APPENDIX B

SCOPE OF SERVICES

SUPPORTED EMPLOYMENT

Care Wisconsin First, Inc. (CW) members receiving Supported Employment services shall have an identified outcome that necessitates the provision of SE to support this outcome.

The provision of contracted, authorized and provided Supported Employment services shall be in compliance with the provision of this agreement and the service descriptions and requirements of this section and state certification criteria.

DEFINITION

Supported Employment services is the provision of support to members who, because of their disabilities, need intensive on-going support to obtain and maintain competitive or customized employment in an integrated work setting. Supported Employment may also include support to maintain self-employment, including home-based self-employment. Supported Employment services are individualized and may include any combination of the following services: vocational/job-related discovery or assessment, person-centered employment planning, job placement, job development, negotiation with prospective employers, job analysis, training and systematic instruction, job coaching, job supports, work incentive benefits management & counseling, transportation and career advancement services. Other workplace support services including services not specifically related to job skill training that enable members to be successful in integrating into the job setting.

A member receiving this service shall be compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. The outcome of this service is sustained paid employment at or above minimum wage in an integrated setting in the general workforce, in a job that meets personal and career goals.

Supported Employment services may be provided by a co-worker or other job site personnel provided that the services that are furnished are not part of the normal duties of the co-worker or other personnel and these individuals meet the qualifications established below for individual providers of service. Employers may be reimbursed for supported employment services provided by co-workers.

The cost of transportation for a member to get to and from a Supported Employment site may be included in the reimbursement paid to the Supported Employment provider, or may be covered and reimbursed under specialized transportation, but not both. Rates will be adjusted for reflect the inclusion or exclusion of transportation services. All providers of transportation shall ensure that the provider qualifications for specialized transportation are met.

Personal care provided to a member during the receipt of Supported Employment services may be included in the reimbursement paid to the Supported Employment provider, or may be covered and reimbursed under the waiver service personal care or SDS, but not both. Rates will be adjusted for reflect the inclusion or exclusion of personal care services. All providers of such personal care shall meet the necessary SHC provider qualifications in order to provide competent personal care. Personal care assistance may be a component part of supported employment but may not comprise the entire service.

With regard to self-employment, Supported Employment services may include: (a) aiding the member to identify potential business opportunities; (b) assistance in the development of a business plan, including identifying 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. (as defined in Wisconsin’s s. 1915 (c) home and community-based waiver services waivers #0367.90 and #0368.90 required under s. 46.281(1)(c), Wis. Stats).

**Integrated Employment**
Integrated Employment is defined as working for a competitive wage at or above minimum wage but not less than customary wage in a community-based job (i.e. a job that is not based in a community rehabilitation facility, sheltered workshop or residential long-term care institution for people with disabilities). The employment must be in a work setting where, to the extent the employment typically involves interaction with others, the interaction is predominantly with co-workers or business associates who do not have disabilities or with the general public. Integrated employment includes employment located in a community business, self-employment and ownership of a micro-enterprise with the outcome of earning competitive wages. Integrated employment does not include employment in enclaves or work crews, volunteering or work center facility-based employment. Examples of integrated employment located in the community:

**Customized Employment**
Customized Employment is a position in which a vendor individualizes the employment relationship between employee and employer in ways that meet the needs of both. It is based on “discovery” of the skills, strength, and interests of the person with a disability, and is also designed to meet the specific needs of the employer. Customized Employment relies on a negotiation rather than competitive approach with an employer.

**Competitive Employment**
Competitive Employment is a position in which a vendor assists an individual in applying for and filling an existing position in a community business.

**Micro-Enterprise**
Micro-Enterprise is an employment option for a member to own his or her own business with typically less than ten employees. It is commonly a sole proprietorship with limited earning capacity. Micro enterprise can play an integral role in helping individuals with significant disabilities earn income and engage in meaningful activities of their design.

**Competitive Wage**
Competitive Wage means a payment for work that is generally equivalent to the payment made to others performing similar work. Competitive wage does not mean commensurate wage or special minimum wage or sub-minimum wage.

**Supported Employment Assessment or Discovery**
Supported Employment Assessment or Discovery is a determination of the person’s ability to access the community, use transportation, to advocate for their own needs, care for themselves, to complete daily living skills, and basic daily activities as well as access businesses and identify their own strengths, capabilities, work skills, and interests. Services are completed in the community; although some information is gained from interviews with family, friends, and past work relationships. The result is a recommendation to support the member in their search for work and to maintain employment long-term.

**Customized or Competitive Job Development**
Customized or Competitive Job Development refers to services to develop job openings through direct employer contacts for members who need assistance in their job search. Activities of development include, but are not limited to: assistance completing applications, developing a resume, and practicing interview skills, conducting a job search with employer contacts being specific to each member, and presentation of the member’s individualized portfolio and negotiation with employers.
**Job Coaching**
Job Coaching is a service provided by paid staff to assist members to learn and perform their job duties and to identify and make appropriate use of natural support. Job coaching may also include assistance with transportation to the job site. This service is a training and stabilization service. Job coaching is not to be used 100% of the time with a member, and should not be expected to continue indefinitely. There is an expectation that proper job coaching will result in a reduction of job coaching supports as a member learns to do the job with appropriate and available supports from supervisor and co-workers, and if necessary from a workplace assistant.

**Workplace Assistant**
Workplace Assistant is a service provided by paid staff to assist members on the job after the initial job coaching has maximized a member’s independence and use of natural supports. This service is available to members who require some level of support on a long-term basis in order to be, or stay employed. The specific services required will be individualized based on the person’s personal care and long term support needs. Typical duties of the Workplace Assistant are to provide any personal care needs as directed by the Member Centered Plan (MCP) and to assist members in completing job tasks, to provide follow along supports and to promote independence and inter-dependence at the employment site. These supports provided by a Workplace Assistant would not otherwise be part of the normal duties of a co-worker or other supervisor.

**Job Stabilization**
A member is considered stable on a job when identified and agreed to by the full IDT. While further independence and progress may still be made, stabilization has occurred when the member has learned the job and is performing at a level where they are able to accurately complete the required job tasks in the timeframe agreed upon with the employer. For a member receiving services through the Division of Vocational Rehabilitation (DVR), stabilization should be defined in member’s Individualized Plan for Employment (IPE) to ensure team is in agreement up front as to member benchmarks to stability. (taken from DVR SE Tech Specs; p.8) There is an expectation by DVR and the MCO that the Supported Employment assessment should provide information to insure a good job match and an ability to reduce job coaching support while maximizing independence. (taken from DHS paper “Important Changes (in DVR Tech Specs for SE) that MCO Staff Should be Aware of” 7/1/11)

**Small group Employment: Work Crews and Enclaves**
Work Crews and Enclaves are considered Group Supported Employment rather than Integrated Supported Employment. They are defined as a group of 2 to 8 individuals with disabilities working in a particular setting who have been placed in regular business or industry as a group (as opposed to individual placement) and who are supported as a group rather than individually. This means they share support staff (e.g. job coach) and typically are transported to/from the work setting as a group. They are typically employed through a contract between the business (owner or operator of the setting where the work is done) and the Community Rehabilitation Provider (support provider). They may or may not be paid a competitive wage and may be earning a sub-minimum wage.

**The outcome of this service is sustained paid employment and work experience leading to further career development and integrated employment which is paid at or above minimum wage but not less than customary wages paid to non-disabled employees.**

**SERVICE REQUIREMENTS**
Federal and state wage certifications must cover the Member if the member is paid subminimum wage. The employer applies for the federal and state wage certificates, whenever the Member is paid at a rate less than state minimum wage. All local, State and Federal laws governing any aspect of employment must be followed.
STANDARDS, TRAINING, AND COMPETENCY

Standards
For the supported employment agency, the MCO shall assure that the provider has the ability and qualifications to provide this service, demonstrated in at least one of the following ways:

1. The existence of a current contract with the State’s Vocational Rehabilitation Agency (DVR) for Supported Employment service provision; or
2. Comparable experience for a qualified entity, including a minimum two (2) years of experience working with the target population providing integrated employment services in the community.
3. Meets all DVR Technical Specifications related to Supported Employment
4. Provider qualifications are expanded to allow agencies to qualify by meeting National APSE (Association for Persons Supporting Employment First) Supported Employment Quality Indicators. Individuals to qualify by meeting National APSE’s Supported Employment Competencies relevant to particular aspect(s) of Supported Employment being provided.

In addition, the provider must comply with all applicable occupational health and safety standards of the federal Occupational Safety and Health Administration (OSHA) and if personal care services are provided, shall also meet the Supportive Home Care and In-Home Respite Training and Documentation Standards.

Training and Competency
Provider shall ensure that staff providing Supported Employment services to members have training within the first six (6) months of employment. This expectation may require training sooner in order to provide effective supported employment services. Staff providing Supported Employment services to members shall have a minimum of two years’ experience working with target group. All Supported Employment services staff shall have training by the provider to ensure competent delivery of service and ensure service continuity when turnover of staff occurs. Training shall include, but not be limited to, the following requirements:

Providers shall train all staff in accordance with the below standards:
1. Provider agency’s recording and reporting requirements for:
   a. documentation of services
   b. critical incidents
   c. emergency protocols
   d. handling of complaints
   e. other procedures and information from the Provider deemed necessary to ensure the safe and appropriate provision of service
2. Training on the population being served
3. Training on the service definition, expectations related to service outcomes, and training on the provision of the services being provided
4. Training on the needs, strengths, and preferences of the individual(s) being served
5. Training on rights and confidentiality (HIPAA) of individuals supported
6. Training of Prevention of Exploitation, Emotional, Verbal, Physical and Sexual Abuse
7. Training on Effective Teaching styles (e.g. Systematic Instruction)
8. Adapting teaching styles to individual learning style
9. Knowledge in the use of adaptive aids, assistive technology, specialized equipment and adaptation of the work environment. Staff complete regular training/continuing education coursework to maintain update their level of expertise.
10. Training on interpersonal and communication skills and appropriate attitudes for working effectively with members. These include:
   a. Understanding the principles of person-centered services
   b. Cultural, linguistic and ethnic differences
c. Active listening
d. How to respond with emotional support and empathy
e. Ethics in dealing with members, family and other providers
f. Conflict Resolution and Behavioral Supports
g. Maintaining professional boundaries with members served.

11. Information and Provider procedure for adherence to the following Care Wisconsin policies:
   a. Member Incident Reporting
   b. Member Privacy Rights
   c. Positive Behavioral Supports
   d. Communication Expectations

For the individual on the job support person, the MCO shall assure that the provider has the ability and qualifications to provide this service, demonstrated in at least one of the following ways:

- Holding the Certified Employment Support Professional accreditation.
- Meeting the ASPE Quality Indicators for Supported Employment Personnel.
- A course of study that would lead to a bachelor’s degree in one of the human services, or;
- Comparable experience for a qualified individual, including a minimum of two (2) years of experience working with the target population providing supported employment. However, a member self-directing this service may employ qualified persons with less experience. In that event, the MCO and member shall ensure that the individual provider has the member-specific competencies to effectively provide the service.

Staff or consultants knowledgeable in use of adaptive aides, assistive technology, specialized equipment and adaptation of the work environment shall be available as needed. Supported Employment services shall be provided by personnel that have skills and abilities in the areas of assessment/discovery, job development, job placement, job coaching and systematic instruction, workplace personal assistance, job retention, and evaluation including, but not limited to:

1. Knowledge of specific member needs and abilities, which may include personal care services
2. Knowledge skills and ability in assessing individuals with disabilities
3. Skills in work site and job analysis
4. Skills in assessing needs for assistive technology, adaptive aids, disability accommodations, and individual ergonomics
5. Skills in the area of job development
6. Skills in the area of sales and marketing
7. Skills in the area of job coaching including systematic instruction and identification/use of natural supports
8. Skills in the area of outcome development and program evaluation

**STAFF TO MEMBER RATIO**

The Staff to Member ratio for Supported Employment services provided under this agreement will be individualized and determined at each members MCP meeting review. Support can be 1:1, but every effort will be made to allow for the most interdependence and integration on the job with the member. Fading of job support also needs to be considered along with how long 1:1 job coaching will take place with member. Staff to Member ratios for Group Supported Employment Services (Work Crew/Enclaves) can range from 1:3 to 1:8 depending on member needs.
COLLABORATION AND COORDINATION OF CARE

Before authorizing supportive employment services, documentation shall be maintained that the services has already been utilized or is not available under a program funded under the section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (IDEA) (20 U.S.C.1401 eq seq).

Through the use of the Resource Allocation Decision method (RAD), Care Wisconsin Interdisciplinary Team staff shall assess the member’s needs and outcomes to determine the amount of SE services to be authorized. Supported Employment services funded under this agreement will only occur after the Wisconsin Division of Vocational Rehabilitation (DVR), Veteran Administration, Workforce Investment Act (WIA) and/or the Department of Public Instruction (DPI) funding is exhausted, unnecessary, or unavailable. Supported Employment services are individualized and may include any combination of the following services: vocational/job-related discovery or assessment, person-centered employment planning, job placement, job development, negotiation with prospective employers, job analysis, training and systematic instruction, job coaching, benefits management, transportation and career advancement services. Other workplace support services, including services not specifically related to job skill training, may also be provided based on the needs of the specific member served. Members receiving individual employment supports may also receive educational, pre-vocational and /or day services. However, different types of non-residential services may not be billed for the same period of time. At the time of the referral Interdisciplinary Team staff shall exchange pertinent information with the provider including the member’s outcomes, assessed needs and the amount of authorized units as it relates to Supported Employment services.

Coverage does not include incentive payments, subsidies or unrelated vocational training expenses, such as the following:

- Incentive payment made to an employer to encourage or subsidize the employer’s participation in supported employment; or
- Wages or other payments that are passed through to users of supported employment services.

Technical Assistance support is available on the Wisconsin Department of Health Services (DHS) web site in reference to supported employment. This is a helpful resource:
http://www.dhs.wisconsin.gov/ltcare/ProgramOps/prevoc/integratedemply.pdf

**Documentation**

Provider shall have a written Individualized Employment Plan which clearly states the Supported Employment goals and mechanisms for assessing progress. These goals should also correlate with the member’s outcome in the MCP for employment. The Provider’s documentation file for each member shall include documentation that DVR, Veteran Administration, Workforce Investment Act (WIA) and/or DPI services were exhausted or unavailable before authorization of services under this agreement. The documentation file shall also include a copy of the member’s assessment, job development plan, ongoing services being provided, and monthly progress reports. Care Wisconsin has the right to access these provider files with appropriate written notification.

A member authorized by Care Wisconsin for an Assessment or Discovery must have this service completed and a report delivered to Interdisciplinary Team staff within sixty (60) days of initiating service. Assessment Reports must include the following sections:

1. A list of specific jobs that will be developed
2. An initial list of employer contacts
3. A list of employment barriers and strategies to address them
4. A checklist of responsibilities for the member, IDT staff, natural supports and vendor
5. A checklist of employment preparation needs
6. Conditions for the use of internships, work experiences and on-site job coaching
7. A list of initial employment preparation efforts, as needed
8. Plans to use work incentives, as appropriate, to maximize earnings
9. Target wages, hours worked and special conditions that apply to the work site for that member (e.g. fragrance-free environment, amount of job structure vs. need for variety, etc.)
10. Short and long-term employment goals
11. Sources of support (e.g. sister drives member to work)

Where Job Development/Initial Job Coaching services are authorized by Care Wisconsin, Provider shall prepare and send a written report to Interdisciplinary Team staff monthly. This report shall be sent to Interdisciplinary Team staff by the 10th of each month. Progress reports shall identify the following elements:
1. Dates, amount of time and description of activities provided during the past month
2. Member’s and developer’s/job coach’s progress towards each goal or skill related to employment
3. Reasons or suggestions for any lag or lack of progress
4. Statement or recommendation for continued participation in the authorized activity
5. When a member is in job development: names and dates of business contacted on behalf of the specific member
6. When a member is in job development: dates and times of future scheduled meetings or follow-up calls on member’s behalf.
7. When a member is in initial job coaching: strategies used for fading and identification of natural supports.

Upon the hire of a Care Wisconsin member by an employer, a hire report will be submitted by the Provider and is due within five (5) work days of hire. This report shall include:
1. Name of employer
2. Employer contact information
3. Member’s start date
4. Member’s wages and hours of work
5. Supported Employment job coaching plan for member (i.e. hours of support needed, schedule of employer contact by Supported Employment providers, etc.).

Upon stabilization of a Care Wisconsin member in their integrated employment setting, Provider will submit every six (6) months a Job Coaching Progress report to member’s IDT team. A Job Coaching Progress Report will include:
1. Name of member
2. Primary/Lead job coach name and contact information
3. Employer’s name, address, supervisor’s name
4. Weekly work schedule
5. Start date of job and initial wage and benefits
6. Current wage and benefits
7. Results of member’s most recent performance evaluation by employer and/or supervisor’s feedback
8. Current level of authorized coaching hours & requested level for next six (6) months
9. Fading that has occurred in the last six (6) months (if none, explain why)
10. Plan for fading for next six (6) months

**BILLABLE UNITS**

Providers should reference Appendix A of this agreement for rates, codes and units. Units of SE are billable for a member when the member is authorized and receiving SE services. Staff to Member ratios shall be further delineated in regard to rates in Appendix A.
Provider service rate for provision of Supported Employment services should incorporate all administrative and business functions related to the provision of this service. Contracted rates expect the provision of administrative functions necessary to provide the service and are not billable beyond units provided to each authorized member.

1. Only units of service directly related to the authorized member may be billed under this service. The following services constitute directly related services:
   a. Face-to-face contact with member by Provider personnel for the purpose of providing specific supported employment services.
   b. Transportation of the Provider personnel to the member’s employment for the purpose of delivering authorized service to the member at the work site. In the event that provider personnel transport the member to employment, this service is defined as face to face contact with member.
      i. Travel of the Provider personnel from the member’s employment site is not billable under this member’s authorization unless the member is being transported by Provider personnel from the work site location to another location.

2. Only one provider agency staff is billable for service at the same time. If more than one Provider personnel is present to perform Supported Employment services, Provider may only bill units for one personnel.

3. Providers may not bill for supervision, training support, adaptations within the work setting that are available to non-disabled workers working similar positions in the business.

Job assessment services provided under this agreement will be provided and billed in accordance with DVR technical specification (assessment funded per outcome).

Job development services provided under this agreement will be provided and billed in accordance with the following technical specifications for Job Development.

**Billing Specifications for Job Development**

1. Job development services provided under this agreement will be provided and billed in accordance with the current specifics of DVR and this addendum. DVR pays outcomes based assessment.

2. Under this agreement, only job development specific to the authorized member is billable to each member. The Provider’s general marketing and employer contacts are incorporated in the Provider’s administrative functions and are not billable to specific members under this agreement.

3. Job Development is not to exceed ninety (90) calendar days. If a placement has not been secured for a member within ninety (90) days, Provider billing should cease pending a staffing with member, Interdisciplinary Team staff and other related parties. Extension of job development past the ninety (90) days will necessitate written approval from the CW Interdisciplinary Team staff, up to and will not to exceed an additional sixty (60) days. To be approved for further extension of beyond the sixty (60) days, the plan to secure employment must include specific modifications and additions to the job development strategies being used to secure a job.

Job Coaching services provided under this agreement will be provided and billed in accordance with the following technical specifications for Job Coaching.

**Billing Specifications for Job Coaching**

1. Job coaching is the provision of services provided by a paid staff to assist the member on the job. The purpose of job coaching is to teach the member the skills and steps necessary to perform the job duties, independently or with only the assistance of natural workplace supports. Job Coaching does not involve performing those duties in place of the member or in addition to the member.

2. Job assessment and development must be done in ways that maximize natural supports. All job development efforts should take account of the potential for natural supports in each employer workplace. No job should be developed where no potential for natural support exists. There is an
expectation that when the job coaching is implemented the job coach is a consultant to the employer and not a substitute for supervision and co-worker supports otherwise available to employees without disabilities. Natural supports are the human or technical resources that are available or can be developed in an employment setting to facilitate a person’s performance, integration, job satisfaction and stability in employment.

Providers of Supported Employment Services are required to provide for all identified care needs during the provision of Supported Employment and are specifically prohibited from billing for additional services during the provision of Supported Employment Services.