



Employment Services Standards

Group

Commission Approved: July 18, 2019

EMPLOYMENT SERVICES - GROUP

The mission of the South Carolina Department of Disabilities and Special Needs (DDSN) is to assist people with disabilities and their families through choice in meeting needs, pursuing possibilities and achieving life goals and minimize the occurrence and reduce the severity of disabilities through prevention. Consistent with the agency's mission, the intent of DDSN Employment Services - Group is to provide individuals with an Intellectual Disability or a Related Disability (ID/RD), Autism Spectrum Disorder (ASD), Traumatic Brain Injury (TBI), Spinal Cord Injury (SCI), and Similar Disability (SD) the supports needed in order for them to meet their needs, pursue possibilities and achieve their individual life and employment goals.

DEFINITIONS:

As defined by South Carolina's Intellectual Disabilities/Related Disabilities (ID/RD) Waiver and Community Supports (CS) Waiver, Employment Services - Group consist of intensive, on-going supports that enable individuals for whom competitive employment at or above minimum wage is unlikely absent the provision of supports and who, because of their disabilities, need supports to perform in a regular work setting. Employment services are conducted in a variety of settings, particularly work sites where persons without disabilities are employed and include activities such as supervision and training needed to sustain paid work at or above minimum wage. Employment Services - Group are provided in group settings, such as mobile work crews or enclaves.

Transportation will be provided from the participant's residence to the habilitation 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.

As defined by South Carolina's Head and Spinal Cord Injury (HASCI) Waiver, Employment Services are provided in regular competitive employment settings such as factories, offices, stores, restaurants, etc., where people without disabilities are employed. Employment Services provides an intensive or ongoing supports so a HASCI waiver participant for whom competitive employment at or above the minimum wage is unlikely can perform in a paid work setting. It may include assisting the participant to locate a job or to have a job developed specifically for him or her. The service may be provided in a variety of work settings, particularly sites where persons without disabilities are employed (i.e., enclave or a mobile crew, or an individual job placement in the community).

As defined by DDSN Directive 700-07 DD: Employment First:

Employment means working for at least minimum wage in an integrated setting – can be individual (paid directly by the employer), group (paid by a provider from revenues earned via contract with business/government entities) or self-employment (including sole proprietorships and partnerships).

Integrated Setting means a typical workplace where the majority of individuals employed do not have disabilities and where the employee with a disability has opportunities to interact with coworkers, vendors, sub-contractors, customers and/or the public.

MODELS:

- Enclave: A small group of people (usually eight (8) or less) who work under the supervision of an employee of the provider agency, in a community business/industry that is not operated by a provider agency, and alongside non-disabled employees to produce goods or services controlled by the community business/industry (i.e., janitorial services at a specific business/industry etc.). The contractual relationship is typically between the business/industry and the provider agency, whereby the provider agency then pays the employee. It is acceptable for the business/industry to pay the individual directly if this best fits their business model; however, the provider agency continues to provide supervision and training for the employee. Enclaves must originate from a facility licensed by the state.
- Mobile Work Crew: A small group of people (usually eight (8) or less) who work under the supervision of an employee of the provider agency, as a self-contained business who typically move to different work sites, by selling a service (i.e., landscaping, janitorial) to purchasers within the community excluding provider agencies. The contractual relationship is typically between the business/industry and the provider agency, whereby the provider agency then pays the employee. It is acceptable for the business/industry to pay the individual directly if this best fits their business model; however, the provider agency continues to provide supervision and training for the employee. Mobile Work Crews must originate from a facility licensed by the state.

ANTICIPATED OUTCOMES:

Employment Services - Group provides skills and support for people who desire to work, but for whom competitive employment is currently not achievable. All people, regardless of their disabilities, should have the opportunity and support to achieve work. Employment Services - Group is an avenue whereby people with disabilities can engage in meaningful work, sustain a wage paid at or above minimum wage and contribute to society regardless of their support needs. Employment Services - Group focuses on a person's abilities and provides the supports the person needs to be successful.

It is expected that DDSN Employment Services - Group be provided in a manner that promotes:

- Dignity and respect.
- Health, safety and well-being.
- Individual and family participation, choice control and responsibility.
- Relationships with family and friends and community connections.
- Personal growth and accomplishments.
- Independence and integration.

It is also expected that Employment Services - Group reflect the principles of DDSN and therefore services should:

- Be person centered.
- Be responsive, efficient, and accountable.
- Be individually focused and strengths-based.
- Maximize potential based on an individual's interests, preferences and choices.
- Be based on best and promising practices.

Standard		Guidance
1	Employment Services - Group will be provided in accordance with all state and federal laws.	
2	When Employment Services - Group are provided, the services must originate from a facility licensed by DDSN as a Day Facility.	Please refer to DDSN Standards for Licensing Day Facilities
3	Employment Services - Group will be provided in accordance with applicable DDSN Directives, procedures and guidance.	
4	Employment Services - Group will only be provided by DDSN qualified Employment Services providers.	
5	<p>The Employment Services provider must designate a Program Director who:</p> <ul style="list-style-type: none"> • Is at least 21 years of age. • Has at least a baccalaureate degree from an accredited college or university in the human services or related field and two (2) years of experience in administration or supervision in the human services field or has a master's degree from an accredited college or university in the human services or related field and one (1) year of experience in administration or supervision in the human services field. • Has references from past employment. 	A Program Director may serve more than one program.
6	<p>Employment Services - Group will be provided by staff who:</p> <ul style="list-style-type: none"> • Are at least 18 years of age. 	<p>Competency in the following areas may be considered the equivalent to a high school diploma. Staff must be able to:</p> <p>a. Read and comprehend written instructions which may include health care information;</p>

	Standard	Guidance
	<ul style="list-style-type: none"> • Have a valid high school diploma or its certified equivalent. • Have references from past employment if the person has a work history. • Are capable of aiding in the activities of daily living and implementing the Group: Individualized Plan of Supports for Employment (GIPSE) of each person for whom they are responsible. • Have a valid driver’s license if duties require transportation of individuals. 	<p>b. Write and type information sufficient to communicate facts clearly and complete required documentation;</p> <p>c. Communicate verbal or written information effectively to others.</p> <p>Documentation demonstrating competencies in items a – c must be maintained in the staff’s file.</p>
7	Staff must meet requirements for criminal background checks.	<p>Checks must be done in accordance with DDSN Directive 406-04-DD Criminal Record Checks and Reference Checks of Direct Caregivers: https://ddsn.sc.gov/sites/default/files/Documents/Quality%20Management/Current%20Directives/406-04-DD%20-%20Revised%20%28011817%29.pdf</p>
8	Staff must pass an initial physical exam prior to working in the program.	Pass = No documentation in the physical exam report of conditions present that would jeopardize health and safety of individuals receiving services or staff’s ability to perform required duties.
9	Staff must pass initial tuberculosis screening prior to working in the program and annually thereafter.	<p>Pass = no evidence of communicable disease. TB tests must meet requirements of DDSN Directive 603-06-DD Guidelines for Screening for Tuberculosis which can be found: https://ddsn.sc.gov/sites/default/files/Documents/Quality%20Management/Current%20Directives/603-06-DD%20-%20Revised%20%28102014%29.pdf</p>
10	Staff must be trained and be deemed competent in accordance with DDSN Directives.	
11	There will be a staff development/in-service education program operated by each Employment Services provider which requires all staff to participate in in-service education programs and staff development opportunities in accordance with DDSN Directives.	<p>Staff must periodically be required to demonstrate continuing competency on the most critical information and skills taught in the curriculum. Providers have wide latitude in designing the format of such rechecks.</p> <p>Encouraging staff commitment to continuing personal</p>

	Standard	Guidance
		and professional development will expand the capacity to provide quality service and supports. Staff should routinely be exposed to information regarding training resources and opportunities. Supervisors should be working with staff to identify annual personal and professional goals.
12	<p>Each Employment Services provider will have written policies on:</p> <ul style="list-style-type: none"> • Use of volunteers and substitutes. • Program evaluation. • Administration of medication. • Admission and discharge of participants. • Personnel practices. • Procedures to be followed when a participant is discovered to be missing. • Termination of participants from the program which include: <ul style="list-style-type: none"> ○ A list of reasons for dismissal. ○ Methods of averting the termination. ○ When consultation and concurrence with the Department prior to termination will be sought. • Keeping and managing a waiting list for those who are seeking entry into each service provided in the program that includes the frequency with which the list will be reviewed. 	
13	Individuals receiving Employment Services - Group are free from abuse, neglect and exploitation.	<p>DDSN Directive 534-02 DD Procedures for Preventing and Reporting Abuse, Neglect, or Exploitation of People Receiving Services from DDSN or a Contracted Provider Agency: https://ddsn.sc.gov/sites/default/files/Documents/Quality%20Management/Current%20Directives/534-02-DD%20-%20Revised%20%28012615%29.pdf</p>

	Standard	Guidance
14	<p>Individuals receiving Employment Services - Group are:</p> <ul style="list-style-type: none"> • Informed of their rights; • Supported to learn about their rights; • Supported to exercise their rights. 	<p>Rights include: Human rights, Constitutional rights and Civil rights:</p> <ul style="list-style-type: none"> • Each individual’s right to privacy, dignity and confidentiality in all aspects of life is recognized, respected and promoted. • Personal freedoms are not restricted without due process. • Individuals are expected to manage their own funds to the extent of their capability. • Due process is upheld, including the Human Rights Committee review of restriction of personal freedoms. • Individuals with limited knowledge and experience receive training and opportunities to explore their individual rights and the responsibilities that accompany them.
15	<p>Employment Services - Group will only be provided to those who are authorized by a DDSN qualified Case Manager.</p> <p>Services in excess of the amount (units) authorized are <u>not</u> reimbursable.</p>	<p>Case Management will provide the chosen Employment Services provider with a referral/authorization that, at a minimum, includes the following information:</p> <ul style="list-style-type: none"> • Individual’s information: name, address, DOB, referral date, SS#, Medicaid # (when applicable), emergency contact information, and name of referring Case Manager; • Type of service authorized, number of authorized units, effective date of the authorization and the expiration date of the authorization; • Additional information: Critical and emergency information, health/medical information, and care and supervision information.

	Standard	Guidance
16	<p>Psychological evaluations are required. Adults shall be tested using a restrictive test of intelligence administered by a licensed or certified psychologist on program entry, re-entry or at age 22 whichever occurs first, unless there is a valid psychological evaluation completed within three (3) years of admission on record.</p>	<p>For adults, at the time of program entry, a psychological evaluation that was completed at age 22 or is less than three (3) years old must be available for new program participants. In lieu of a psychological evaluation, a current (i.e., within one (1) year of program entry) ICF/IID Level of Care (LOC) Determination that indicates the LOC criteria were met may be used. For example, if a 35 year old participant were entering the program on March 25, 2008, one of the following could be accepted:</p> <ul style="list-style-type: none"> • A psychological evaluation completed when he/she was 22 (1995) [on program entry, re-entry or at age 22 whichever occurs <u>first</u>]; • One completed within the last three (3) years (2005-2008) [unless there is a valid psychological evaluation completed within three (3) years]; • Or a current LOC Determination that is based on a psychological evaluation completed from 1995 until 2005.
17	<p>Individuals receiving Employment Services - Group are supported to make decisions and exercise choice regarding their work.</p>	<p>Decisions and choices made by the individual related to employment must be documented in the Comprehensive Vocational Service Assessment, Group: Individual Plan of Supports for Employment (GIPSE) and/or ISP/SC Group Employment Log.</p>
18	<p>Within 15 business days of receipt of a referral/authorization, the Employment Services provider will make available to the referring Case Manager:</p> <ul style="list-style-type: none"> • Confirmation of acceptance into the service with start date; • Information that the individual will be placed on the provider’s waiting list; or • Information that the referral is being rejected with reason for rejection. 	<p>If the referral is rejected, an explanation must be documented and be available to the Case Manager.</p> <p>Determining an individual is not “ready” for employment should not be a reason for rejection of the referral. All individuals referred should be given the opportunity to try employment.</p>

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19	<p>After acceptance into service, but prior to providing Employment Services - Group, a preliminary plan must be developed that outlines the care, supervision and skills training/interventions to be provided.</p>	<p>The preliminary plan must include essential information to ensure appropriate services and supports are in place to assure health, safety, supervision and rights protection.</p> <p>It is suggested that Employment Services providers secure information regarding legal guardianship and criminal history if applicable.</p>
20	<p>On the first day of attendance in Employment Services - Group, the preliminary plan must be implemented.</p>	<p>Preliminary plan is to be implemented on the first day of attendance in Employment Services - Group. When assessments are completed and training needs/priorities have been identified, the plan will be completed and will replace the preliminary plan.</p>
21	<p>Within 30 calendar days of the service start date and annually (every 365 days) thereafter, the Comprehensive Vocational Service Assessment will be completed that identifies the abilities/strengths, interests/preferences and needs of the person in the following areas:</p> <ul style="list-style-type: none"> • Self-Advocacy/Self Determination. • Self-Esteem. • Coping Skills. • Personal Responsibility. • Personal Health and Hygiene. • Socialization. • Community Participation. • Mobility and Transportation. • Community Safety. • Money Management. • Pre-Employment. • Job Search. • Communication. • Skills. • Supports. 	<p>At a minimum, assessments must be completed every 365 days.</p> <p>The annual assessment must reflect that the Employment Services - Group being provided maximizes the abilities/strengths, interests/preferences and identifies needs/supports of the individual.</p>

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22	<p>Based on the results of the Comprehensive Vocational Service Assessment, within 30 calendar days of the service start date and annually (every 365 days) thereafter, a Group: Individualized Plan of Supports for Employment (GIPSE) is developed by the Program Director or his/her designee with participation from the individual and/or his/her legal guardian.</p>	<p>The ISP/SC Group Employment Log is designed to provide an ongoing account of activities, demonstrating progression toward the individual's Employment Goal(s).</p> <p>Centers for Medicare/Medicaid Services (CMS) Home and Community Based Services Final Rule:</p> <p>A person-centered service plan will assist the individual in achieving personally defined outcomes in the most integrated community setting, ensure delivery of services in a manner that reflects personal preferences and choices and contribute to the assurance of health and welfare.</p> <p>https://www.cms.gov/Newsroom/MediaReleaseDatabase/Fact-sheets/2014-Fact-sheets-items/2014-01-10-2.html</p>
23	<p>The plan must include:</p> <ul style="list-style-type: none"> • The Employment Goal(s) specific to the individual, based on their interests, preferences, strengths, and experience, with the eventual outcome of sustained independent competitive integrated employment. • A description of objectives/activities identified to support the employment outcome. • Type and frequency of supervision needed based on assessment. • Emergency contact information. • Relevant medical information. • Any information necessary to support the person in an employment setting. 	<p>Objectives/activities must focus on the individual's abilities/strengths, interests/preferences, and needs/supports with the eventual outcome of independent competitive integrated employment. Specific strategies include the use of job duty, task analyses, natural supports, natural cues, compensatory strategies, prompting procedures, and reinforcement and self-management procedures. These objectives/activities are provided in a least intrusive method of support.</p> <p>DDSN Directive 510-01 DD: Supervision of People Receiving Services: Services provided shall include the provision of any interventions and supervision needed by the individual which include dining/eating.</p> <p>The supervision to be provided must be based on assessed needs.</p> <p>Supervision must encompass any time outside of the actual unit time when the individual is present and supervision is needed.</p> <p>https://ddsn.sc.gov/sites/default/files/Documents/Quality%20Management/Current%20Directives/510-01-DD%20-%20Revised%20%28083117%29.pdf.</p> <p>All critical and emergency information for this individual must be documented in the plan.</p>

Standard		Guidance
		Medications (medications taken by the individual must be listed and any assistance of medicating must be documented (self-medicate or assisted medicate). All known relevant medication information must be documented. All specific instructions concerning individual reactions, side effects or restrictions to medicine must be documented.
24	The objectives/activities in the plan must support the provision of Employment Services - Group as defined in these standards.	
25	As soon as the plan is developed, it must be implemented.	
26	For each group employment work site at which the individual begins working, details regarding this job must be documented to include: <ul style="list-style-type: none"> • Start date. • Work site. • Paid by. • Location (address). • Wage. • Hours per week (schedule). • Transportation arrangements. • Wage reporting responsibility. • When the job ends, the end date and reason. 	A Record of Employment must be completed for <u>each position secured</u> . For each additional position, a new Record of Employment must be completed.
27	Upon work site placement, if the individual receives Social Security benefits or other government assistance, a plan for reporting wages to the appropriate agency(s) must be documented to ensure the best interests of the individual are served.	Documentation must be completed on the Record of Employment in the GIPSE. Examples of assistance provided in the management of monies may include: <ul style="list-style-type: none"> • Ensuring wages are reported to SSA (if necessary); • Annual income taxes; and/or

Standard		Guidance
		<ul style="list-style-type: none"> • Other earned income related responsibilities.
28	<p>Documentation of objectives/activities must support the implementation of the plan for each unit of service reported.</p> <p>Documentation must include:</p> <ul style="list-style-type: none"> • The date of the activity; • Time in/time out for each activity (exact times); and • A detailed description of the activity. 	<p>A written description of the service identifying the objectives/activities and the training and supports that were provided, the date these were provided and signature of the staff who provided the service must be documented in the ISP/SC Group Employment Log.</p> <p>For each unit of service reported, documentation must be present to show the service was provided on the day the service was reported.</p>
29	<p>Documentation must be:</p> <ul style="list-style-type: none"> • True and accurate; • Complete; • Logically sequenced; • Typed or handwritten in permanent dark ink; and • Dated and signed by the person making the entry. 	<p>Electronic entries, initials and/or signatures on the ISP/SC Group Employment Log are sufficient.</p>
30	<p>At least monthly, the plan is monitored by the Program Director or his/her designee to determine its effectiveness.</p>	<p>The Program Director or his/her designee will monitor the plan monthly by review of the ISP/SC Group Employment Log. An entry documenting this review can be noted on the log.</p> <p>Electronic entries, initials and/or signatures on the ISP/SC Group Employment Log are sufficient.</p>
31	<p>The Program Director or his/her designee must ensure that all billable units of Employment Services – Group are entered into the Day Supports Attendance Log (DSAL) by the fifth business day of the following month.</p>	<p>The Day Supports Attendance Log (DSAL) is located on the DDSN Application Portal.</p> <p>Failure to enter units of service delivered into DSAL within by the established deadline may result in nonpayment.</p> <p>While any staff member may enter information into DSAL. However, if the entry is not completed by the Program Director or his/her designee, the documentation must be present indicating the Program Directors’/designee’s review of the information.</p>

	Standard	Guidance
32	<p>The plan is amended when changes to the plan are necessary with participation from the individual and/or his/her personal representative or legal guardian (if applicable).</p>	<p>Changes may include, but are not limited to: goals/objectives/activities are no longer appropriate, goals/objectives/activities no longer support progress, and/or the individual's employment goal or life situation has changed.</p> <p>Amendments are documented on the ISP/SC Group Employment Log with notation of the individual's and/or his/her personal representative or legal guardian's participation and agreement (if applicable).</p>
33	<p>If termination of Employment Services – Group is being considered, an exit interview is conducted to discuss termination.</p> <p>The results of the exit interview are documented and must be available to the individual's Case Manager within five (5) business days of the interview.</p>	<p>An exit interview is conducted when an individual no longer wants the service, relocates, chooses another Employment Services provider for supports, is admitted to a nursing home, moves into a correctional facility, or refuses to cooperate with the terms listed in the Partnership Agreement - Terms and Conditions. An exit interview must be conducted prior to termination of Employment Services – Group which includes notation of the reason for termination and includes the individual's signature. If an exit interview and/or signature is not possible, notation on the exit interview form must be made explaining the need to terminate service and the reason an interview/signature is not possible.</p>
34	<p>A record shall be maintained for each individual, which contains, at a minimum, the items listed below. All documents and entries shall be legible, dated, and signed by the person making the entry. If symbols are used, explanatory legends must be provided.</p> <ul style="list-style-type: none"> • Report of a medical examination which was performed not more than 12 months prior to admission. • Report of psychological evaluation(s) as required by these standards. • Comprehensive Vocational Service Assessment. • Group: Individualized Plan of Supports for Employment (GIPSE). • Record of Employment. 	<p>Record of illnesses and accidents will be maintained for those accidents that occur during service provision and for illnesses made known to the Employment Services provider.</p>

	Standard	Guidance
	<ul style="list-style-type: none"> • ISP/SC Group Employment Log that supports the provision of Employment Services - Group; Record of unusual behavior incidents which are recorded at the time of occurrence. • Record of illness and accidents. • Authorization for emergency medical service and medication administration. • Record of critical incidents. 	
35	Any evidence of illness or injury shall be documented in the participant's record and action shall be taken to obtain necessary medical treatment of the individual and to safeguard others from contagion.	
36	Reporting requirements are performed per DDSN policies and Directives.	<p>Including, but not limited to:</p> <ul style="list-style-type: none"> • DDSN Directive 100-09 DD Critical Incident Reporting: https://ddsn.sc.gov/sites/default/files/Documents/Quality%20Management/Current%20Directives/100-09-DD%20-%20Revised%20%28110117%29.pdf • DDSN Directive 505-02 DD Death or Impending Death of Persons Receiving Services from DDSN: https://ddsn.sc.gov/sites/default/files/Documents/Quality%20Management/Current%20Directives/505-02-DD%20-%20Revised%20%28020217%29.pdf • DDSN Directive 534-02 DD Procedures for Preventing and Reporting Abuse, Neglect, or Exploitation of People Receiving Services from DDSN or a Contracted Provider Agency: https://ddsn.sc.gov/sites/default/files/Documents/Quality%20Management/Current%20Directives/534-02-DD%20-%20Revised%20%28012615%29.pdf