

Employment Services

There are 2 categories of Employment Services available through the ID/RD Waiver: Employment Services – Individual and Employment Services – Group.

Employment Services - Individual are intensive on-going supports to obtain and maintain competitive employment, customized employment, or self-employment, in an integrated work setting. The participant is 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. **Employment Services - Individual** are provided at a 1:1 staffing ratio.

Transportation: During the job development phase of **Employment Services - Individual**, the provider is responsible for **assisting** the participant with locating resources for transportation to and from work; however, the provider **is not** responsible for transporting the participant to and from work.

Core Activities for Employment Services - Individual:

- Vocational/job-related discovery or assessment;
- Person-centered employment planning;
- Job placement;
- Job development;
- Negotiation with prospective employers;
- Job analysis;
- Job carving;
- Training and systematic instruction;
- Job coaching (to be conducted on the job, including developing natural supports);
- Identifying assistive technology supports;
- Benefits support;
- Training and planning;
- Coordination of transportation;
- Workplace accommodation assistance;
- Self-employment assistance;
- Asset development and career advancement services; and
- Other workplace support services including services, not specifically related to job skill training that enable the participant to be successful in integrating into the job setting.

Employment Services - Group are intensive on-going supports to obtain and maintain competitive employment, customized employment, or self-employment, in an integrated work setting. The participant is 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. **Employment Services - Group** are provided in group settings, such as mobile work crews or enclaves, and employees may be paid directly by the employer/business or by the Employment Services - Group provider.

Employment Services - Group are not a prerequisite for Employment Services - Individual. Employment Services - Group originate from a DDSN licensed day facility.

Transportation for Employment Services – Group will be provided from the participant’s residence to the work site when the service start time is before 12:00 Noon. Transportation will be available from the participant’s habilitation site to their residence when the service start time is after 12:00 Noon.

Core Activities for Employment Services - Group:

- Communication
- Community Participation/Safety
- Coping Skills
- Health and Hygiene
- Interests /Preferences
- Mobility/Transportation
- Money Management
- Personal Responsibilities

- Pre-Employment
- Self-Esteem
- Strength/Abilities
- Self-Advocacy/Self-Determination
- Skills
- Socialization Supports

Please see Employment Services Standards on the SCDDSN website (<http://www.ddsn.sc.gov>) for more information.

Providers: Employment Services (Individual and Group) will only be rendered by DDSN qualified providers contracted to provide Employment Services and enrolled with SCDHHS. It is the responsibility of the Waiver Case Manager to ensure providers are on the approved provider list.

Conflict Free Case Management

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Arranging for the service: Once Employment has been identified as a need, the service must be clearly documented in the Support Plan. Justification supporting the need for the service must be included in the annual assessment and/or case note documentation.

The WCM must provide a list of available service providers and document a choice of provider. If there is only one choice of provider available, then this must be explained to the recipient and/or his/her legal guardian and documented.

Prior to requesting **Employment Services - Individual** through the waiver, the WCM must ensure services are not available through IDEA (School) or the Rehabilitation Act of 1973 (SC Vocational Rehabilitation Department). Verification in the form of a letter or signed Form 438 must be obtained from SC Vocational Rehabilitation Department (SCVRD) indicating there is no open case/ the person is not eligible for services.

To initiate the service following approval from the Waiver Administration Division, an electronic authorization must be generated and sent to the chosen provider. Ongoing services must be authorized annually at the time of the Annual Support Plan and as changes are made throughout the plan year.

Employment Services – Individual

Employment Services-Individual: one (1) unit equals fifteen (15) minutes

As stated in the Employment Service Standards, WCMs may only authorize services based on the following schedule once approved by the Waiver Administration Division:

Assessment	20 units
Employment Activities (Upon completion of the Assessment)	280 units
Employment Activities may include: community-based assessment, benefits analysis, job development, coaching and other activities (per service definition)	
Follow Along (Upon securing a job)	120 units
Discovery Assessment: Additional service units may be authorized after the following criteria have been met: <ul style="list-style-type: none"> • All previous service units have been exhausted. • Documentation is provided as justification to support the need for additional units. 	60 units

WCMs can view service provider Clinician Reports in Therap as well as other documents. Refer to the link below for instructions. [https://www.therapservices.net/resources/southcarolina/employment/individual/How_To_Create_a_Clinician_Report_for_CM_Monitoring\(Individual_Employment\).pdf](https://www.therapservices.net/resources/southcarolina/employment/individual/How_To_Create_a_Clinician_Report_for_CM_Monitoring(Individual_Employment).pdf)

Services provided in the absence of an authorization **or** in excess of the amount (units) authorized are **not** reimbursable.

Employment Services – Group

For Employment Services-Group, a unit is considered 2-3 hours of service delivered in a calendar day. To receive 2 units of service per day, the first unit must be 3 hours and the second unit must be minimum of 2 hours, for a total of 5 hours of service. Employment Services – Group may be authorized for a maximum of 520 units annually. Services provided in the absence of an authorization or in excess of the amount (units) authorized are not reimbursable.

The WCM must provide the following information to the Employment Service provider at the time of referral: Participant's name, address, date of birth, effective date of authorization, Social Security Number, Medicaid number, name of court appointed legal guardian (if applicable), emergency contact information, and referring WCM's name and contact information.

Monitoring the Services: You must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the participant's/family's satisfaction with the service. Monitoring may be completed with the participant, representative, service providers, or other relevant entities. Information gathered during monitoring may lead to a change in the service, such as an increase/decrease in units authorized, change of provider, change to a more appropriate service, etc. DDSN recommends that the WCM monitors this service when it begins and as changes are made. Monitoring must be conducted as frequently as necessary in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;
- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
- the participant/representative is satisfied with their chosen provider/s.

Monitoring should include a review of Clinician Reports as well as other documents in Therap. Refer to the link below for information on how to access.

[https://www.therapservices.net/resources/southcarolina/employment/individual/How_To_Create_a_Clinician_Report_for_CM_Monitoring\(Individual_Employment\).pdf](https://www.therapservices.net/resources/southcarolina/employment/individual/How_To_Create_a_Clinician_Report_for_CM_Monitoring(Individual_Employment).pdf)

Some items to consider when monitoring **Employment Services - Individual** include:

- Are the employment documents (Comprehensive Vocational Service Assessment (CVSA), Individual Plan of Supports for Employment (IPSE), Therap ISP: SC Individual Employment Log, legible, logical/sequential, and available for review?
- Does the Assessment reflect the individual's interests/preferences/strengths?
- Can the WCM clearly understand the specific employment outcome desired by the individual (not general terms)? Is the Employment Goal documented in both the IPSE and in the Employment History Module consistent with information in the Assessment and focused on the individual's strengths and choices?
- Does the employment goal reflect themes of interest of the individual and support the outcome of competitive integrated employment?
- Are employment activities listed on the Therap ISP: SC Individual Employment Log consistent with the definition of Employment Services – Individual vs services provided in Career Preparation?
- Is the individual employed? If so, is the Employment History Module required information fully completed?
- Is the individual satisfied with his/her current employment? Is the individual satisfied with the provider of services?

Some items to consider when monitoring **Employment Services – Group** include:

- Are employment documents (Comprehensive Vocational Service Assessment (CVSA), Group Individual Plan of Supports for Employment (GIPSE) and Therap ISP: SC Group Employment Log legible, logical/sequential, and available for review?
- Does the CVSA reflect the participant's interests/preferences/strengths?
- Can the WCM clearly understand the specific employment outcome desired by the participant (not general terms)? Is the Employment Goal documented in the GIPSE consistent with information in the Assessment and focused on the participant's strengths and choices?
- Does the employment goal reflect themes of interest of the participant and support the outcome of competitive integrated employment?
- Are employment activities listed on the Therap ISP: SC Group Employment Log consistent with the definition of Employment Services – Group vs other services provided?
- Is the participant employed?
- Is the participant satisfied with his/her current employment? Is the participant satisfied with the provider of services?

Reduction, Suspension, or Termination of Services: If services are to be reduced, suspended, or terminated, a written notice must be forwarded to the consumer or his/her legal guardian including the details regarding the change(s) in service, allowance for a reconsideration, and a ten (10) calendar day waiting period before proceeding with the reduction, suspension, or termination of the waiver service(s). See **Chapter 9** for specific details and procedures regarding written notification and the reconsideration/appeals process.