

Service Addendum: **Prevocational Services**

The provision of contracted, authorized, and provided services shall be in compliance with the provisions of this agreement, the service description and requirements of this section, and if applicable, state certification and licensing criteria.

Timeliness and Access to Service

Providers shall make all reasonable efforts to initiate service provision at the date and time requested by the LCI IDT on behalf of the member. In the event that initiation of the service at the member's preferred time is not feasible, the provider will express such to the LCI IDT, who will arrange an alternative start date of services, or, if necessary, arrange to meet the member's needs by other means.

Definition

Prevocational services involve the provision of learning and work experiences where a member can develop general, non-job-task-specific strengths and skills that contribute to employability in paid employment in integrated, community settings. Services are expected to occur over a defined period of time as determined by the member and his/her care planning team in the ongoing member-centered planning process and have an outcome of integrated employment. Services are expected to specifically involve strategies that enhance a participant's employability in integrated, community settings. Competitive employment or supported employment are considered successful outcomes of prevocational services.

Prevocational services should enable each member to attain the highest possible wage and work which is in the most integrated setting and matched to the member's interests, strengths, priorities, abilities, and capabilities. Services are intended to develop and teach general skills that lead to employment including but not limited to: ability to communicate effectively with supervisors, co-workers and customers; generally accepted community workplace conduct and dress, ability to follow appropriate directions, attending to tasks within scope of work, workplace problem solving skills and strategies, general workplace safety, and mobility training.

Support of employment outcomes is a part of the member-centered planning process, which includes the individual, his or her guardian if any, and other members of the interdisciplinary care planning team, and emphasizes informed consumer choice. This process includes identification of the member's personal outcomes and identification of services and items, including prevocational services and other employment-related services that advance achievement of the member's outcomes. The member and his or her interdisciplinary care planning team will identify alternatives that are effective in supporting his or her outcomes and from those select the most cost-effective alternative.

Members who receive prevocational services during some days or parts of days may also receive supported employment, educational, or day services at other times.

Members participating in prevocational services may be compensated in accordance with applicable Federal laws and regulations, but the provision of prevocational services is intended to lead to a permanent integrated employment situation.

Participation in prevocational services is not a required pre-requisite for supported employment services provided under the waiver. Prevocational services may be provided in a variety of community locations including but not limited to work centers operated by community rehabilitation programs (CRPs).

For more information, refer to the Technical Guidelines for Prevocational Services: <http://www.dhs.wisconsin.gov/LTCare/Partners/infoseries/ta10-04.pdf> and other technical assistance at: <http://www.dhs.wisconsin.gov/LTCare/ProgramOps/prevoc/index.htm>.

New entrant Members participating in prevocational service may be compensated in accordance with applicable Federal laws and regulations, but the provision of prevocational services is intended to lead to an integrated employment situation.

Community Based Prevocational Services are not considered a successful *outcome* for LCI members, but do represent a service that can be provided to enable members to develop their employability skills or to gain an understanding of and experience with Integrated Employment. Community Based Prevocational Services will take place in a community setting. These services are for a defined period of time. All activities authorized must have a correlation to the development of work skills and to promote securing and maintaining community employment. Training may include but not be limited to the following: career building classes or workshops, local business tours, employer presentations, job shadowing and exploration, informational interviews and job fairs. Member progress for Community Based Prevocational Services will be reported on a monthly basis to the IDT staff and/or ESC

Personnel

There shall be a direct service staff person or persons who shall possess skills and knowledge that typically would be acquired through:

- A course of study that would lead to a bachelor's degree in one of the human services, or
- A minimum of two years' experience in the work to be supervised.
- Staff or consultants knowledgeable in adapting or modifying equipment, and the application of special equipment for persons with disabilities shall be available as needed.

Staff to Member Ratio

Providers of prevocational services shall maintain the following staff ratios:

- There shall be at least 2 direct service staff for the first 15 people receiving prevocational services
- Ratio of staff to program participants shall reflect the needs of the individuals.

Training and Competency

1. Provider agency's recording and reporting requirements for documentation of services, critical incident and emergency protocol, handling of complaints, and other procedures and information from the Provider deemed necessary to ensure the safe and appropriate provision of service.
2. Training on the target group(s) being served.
3. Training on the provision of the services being provided.
4. Training on the needs, strengths, and preferences of the individual(s) being served.
5. Training of rights and confidentiality of individuals supported.
6. Information and Provider procedure for adherence to the following LCI policies:
 - a. Critical Incident Reporting
 - b. Restraint and Seclusion Policy and Procedure
 - c. Communication Expectations

- d. Unplanned use of restrictive measure
- e. Confidentiality

Program

Prevocational Services shall include remunerative work including supervision and instruction in work tasks and observance of safety principles including:

- ability to communicate effectively with supervisors, co-workers and customers;
- generally accepted community 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
- tasks shall afford a work-pace consistent with the member's potential

Service Limitations/Exclusions

Prevocational services may be provided to supplement, but may not duplicate services being provided to a member as part of an approved Individualized Employment Plan (IEP) funded under the Rehabilitation Act of 1973, as amended, or being provided to a member under an approved Individualized Education Plan (IEP) under the Individuals with Disabilities Education Act (IDEA). Prevocational services may be provided to supplement, but may not duplicate services provided under supported employment or vocational futures planning and support services provided under the waiver.

Students and other members between the ages of 18-24 may no longer enter prevocational services in high school or enter into prevocational services directly from high school. Individuals must enroll in DVR services and must complete activities or services that can include Career Counseling, Work-Based Learning, College Counseling, Soft Skills and Self Advocacy training. Only after completing those services and after a determination has been made that an individual is currently unable to work shall they be eligible to enter prevocational services.

Members participating in prevocational service may be compensated in accordance with applicable Federal laws and regulations, but the provision of prevocational services is intended to lead to an integrated employment situation. Therefore, members participating in prevocational service may be involved in paid work if the following criteria are met:

- (a) The employer holds a valid sub-minimum wage certificate which covers the individual member;
- (b) The member's participation in paid work, as a component of a prevocational services program, is for the purpose of facilitating progress towards voluntary participation in a permanent, and at least part-time integrated employment situation.

Only activities that contribute to the member's work experience, work skills, or work-related knowledge can be included and reimbursed for under prevocational services if the member has an outcome of integrated employment. Prevocational providers that offer facility-based work are required to provide meaningful activities that contribute to a member's work experience, work skills, or work-related knowledge during downtime (i.e., the time when paid work is not available in the work center), if they claim prevocational services funding for supporting members during downtime.

Collaboration and Coordination of Care

Through the use of the Resource Allocation Decision method (RAD), the LCI Interdisciplinary Team (IDT) staff shall assess the member's needs and outcomes to determine the amount of prevocational services to be authorized. The IDT staff shall exchange pertinent information with the provider at the time the referral is made. This information exchange shall include the member's employment outcomes, assessed needs and amount of authorized units as it relates to prevocational services.

The goal of authorized prevocational services is participation in an integrated employment situation. In partnership with LCI, prevocational service providers will promote and support opportunities for integrated employment outcomes for members. LCI and prevocational service provider partners will identify and utilize strategies to support individuals to pursue and achieve their personally identified employment outcomes in ways that maximize community inclusion and integration, and that afford individuals the opportunity to earn at least minimum wage. The LCI IDT along with the prevocational service provider will collaborate in developing a plan of service which can facilitate the identification of important specifics regarding the member's integrated employment outcomes, preferences and conditions, and any concerns or hesitations regarding participation in integrated employment.

Documentation

A Prevocational Services Six-Month Status and Progress Report must be submitted to the member's assigned IDT staff twice a year, once at each 6 month MCP review. This report may be the State recommended report or a report agreed upon by LCI and the provider. Minimally, a Prevocational Services Six-Month Status and Progress Report are required to address the following:

- Establish member's rate of pay and anticipated wages
- Identify member's interest, non-job-task strengths, priorities, abilities, and capabilities.
- Identify member's integrated employment outcome(s), including preferences and conditions
 - Description of the type of work the member wishes to do (i.e., work that is not a part of a prevocational services program)
 - Hours of work the member wishes to have on a daily or weekly basis.
 - Schedule of work the member wishes to have on a weekly basis.
 - Geographic preferences regarding where a member wishes to work
- If a member has not identified an integrated employment outcome, identify steps being taken to discover the member's integrated employment outcome(s), including any member/guardian concerns or hesitations regarding participation in integrated employment
- Identify steps being taken to achieve member's integrated employment outcome(s) and submit an individualized plan for next 6 months
- Describe the general habilitation skills necessary for the member to obtain integrated employment and the specific activities the member will engage in to assist in developing and teaching these skills
- Outline the content and structure of the programs offered to the member during work center downtime and how these programs contribute to the member's work experience, work skills or work-related knowledge

Services must be reviewed every six months to determine if progress is being made and if prevocational services remain appropriate for authorization.

Billable Units

Providers should reference the Rates and Service Codes chart of the contract to determine the units indicated in this agreement. Units of Prevocational Services are billable for the time the member is authorized and attends Prevocational Services. Services are billable at contracted rates.

Providers should reference the Rates and Service Codes chart of the contract for contract units and rates. Providers should use quarter hour or hourly increments (whichever has been previously agreed upon) to bill LCI up to the authorized number of units for the member.

Prevocational Services are billable to a maximum of 8 hours per day. Providers billing for service units in excess of an 8-hour work day will only be reimbursed for 8 hours.

Providers of Prevocational Services are required to provide for all identified care needs during the provision of Prevocational programming and are specifically prohibited from billing for additional services during the provision of Prevocational Services.

LCI's Contract Expectations for Prevocational Services Providers

- Additional units will not be authorized to provide supervision pre/post program hours. Supervision provided to members pre and post Prevocational program hours shall be included in the negotiated rate.
- Transportation between the individual's place of residence and the Prevocational Services site is not provided as a component of Prevocational services. The cost of this transportation is not included in the contracted rate. If the Prevocational provider also provides transportation LCI may negotiate a rate for that service (SPC 107).
- Provider will share with the Network Relations Team the criteria used to differentiate the levels of care within that facility.
- Prevocational providers are prohibited from billing LCI when a member goes on vacation, hospitalization, a member attends a camp, a member dis-enrolls from LCI, or the death of member. Providers internally need to assure that their billing staff verifies with staff/employees when members are gone. If provider bills, LCI will request the money to be returned to LCI as services were not provided to the LCI member. LCI will hold all future payments until money is returned to LCI.
- Prevocational Service providers shall report employment wage data in the Department of Health Services Program Participation System (PPS) in May and November of each year from pre-populated lists of member served. The pre-populated list of members, for whom employment wage data must be reported, is visible upon login to the PPS System and navigation to the Employment Outcomes page. The pre-populated list is updated prior to the reporting month. Data reported will be for the month prior to the reporting month. April will be reported in May and October will be reported in November. Employment service providers shall ensure that staff who are identified to do the data entry will take the steps necessary to gain security access to the PPS system and complete training on using the PPS system to report employment outcome data.