

## EMPLOYMENT SUPPORT AIDE

### Service Description

H022-FI

This service provides members with the one-to-one supports needed for the member to remain in his/her employment. These supports could include one (1) or more of the following three (3) options: personal care services, behavioral supports, and/or follow-along supports needed to maintain stable employment. The actual supports provided will be dependent upon member need; however, it is the Division's expectation that this service will primarily be used to provide on-the-job follow-along supports for members in competitive employment.

### Service Requirements and Limitations

1. This service may be provided to Division members receiving Group Supported Employment, Individual Supported Employment, or members employed in the community who are not receiving other employment supports and services.
2. This service shall not be provided for a member during the time he or she is receiving a Center-Based Employment service.

### Service Goals and Objectives

#### Service Goals

To provide the necessary level of supports to empower the member to attain, maintain or advance in employment.

#### Service Objectives

The Qualified Vendor shall ensure that the following objectives are met, dependent upon the type of support being provided, per the member's planning document [e.g., Individual Support Plan ("ISP")]:

#### *Personal Care Services*

Provide assistance to meet the personal care needs of a member who would otherwise be excluded from employment, which may include but is not limited to:

1. Assisting with lavatory use,
2. Assisting at meal times and breaks,
3. Assisting with self-medication or medication reminders, and/or
4. Assisting with ambulation.

### ***Behavioral Health Services***

To support members with a co-occurring behavioral health diagnosis who would otherwise be excluded from employment. Comparable support services must have been denied by the relevant Regional Behavioral Health Authority (“RBHA”). It is expected services would fade or be provided only intermittently as the member’s workplace behaviors improve and/or the member stabilizes in his/her workplace performance. Services may include but are not limited to:

1. Shadowing the member in order to assist him/her in maintaining positive behaviors appropriate to the workplace,
2. Providing behavioral support as needed by assisting in resolving behaviors inappropriate for the work place,
3. Assisting the member in resolving any life/personal concerns that may interfere with job performance, and/or
4. Communicating with all appropriate persons when the member presents any additional medical or social needs during the course of the service delivery in order to refer for or obtain additional needed supports.

### ***Ongoing On-The-Job Supports***

For members employed in the community and not receiving any other employment support services, the Employment Support Aide provides on-the-job, follow-along supports. It is expected that this will be the most frequently authorized use of this service/support option.

### **Service Utilization Information**

1. This service is provided one-to-one (1:1) in accordance with the member’s planning document as approved by the Division’s District Program Manager or designee. This service shall not supplant the care provided by the member’s natural supports.
2. Typical usage for personal care assistance is up to one (1) hour per day per member. Typical usage for behavioral support services is up to three (3) hours per day per member. Typical usage for follow-along services is one to three (1-3) hours per week per member. The total number of hours billed for Employment Support Aide services shall not exceed four (4) hours per day per member. Exceptions must be approved by the District Program Manager/designee.
3. For members in Group Supported Employment, this service is provided in addition to the supervised Group Supported Employment service. It may be billed for up to one (1) hour for personal care assistance. Up to three (3) hours per person per day may also be authorized and billed to provide behavioral support as needed to support acquisition and maintenance of positive employment skills. 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. When calculating the staff-to-member ratio, the Employment Support Aide shall *not* be included, and the member receiving the services shall be included.

4. For members in Individual Supported Employment, this service is provided in addition to the job coaching service. It may be billed for up to one (1) hour per member per day for personal care assistance. Up to three (3) hours per member per day may also be authorized and billed to provide behavioral support as defined in the member's planning document.
5. For members who no longer need job coaching services, have received up to a maximum of twelve (12) months of job coaching, or are not receiving other employment support services, this stand-alone service can be used to meet one (1) or more of the following member needs:
  - 5.1 Personal care, up to one (1) hour per member per day.
  - 5.2 Behavioral support, up to three (3) hours per member per day.
  - 5.3 On-the-job follow-along employment supports to help members maintain positive work habits, attitudes and skills, up to three (3) hours per member per week.
6. The member or other responsible party is expected to provide all necessary personal care supplies.
7. Only one (1) Employment Support Aide shall provide assistance to the member at any given time.

### **Rate Basis**

1. Published. The published rate is based on one (1) hour of direct service.
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**

Direct service staff shall have the ability to provide assistance to a member to meet essential personal and physical needs. This ability includes social, physical, emotional fitness, and the ability to communicate with the member as necessary.

### **Recordkeeping and Reporting Requirements**

1. The Qualified Vendor shall submit quarterly individualized progress reports on the member using Division forms to the member's Support Coordinator and the 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

2. The Qualified Vendor shall provide an 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.
3. The Qualified Vendor shall maintain daily records on file as proof of the number of hours worked by each direct service staff providing direct service to members.
  - 3.1 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.
  - 3.2 In addition, a monthly statement of Employment Support Aide hours shall be furnished to the member/member's representative and the member's Support Coordinator, upon request.
4. The Qualified Vendor shall maintain documentation that demonstrates direct service staff has been trained as required, including the requirements of Section 5, *Service Requirements/Scope of Work*, of the Qualified Vendor Agreement.
5. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.