



## B3 Service Definition

<b>Title:</b>	<b>Supported Employment</b>	<b>Codes:</b>	<b>H2023U4 (Individual)</b>
<b>Type:</b>	<b>B3</b>		<b>H2026U4 (Individual, Maintenance) (LTVS)</b>
<b>Effective Date:</b>	<b>11/1/2014</b>		<b>H2026HQ4 (Group, Maintenance) (LTVS – IDD only)</b>

### SERVICE DESCRIPTION

Supported Employment (SE) Services provide assistance with choosing, acquiring, and maintaining employment for individuals ages 16 and older for whom competitive employment has not been achieved and / or has been interrupted or intermittent.

The primary outcome of SE is competitive employment which is defined as a job that pays at least minimum wage, for which anyone can apply, and is not specifically set aside for people with disabilities. SE services must be provided in integrated work settings where the individual works alongside people who do not have disabilities or in a business owned by the individual.

SE does not occur in licensed community day programs or in licensed residential facilities as the place of service.

SE promotes North Carolina’s vision of Employment First: “Employment in the general workforce is the first and preferred outcome in the provision of publicly funded services for all citizens with disabilities regardless of level of disability, in a job of their choosing with supports and accommodations provided as necessary to achieve and maintain employment.”

Initial SE services include the following:

- Pre-job training/education
- Vocational assessment
- Career/educational counseling
- Job shadowing
- Assistance in the use of education resources
- Resume development training
- Job interview skills training
- Assistance in learning skills necessary for job retention
- Monitoring, supervision, assistance in job tasks, work adjustment training and counseling as needed to complete job training

Initial SE services may also include assisting the individual in the development and operation of a micro-enterprise or small business. This assistance includes:

- Aiding individual to identify potential business opportunities
- Assisting in the development of a business plan, including potential sources of business financing
- Identification of supports necessary for the individual to operate the business

SE maintenance, often referred to as Long Term Vocational Support (LTVS), includes the following:

- Coaching and employment support activities that enable a individual to maintain employment
- Ongoing assistance, counseling and guidance for a individual who operates a micro-enterprise
- Monitoring, supervision, assistance in job tasks, work adjustment training and counseling as needed to assist the individual in maintaining employment
- Consulting with the employer to identify work related needs of the individual and proactively engage in supportive activities to address the problem or need.

SE includes transportation from the individual's residence and to the site of the SE service, among the SE sites if applicable, and back to the individual's place of residence. *For individuals who are eligible for educational services under the Individuals With Disability Educational Act (IDEA), SE does not include transportation to or from school settings. This includes transportation to and from the participant's home, provider home where the participant is receiving services before/after school or any community location where the participant may be receiving services before or after school.*

Collateral contacts and telephone calls to the individual are billable; however, 80% of contacts must be face-to-face with the individual receiving services. Face-to-face contacts may be subject to reasonable accommodation that are HIPAA compliant and are not intended to replace or decrease the frequency of face-to-face contact.

SE is a periodic service.

Group SE and LTVS are only available for individuals with IDD in alignment with the NC Innovations waiver. Group SE and LTVS do not align with the IPS model for MH/SA.

#### PROVIDER REQUIREMENTS

SE providers must meet the provider qualification policies, procedures and standards established by the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS), the requirements of 10A N.C.A.C 27G and NC G.S. 122C, and any competencies specified by the NC Division of Medical Assistance (DMA).

SE providers for programs for individuals with intellectual and/or developmental disabilities must meet all NC Innovations waiver provider requirements and be enrolled 1915(c) waiver providers.

SE providers for programs for individuals with Serious Mental Illness (SMI) must meet all fidelity provider requirements as outlined by the State for evidence-based practices for individuals with serious mental illness. The State approved evidence based practice for individuals with SMI is **Individual Placement and Support (IPS)** and the SE Fidelity Scale developed by the Dartmouth Psychiatric Research Center and promoted by SAMHA. Information regarding the IPS model can be found on the Dartmouth website at:

- <http://sites.dartmouth.edu/ips/about-ips/ips-practice-principles/>
- [http://sites.dartmouth.edu/ips/files/2013/01/Evidence-IPS\\_11\\_2013.pdf](http://sites.dartmouth.edu/ips/files/2013/01/Evidence-IPS_11_2013.pdf)
- <http://sites.dartmouth.edu/ips/>

All SE providers delivering services to individuals with SMI will participate in fidelity evaluation and services must be provided to fidelity per Transition to Community Living Initiative based on the Department of Justice Settlement agreement.

### **STAFFING REQUIREMENTS**

SE staff must meet requirements as specified in 10A N.C.A.C. 27G 0104, and supervision of staff must be provided according to the supervision requirements specified in 10A N.C.A.C. 27G.0204.

SE staff must complete training specific to the required components of the SE/ES definition within 90 days of employment. This includes, but is not limited to:

- CPR / First Aid
- Client Rights
- Confidentiality / HIPAA
- Crisis Intervention
- Training specific to the individual needs of the individual

For individuals with SMI, SE is provided in a team structure per the IPS fidelity scale organizational item 4, therefore staffing must be adequate to ensure fidelity and consistency with state-funded services. Supervisors should be full-time, dedicated to this program and meet QP status.

### **POPULATIONS ELIGIBLE**

Individuals age 16 and older who are not otherwise eligible for service under a program funded under the Rehabilitation Act of 1973 or P.L. and meet one of the following criteria:

1. Individuals with an intellectual and/or developmental disability who are functionally eligible for the Innovations waiver but not enrolled in the Innovations waiver.

OR

2. Individuals with serious mental illness who are clinically appropriate for Supported Employment.

### **UTILIZATION MANAGEMENT**

- Supported Employment, Initial – A maximum of eighty-six hours (344 units) per month for the first 90 days of services for initial job development, training and support.
- Supported Employment, Individual – A maximum of 43 hours (172 units) per month for the second 90 days of services for intermediate training and support.
- Long Term Vocational Support – A maximum of 10 hours (40 units) per month.

Specific authorization must be obtained to exceed these limits.

### **SERVICE ORDERS**

A service order is required for this service. The Treatment Plan serves as a service order for individuals with an intellectual or developmental disability who are functionally eligible for, but are not enrolled in, the Innovations Waiver.

### **CONTINUED STAY CRITERIA**

The individual continues to meet the eligibility criteria, and meets at least one of the following criteria:

1. The individual requires this service to maintain community employment.
2. The individual has obtained employment and needs additional support to develop work related skills.
3. The individual needs support or training to change jobs, increase hours or otherwise advance in their career.

4. The individual needs support in managing benefits such as Social Security, Ticket to Work, etc.

#### **DISCHARGE CRITERIA**

The criteria for discharge include one or more of the following:

1. The individual can maintain employment without assistance.
2. The individual has requested discharge or expresses a decision not to work.
3. The individual no longer meets criteria for the service.
4. The individual has not achieved treatment goals despite documented efforts.

#### **DOCUMENTATION REQUIREMENTS**

A daily full service note or grid that meets the criteria specified in the DMH/DD/SAS Records Management and Documentation Manual (APSM 45-2) is required. The DMH/DD/SAS Records Management and Documentation Manual can be found at:

<http://www.ncdhhs.gov/mhddsas/statspublications/Manuals/rmdmanual-final.pdf>.

#### **SERVICE EXCLUSIONS**

Total expenditures on SE cannot exceed the 1915(b)(3) resources available in the waiver.

SE may not be provided if the service is otherwise available under a program funded under the Rehabilitation Act of 1973, P.L. 94-142, or under the Individuals with Disabilities Education Act, 20 U.S.C. 1401 et seq.). For individuals with SMI per the IPS model, an individual may be open with the Division of Vocational Rehabilitation (VR) at the same time he or she is open with an SE provider. At no time should a provider bill both VR and the LME/MCO at the same time for the same person. Medicaid is always the payer of last resort.

Individuals on the Innovations Waiver are not eligible for SE (b)(3) funded services.

SE may not be provided during the same time/at the same place as any other direct support Medicaid service.

SE may not be provided during the same authorization period as Assertive Community Treatment (ACT).

SE may not be provided to children ages 16 up to 21 who reside in a Medicaid funded group residential treatment facility.

SE may not be provided to individuals living in an ICF-IID.

Federal Financial Participation (FFP) is not to be claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

1. Incentive payments made to an employer to encourage or subsidize the employer's participation in a supported employment program;
2. Payments that are passed through to users of supported employment programs; or
3. Payments for training that are not directly related to a beneficiary's supported employment program.

While it is not prohibited to both employ a beneficiary and provide services to that same beneficiary, the use of Medicaid funds to pay for SE to providers that are subsidizing their participation in providing this service is not allowed. The following types of situations are indicative of a provider subsidizing its participation in SE:

1. The job/position would not exist if the provider agency was not being paid to provide the service;
2. The job/position would end if the beneficiary chose a different provider agency to provide the service;
3. The hours of employment have a one to one correlation with the amount of hours the services are authorized.

SE may not be provided by family members.

For individuals who are eligible for educational services under the Individuals With Disability Educational Act (IDEA), SE does not include transportation to or from school settings. This includes transportation to and from the participant's home, provider home where the participant is receiving services before/after school or any community location where the participant may be receiving services before or after school.