

# Supported Employment New Service Development

October 25, 2022

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



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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.



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# Purpose of Meeting

- To engage stakeholders on new Supported Employment services established by SB 21-039
- To provide a brief update regarding the new Benefit Planning service
- To receive feedback on proposed concepts to drive Workplace Assistance service development

# Agenda

- Housekeeping
- Background
- Benefits Planning
- Workplace Assistance
  - Target Population
  - Service Definition



# 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



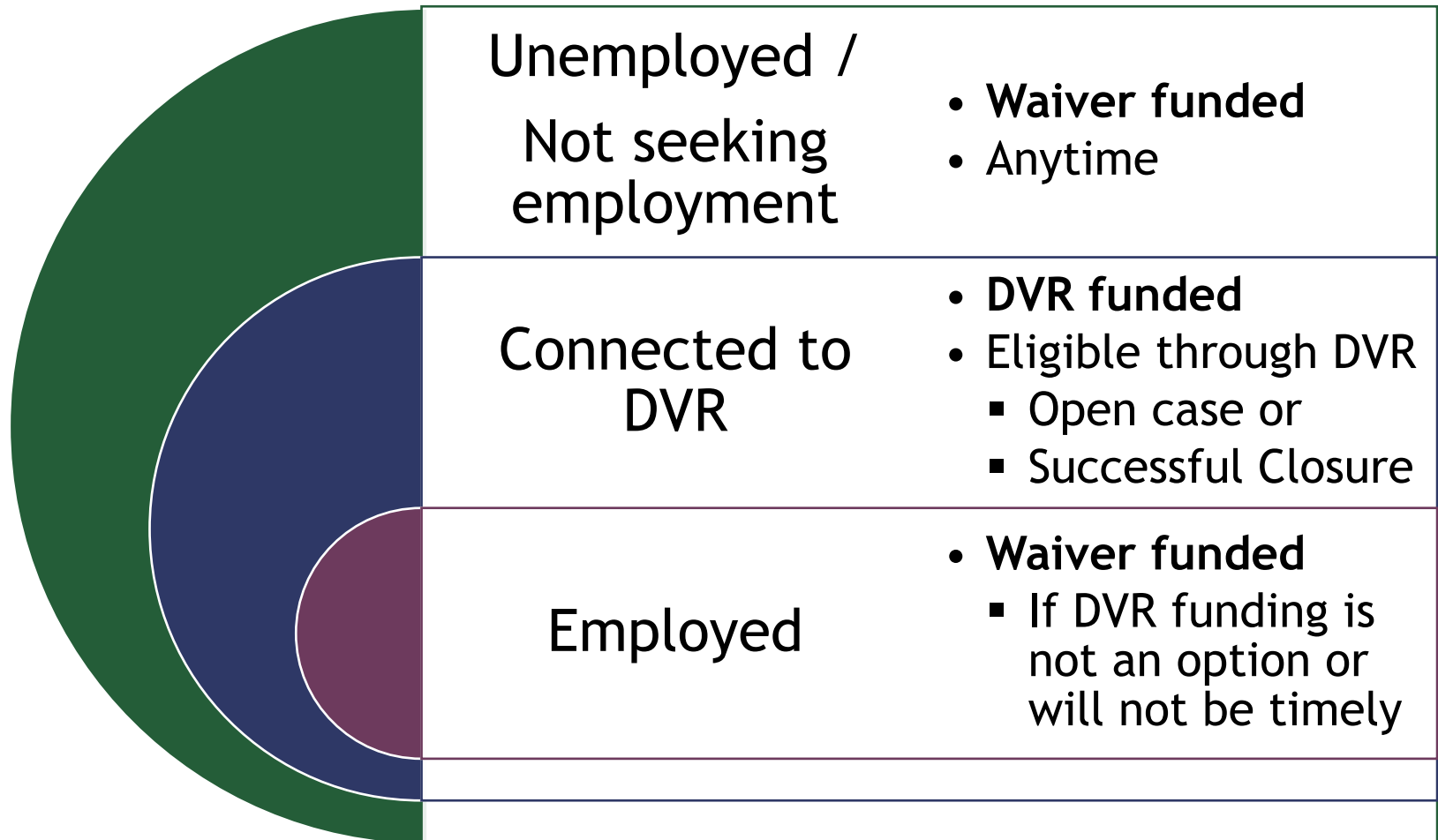
# Benefits Planning



# Benefits Planning: Overview

- Assist members and their family/support networks to understand how benefits are affected by employment/income
- Reduce fears and concerns that choosing to seek employment (or increasing pay/hours) would jeopardize benefits
- Available to ANY member enrolled in DD/SLS Waivers

# Benefit Planning: Funding



# Benefits Planning: Recap

For details, check out 10/4/22  
Stakeholder Meeting Presentation/ Recording

- Presentation/ links on our website:  
[hcpf.colorado.gov/supported-employment-meetings-resources](https://hcpf.colorado.gov/supported-employment-meetings-resources)
- Direct link to recording:  
[www.youtube.com/watch?v=uLd3e\\_JkFTk](https://www.youtube.com/watch?v=uLd3e_JkFTk)



# Discussion

# Workplace Assistance



# SB 21-039 Language

- “Service [for] ... support to provide line-of-sight (LOS) supervision on the job as a less intensive and less expensive alternative to individual job coaching, when appropriate”
- This service could benefit members with:
  - LOS Supervision with Rights Modifications
  - Supervision less than LOS / behavioral support needs
  - Medical / physical assistance needs

# Trailblazing!

We need your input for what would be best for Colorado.





# Workplace Assistance

- Supports members who have identified needs that are above and beyond what could be supported by the workplace supervisor or co-workers and are outside of the scope of intermittent Job Coaching
- Frequency and duration of support should be determined through person-centered process with an emphasis on independence and inclusion

# Proposed Service Delivery

- 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
- Workplace Assistance and Job Coaching could be delivered by:
  - Same provider / agency
  - Different agencies

# Target Population



# Who is this for?

Line-of-Sight Supervision

Challenging Behavior/  
Safety Concerns

Medical/Physical Needs

# Line-of-Sight Supervision

- Members who:
  - Service Plans reflect Line-of-Sight (LOS) Supervision;  
or
  - A level of supervision effectively equivalent to LOS
- Review of Rights Modifications should occur as outlined in 8.604.3
- Regular reviews of actual support needs at the worksite would likely be required

# Rights Modifications at Work

- Member is likely to become independent with job tasks.
- Workplace Assistance staff would primarily be eyes-on the member and would redirect or intervene only if necessary
- Paid staff would commonly be on-site for the full shift, unless team develops a viable fade-out plan or decide to monitor via a different method (e.g. technology)

# Safety Concerns - Not LOS

- Members who have documented/demonstrated serious challenging behaviors but may not have a Rights Modification or Line-of-Sight supervision need
- The behavioral concerns justify the presence of a paid caregiver for a portion of hours worked that is beyond supporting job/task-related duties.

# Safety Concerns - Not LOS

- The team will need to specify the concerns and how the concerns should be addressed at work
- Could involve a behavioral services provider
  - Behavioral Consultant or Line Staff could train the Workplace Assistance staff in strategies
- Workplace Assistance staff would redirect or intervene if necessary, being nearby or with eyes-on



# Safety Concerns at Work

- It is anticipated that the member will become independent with job tasks.
- Initially: Paid staff would probably be on-site for full shift
- Longer term: Team develops a viable fade-out plan or decides to monitor via a different method (e.g. technology)
  - A fade-out plan and evaluation of support need may be required and revisited at regular intervals

# A Note About 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

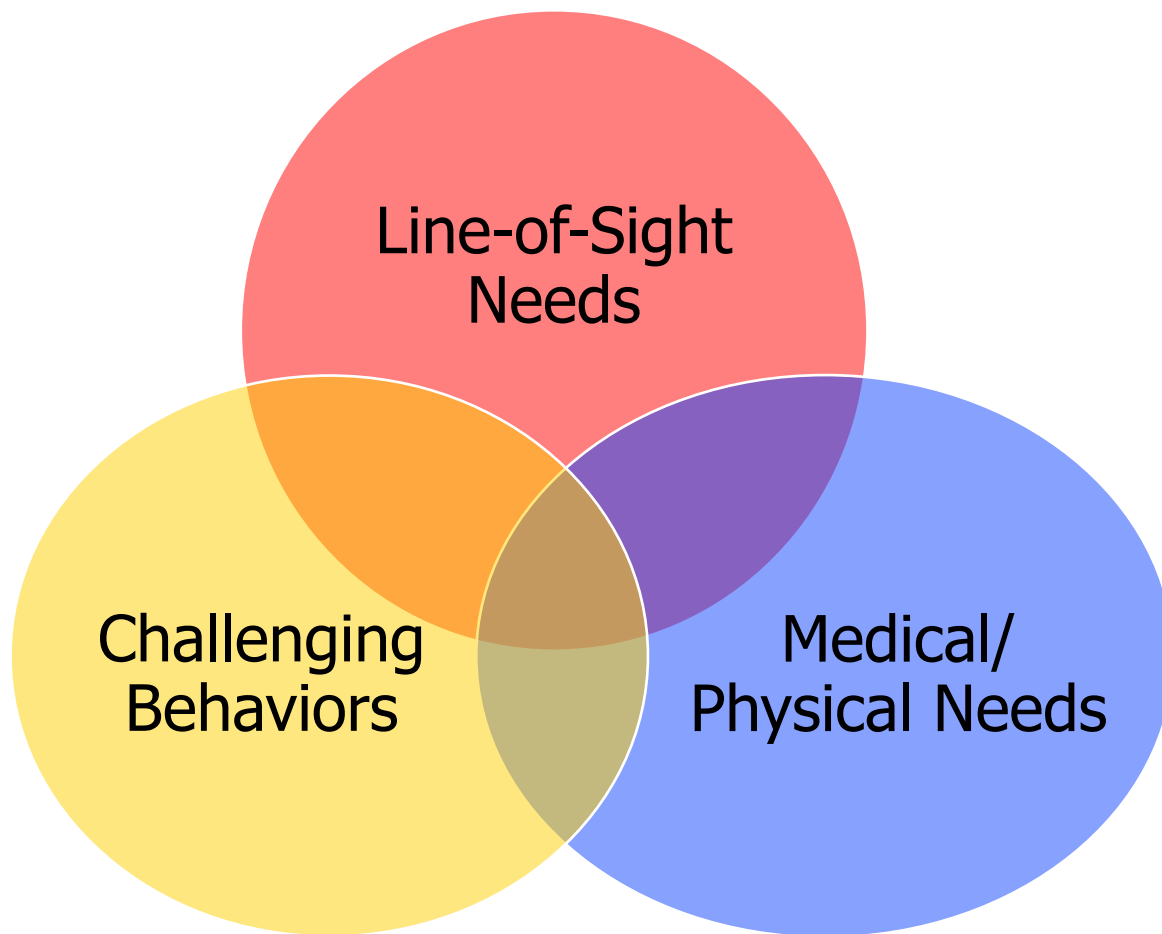
# Fading of Workplace Assistance

- Fading support should be regularly evaluated for members who are receiving Workplace Assistance due to behavioral concerns
- Need for a paid caregiver should be based on actual need, considering factors such as:
  - Nature of the job and work location
  - Member's longevity with the employer
  - Degree of continuity at the worksite
  - Likelihood of member putting themselves or others in harm's way

# Medical/Physical Needs

- Members who have significant physical needs for tasks that normally would be completed independently if not for the disability
- Such as members who:
  - Have special/complex dietary requirements
  - Use wheelchairs or other mobility devices
  - May need hand-over-hand assistance

# Overlapping Needs



# Physical Needs at Work

- Members may need assistance with specific tasks as they occur.
  - Could be intermittent
  - May require a consistent staff presence
- Workplace Assistance staff might need to be near the member or could be "on-call"
- Paid staff could be on-site for full shift or at targeted times.

# Personal Needs at Work

- It is reasonable to assume that members who have physical support needs at work, may also need support with personal care while at work
- Currently this limits opportunities for independent employment, since this support is separate from Job Coaching needs
- We recognize that a certain knowledge and/or practice is needed to do this work well

# Personal Care

Skilled Care

Unskilled Care

CNA

Class  
A

EVV

Class  
B

EVV



# Personal Needs at Work

- Workplace Assistance could be a tool to meet members' personal needs at work
- However, personal care services trigger additional requirements
- There may be other, better options to meet this need and reduce employment barriers for this group

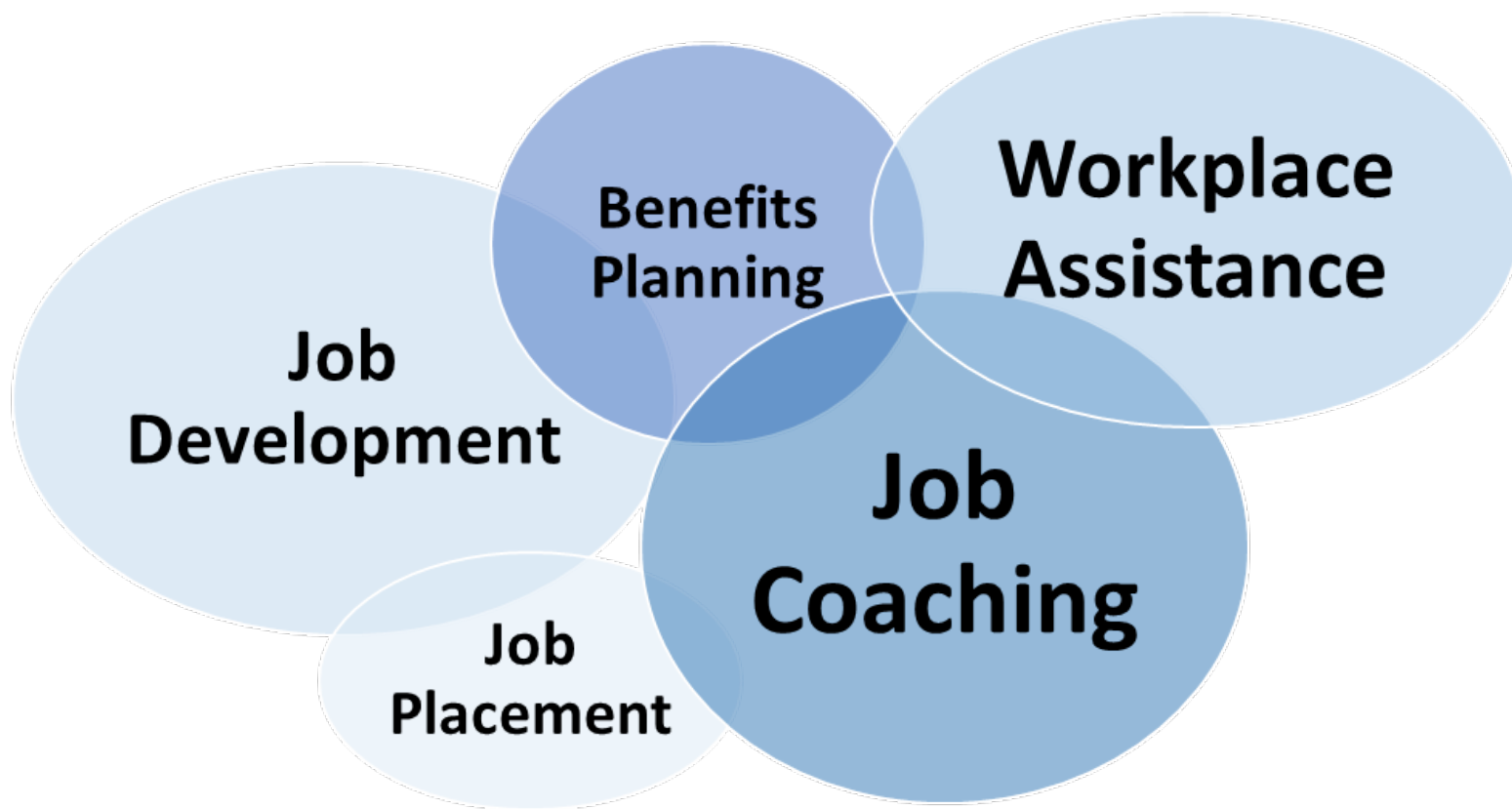


# Discussion

# Service Definition



# Supported Employment Services



# Comparison

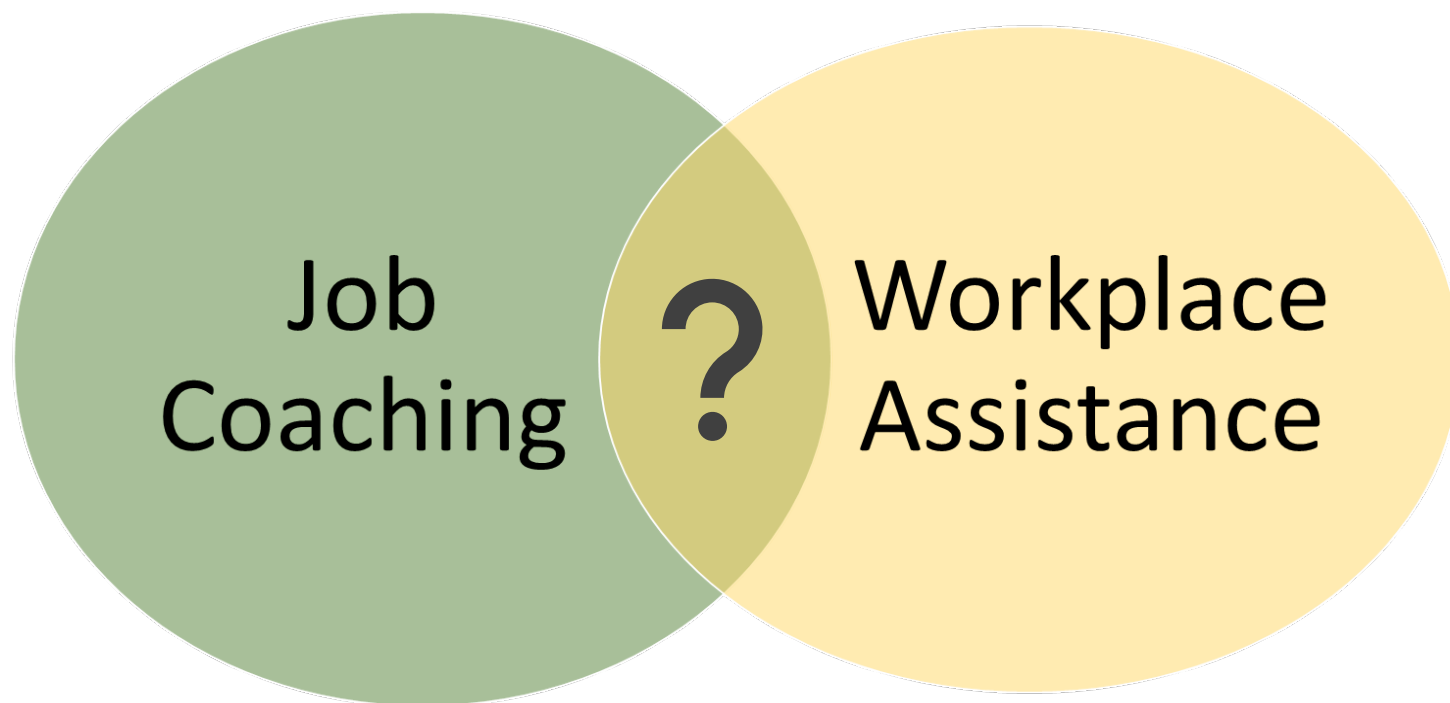
## Job Coaching

- \* Work Adaptations/ Accommodations
- \* Training at work
- \* Teaching Job-related tasks
- \* Co-worker/ supervisor/company support

## Workplace Assistance

- \* Adhering to Rights Modifications
- \* Providing redirection or intervention
- \* Implementing Behavioral Plan

# The Overlap: How much, How far?



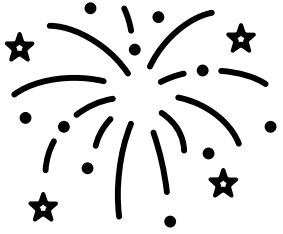


# Discussion

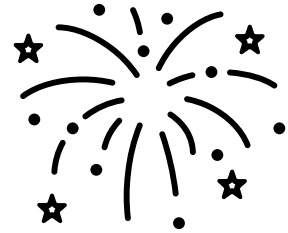
# Other Changes







# 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

# Upcoming Meetings

Thursday, November 10, 2022 1-2:30 p.m.

Zoom Webinar Link

Meeting ID: 993 1700 7314 Passcode: 396389

Toll Free Call-in option: 1-877-853-5257



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# Contact Info

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# Questions?



# Thank you!

