Entering Supported Employment–Individual Employment Support Services Into the Individualized Service Plan (ISP) to Address Need for Flexibility

While the majority of waiver services available through the Division of Developmental Disabilities (DDD) are delivered according to a routine schedule (for example: 24 units daily or 6 units on Monday, Wednesday, and Friday), Supported Employment–Individual Employment Support services is generally delivered on an as-needed basis, depending on how the individual is doing on the job. As the individual gets more comfortable with the job and the supervisor becomes more satisfied with the individual's job performance, Supported Employment hours may decrease. However, as things change on the job site (for example: new tasks being assigned, a new supervisor at the site, or just a bad few days for the individual), the Supported Employment hours may need to increase immediately or else the individual may be in jeopardy of losing his/her job.

It is important that the Support Coordinator enter Supported Employment–Individual Employment Support into the Individualized Service Plan (ISP) in a manner that allows for the employment specialist / job coach to provide Supported Employment–Individual Employment Support services immediately, if needed. To do this, the Support Coordinator should enter Supported Employment–Individual Employment Support in the following manner:

SCENARIO 1: Supported Employment–Individual Employment Support services are likely to increase or decrease as needed

Examples: Individual has been working in his/her job and is only in need of Long-Term Follow-Along Supported Employment services at this time OR individual is looking for employment and is in the Pre-Placement phase but he/she is not eligible for services through the Division of Vocational Rehabilitation Services (DVRS) at this time.

STEP 1 Reach out to the Medicaid/DDD Approved Supported Employment–Individual Employment Support provider to determine average hours of service provided weekly or monthly.

STEP 2 Add the Supported Employment–Individual Employment Support service to an applicable new or existing outcome:
- Select **Supported Employment–Individual** from the Service dropdown menu
- Select **Medicaid** as the Payment Source
- Select the applicable Need Reference

STEP 3 Add the Medicaid/DDD Approved Supported Employment Provider that is / will be providing the Supported Employment service:
- Enter the name of the Medicaid/DDD Approved Supported Employment Provider
- Select the procedure code for SE–Individual: **T2019HI**
- Select **Community** as the location
- Check boxes to share medication and/or the PCPT as discussed and agreed upon with the individual/guardian

STEP 4 Add details regarding the delivery of Supported Employment services:
- Enter start and end dates as applicable. In order for units to carry over throughout the plan, it is important that the end date for Supported Employment services match the end of the plan term.
- Enter "0" under Average Weekly Units
- Within the Exception Week dropdown menu, click on the box next to the first week in which SE services will be delivered, then enter "40" into the Units box. Based on input from Supported Employment providers, DDD is recommending that 10 hours (40 units) of service be entered in the first week of SE services. This way, extra hours are prior authorized up front, in case they are needed throughout the life of the ISP. Any hours not used during that first week will be carried over to the following weeks and can be used as needed until the end of the annual plan, as long as the end date for SE services matches up with the end of the plan term.
- Enter the average units of Supported Employment services that will be used on a weekly basis until the end date (click on the boxes for each week and enter the average weekly units into the Units box) **OR** enter the average monthly units of Supported Employment services until the end date (click on the boxes for the first week of each month and enter the average monthly units into the Units box)
- Enter "0" units for weeks in which you know the individual will not be working (for example: because the individual is going on vacation that week) as applicable
- Click Save when the correct exceptions have been entered

STEP 5
- Click on the printer icon in the tab for the Supported Employment–Individual service you just entered. Review the Service Detail Report that appears on the screen to ensure accuracy
- Send Service Detail Report and ISP to the Supported Employment provider for review and confirmation that services have been correctly added to the plan
- Upon provider confirmation that Supported Employment services have been correctly added, follow the procedure for ISP approval

SCENARIO 2: Supported Employment–Individual Employment Support services are likely to be pretty consistent

Example: Individual is just starting his/her job and is in need of Intensive Job Coaching through DDD because he/she is not eligible for this service through DVRS at this time.

STEP 1 Reach out to the Medicaid/DDD Approved Supported Employment–Individual Employment Support provider to determine the number of hours needed. These hours will typically match the number of hours the individual is working during this Intensive Job Coaching phase.

STEP 2 Add the Supported Employment–Individual Employment Support service to an applicable new or existing outcome:
- Select S**upported Employment–Individual** from the Service drop down menu
- Select **Medicaid** as the Payment Source
- Select the applicable Need Reference

STEP 3 Add the Medicaid/DDD Approved Supported Employment Provider that is / will be providing the Supported Employment service:
- Enter the name of the Medicaid/DDD Approved Supported Employment Provider
- Select the procedure code for SE–Individual: **T2019HI**
- Select **Community** as the location
- Check boxes to share medication and/or the PCPT as discussed and agreed upon with the individual/guardian

STEP 4 Add details regarding the delivery of Supported Employment services:
- Enter start and end dates as applicable
- Enter "0" under Average Weekly Units
- Within the Exception Week dropdown menu, click on the box next to the first week in which SE services will be delivered, then enter the number of hours the individual will be working that week plus an additional 30 hours (120 units) to cover any increase in hours that might take place moving forward. The extra hours that aren't used in that first week will carry over for use (if needed) in future weeks until the end of the annual plan (as long as the end date for SE services matches up with the end of the plan term).
- Enter the number of units the individual will be working weekly until the end date (click on the boxes for each week and enter the weekly units into the Units box) **OR** enter the average monthly units the individual will be working (if hours change from week to week) by clicking on the first week of each month and entering the expected hours the individual will work monthly into the Units box.
- Enter "0" units for weeks in which you know the individual will not be working (for example: because the individual is going on vacation that week) as applicable
- Click Save when the correct exceptions have been entered

STEP 5 Click on the printer icon in the tab for the Supported Employment – Individual service you just entered. Review the Service Detail Report that appears on the screen to ensure accuracy.
- Send Service Detail Report and ISP to the Supported Employment provider for review and confirmation that services have been correctly added to the plan
- Upon provider confirmation that Supported Employment services have been correctly added, follow the procedure for ISP approval