



APPENDIX F-1: SCOPE OF SERVICES:

Supported Employment – Individual Employment Support

Service Definition

Supported Employment - Individual Employment Support services are comprised of the following components that assist members to obtain and maintain Competitive Integrated Employment (CIE). CIE is defined at <https://dwd.wisconsin.gov/dvr/partners/cie/definition.htm>.

1. CIE Job Development

CIE Job Development is designed to support a member through job development to obtain CIE. CIE Resulting from job development must be consistent with the member's person entered employment goals, including type of work, preferred hours, and income desired. Job development includes:

- a. Written goals, preferences, and conditions for success prior to the start of the service;
- b. Obtaining sufficient knowledge of the member to effectively match their interests, skills, strengths, personality, and conditions for success to a prospective employer and job;
- c. Direct and indirect time networking with businesses on behalf of the member to find and create CIE opportunities;
- d. Job duty negotiation and representation on behalf of the member with prospective employers; and
- e. Assessing and negotiating the types of assistance and accommodations a member may need to fully perform and maintain their job.

CIE Job Development may not be authorized for a member already engaged in CIE unless:

- a. the member desires to augment their existing CIE with an additional employment opportunity that meets the criteria for CIE;
- b. the member wishes to obtain a promotion to a different job title and/or a higher wage; or
- c. the member wishes to obtain more hours in their current employment that meets the criteria for CIE, and the member needs time-limited assistance to request and negotiate additional hours.

2. CIE Job Coaching

CIE job coaching consists of job training and performance-related supports for a member. CIE job coaching includes:

- a. Task analysis of the job;
- b. Structured intervention techniques, including job site training via systematic instruction, to assist the member in learning to perform job tasks;
- c. Teaching and modeling appropriate work ethics, interpersonal skills, and other soft skills necessary to ensure success in CIE, including travel and mobility skills;
- d. Engagement with the member's supervisor and co-workers;
- e. Evaluation and facilitation of necessary job accommodations;
- f. Performance assessments to measure progress in learning tasks and skills required to successfully sustain CIE;
- g. Assisting the member to develop self-advocacy skills at work; and

h. A job coach fading plan.

Job coaching supports for self-employment should never supplant the member's role and responsibility in all aspects of operating their business.

3. Workplace Personal Assistance

Workplace personal assistance provides on-going employment supports and personal assistance at the workplace for the member to sustain CIE when job coaching for independence is no longer needed. This service is used to assist a member in tasks where independent mastery has been determined not possible due to physical, behavioral health and/or emotional challenges. Workplace Personal Assistance includes:

- a. Assistance with personal care while at work;
- b. Assistance during paid and unpaid breaks;
- c. Motivational and behavioral supports;
- d. Physical supports using the concept of partial participation;
- e. Supervision supports to maintain safety in the workplace;
- f. Assisting the member to maintain employment by working with the employer on scheduling, performance expectations, transportation, communication, and promoting skill acquisition; and
- g. Check-ins with the employer regarding work performance and expectations.

Workplace Personal Assistance can be provided in addition to CIE job coaching only when a member has a portion of their job where they are expected to become independent, through assistance from a job coach, and has another portion of the job where they are not expected to be able to become independent. Job coaching and WPA services may not be provided for the same unit of time.

4. Partners with Business (PwB)

Partners with Business enables a member to maintain CIE with a combination of natural and paid employment supports provided directly by their employer, who is recruited, trained, supported, and backed-up by a qualified supported employment provider. PwB can augment natural support with formal paid supports provided by a designated co-worker. The supported employment provider reimburses the employer for the coworker(s) support that is beyond what is typically available to workers without disabilities filling the same or similar positions.

PwB includes:

- a. Facilitating and establishing the PwB arrangement, including:
 - i. Utilization of the PwB support analysis;
 - ii. Negotiation of PwB supports with the employer;
 - iii. Implementation of co-worker background checks;
 - iv. Implementation of a PwB agreement;
 - v. Development of a co-worker support plan, that outlines direct support provided by a co-worker that a job coach/WPA would otherwise provide.
- b. Training for the co-worker(s) providing PwB support, including:
 - i. Training specific to the member, including the support plan, communication style, learning style, and specific needs related to performing and maintaining their job; and
 - ii. Ensuring the co-worker completes the DHS WPA webbased training if providing assistance with personal care.

- c. Supporting the employer, supervisor, and co-workers supporting the member, including:
 - i. On and off-site follow-along back-up supports;
 - ii. Providing assistance with supports typically provided by the co-worker when temporarily unavailable; and
 - iii. Monthly check-ins with the employer and member, at minimum.
- d. Fading expectations should be in place to maximize the independence of the employed member while also ensuring that the member can successfully maintain CIE.

The employer may only be reimbursed for supports identified through the PwB support analysis that would otherwise be provided by a job coach or WPA. Reimbursement is based on units of service that would otherwise need to be provided by a Supported Employment provider, as determined through the PwB Support Analysis.

The amount of time authorized for PwB is negotiated with the employer and is:

- i. reflective of the needs the member has for the co-worker provided supports above and beyond negotiated natural supports and supervisory/co-worker supports that are otherwise available to employees without disabilities, and
- iv. is based on the specific amount of time the coworker(s) is providing direct support to the member as determined by the PwB Support Analysis.

PwB is only authorized when the member agrees to the arrangement and the employer prefers to provide CIE supports, rather than job coach and/or WPA supports.

Natural supports for the member, already negotiated with, and provided by, the employer prior to the implementation of PwB are not reimbursable under PwB.

5. Work Incentive Benefits Counseling

Work Incentive Benefits Counseling provides the member individualized information about their benefits and how earnings could affect them. The information offers the member guidance to make informed choices about employment. Work Incentive Benefits Counseling includes:

- a. Verifying the member's current benefits;
- b. Identifying benefits that may change as a result of increased work earnings;
- c. Identifying options and costs for health and long-term care benefits;
- d. Predicting foreseeable points of benefit changes;
- e. Providing contact information for agencies to which the member will need to report earnings;
- f. Providing accurate and applicable information regarding Social Security work incentives;
- g. Developing a written summary of an individualized member centered work incentive benefits analysis;
- h. Holding an in-person meeting with the member to explain the individualized written work incentive benefits analysis; and
- i. Providing follow-along services for up to one year for questions and clarifications about benefits.

Provider Qualifications

- Individual on the job support persons, must meet at least one of the following provider qualifications:
 - i. Certified Employment Support Professional certification from national APSE, or
 - ii. ACRE Basic Employment Certificate in supported employment, community employment, or customized employment, or
 - iii. DVR contracted provider of supported employment or customized employment, or
 - iv. A minimum of two years of experience working with the target population providing supported employment.
 - In addition, if personal care services are provided, the provider must also meet the Training and Documentation Standards for Supportive Home Care.
 - If transportation is provided the provider must meet the qualifications for Specialized Transportation-Community Transportation.
- Supported employment agencies must meet at least one of the following provider qualifications:
 - i. Accreditation by a nationally recognized accreditation agency, or
 - ii. Division of Vocational Rehabilitation (DVR) contracted provider of supported employment or customized employment services, or
 - iii. A minimum of two years of experience working with the target population providing employment-related services.
 - Additionally if personal care services are provided, the provider must also meet the Training and Documentation Standards for Supportive Home Care.
 - If transportation is provided, the provider must meet the provider qualifications for Specialized Transportation- Community Transportation.
 - Individual providers of work incentive benefits counseling must be a DVR contracted provider of work incentive benefits services or must complete Community Work Incentive Coordinator (CWIC) certification or a similar comprehensive training program.
 - Agency providers of work incentive benefits counseling must be a DVR contracted provider of work incentive benefits services.
 - Relatives and legal guardians meeting the requirements under Article VIII.N.2 may be paid to provide individual employment support.

Applicable Service Limitations

- Supported employment-individual support services may not be provided in a small-group format. The ratio is always 1:1 for this service.
- Individual employment support does not include payment for supervision, training, support, and adaptations typically available to other non-disabled workers in similar positions in the business.
- Supported employment- individual employment support services may not include volunteer work, regardless of setting.
- Supported employment-individual support services may be provided only in non-disability-specific settings in the community, which are not leased, owned, operated, or controlled by a service provider.
- Members receiving individual employment supports may also receive educational, pre-vocational and/or day services. However, different types of nonresidential services may not be billed for the same period of time.

- Before authorizing supported employment- individual employment support services, the member's record documents that the service is not available under a program funded by Vocational Rehabilitation under the §110 of the Rehabilitation Act of 1973, as amended, and for individuals ages 18-22, not available through a program funded under the Individuals with Disabilities Education Act (IDEA) (20U.S.C. §1401 et seq).
- Coverage does not include incentive payments, subsidies, or unrelated vocational training expenses, such as:
 - i. Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment or,
 - ii. Wages or other payments that are passed through to users of supported employment services.
- Supported employment-individual employment support services may be reimbursed on a unit-of-service or outcome basis. Payment may include different methods, such as co-worker support models and payments for work milestones, such as length of time on the job, or number of hours the member works.
- The cost of transportation from a member's residence and the site where the member starts and ends the services each day may be included in the reimbursement paid to the supported employment provider or may be reimbursed under specialized (community) transportation, but not both.
- Personal care may be a component of supported employment- individual support services, but may not comprise the entirety of the service. 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 reimbursed under the supportive home care or self-directed personal care, but not both.