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Partnership for Hope (PFH) Waiver: Career Planning, Prevocational Services, Job Development, and Supported Employment Services

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Waiver Amendment

The PFH waiver amendment was approved by the Centers for Medicare and Medicaid Services (CMS) with an effective date of May 9, 2017. The following are renamed to match the CMS definitions: job discovery is now career planning, job preparation is now prevocational services, co-worker supports is now job development (as it was previously embedded within the Community Employment definition), and community employment is now supported employment services. The language for these definitions is strengthened to be aligned with the Home and Community-Based Services (HCBS) Settings Rule and to better individualize the services.

DD Waiver Provider Manual

The DD Waiver Provider Manual will be updated with the information in this bulletin. The information contained in this bulletin is applicable to the PFH Waiver effective May 9, 2017.

Career Planning Service Description

Career planning is a person-centered, comprehensive employment planning and support service. It provides consultative, evaluative assistance for waiver program participants to enter into, or advance in, competitive employment or self-employment. It is a focused, time-limited service engaging a participant in self-discovery, identifying a career direction and developing a plan for achieving competitive, integrated employment at or above the state's minimum wage. The outcome of this service is a career plan that includes a participant's specific job goal and identification of the supports needed to achieve it.

Career planning includes:

- Activities that are primarily directed at assisting an individual with identification of an employment goal; and
- A plan to achieve this goal (e.g., job exploration, job shadowing, informational interviewing, assessment of interests, labor market research) that is associated with performing competitive work in community integrated employment.

Providers of this service may coordinate, evaluate and communicate not only with the individuals, but also with their caregivers, support teams, employers and others who can assist with discovering an individual's skills, abilities, interests, preferences, conditions and needs. This support and evaluation should be provided to the maximum extent possible in the presence of the individual and should be conducted in the community. However, activities can occur in the home or without the presence of the individual.

Additional information about career planning services:

- If a waiver participant is employed, career planning may be used to explore other competitive employment career objectives which are more consistent with the person's skills and interests, or to explore advancement opportunities in his or her chosen career.
- Career planning should be reviewed and considered as a component of an individual's person-centered services and support plan, no less than annually, more frequently as necessary, or as requested by the individual.
- These services should be designed to support successful employment outcomes consistent with the individual's goals.

- Career planning may include social security benefits support, training, consultation and planning.
- The setting for the delivery of services must be aligned with the individualized need and that which is most conducive to developing a career objective and a career plan.
- Transportation costs for career planning services are included in the unit rate, but costs for transporting the individual from their residence to the service setting are not included.

Career planning furnished under the waiver may not include services available under a program funded under section 110 of the Rehabilitation Act of 1973 and its amendments or section 602(16) and (17) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(16 and 17)). Therefore, the case record for any individual receiving this service must document the individual is not eligible for, unable to access, or has exhausted services, or is otherwise inapplicable for the aforementioned programs as outlined in an interagency memorandum of understanding between Vocational Rehabilitation and the Division of Developmental Disabilities.

Career Planning Service Limitations

Career planning is intended to be time-limited. Services should be authorized through person-centered employment planning based upon individualized assessed need not to exceed 240 quarter hour units of services within an annual support plan. Additional units may be approved by the Division’s Regional Director or designee in exceptional circumstances.

Career Planning Service Provider Requirements

This service can be provided by an employment services provider agency. The agency must be certified by the Department of Mental Health (DMH) or accredited by Commission on Accreditation of Rehabilitation Facilities (CARF), The Council on Quality and Leadership (CQL) or Joint Commission, to provide career planning services. The agency must have a DMH contract and comply with training requirements outlined within the contract.

Career Planning Billing Information

Waiver Service	Code(s)	Service Unit	Maximum Units of Service
Career Planning, Individual	T2019	15 minutes	32 units per day or 240 units per year

Prevocational Services Description

Prevocational services provide one-to-one learning and group experiences to further develop an individual’s general, non-job task specific skills which are needed to succeed in paid employment in competitive, integrated community settings. Services are expected to occur over a defined period of time with specific and measurable outcomes to be achieved, as determined by an individualized assessed need through an ongoing, person-centered planning process.

Services are intended to develop and teach general skills that lead to competitive and integrated employment including, but not limited to:

- ability to communicate effectively with supervisors, co-workers and customers;
- general workplace conduct and dress;
- ability to follow directions;
- ability to attend to tasks;
- workplace problem solving skills and strategies;
- general workplace safety; and
- mobility training.

Prevocational services should enable each individual to attain the highest level of independence and autonomy in the most integrated competitive employment setting and with a job matched to the individual's interests, strengths, priorities, abilities, and capabilities. Participation in prevocational services is not a required prerequisite for supported employment services provided under the waiver. Prevocational services should only be authorized when an individual is otherwise unable to directly enter the general workforce as a result of an underdeveloped or undeveloped general, non-job task specific skill(s).

Prevocational services include activities that are not primarily directed at teaching skills to perform a particular job, but at underlying rehabilitative goals (e.g., attention span, motor skills, interpersonal relations with co-workers and supervisors) that are associated with building skills necessary to perform competitive work in community-integrated employment.

Services must be provided in a community workplace setting or at a licensed, certified or accredited facility of a qualified employment service provider. The setting for the delivery of services must be aligned with the individualized assessed need and that which is most conducive to developing the specific and measurable outcomes contained within the individual support plan (ISP). Services cannot be provided within an individual's residence. Prevocational services can be provided in small groups not exceeding four (4) individuals at a time. The decision to provide services in a group setting must be based on individualized assessed needs and be supported in the person-centered plan as being the most autonomous setting that facilitates the highest levels of individual learning.

Vocational services, which are not covered through waivers, are services that teach job, task-specific skills required of a participant for the primary purpose of completing those tasks for a specific facility-based job and are not delivered in an integrated work setting through supported employment. The distinction between vocational and prevocational services is that prevocational services, regardless of setting, are delivered for the purpose of furthering habilitation goals that will lead to greater opportunities for competitive and integrated employment and career advancement at or above minimum wage. These goals are described in the individual's person-centered services and support plan and are designed to teach skills that will lead to integrated competitive employment.

Additional information about prevocational services:

- A person receiving prevocational services may pursue employment opportunities at any time to enter the general work force.

- Individuals participating in prevocational services may be compensated in accordance with applicable Federal laws and regulations and the provision of prevocational services is always delivered with the intention of leading to permanent integrated employment at or above the minimum wage in the community.
- All prevocational service options should be reviewed and considered as a component of an individual's person-centered services and supports plan no less than annually, more frequently as necessary or as requested by the individual.
- These services and supports should be designed to support successful employment outcomes consistent with the individual's goals.
- Personal assistance may be a component of prevocational services, but may not comprise the entirety of the service.
- Transportation costs for prevocational services are included in the unit rate, but costs for transporting to and from the residence are not included.
- Prevocational services may include volunteer work, such as volunteer learning and training activities that prepare a person for entry into the paid workforce. Volunteering is an industry-specific term with specific rules and regulations governed through the US Department of Labor (DOL) Fair Labor Standards Act (FLSA) and Wage and Hour Laws. Any limitations on location or duration of volunteer work are established through DOL.
- Prevocational services must comply with 42 CFR §440.180(c) (2) (i).

Prevocational services furnished under the waiver may not include services available under a program funded under section 110 of the Rehabilitation Act of 1973 and its amendments or section 602(16) and (17) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(16 and 17)). Therefore, the case record for any individual receiving this service must document the individual is not eligible for, unable to access, exhausted services or otherwise inapplicable for the aforementioned programs as outlined in an interagency memorandum of understanding between Vocational Rehabilitation and the Division of Developmental Disabilities.

Prevocational Service Limitations

Prevocational services must be authorized based upon individual need not to exceed 80 quarter-hour units per week. Prevocational services must not exceed six (6) months. Additional units or monthly increments beyond six (6) months must be preauthorized by the Division's Regional Director or designee.

Prevocational Services Provider Requirements

This service can be provided by an employment services provider agency. The agency must be certified by DMH or accredited by CARF, CQL or Joint Commission, to provide Prevocational services. The agency must have a DMH contract and comply with training requirements outlined within the contract.

Prevocational Services Billing Information

Waiver Service	Code(s)	Service Unit	Maximum Units of Service
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Prevocational services, individual	H2025	15 minutes	32 units per day, 80 units per week, 6 months per year
Prevocational services, group	H2025 HQ	15 minutes	32 units per day, 80 units per week, 6 months per year

Job Development Service Description

Job development is a support service to facilitate competitive work in an individual integrated work setting. The service must be identified in the individual's service plan based upon an individualized assessed need which promotes the greatest degree of integration, independence and autonomy.

Job development services support individuals who, because of their disabilities, will need assistance with obtaining individual, competitive or customized employment in an integrated work setting in the general workforce at or above the state's minimum wage, at or above the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

The outcome of this service is the acceptance of an employment offer in a job that meets personal and career goals. Job development services may include:

- Application completion assistance with the individual,
- Job interviewing activities with the individual,
- Completion of task analysis with or without the presence of the individual based upon individualized need, and/or
- Negotiation with prospective employers and education of prospective employers of their role in promoting full inclusion with or without the presence of the individual based upon individualized need.

Additional Information about job development services:

- Job development services must be provided in a manner that promotes integration into the workplace and interaction between individuals and people without disabilities in those workplaces while maintaining the individual's rights of dignity, privacy and respect.
- Job development should be reviewed and considered as a component of an individual's person-centered services and supports plan, no less than annually, more frequently as necessary, or as requested by the individual.
- This service should be designed to support a successful employment outcome consistent with the individual's assessed goals, needs, interests and preferences.
- An individual's autonomy and independence to perform employment with the least amount of restrictions must be supported through the person-centered planning process.
- Job development activities are limited to potential employers who will compensate 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.
- Transportation costs are not included in the job development fee, but specialized transportation is available as a separate service if necessary.

Job development furnished under the waiver may not include services available under a program funded under section 110 of the Rehabilitation Act of 1973 and its amendments or section 602(16) and (17) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(16 and 17)). Therefore, the case record for any individual receiving this service must document the individual is not eligible for, unable to access, exhausted services or otherwise inapplicable for the aforementioned programs as outlined in an interagency memorandum of understanding between Vocational Rehabilitation and the Division of Developmental Disabilities.

Job Development Service Limitations

Job development is intended to be time-limited. Services should be authorized through person-centered employment planning based upon individualized assessed need not to exceed 240 quarter hour units of services within an annual support plan. Additional units may be approved by the Division’s Regional Director or designee in exceptional circumstances.

Job Development Provider Requirements

This service can be provided by an employment services provider agency. The agency must be certified by DMH or accredited by CARF, CQL or Joint Commission, to provide job development services. The agency must have a DMH contract and comply with training requirements outlined within the contract.

Job Development Billing Information

Waiver Service	Code(s)	Service Unit	Maximum Units of Service
Job development, individual	H0038	15 minutes	32 units per day, 240 units per year

Supported Employment Service Description

Supported employment is a support service to facilitate competitive work in an integrated work setting. The service must be identified in the individual’s service plan based upon an individualized assessed need which promotes the greatest degree of integration, independence and autonomy. Models of supported employment may include individual support or group support such as community business-based work groups and/or mobile crews. Individual and group services are defined separately below.

For those individuals whose assessed needs support self-employment, supported employment may include services and supports that assist the individuals in achieving self-employment through the operation of a business. However, Medicaid funds may not be used to defray the expenses associated with starting up or operating a business. Assistance for self-employment may include:

- Aide to the individual in identifying potential business opportunities;
- Assistance in the development of a business plan, including potential sources of business financing and other assistance in developing and launching a business; and
- Identification of the supports that are necessary for the individual to operate the business.

Supported Employment-Individual Supported Employment

Individual supported employment services are the ongoing supports to individuals and their employers who, because of their disabilities, need intensive ongoing support to maintain a job in competitive or customized employment, or self-employment. The job must be in an integrated work setting in the general workforce at or above the state's minimum wage, at or above the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. The outcome of this service is sustained paid employment at or above the minimum wage in an integrated setting in the general workforce, in a job that meets personal and career goals.

Supported employment individual supported employment services may include:

- On-the-job training in work and work-related skills, e.g., job coaching to facilitate the acquisition and on-going performance of the essential functions of the job, and the facilitation of natural supports (i.e., fading).
- Ongoing supervision and monitoring of the person's performance on the job; e.g., evaluating self-maintenance strategies, work production and the effectiveness of natural supports (i.e., fading) which promote the greatest degree of inclusion, integration and autonomy.
- Training in related skills needed to retain employment; i.e., supporting and facilitating strategies which promote attendance and social inclusion in the workplace based upon individualized assessed need such as using community resources and public transportation.

Supported Employment-Small Group Employment Support

Group supported employment is services and training activities provided in regular community business and industry settings for groups of two (2) to four (4) workers with disabilities. Small group employment support does not include services provided in facility based work settings or non-integrated work settings (i.e., settings which physically and socially isolate individuals from other employees). Examples include mobile crews and other community business-based workgroups employing small groups of workers with disabilities in integrated competitive employment in the community. The outcome of this service is sustained paid employment, work experience leading to further career development and transition to individual integrated community-based employment for which an individual 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. An annual review must occur to determine if the employment setting optimizes, but does not regiment, individual initiative, autonomy and independence in making employment choices.

Supported Employment – small group employment supports may include:

- On-the-job training in work and work-related skills; i.e., job coaching to facilitate the acquisition, and on-going performance, of the essential functions of the job and the facilitation of natural supports (i.e., fading).
- Ongoing supervision and monitoring of the person's performance on-the-job; i.e., evaluating self-maintenance strategies, work production and the effectiveness of

natural supports (i.e., fading) which promote the greatest degree of inclusion, integration and autonomy.

- Training in related skills needed to retain individual integrated community-based employment; i.e., supporting and facilitating strategies which promote attendance and social inclusion in the workplace based upon individualized assessed need such as using community resources and public transportation.

Additional information about Supported Employment services:

- Supported employment services must be provided in a manner that promotes integration into the workplace and interaction between individuals and people without disabilities in those workplaces while maintaining the individual's rights of dignity, privacy and respect.
- All supported employment service options should be reviewed and considered as a component of an individual's person-centered services and supports plan no less than annually, more frequently as necessary, or as requested by the individual.
- These services and supports should be designed to support successful employment outcomes consistent with the individual's assessed goals, needs, interests and preferences.
- Supported Employment Group is not appropriate for individuals who demonstrate the capacity, ability and interest to work independently.
- An individual's autonomy and independence to perform employment with the least amount of restrictions must be supported through the person-centered planning process.
- Individuals must be 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.

Supported Employment furnished in a waiver may not include services available under a program funded under section 110 of the Rehabilitation Act of 1973 and its amendments or section 602(16) and (17) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(16 and 17)). Therefore, the case record for any individual receiving this service must document the individual is not eligible for, unable to access, has exhausted services or is otherwise inapplicable for the aforementioned programs as outlined in an interagency memorandum of understanding between Vocational Rehabilitation and the Division of Developmental Disabilities.

Supported Employment supports do not include payment for supervision, training, support and adaptations typically available to other workers without disabilities filling similar positions in the business or otherwise covered under the Americans with Disabilities Act.

Additional information about Supported Employment services:

- Personal assistance may be a component of an individual's employment retention support plan for assistance with activities of daily living and instrumental activities of daily living. However, personal assistance may not be used in lieu of Supported Employment services as defined above.

- Transportation costs are not included in the supported community employment fee, but specialized transportation is available as a separate service if necessary.

Federal Financial Participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in a supported employment program; or
- Payments that are passed through to users of community employment programs.

Supported Employment Provider Requirements

This service can be provided by an employment services provider agency. The agency must be certified by DMH or accredited by CARF, CQL or Joint Commission to provide Supported Employment services. The agency must have a DMH contract and comply with training requirements outlined within the contract.

Supported Employment Billing Information

Waiver Service	Code(s)	Service Unit	Maximum Units of Service
Supported Employment, Individual	H2023	15 minutes	48 units per day
Supported Employment, Group	H2023 HQ	15 minutes	32 units per day

Career Planning, Prevocational Services, Job Development, and Supported Employment Service Documentation

A waiver individual's ISP may include any combination of services, but service documentation according to 13 CSR 70-3.030(2)(A)6 requiring a begin and end time for services reimbursed according to time spent in service delivery will clearly show no duplication or overlap in the time of the day the service is provided, and the place of service must match the billing code.

Providers of all these services must maintain an individualized plan and detailed record of activities by unit of service. The provider is required to follow procedures set forth under The Code of State Regulations 13 CSR 70-3.030, which defines adequate documentation.

ISP's will include outcomes/goals, with criteria, and will be supported by data to demonstrate progress and implementation strategies that optimize autonomy and independence.

Providers must maintain service documentation described in Section C of the DD Waiver Manual, including detailed progress notes per date of service and monthly progress notes associated with objectives.

Individuals and support coordinators will revise the ISP during the annual plan development meeting to be reflective of the new service definitions. The ISP will fully implement the revised service definitions within 18 months of waiver approval.