within a given day. The only exception would be those supports provided as designated in Sections 7 or 8 below.
6. Employment Support Aide services needed to meet the personal care needs of a member who would otherwise be excluded from Group Supported Employment may be billed up to one (1) hour per member per day. This service is provided at a one-to-one (1:1) staff-to-member ratio in accordance with the member's planning document. This service may be billed in addition to the Group Supported Employment hour of service. The provision of such service does not change the Qualified Vendor's responsibility for maintaining the recommended staff-to-member ratio for Group Supported Employment (i.e., in calculating the staff-to-member ratio, the Employment Support Aide shall not be included and the member receiving the services shall be included).
7. Employment Support Aide services needed to support members with a co-occurring behavioral health diagnosis who would otherwise be excluded from Group Supported Employment may be billed for up to three (3) hours per day per member. Support services must have been denied by the relevant Regional Behavioral Health Authority ("RBHA"). This service is provided at a one-to-one (1:1) staff-to-member ratio in accordance with the member's planning document. This service may be billed in addition to the Group Supported Employment hour of service. The Employment Support Aide shall not be included in calculating the staff-to-member ratio.
8. Only one (1) Employment Support Aide shall provide assistance to the member at any given time.

## **Rate Basis**

1. Published. The published ratio rate is based on the ratio of total direct service staff hours with members present at the program to total member hours.
2. 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**

The Qualified Vendor shall ensure that direct service staff is trained in developing and teaching meaningful employment-related activities (e.g., hygiene, punctuality, supervisory relationships, peer relationships, job interviewing, work etiquette) for the members they support in the community.

## **Recordkeeping and Reporting Requirements**

1. Qualified Vendors shall maintain individual member progress notes and production records on a daily basis for each member.
2. The Qualified Vendor shall keep daily records of the number of hours each member is at each Group Supported Employment site, including when the member arrived at the site and left the site.
3. The Qualified Vendor shall maintain daily records as proof of the number of hours worked by its direct service staff spends providing direct services to members in the program.
  - 3.1 Direct service time begins when the first member arrives at the job site or staging area and ends when the last member leaves the job site or staging area.
  - 3.2 Each time sheet, equivalent document, or data system must contain the original signature or other independent verification (that complies with A.R.S. § 41-132) of the member/member's representative after service delivery confirming the hours worked. Proof of hours worked must be signed or verified by the member/member's 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 aggregate 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. Qualified Vendors shall maintain compliance with all applicable State and Federal law.
7. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.