

South Carolina Department of Disabilities & Special Needs

Employment Services - Contract Compliance Review

Key Indicator Review Tool for FY2022

The Key Indicators are based on DDSN Service Standards, Agency Directives, and Medicaid Policy/Requirements.

The Guidance in this document is provided as a resource to assist agencies with understanding Key Indicators. The Guidance is not intended to be, nor should be, considered as the ultimate defining resource. It should be, as inferred by its title, GUIDANCE designed to assist. State and Federal standards including policies and procedures are the ultimate resources for establishing the requirements for an Indicator.

Providers must use designated modules in Therap to document service delivery.

Timelines for implementation of individual Therap Modules may be found at: <https://help.therapservices.net/app/south-carolina/>

Provider Qualifications (Includes anyone employed or contracted to provide Employment Services)

Indicator #	Indicator	Guidance
EMP-201	Employment Services Staff meet the minimum education requirements for the position.	Refer to SCDDSN Day Services Standards for educational and vocational requirements. Applies to new employees working less than 12 months.
EMP-202	Employment Services Staff meet the criminal background check requirements for the position, prior to employment.	Source: DDSN Directive 406-04-DD. Applies to new employees working less than 12 months.
EMP-203	Employment Services Staff continue to meet the criminal background check requirements, upon required recheck.	Source: DDSN Directive 406-04-DD. Re-check required every three years.
EMP-204	Employment Services Staff meet the CMS "List of Excluded Individuals/ Entities" check requirements for the position.	Source: DDSN Directive 406-04-DD. Applies to new employees working less than 12 months.
EMP-205	Employment Services Staff meet the DSS Central Registry check requirements for the position.	Source: DDSN Directive 406-04-DD. Applies to new employees working less than 12 months.
EMP-206	Employment Services Staff meet the TB Testing requirements for the position, prior to direct service contact.	Source: DDSN Directive 603-06-DD. Applies to new employees working less than 12 months.
EMP-207	Employment Services Staff meet the annual TB screening requirements, as outlined in DDSN Directive 603-06-DD.	Annual TB screening must be completed by the last day of the month in which it is due. Source: DDSN Directive 603-06-DD.
EMP-208	New Employment Services Staff have acceptable reference check requirements for the position.	Source: DDSN Directive 406-04-DD. Applies to new employees working less than 12 months.

Provider Training (Includes anyone employed or contracted to provide Employment Services)

Indicator #	Indicator	Guidance
EMP-301	Employment Services Staff must pass mandatory, competency based ANE training, as required, during pre-service orientation.	Source: DDSN Directive 534-02-DD. Applies to new employees working less than 12 months.
EMP-302	Employment Services Staff, when employed after 1 year, must pass mandatory, competency based ANE training within 12 month of their prior training date(s).	Source: DDSN Directive 534-02-DD. Applies to employees working more than 12 months. Training must be completed by the last day of the month in which it was due.
EMP-303	Employment Services Staff must complete new employee competency- based training requirements, as required in 567-01-DD.	Source: DDSN Directive 567-01-DD. Does not include training covered in other Key Indicators (ANE, CPR, First Aid, Medication Technician, or Crisis Management). Applies to new employees working less than 12 months.
EMP-304	Employment Services Staff must successfully complete CPR/First Aid certifications new employee training.	Source: DDSN Directive 567-01-DD. Applies to new employees working less than 12 months.
EMP-305	Employment Services Staff, when employed after 1 year, continue to successfully complete CPR/First Aid certifications at the frequency required by the certifying entity.	Source: DDSN Directive 567-01-DD. Applies to employees working more than 12 months. Training must be completed by the last day of the month in which it was due.
EMP-306	Employment Services Staff must successfully complete competency-based crisis management curriculum certification prior to working alone with service participants.	Source: DDSN Directive 567-01-DD and 567-04-DD. Applies to new employees working less than 12 months. <u>Review Procedure:</u> If staff received a certification, but it is discovered that the curriculum that was used has not been approved by DDSN, the non-compliance will be noted in EMP-106 only.
EMP-307	Employment Services Staff, when employed after 1 year, continue to successfully complete approved crisis-management certifications at the frequency required by the certifying entity.	Source: DDSN Directive 567-01-DD and 567-04-DD. Applies to employees working more than 12 months. Training must be completed by the last day of the month in which it was due. <u>Review Procedure:</u> If staff received a certification, but it is discovered that the curriculum that was used has not been approved by DDSN, the non-compliance will be noted in the Administrative Indicators only.
EMP-308	Employment Services Staff, when employed for more than 12 months, must receive annual training on the following topics: <ul style="list-style-type: none"> • Confidentiality & HIPAA • OSHA Guidelines and Workplace Safety • Fire Safety/Disaster Preparedness • Rights/Due Process 	Source: DDSN Directive 567-01-DD. Applies to employees working more than 12 months. Training must be completed by the last day of the month in which it was due. <u>Review Procedure:</u> The provider must be able to show evidence that training occurred for each topic listed.

		<p>"Annual staff training" means training that is provided to staff with no more than 12 months lapse from last training. The "annual" training required does not have to be based on the person's date of hire. For example, if a staff person hired on November 1, 2019 receives their first annual training on April 1, 2020, then their next annual training must be completed by April 30, 2021. Subsequent annual trainings are based on the date of the first annual training.</p> <p>The provider may select the training year for calculation of the annual training requirements. The year may be the calendar year, the home's fiscal year, the staff's hire anniversary date, or another 12-month period as determined by the provider. The provider must be able to verify the training year used.</p> <p>Training may be delivered through web-based formats, in person training sessions or other methods. There is no required format or specific content required by this standard provided that the content is accurate based on standards, communications, or training produced by the Department.</p>
EMP-309	Annually, Employment Services Staff are made aware of the False Claims' Recovery Act, that the Federal government can impose a penalty for false claims, that abuse of the Medicaid Program can be reported and that reporters are covered by Whistleblowers' laws.	Evidence of staff being made aware of the false claims' recovery act must be provided. This activity must be completed by the last day of the month in which it was due. Source: Contract for ... Capitated Model and Source: Contract for ... Non-Capitated Model

Service Delivery- Employment Services (Individual Placement)

Indicator #	Indicator	Guidance
EMP-401	Employment Services - Individual is provided at a 1:1 staffing ratio.	Source: Employment Services Standards
EMP-402	Within 30 calendar days of the service start date, the Comprehensive Vocational Service Assessment will be completed that identifies the abilities/strengths, interests/preferences, paid and unpaid work experience and needs/supports of the individual.	After 3/1/2020, the CVSA must be uploaded in the Employment History Module under Assessment section in Therap. Source: Employment Services Standards
EMP-403	Based on the results of the Comprehensive Vocational Service Assessment, within 30 calendar days of the service start date, an Individual Plan Supports for Employment (IPSE) is developed by the Program Director or his/her designee with participation from the individual and/or his/her legal guardian, if applicable.	After 3/1/2020, the IPSE must be uploaded in the Employment History Module under Assessment section in Therap. Source: Employment Services Standards
EMP-404	The IPSE must include the Employment Goal specific to the individual, based on his/her interests, preferences, strengths and experience, with the expected outcome of sustained independent employment, at or above minimum wage, in a community integrated setting among the general workforce, at a job that meets the individual's personal and career goals.	ISP data required in Therap as of September 1, 2016. The Employment Goal will be documented in Therap in the Employment History Module under the summary section of the Career Development Plan. Source: Employment Services Standards
EMP-405	Documentation of activities directly related to achieving independent, competitive integrated employment must be entered into the ISP/SC Individual Employment Log to support each unit of service reported. Documentation must be individualized, including date of the activity, contact type, location of activity and detailed description not cut and pasted or noted "same as above".	ISP data required in Therap as of September 1, 2016. Documentation of activities will be documented in Therap in the ISP titled SC Individual Employment Log. (see Clinician Report) Source: Employment Services Standards
EMP-406	When independent competitive integrated employment is secured for the individual, details regarding this job placement must be documented to include: start date, employer, location (address), wage, hours per week (schedule), transportation arrangements, wage reporting responsibility and, when the job ends, the date and reason.	Documentation of job placement, schedule (may vary), wage increases, and any changes, will be documented in the Therap Employment History Module as of March 1, 2020. This information can be updated as changes occur. If the schedule varies from week to week, this can be noted as "varies". Source: Employment Services Standards
EMP-407	The IPSE is amended with participation from the individual and/or his/her legal guardian (if applicable) when changes to the plan are necessary.	Amendments are documented in the ISP: SC Individual Employment Log in Therap. Source: Employment Services Standards
EMP-408	All Employment Services documentation must be available in Therap. <ul style="list-style-type: none"> • ISP the SC Individual Employment Log • Effective 3/1/2020 - The Employment History Module was implemented in Therap to include: <ul style="list-style-type: none"> ○ Authorization ○ Assessment (CVSA) ○ Plan (IPSE) ○ Job Detail (Job Placement) if job has been secured 	Employment Services documentation will be found in Therap either in the Employment History Module or the ISP: SC Individual Employment Log.