

# **Employment Services**

Revised May 2021

## **Definition**

Employment Services provide 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. This includes a group setting, such as an enclave or a mobile work crew, or an individual job placement in the community.

## **Service Unit**

Group - Assessment	one unit equals <u>one half (1/2) day</u> (2-3 hours)
Group - Ongoing Services	one unit equals <u>one half (1/2) day</u> (2-3 hours)
Individual - Assessment	one unit equals <u>15 minutes</u>
Individual- Ongoing Services	one unit equals <u>15 minutes</u>

Refer to the current HASCI Waiver rate table for reimbursement amounts. *This can be accessed via the SCDDSN Application Portal >R2D2 >View Reports >Waiver >Service Rates >HASCI.*

## **Service Limit / Restrictions**

Employment Services may be provided through three distinct service models:

- Group - Enclave

A small group of people with disabilities (usually 8 or less) work under supervision of the provider agency onsite at a community business or industry. The provider agency contracts with the business or industry, so that the participant is paid by the provider agency. Service Limit is 520 units per year.

- Group - Mobile Work Crew

A group of participants (usually 8 or less) work under supervision of the provider agency as a self-contained business that moves among work sites. The provider agency contracts with purchasers in the community, so that the participant is paid by the provider agency. Service Limit is 520 units per year.

- Individual Job Placement

The provider agency employs an Employment Specialist to assist the participant with vocational assessment, skills training, competitive job development/placement, on the job training, continuing/intermittent supports for job stabilization, and follow-along. While there is no specified limit, the amount of Employment Services authorized must be justified by the participant's level of functioning, and assessed need for employment supports. Since the goal is to identify and develop ongoing natural supports to replace the Employment Specialist, it is anticipated that Employment Services will be reduced over time.

**A closure request must be emailed to the SCVRD state office and confirmed prior to authorizing employment services for any participant requesting these services from a DDSN qualified provider under the HASCI Waiver.**

- Please send Closure Request form by encrypted email to [DDSNreferral@scvrd.net](mailto:DDSNreferral@scvrd.net) and cc to [VRreferrals@ddsn.sc.gov](mailto:VRreferrals@ddsn.sc.gov).
- The closure request is required to ensure there is no duplication of services. This should be sent even if the individual believes they have no open case with SCVRD.
- This is a legal document requiring a date and must be signed by the individual/legal guardian requesting employment services.
- The form must be complete and legible.
- This closure request also serves as a release of information between SCDDSN, SCDDSN contracted Case Manager, SCVRD, and USC Center for Disability Resources.
- The Case Manager should monitor to ensure the closure request is processed.
- Typically, SCVRD will contact the individual/ family to verify closure desire and offer other services. If other services from SCVRD are accepted, referral to a DDSN qualified provider cannot be completed.

**When the closure request is processed by SCVRD and confirmation is returned to the Case Manager, a copy should be forwarded to the chosen employment provider along with the authorization.**

## **Providers**

Employment Services funded by HASCI Waiver must be provided by a SCDDSN-contracted provider of Employment Services that operates a facility or program licensed by SCDDSN or its contracted QIO. The provider's current policies and procedures for admission and enrollment must be followed.

### **Conflict Free Case Management (effective June 1, 2021):**

**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 and Authorizing the Service**

If a HASCI Waiver participant requests and is determined to need Employment Services, his or her Support Plan must clearly document the need for intensive or ongoing supports to get and/or maintain competitive employment.

After need for Employment Services is documented, the first step is for a time-limited Employment Services Assessment to be conducted. The participant's Support Plan must be updated to clearly reflect the name of the service and payer, the amount, frequency, and duration of the service, and the provider type. In order to update the Support Plan, the Waiver Case Manager will request approval from the SCDDSN Waiver Administration Division.

Upon approval, the Waiver Case Manager must enter the service entered into the Service Tracking System (STS).

Following Support Plan approval, the participant or representative must be offered choice of provider. Offering of provider choice and the provider selected must be clearly documented in a Case Note.

To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider.

After the Employment Services Assessment has been completed, it must be reviewed by the Waiver Case Manager. If the assessment justifies ongoing Employment Services,

which may be time-limited or continuing, the participant's Support Plan must be updated to clearly reflect the name of the service, the payer, the amount, frequency, and duration of the service, and the provider type. In order to update the Support Plan, the Waiver Case Manager will request approval from the SCDDSN Waiver Administration Division.

To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider.

Services must be authorized annually at the time of the Support Plan, and as changes are made to the service throughout the plan year.

### **Billing**

Employment Services must be Board-billed to the participant's SCDDSN Financial Manager agency. This must be indicated on the authorization. .

The Financial Manager agency must follow *Procedures to Report and Bill for Board-Based Services Provided to HASCI Waiver Recipients* to receive reimbursement from SCDDSN.

*This can be accessed via the SCDDSN Application Portal >Business Tools >Forms >Finance Manual Chapter 10, Section 10-14.*

### **Monitorship**

The Waiver Case Manager 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 in provider, change to a more appropriate service, etc. DDSN recommends that the Waiver Case Manager 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).

Some questions to consider during monitorship include:

- Where does the participant work?

- What type of work is the participant doing?
- What are their work hours?
- Do they want more hours or less?
- What is the Employment Specialist doing (specifically) for this individual?
- Is the Employment Specialist effective with assistance and training?
- How often does the participant see the Employment Specialist?
- Do they like where they work or do they wish to make a change?
- What are their job responsibilities? Are they too much for the individual? Do they want more responsibilities?
- How are they doing on the job? Are they accomplishing their job duties? Is the employer pleased with their work performance?
- How much income do they generate?
- Is transportation a problem?
- Are they on time to work?
- Is the participant satisfied with his/her current employment? Has his/her employment status changed since your last contact?
- Does the participant feel that he/she is receiving the amount of support needed at this worksite?
- Is the amount of services being received reviewed and changed, as the participant's needs change?
- Is the participant satisfied with the provider of services? Does the participant feel that the provider shows them courtesy and respect when delivering service?

Monitoring contacts, face-to-face visits, and review of the participant's Support Plan must be documented in Case Notes.

### **Service Denial, Reduction, Suspension, and Termination**

If a HASCI Waiver participant is denied a service that was requested or denied an increase in units of a service already authorized, the Waiver Case Manager must provide written notification to the participant or legal guardian, including reason for denial. The Process for Reconsideration of SCDHHS Decisions must also be provided.

If a participant's authorized units of a HASCI Waiver service must be reduced, temporarily suspended, or indefinitely terminated, the Waiver Case Manager must provide written notification to the participant or legal guardian, including reason for the action. The Process for Reconsideration of SCDHHS Decisions must also be provided. The Waiver Case Manager will end the electronic authorization(s), sending notification to the affected service provider.

Except when the action was requested by the participant or legal guardian or if the action is due to the participant's death, admission to a hospital or nursing facility, or loss of

Medicaid and/or HASCI Waiver eligibility, there must be at least 10 calendar days between the date of notification and effective date of the action.

Written notification to the participant or legal guardian is made using the following forms:

- *Notice of Denial of Service* (HASCI Form 11C)
- *Notice of Reduction of Service* (HASCI Form 11A)
- *Notice of Suspension of Service* (HASCI Form 11B)
- *Notice of Termination of Service* (HASCI Form 11)

*These can be accessed via the SCDDSN Application Portal>Business Tools>Forms>HASCI Waiver.*

When the action becomes effective, the participant's Support Plan must be updated. Budget information in the Waiver Tracking System (WTS) must be adjusted accordingly.

Service information in the Service Tracking System (STS) must be updated by the Waiver Case Manager as necessary.