

INDIVIDUAL SUPPORTED EMPLOYMENT

Service Description

H022-FH

A service that provides job development, assistance in matching the individual with an integrated competitive job and intensive time-limited supports to an employed individual once placed.

This time-limited service provides regular contacts at a job site with the employed Division member and/or with the employer. This service is intended to help the member develop the specific on-the-job skills necessary for successful employment and may also include job search when such services are not available through the Rehabilitation Services Administration/ Vocational Rehabilitation program.

Service Requirements and Limitations

1. Individual Supported Employment is provided only to a member who is working in the public work force in an integrated setting or is self-employed. Integrated setting means a setting typically found in the community in which an individual with disabilities interacts with non-disabled persons (other than the Qualified Vendor's paid staff) to the same extent that non-disabled persons in comparable positions interact with others.
2. Wages must be paid by the employer according to State and Federal standards.
3. This service may also be used to provide support to a member who is self-employed.
4. Work as a member of an enclave or work crew does not qualify as Individual Supported Employment.

Service Goals, Objectives, and Outcomes

Service Goals: *Job Coaching*

To provide direct support to enable the member to develop positive work-related 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: *Job Coaching*

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

1. Ensure that the member has the opportunity to participate in gainful, productive, and regular work.
2. Orient the member to health and safety aspects/requirements of his or her particular job.

3. Identify supports needed to assist the member in maintaining and advancing in employment.
4. Provide ongoing monitoring of the performance and general job-related skills of the member to identify both strengths and barriers to maintain and advance employment.
5. Assist the member in resolving training/work issues as well as any personal concerns that may interfere with his or her job performance.
6. Be respectful of the member's needs and wishes regarding contact while working.
7. Maintain ongoing communication with a member's employer to assess the employer's satisfaction with job performance.
8. Assist members in learning new skills necessary for maintenance or advancement in their employment setting.

Service Outcomes: *Job Coaching*

At least seventy-five percent (75%) of members served by the Qualified Vendor, based on the average number of members supported over a one (1) year period (January through December), will maintain competitive employment.

Service Goals: *Job Search*

To assist the member in finding/obtaining a job, when such service is not available through Rehabilitation Services Administration/Vocational Rehabilitation. This service must be pre-approved by the District Program Manager/designee.

Service Objectives: *Job Search*

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

1. Participate with each member's planning team (e.g., ISP team) to develop and implement a Job Search Agreement that identifies the employment outcome, job search strategy and activities necessary to achieve that outcome. The agreement shall include the amount of time for each activity needed to achieve the outcome.
2. Assist the member in preparing for a job search, including creating a job history and/or resume, preparing for interviews, and accompanying the member on interviews.
3. Develop employment opportunities for the member with local employers and provide education to potential employers regarding the benefits of hiring individuals with developmental disabilities.
4. Assist the consumer in finding and obtaining a job.

Service Outcomes: *Job Search*

At least seventy-five percent (75%) of members served by the Qualified Vendor, based on the average number of members provided this service over a one (1) year period, will become employed.

Service Utilization Information

Job Coaching

1. This service must be provided individually.
2. Typical utilization is two (2) to four (4) hours per week. Maximum length of time job coaching can be authorized for any single member is twelve (12) months. This service can be reauthorized if recommended by the member's planning team and approved by the District Program Manager/designee.
3. Staff ratio is never less than one (1) job coach to one (1) member.
4. Unless otherwise approved by the District Program Manager/designee, services shall only be provided to members eighteen (18) years of age or older.
5. Individual Supported Employment services shall not be provided concurrently with other employment support services (i.e., Center-Based Employment or Group 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 Section 5 or 6 below.
6. Employment Support Aide services needed to meet the personal care needs of a member who would otherwise be excluded from Individual Supported Employment may be billed up to one (1) hour per member per day. This service is provided one-to-one (1:1) in accordance with the member's planning team, as approved by the District Program Manager/designee. This service may be billed in addition to the Individual Supported Employment hour of service.
7. Employment Support Aide services needed to support members with a co-occurring behavioral health diagnosis who would otherwise be excluded from Individual 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 one-to-one (1:1) in accordance with the member's planning team, as approved by the District Program Manager/designee. This service may be billed in addition to the Individual Supported Employment hour of service.
8. A member can receive services from only one (1) Employment Support Aide at a time.

Job Search

1. This service must be provided individually in accordance with a Job Search Agreement, developed on Division forms, between the Qualified Vendor, the District Program Manager/designee and the member's planning team.
2. Typical utilization is five (5) to twenty (20) hours per month. This service is intended to be provided intermittently, as authorized per a member's Job Search Agreement.

Rate Basis

Job Coaching

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, 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.

Job Search

1. Published. The published rate is based on one (1) hour of service.
2. Basis of payment for this service is an hourly unit of Qualified Vendor staff time spent directly with or specific to the member and verified by the member.
3. Throughout the term of the contract, 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, *RateBook*, and/or other provider resources made available by the Division.

Direct Service Staff Qualifications

Job Coaching

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

Job Search

The Qualified Vendor shall ensure that staff is trained in developing community job opportunities and teaching meaningful employment related activities (e.g., hygiene, punctuality,

supervisory relationships, peer relationships, work etiquette, job interviewing) for the members they support in the community.

Recordkeeping and Reporting Requirements

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.

1. Each time sheet, equivalent document, or data system shall 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.

Job Coaching

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. The quarter is based on the member's annual planning cycle. The first quarterly progress report is due no later than the fifteenth (15th) day following the end of the quarter in which the service is initiated. Subsequent quarterly progress reports are due no later than the fifteenth (15th) day following the end of the quarter.

1.1 At a minimum, the reports shall include the following:

1.1.1 Progress of the member toward achievement of the established objectives/outcomes;

1.1.2 A detailed record of each contact with the member and/or his/her employer

2. The Qualified Vendor shall provide an aggregate program report using Division forms no later than the thirty-first (31st) day of January and July t. These reports will be District specific and forwarded to the appropriate District Program Manager/designee where the service is being performed.
3. If the member loses his/her job, the Qualified Vendor shall notify the member's Support Coordinator/Supervisor/designee and District Program Manager/designee within two (2) working days of the Qualified Vendor being notified.

Job Search

1. The Qualified Vendor shall submit quarterly individualized progress reports on the member using Division forms to the Division 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 report using Division forms every six (6) months no later than the thirty-first (31st) day of January and August. These reports will be District specific and forwarded to the appropriate District Program Manager/designee where the service is being performed.
3. Qualified Vendors shall maintain signed and approved Job Search Agreements.
4. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.