

Supported Employment New Service Development

November 10, 2022

Kim Cortes & Jenny Jordan
Department of Health Care Policy and Financing



COLORADO

Department of Health Care
Policy & Financing

Welcome!

Meet the HCPF Supported Employment Team

Unit Supervisor: **Kim Cortes**

Policy Advisors:

- **Katie Taliercio - Lead**
- **Jenny Jordan**
- **Andre Johnson**
- **Lauren Riley**



Our Mission:

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.



Purpose of Meeting

- To engage stakeholders on new Supported Employment services established by SB 21-039
- To provide an update regarding the two new Supported Employment services prior to submitting for federal approval
 - Benefits Planning
 - Workplace Assistance

Agenda

- Housekeeping
- Background
- Benefits Planning
- Workplace Assistance



Housekeeping

- Mind e-manners
- Use chat for questions and comments
- Raise hand to verbally ask questions/share comments
- There will be time for discussion at regular intervals throughout the presentation

Background



Employment First / SB 21-039

- Employment First = **ALL** people should have the **opportunity to work**
- Senate Bill 21-039 phases out sub-minimum wage employment in Colorado
- Directs the Department to seek federal approval for services to address:
 - Line-of-Sight Supervision
 - Ongoing Benefits Counseling

Benefits Planning



Benefits Planning: Why?

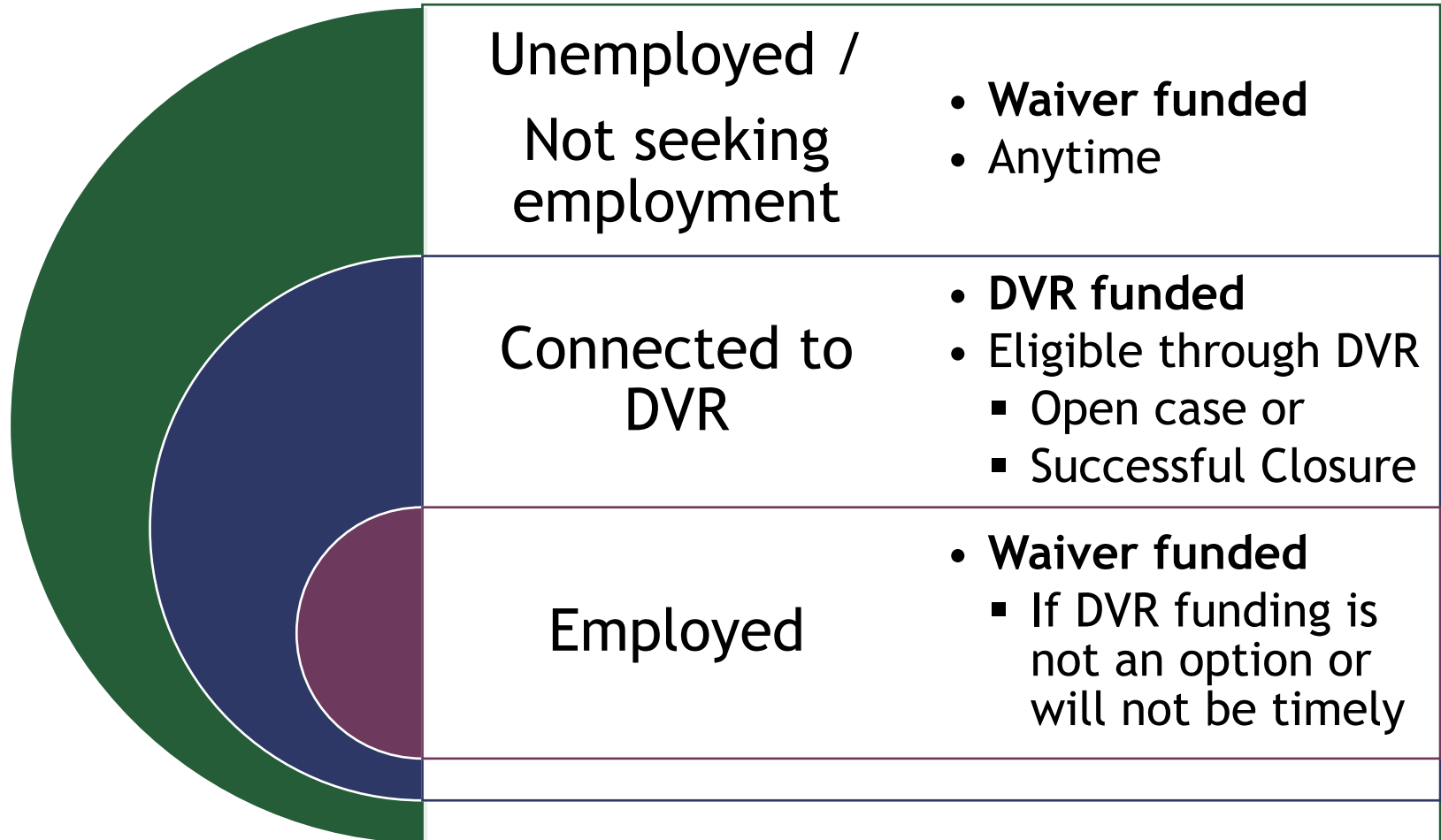
- To help members and their teams understand how benefits are affected by employment
 - Specific to their individual situation
- Encourage informed choice about employment
- Reduce fears that working would jeopardize benefits

Benefits Planning: Who?



- Members enrolled in DD/SLS Waivers
- ANY member, regardless of employment history or lack thereof

Benefits Planning: Funding



Benefits Planning: Provider Qualifications

- One of the following required:
 - Community Work Incentives Coordinator (CWIC),
 - Community Partner Work Incentives Coordinator (CPWIC), or a
 - Credentialed Work Incentives Practitioner (WIP-C)
- Expected to maintain knowledge of:
 - Colorado's Medicaid Waiver system
 - Federal, state, and local benefits

Benefits Planning: What

- Benefits Verification/ Benefit Summary and Analysis
- Development of Work Incentive Plan
- Assisting with evaluating job offers or promotional opportunities
- Providing info on Waiver benefits (including Buy-In options) & federal/state/local programs

Benefits Planning: What

- Assisting with referrals and connecting member to resources
- Navigating complicated benefit scenarios while maintaining employment and benefit eligibility
- May offer suggestions to develop an organizational structure related to benefit eligibility/ reporting
 - May assist with the collection and submission of documentation a temporary basis

Benefits Planning: Logistics

- Approved providers may be an agency or an individual
 - Not the member's Legally Responsible Person, Relative, or Legal Guardian
- Qualifications are verified upon initial enrollment and in a revalidation cycle
 - Agency survey by CDPHE according to survey cycle
 - Individual providers follow revalidation cycle (at least every 5 years)

Benefits Planning: Logistics

- Can be provided in-person or via Telehealth (provided Telehealth protocols are met)
- Billed in 15-minute increments
- DVR's Benefit Counseling should be accessed when available
 - If DVR's response/projected timeline does not meet member's needs, then Waiver can be utilized



Questions

Workplace Assistance



Trailblazing!

Thank you for
your input about
what would be
best for Colorado!



Workplace Assistance: Why?

- Senate Bill 21-039 tasked HCPF with creating a service:
 - "to provide line-of-sight (LOS) supervision on the job as a less intensive and less expensive alternative to individual Job Coaching, when appropriate"
- Unfortunately, many teams think employment is not a real option for people because they may need more intensive support

Workplace Assistance: Who?

- Members who have Intensive Supervision needs
 - One-on-one, line-of-sight, or limited alone time in the community
 - Warrants a Rights Modification if the member expresses they do not want the supervision or if the supervision would be covered by processes for rights suspensions or restrictive procedures
- May include members who:
 - Have court order requiring constant supervision
 - Meet Risk Factor criteria (public safety risk or extreme risk-to-self)

Workplace Assistance: Who?

- Members whose interdisciplinary team (IDT) agree there is justification for a paid caregiver to be present for a portion of hours worked due to ***safety concerns*** such as:
 - Member regularly demonstrates behaviors that cause direct harm (to self or others)
 - Member struggles with safety skills or safety awareness

Workplace Assistance: Who?

NOT solely meeting Personal Care Needs

- Personal Care has other requirements
 - Home Care Agency
 - EVV

NOT solely physical assistance

- Many people with physical needs may have other needs that might qualify them for this service

Workplace Assistance: Who?

- Target Populations:
 - Intensive Supervision
 - Safety Concerns
 - No longer just challenging behaviors
- May have additional support needs throughout the workday, but these are the qualifying factors
- Will not include people who ONLY have physical/medical/personal care needs

Workplace Assistance: Who?

- Job must be Individual (not Group)
- Member must be compensated at or above minimum wage
- Workplace Assistance may be added to the Service Plan with or without Job Coaching

Workplace Assistance: What?

- Address the safety-related needs in order to sustain employment while promoting the member's independence and integration
- Workplace Assistance service could include:
 - Reinforcing/modeling safety skills
 - Redirecting
 - Reminders to follow work-related protocols/strategies
 - Meeting identified needs so member can be integrated and successful at work

Workplace Assistance: What?

- Addressing supervision expectations for members with Rights Modifications
- Addressing behavioral support needs - e.g., implementing a Behavioral Support Plan
- Supporting with non-job-related activities
- Supporting with engaging in opportunities beyond job-related tasks (lunch, breaks, work events)
- Furthering natural support workplace relationships

Workplace Assistance: Logistics

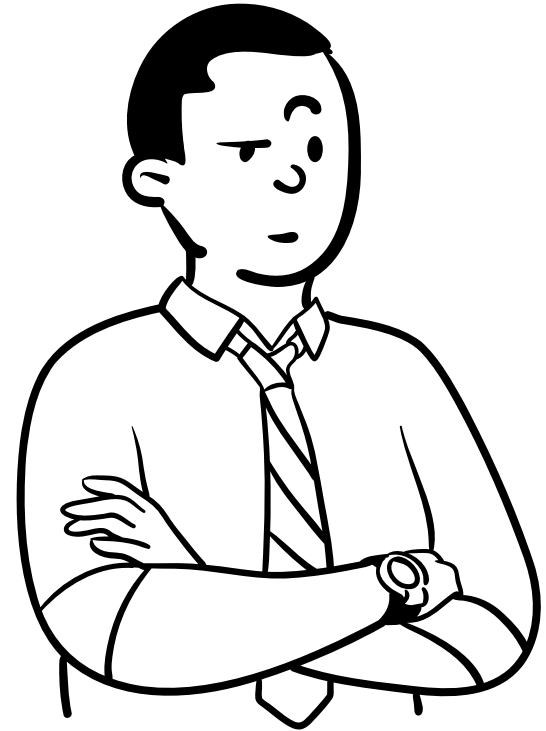
- To be provided on a one-to-one basis
- Primarily at member's place of employment during or adjacent to the member's hours of employment
- Can be provided in-person only (Not Telehealth)
- Billed in 15-minute increments
- Does not include stipends to employers at this time

Workplace Assistance: Provider Qualifications

- Basic requirements the same as SCC staff
 - 18 years of age
 - State required trainings
 - Ability to provide services according to Plan
 - Interpersonal skills to effectively interact with persons with developmental disabilities
- Additional training on fading, building natural supports, and workplace expectations
- Workplace Assistance and Job Coaching could be delivered by the same or different provider/ agency
- May be provided by relative or legal guardian, but not Legally Responsible Person

Workplace Assistance: Philosophy

- Having a paid caregiver consistently watching over the member accentuates their disability and 'differentness'
- Efforts should be made to examine when/how Workplace Assistance could be faded



Level of Supervision at Work

- The level of paid caregiver supervision needed at work may be different than other settings
 - Members should not be over-supported
 - Nor limited in their availability to work based on supervision needs identified for other settings
- A member's place of employment is very likely to have natural supports available
- Appropriate job match can help control for many variables

Workplace Assistance: Actual Need

- Presence of a paid caregiver should be based on actual need
- Frequency and duration determined through person-centered process
 - Integration/independence should be promoted
- Team must evaluate actual worksite support needs no less than every 6 months
 - Can be worked into reviews that occur for Rights Modifications

Workplace Assistance: Actual Need

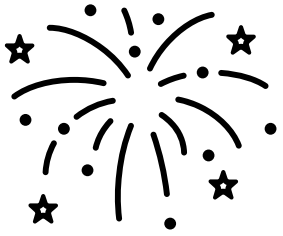
- Fading of Workplace Assistance should be discussed and promoted
 - Especially when based on safety concerns
- Consider:
 - Nature of job and work location
 - Longevity with employer
 - Continuity at worksite
 - Likelihood of member putting themselves or others in harm's way



Discussion

Other Changes





Exciting News!



- Health First Colorado Buy-In Program for Working Adults with Disabilities Coming January 1, 2023
- Supported Employment services will no longer fall under the Service Plan Authorization Limits (SPAL) in the SLS Waiver beginning July 1, 2023

Next Steps

- We will continue to refine service definitions in conjunction with internal teams
- Follow the process for:
 - Rule updates - Medicaid Services Board
 - Rates development
 - Systems - Bridge/PAR/Billing codes
 - Developing training/promotional material

Contact Info

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Thank you!

Questions?