

**Frequently Asked Questions  
about  
Supported Employment Services in the NOW and COMP Waivers**

***Are providers not allowed to attend the budgeting meeting?***

Any person invited by the person or their family may attend any meeting.

***What is the procedure for becoming a provider of a particular service and planning the needed units of services to be allocated?***

The individual and family will need to name you as their provider of that service but they can't get that service from you until you are approved as a provider of that service. In the pre-ISP meetings, the support coordinator and family will have conversations with supported employment providers about what the plan is and what services will look like over the course of the year, not on a day-to-day or week-to-week hourly basis.

***If a person loses a job and has work goals (not job development as a goal) can we bill for Job Development? If not, how can we help them get a new job?***

An ISP addendum meeting will need to be held to add job-development as a goal.

***Can we bill for non goal items. (Better job, more hours, work issues) to enhance their jobs?***

These are billable but **do** need to be identified in the ISP Goals. So, write goals that encompass the ongoing support and improvement of the individual's current employment situation if that is the intended work.

***If issues come up between ISP's I understand we need to have another ISP what do we do in the transition?***

Provide and bill for the service provided the SC has been notified and OA has adjusted the budget accordingly. Then, do an addendum to the ISP within 5 business days.

***Under the new waiver, must a support staff member be with the client on their job site at all times?***

No, a support staff member does NOT need to be with the client on their job site at all times.

Nationally, 40% of supported employment supports are typically provided not face-to-face. Job coaches work on job creation, getting to know potential employers, and getting to know the person. This ratio will vary person to person but illustrates the need for fluid community-based, non face-to-face services.

***How can I hire an agency provider if I like them but want to do Self-Directed services?***

A participant can have a mixture of self-directed and traditional services.

Individuals, not agencies, should be hired under Self-Directed Supported Employment.

Please note, however, a family could choose to self-direct some services, and choose an

agency to provide traditional (not self-directed Supported Employment). If your preferred agency is enrolled as a co-employer agency, then you could share employment of the individual that provides the supported employment service, who would be an employee of your agency.

***How do we know if the support service is a Pre-vocational or Supported Employment Service?***

Ongoing facility-based activities are not pre-vocational activities.

For example: John works 3 days a week and attends the center on his off days. If he has no vocationally preparatory goal he is working on while in the facility, Pre-vocational services are **not** being provided. Pre-vocational services are preparatory, finite, tied to a goal and non-job task specific. So, absent this, John is receiving Community Access Group services.

Many of these questions need to be answered on a case-by case basis to determine if pre-vocational services or supported employment group or community access group services are being provided. If you have questions call Kate Brady at the contact information below.

***Can providers of Supported Employment services provide waiver participants other services as requested by the individual or family?***

Providers who in the past have offered only Supported Employment services may choose to begin offering additional services such as Transportation and Community Access Individual even if they have not done so in the past. The [application for existing providers to provide additional services](#) (click to connect) should be used.

Providers who are not yet approved providers of that service can still be named as the individual's preferred and intended provider of that service while their # for that service is pending processing at the Regional and State Office of DD.

***What differences in the funding of Supported Employment Services have occurred since the Nov. 1<sup>st</sup> launch of the NOW and COMP Waivers?***

There is no loss of funding. Individuals receiving MRWP Supported Employment transitioned to Supported Employment Group, with the MRWP rate migrating to the NOW/COMP PA. The rate is the same so there is no decrease in funding. You bill 320 units at \$1.80 per unit, which is \$576.00 for the month (which was the MRWP Supported Employment rate--\$576 times 12 = \$6,912, the annual maximum for MRWP Supported Employment).

Providers can continue to bill Supported Employment Group according to the hours worked until the participant's birthday at which time the NOW/COMP ISP is developed and takes effect. In the NOW/COMP ISP Supported Employment Individual Services may be included in the individual's budget at that service unit rate. Numbers of units needed are calculated based on both face-to-face and non-face-to-face Supported Employment Individual services projected for the year.

Since DCH Program Integrity will be auditing according to MRWP Policies and Procedures up until the NOW/COMP ISP, they will need to see documentation that the two services required by the MRWP Day Supports requirements were provided. In a situation in which Supported Employment was one of the services received under Day Supports, that component can be continued as approved under the MRWP until the new ISP is written.

***Can the Transportation service be used ad hoc?***

No. Any time the waiver service Transportation is used, it needs to be tied to a specific need identified in the ISP. The ISP must document the transportation services to be provided. In addition, the ISP must document the unavailability of other resources for transportation.

***Are services related to being the representative payee for a customer billable?***

Only those services that are related to assisting a person in managing their earnings from work would be billable as a Supported Employment service, such as income reporting to Social Security, banking and budgeting.

*Call Kate Brady, the Employment Director in the Office of DD, at (404) 657-6427 or e-mail her with questions about Supported Employment Services in the NOW/COMP Waiver at [kdbrady@dhr.state.ga.us](mailto:kdbrady@dhr.state.ga.us).*