

Supported Employment

Definition

Supported Employment – Services consist of intensive, ongoing supports that enable participants, for whom competitive employment at or above the minimum wage is unlikely absent the provision of supports, and who, because of their disabilities, need supports, to perform in a regular work setting. Supported employment may include assisting the participant to locate a job or develop a job on behalf of the participant. Supported employment is conducted in a variety of settings; particularly work sites where persons with disabilities are employed. Supported employment includes activities needed to sustain paid work by participants, including supervision and training. When supported employment services are provided at a work site where persons without disabilities are employed, payment is made only for the adaptation, supervision and training required by participants receiving waiver services as a result of their disabilities but does not include payment for the supervisory activities rendered as a normal part of the business setting.

Provider Qualifications/Conditions for Participation

Certificate: Commission on Accreditation of Rehabilitation Facilities (CARF) or The Joint Commission (TJC).

Other Standards: Requirements set by DMHAS.

Entity Responsible for Verification: DMHAS

Frequency of Verification: At start of services and at recertification.

Agency based: A Supported Employment staff member shall:

- Be at least 18 yrs old;
- Possess at least a high school diploma or GED; and
- Possess a valid Connecticut driver's license;

Training requirement: Training programs will address abilities to:

- Follow instructions given by the participant or the participant's conservator;
- Report changes in the participant's condition or needs;
- Maintain confidentiality;
- Meet the participant's needs as delineated in the waiver Recovery Plan;
- Implement cognitive and behavioral strategies;
- Function as a member of an interdisciplinary team;
- Respond to fire and emergency situations;
- Accept supervision in a manner prescribed by the department or its designated agent;

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- Maintain accurate, complete and timely records that meet Medicaid requirements;
- Use crisis intervention and de-escalation techniques;
- Provide services in a respectful, culturally competent manner; and
- Use effective and evidence-based Supported Employment practices.

Unit of Service: 15 Minutes

Rate: \$16.19 (per 15 minute unit)

Covered services

Supported Employment services of at least 15-minutes duration provided to the participant face-to-face or telephonically in the participant's home, employment location, or other community settings. These services include:

- (1) Training, skill building and support to assist the participant with managing his/her symptoms or other manifestations of disability in the workplace or job interview;
- (2) Assessment of the participant's:
 - (A) Individualized career development goals and employment ideas/preferences; and
 - (B) Work related skills and vocational functioning;
- (3) Assistance in developing and periodically evaluating the individualized employment services component of the participant's waiver Recovery Plan.
- (4) Support and guidance through the process of obtaining and maintaining employment, including:
 - (A) Teaching strategies to explore career development, write a resume, conduct job networking, pursue job leads, complete job applications, obtain interviews, and succeed in obtaining and maintaining employment;
 - (B) Training and skill building regarding proper work habits, and appropriate interactions with coworkers and the public;
 - (C) Advocating for the participant with potential and current employers; and
 - (D) Assisting with and reinforcing work-related problem solving skills;
- (5) Reinforcement of recovery skills designed to promote job retention and success in the workplace, including:

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- (A) Healthy habits (e.g., healthy diet, exercise, medication management and behaviors designed to alleviate stress);
 - (B) Fulfillment of personal and work-related commitments (e.g., adherence to the work schedule, avoidance of unnecessary tardiness and absences from work); and
 - (C) Identification and use of natural supports;
- (7) Assistance to support self-employment, including:
- (A) Aiding the participant to identify potential business opportunities;
 - (B) Assisting in the development of a business plan, including potential sources of business financing and other assistance in developing and launching a business;
 - (C) Identification of the supports that are necessary in order for the participant to operate the business; and
 - (D) Ongoing assistance, counseling and guidance once the business has been launched.
- (8) Participation in waiver Recovery Plan development and quarterly Recovery Plan update meetings, if requested by the DMHAS Support Coordinator; and
- (9) Travel with a participant when the Supported Employment provider is also engaged in a qualifying waiver service activity.

Limitations

Coverage of Supported Employment services shall be subject to the following limitations:

- (1) Supported Employment services are subject to service volume (number of ¼ hours service units per day and/or week) and duration (number of months or specified service end date) limits established in the waiver Recovery Plan approved by DMHAS and DSS. The departments or their designee will enact these limits;
- (2) Supported Employment services shall be based on the waiver Recovery Plan;
- (3) Documentation shall be maintained in the file of each participant receiving Supported Employment that the service is not available under a program funded under section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.);

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- (4) Supported Employment must exclude services that are duplicative of the following psychosocial rehabilitation services: Assertive Community Treatment, Community Support Program, and Peer Support;
- (5) A claim for reimbursement may be submitted for the qualifying waiver services activities of only one staff member providing Supported Employment services to a participant during a specific time period (i.e., billable unit of time);
- (6) The department shall not pay for:
 - (A) Costs associated with starting up or operating a business;
 - (B) Sheltered work or any other similar types of vocational services furnished in specialized facilities;
 - (C) Incentive payments made to an employer to encourage or subsidize the employer's participation in a supported employment program;
 - (D) Payments passed through to participants in supported employment programs;
 - (E) Training not directly related to an individual's supported employment program;
 - (F) Programs, services or components of services that are intended solely to prepare individuals for paid or unpaid employment or for vocational equipment and uniforms;
 - (G) Time spent by the provider solely for the purpose of transporting participants;
 - (H) Programs, services or components of services that are of an unproven, experimental, cosmetic or research nature;
 - (I) Programs, services or components of services that do not relate to the participant's diagnosis, symptoms, functional limitations or medical history;
 - (J) Programs, services or components of services that are not included in the fee established by the department;
 - (K) Services or components of services provided solely for social, recreational, educational or vocational purposes; and
 - (L) Costs associated with room and board for participants.

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Non-billable Activities

The following activities are not billable, but have been factored into payment rates:

- (1) Day-to-day monitoring regarding the participants health and welfare and problem solving to address concerns;
- (2) Communication and coordination with the DMHAS Support Coordinator, and with other service providers to relay information germane to the participant's needs and continued recovery;
- (3) Telephone contact with the department or its designated agent for the purpose of requesting or reviewing authorization of services;
- (4) Completion of progress notes or billing documentation;
- (5) Individual or group supervision, routine case reviews and rounds, ad hoc consultation with supervisors and discussion or consultation among recovery team members, including for the purpose of treatment planning;
- (6) No shows, missed or cancelled appointments, and visits to the participant when the participant is unavailable;
- (7) Supportive Employment services of less than fifteen minutes duration for recovery procedures whose billing codes are defined in 15-minute increments;
- (8) Time spent engaged in activities required by a credentialing, certification or oversight entity such as gathering and submitting care plan, service data or other information; and