

FY27 PROGRAM DESCRIPTION

HAMHDS PROGRAM: DS Individual & Group Supported Employment; Workplace Assistance (DS Employment and Day Services)

CARF PROGRAM: COMMUNITY EMPLOYMENT SERVICES; EMPLOYMENT SUPPORTS AND JOB DEVELOPMENT

PHILOSOPHY OF PROGRAM

Henrico Area Mental Health and Developmental Services Developmental Services Division serve persons with Intellectual Disabilities and children with developmental delay. Our Mission is to Support, Train, Educate, and Partner, thus making a positive difference in the lives of people we serve.

Home and Community-Based Services

The Developmental Disabilities (DD) Waiver Home and Community-Based Services (HCBS) Waivers provide Virginians eligible for DD Waiver services the choice to receive services and supports in the community versus an institutional setting. Per CMS federal regulations (42 CFR 441.301), individuals enrolled in long-term services and supports waivers are permitted specific rights.

Community Participation

HAMHDS supports the right of every individual to live and work in the setting of their choice and provide a continuum of services to support that belief. The agency embraces the belief that a person can choose where to live and whether to be employed, every effort should be made to help them work. The agency supports the need for true inclusion in the community with relationships, valued roles and integrated participation.

The agency employs person-centered practices in our model, encouraging individuals to choose options and activities and participate to the best of their ability. Community activities in the naturally occurring setting, building relationships with those who do not have disabilities, and interacting in various community options are the optimal choices for full participation in one's community. Activities in integrated settings are developed, promoted, and encouraged and are fully supported by the organization through funding, design, and resources.

Since the community is a large part of the lives of individuals, those who choose to and have an opportunity to engage in activities are integrated into their community. Options for community-based activities are open to all individuals, and those options are reflected in their annual person-centered plans. Activities may include volunteering, attending events, choosing to attend community activities of their choice, and exploring things in the community that they are interested in attending. These activities may occur individually, in small or larger groups, depending on the activity, the choices made, and the activity's intent.

Work in an integrated setting is considered the optimal choice. It is our belief and ongoing commitment that all community employment sites will be integrated into a business and will pay at least minimum wage to everyone. The individual's quality of life is dependent on the opportunity to make decisions about their life, build relationships in the community, and be accepted as valued members by the community. Opportunities are provided for individuals to develop and attain personal goals, maximize their potential, develop natural supports, utilize community resources and become integral members of the community all within the context of community integrated employment.

DESCRIPTION OF SERVICES

We offer a range of Employment services in both the group employment model, the individualized placement model, and the workplace assistance service. Services that meet the criteria and service descriptions from the Virginia Department of Aging and Rehabilitative Services (DARS) and the Department of Behavioral Health and Developmental Services (DBHDS) are offered. Services are offered whenever the person is working and are offered based on the needs of each individual and their individualized plan. Office hours for staff are Monday through Friday 8–4:30. The organization does not use Artificial Intelligence (AI) in service delivery or for health data analysis and processing.

Group Supported Employment (GSE)

provide opportunities for integrated employment and work training in community work locations with ongoing supervision and support. Emphasis is placed on supporting individuals in work activities of their choice, with the goal of reaching their maximum level of independence. While performing paid work, individuals receive training in enhancing functioning in daily living, social, and communication skills and safety skills. Staff help in the development and implementation of each individual's anticipated outcomes and actions that support those outcomes. As individuals meet their objectives, they are encouraged to expand their skills through more difficult work, other mobile crews, other work sites, and individual supported employment. For some individuals, particularly those who were once in individual supported employment and now need more support to maintain employment, maintenance of their skills is their primary objective.

Currently there are no group supported employment sites.

Individual Supported Employment

(ISE) is offered through a Vendor Agreement with the Department of Aging and Rehabilitation Services (DARS) and through Medicaid waiver. This service is provided to anyone meeting eligibility and is interested in employment services. Services are not contingent on funding resources. Initial funding is with DARS. For those who have Medicaid Waiver, long term funding switches to DMAS for billing. Others may be billed through the use of Long Term or Extended Support Services funding (LTESS/EES).

Assistance is provided in exploring the type of work wanted, looking for and finding a job, training on the job and ongoing follow-up services.

In addition, for those individuals who need more intensive follow-along, Workplace Assistance may be offered as an option and are services and support provided to someone who has completed (or nearly completed) individual job development and job placement training but requires more than typical follow-along services to maintain stabilization in their employment. The addition of this service would be considered on a case-by-case basis. There are currently no enrollees in workplace assistance services.

PLANNING: For each individual, a person-centered plan is developed with the participation and input of the individual in order to assist them in meeting the goals they have identified to obtain and maintain employment. Information from assessments is shared with the individual during the planning process. Plans are reviewed quarterly to ensure continued satisfaction and evaluation of service effectiveness. Staff works closely with other service providers so that services are coordinated appropriately. Staff also provides training and support related to job acquisition and retention such as arranging and accessing transportation, improving social skills and work behavior, and improving personal hygiene.

We encourage individuals to be aware of their wages and how these impact their benefits. We encourage individuals to understand the impact of working on their benefits. We have one staff person certified as a Work Incentive Specialist (WISA – WIP-C) to ensure individuals have access to benefits analysis.

For individuals who have been identified with substance use issues, the Case Manager will be notified for services to address these issues. We will notify them if the individual is pregnant to ensure timely and appropriate treatment. There are no peer specialists in this program.

Employment Specialists who have completed and been certified through a Customized Employment program may also provide and bill for customized employment options, including discovery, placement and training and other supports as part of the model. This is a DARS sponsored service paid through a milestone payment system.

There is currently one staff who has completed the exam and is certified as a CESP (Certified Employment Specialist Professional) through APSE.

Telehealth/Communication Technology:

All direct service is provided face-to-face within the program or out in the community. Telehealth is not used.

Funding:

Long Term Follow Along and Extended Employment services are offered to all individuals who are in either type of supported employment. The philosophy is to provide ongoing support as written in their plans, to ensure retention of their jobs. These services are funded through special funding provided by the General Assembly of the Commonwealth and are billed through DARS with some individuals funded by the County. Once an individual is stable and no longer wants on-going follow along services, they may choose to close their services with Employment Supports. If continued, the funding is thru the Long Term Supports funding (LTESS). Individuals who have waiver services may be funded for Supported Employment through Waiver once they have gone through the DARS system. Funding is usually for follow-along services.

Location/Hours/Days

These services are provided in the community. Support is provided to the individual on the job site during their regular work hours or as convenient for the employer if a special meeting is required. These hours may be in the evening or weekends. Staff may also meet with individuals in their homes or other community locations to provide training and support related to work. Supported Employment staff offices are at Hermitage Enterprises, which has office hours from 8:30am to 4:30pm Monday through Friday.

Admission/Continued Stay/Exclusion Criteria

Individuals expressing an interest in working and requesting Supported Employment services will first work with the Case Manager. If eligible, a referral will be made to the Department of Aging and Rehabilitation Services (DARS), who will then contact HAMHDS Supported Employment. The Case Manager can make a referral directly using the Request for Services form.

To be eligible for Supported Employment individuals must:

- Be a resident of Charles City, Henrico or New Kent County
- Be at least 18 years old

- Have a Developmental Disability++ (and have an assigned Support Coordinator/Case Manager **)
- Be able to work in integrated employment with supports determined in their annual person-centered plan
- Have completed their education or will complete their education in 6 months, i.e. out of school or with plans to transition out of school within 6 months.

++ Those in Pre-ETS may have a disability other than IDD. These individuals must be in Special Education within the school system. See addendum I at the end of this description.

** Some individuals will be maintained within EDS, with a monitoring only case manager. This allows them to be on the Waiver waiting list, but their needs do not require on-going active case management. Those in Pre-ETS may not have an assigned Support Coordinator through Henrico Area Mental Health and Developmental Disabilities. Staff serving the individual through Pre-ETS will service as their primary service provider until it is determined if they would like a Support Coordinator or until their Pre-ETS service ends.

Anyone denied Supported Employment services can appeal the decision by following the HAMHDS grievance procedure.

Termination/Discharge/Re-Admission Criteria

Individuals will continue to receive services until they are no longer employed at a Group Site and express no desire for continued services. Individuals in Individual SE will continue to receive services until the person chooses another provider, a person no longer wishes to work, or until the team determines that the support provided is no longer needed or wanted. Those seeking employment should demonstrate they want employment services and may be closed if they are no longer participating in their employment process. Other reasons for discharge may include the individual no longer desires services, moves from the catchment area, Supported Employment no longer meets the person's needs, the person quits their job or loses the job through their own actions, or refuses to participate in their program. Any discharge from Supported Employment will be documented in the record. The individual's team will provide appropriate planning for follow-up as warranted.

Plans for discharge and follow up are completed with the individual's input and documented in the record. Individuals may receive copies of the plan if they wish. When an individual moves from the catchment area every effort will be made, with the individual's consent, to link them with needed services.

If Supported Employment no longer meets the individual's needs, there will be a planning meeting with the staff, the individual and family (if applicable) to discuss the changes and develop a plan for meeting the new level of need. Individuals who quit or lose their jobs may again request Supported Employment services. The Case Manager/Support Coordinator will work with the individual around employment or day options if they choose not to continue working with HAMHDS Employment programs.

Special Needs Individuals with special needs will be assisted with meeting these needs in a way that allows them to participate in the Supported Employment program. Special consideration is provided to those with the need for assistive technology. Jigs and job modifications are offered or linked with resources. These may include special apparatus for a specific task, assistance with mobility or adjustment in work hours to accommodate medical needs. Coordination with employers occurs as

needed; education may be provided to employers about reasonable accommodations and employers will be encouraged to consider reasonable accommodations.

CONTRACT SERVICES

There are no contractual services provided in this program.

STAFFING

Type of Staff

All Supported Employment staff are trained in CPR, First Aid, Infection Control, Therapeutic Options, Client Rights, Dementia/Early aging, Trauma informed care and other required Agency training. They have a valid Virginia driver's license, have been screened for tuberculosis, and have undergone a criminal background check at hire. All staff have the competencies required of their jobs, including county capabilities and those required by the Department of Behavioral Health and Developmental Services, if applicable.

Direct service staff are both full- and part-time, with the job titles of DS Employment Specialist or Training Specialist. Group Supported Employment and Workplace Assistant may be a Training Assistant for day-to-day operations. Employment/Training Specialists are required to have a bachelor's degree in a related field or experiential equivalent in the field. Training Assistants have a high school diploma and experience with persons with disabilities. A DS Program Supervisor supervises staff in their work activities. Program Supervisors receive the same required training, except Prevention of Violence may be substituted for Therapeutic Options, as well as training in supervisory skills. All Program Supervisors are required to have a bachelor's degree and experience in the field of Developmental Disability.

Staff Role

Staff provide on-going training and support to individuals based on the individual's stated needs and preferences. Individual Supported Employment services are provided using the established Individual Supported Employment model. Assessment, job development, placement and job training as well as follow-along services are provided. For Group Supported Employment/, the staff member serves as the liaison between the workers and the employer as well as with the Case Manager and family/care giver. Duties on site may vary and are negotiated with the employer. The role of the HAMHDS staff is to support the individuals and not be an additional employee for the business. Workplace Assistants mirrors that of a group SE specialist role, but they are assigned in a one-to-one role with the individual and provides supports at the direction of the ISP written by an employment specialist.

Staff also provide training in employer specific requirements unrelated to routine tasks of the job. Support is provided as developed in the person-centered plan and will vary based on the location, the phase of supported employment and whether in the group or individual model.

Individual SE: During the follow along phase face-to-face support is given at least one time per month and may or may not be at the individual's work site. There is a requirement for at least two activities per month with or on behalf of the individual. Each staff person serves approximately 15 – 20 individuals who are in various phases of Supported Employment.

Group SE: Support is provided as needed. The goal is to slowly phase out supports to allow the individuals in the Group Setting to build independence, to work with natural supports in the work environment and to encourage movement into more individual placements. Ratios vary from 1 to 3 to no more than 1 to 8.

Workplace Assistance is a one-to-one service.

The Supported Employment staff person works as a member of a Team that includes the Case Manager/Support Coordinator for the individual. This team works with the individual to develop an annual service plan. The Program Supervisor works with the Supported Employment staff person to problem solve issues, provide general guidance and ensure that regulatory requirements are met.

The staffing pattern varies as individuals are added to and deleted from the program. Adequate staffing is maintained to ensure individuals are safe while participating in the program and to assist as needed during evacuations.

PROGRAM GOALS

The goal of Supported Employment program is to provide person centered support and opportunities for individuals with Developmental Disability to experience full participation as a valued member of the community through support in obtaining and maintaining employment. A secondary goal is to educate the business community about the benefits of employing individuals with disabilities within their work environment.

PROGRAM OBJECTIVES

On an annual basis objectives are developed to measure service access, effectiveness, efficiency, consumer and stakeholder satisfaction within the program. These measures may consider three important factors: program quality, customer value and/or financial performance. See program specific performance improvement goals and objectives.

FEES

These services are billable to DARS, Medicaid waiver or self-pay. A vendor agreement with the Division of Rehabilitative Services is negotiated annually. Medicaid and self-pay for this service is based on the vendor rate. Individuals provide financial information which may result in adjustment to the self-pay amount based on the Agency fee scale. Medicaid Waiver rates are consistent with DARS rates and may be billed if the person is eligible and has a Medicaid Waiver slot. Group Supported Employment has a separate fee for Medicaid. Medicaid is the payer after DARS funding has been exhausted. There is an effort at the State level to braid services to ensure the availability of services to individuals. Workplace Assistance is a Medicaid waiver only service, however, those without waiver may be funded thru the EES funding source with DARS approval. Long Term Follow-Along funding (LTESS) is available through DARS for those without Waiver and others receive funding through the EES (Extended Employment Services) for eligible individuals. The County of Henrico also supports SE services with funding.

A fee for transportation may be charged if the person utilizes the contracted service provided by the County.

PROCEDURES FOR REFFERAL, SCREENING, ADMISSION AND RE-ADMISISON

Referrals/Screening/Admissions

When a Case Manager/Support Coordinator becomes aware that an individual is interested in Supported Employment he or she will discuss the option of working with the Department of Aging and Rehabilitative Services (DARS). In addition, they will be offered a choice of provider, including the HAMHDS operated Supported Employment program. EDS SE services maintains a relationship with DARS staff so that they understand our services and offer us as a provider.

When the individual has chosen the HAMHDS program, a Request for SE Services form will be completed and sent to the Employment and Day Services Program Supervisor, who will discuss with

the employment specialists and assign the individual to a caseload. Transition students will be given priority.

For Group Supported Employment, notice of openings at a specific site will be sent to the Support Coordinators/Case Managers requesting individuals who may be interested. Assessments will be completed to find the best match. Priority will be given to those who are currently in Organizational Employment at Hermitage Enterprises or Cypress Enterprises to assist them in entering more integrated employment opportunities.

An initial interview and assessment will take place to assist in determining the individual's ability to benefit from Supported Employment or plans will be made for further assessment if this is a question. This interview will be a face-to-face meeting with the Employment Specialist and the individual to discuss jobs of interest, service needed, and DARS as a resource. Preliminary discussions around work hours, transportation resources and other supports occur with the individual and family, when appropriate. Situational assessments, work experience or informational interviews may be arranged during the assessment/job development phase.

If the individual is found to be able to benefit from SE services, the admission will continue and within 24 hours, a program plan will be developed with the individual. Relevant data sheets and schedules are developed as necessary.

If the individual is found ineligible for Supported Employment they will be informed, in writing, regarding the reasons through the Disposition of Referral form. The individual will be referred to the Case Manager/Support Coordinator who will assist with appropriate referrals.

Re-Admission Criteria:

Individuals who were discharged voluntarily from Individual Supported Employment will be admitted to the program using the same criteria as for a first-time admission. Individuals involuntarily discharged and re-applying to the program will be evaluated based on progress addressing the reasons for the involuntary discharge. Supported Employment will not be an appropriate option if the individual's health and safety needs cannot be met, the individual cannot meet expectations in competitive jobs with support, or the individual does not want to work.

ORIENTATION OF THE INDIVIDUAL TO THE PROGRAM/SERVICE

Within 10 working days of assignment to an Employment Specialist, individuals, and their legally authorized representative if applicable, will be oriented to the Supported Employment program with the Program Handbook. Documentation of the orientation meeting will be made in the progress note and on the Program Orientation Checklist. Included in the orientation is information about how to contact the Employment Specialist. For Group Supported Employment, HCBS Rights will also be shared and discussed.

EMERGENCY CLINICAL CONSULTATION

Henrico Area Mental Health and Developmental Services Emergency Services staff provides emergency consultation. The Emergency Services Program serves as primary back up for emergency clinical consultation. Emergency services are available on 24 hours a day/7 days a week basis. Case Manager/Support Coordinators link individuals in need of clinical services to HAMHDS or private providers of clinical and psychiatric services. Individual preference determines referral made. 804-727-8484

MEDICATION MANAGEMENT

DS Individual & Group Supported Employment services does not provide medication management, medication monitoring or store medications of the individuals served. Staff are educated on medication assistance and medication side effects.

SECLUSION/RESTRAINTS/EMERGENCY HOLDS

Seclusion and restraint are prohibited and are not used in any agency programs. Brief physical holds are used only by staff trained in Therapeutic Options in an emergency.

TRANSFER/DISCHARGE PROCEDURES

Process/Documentation:

Individual SE: Supported Employment is an on-going service designed to be continued indefinitely to assist the individual with retaining community employment. Individuals do not normally complete Supported Employment but leave the program when they no longer desire services, or the service is no longer appropriate.

Once an individual is discharged or requests discharge from Supported Employment, the Employment Specialist will document that request in the progress notes and notify the Case Manager/Support Coordinator. Individuals will be voluntarily discharged when they request discharge or move from the catchment area. The Employment Specialist will complete the Release from Program form with input from the individual. This information will be shared with the individual.

The Case Manager/Support Coordinator will complete activities and paperwork required if the person is moving to another area and will notify the Employment Specialist.

An involuntary discharge may be done when it is determined that Supported Employment no longer meets the individual's needs or when the individual quits or loses their job through their own actions. Supported Employment is not an appropriate vocational option when health and safety needs are not met, the individual consistently is not able to perform as expected in competitive jobs with job coach support or when the individual is unwilling to perform work or intentionally demonstrates poor performance or work behaviors.

In the case of involuntary discharge, the Employment Specialist, Case Manager/Support Coordinator, Program Supervisor, and possibly, the Program Manager will discuss the situation before a decision is made. The Employment Specialist will notify the individual and if appropriate, his/her family, of the decision to discharge. A Release from Program form will be completed by the Employment Specialist and shared with the individual.

Group S.E: Individuals are encouraged to expand their opportunities through participation in more difficult jobs, less structured work environments or to explore their options in individual supported employment. The continued need/desire for the Group Employment service will be determined at the quarterly review. When individuals indicate interest in other mobile crews or groups, the Employment Specialist will notify the Program Supervisor. This individual will be offered opportunities as they arise. These discussions of the interest in other work activities will include the individual, the family/caregiver, the Support Coordinator/Case Manager and the Legally Authorized Representative, if appropriate. If interest in a work program or another day program is expressed, the Employment Specialist notifies the Support Coordinator/Case Manager, who will assist the individual and their family in exploring other day support or employment options. This interaction will be documented in progress notes.

Discharge from this program may occur when the individual:

- no longer desires to attend
- moves from the catchment area
- is no longer having their needs met by the program
- no longer meets eligibility criteria.

- violates program rules, demonstrates inappropriate/dangerous behavior which requires a staffing intensity that interferes with the provision of services or is asked by the employer to leave.

Individuals may appeal the discharge decision by following the Henrico Area Mental Health and Developmental Services grievance procedure.

Any discharge from Group Supported Employment will be documented on the Release from Program form and placed in the individual's record. Recommendations will be made as to continued services. Program Staff will contact the Support Coordinator/Case Manager, who will work with the individual around day support/employment options.

When an individual is discharged due to behaviors or a change in needs, a team meeting involving the Support Coordinator/Case Manager, the individual, the family/caregiver and the Program Supervisor may occur. All attempts to serve the individual on another group site will be made, if appropriate. The meeting and the discharge will be documented in the record.

When an individual leaves the Group Supported Employment program to enter a new site or move to individual employment, the program space will be held for 60 days if the option is available from the employer. If within that 60-day period, the individual determines they would like to return and are still appropriate for the site; all efforts will be made to accommodate the individual. They may be placed at a different work location. After the 60-day period, the individual will be viewed as a new referral.

Those on mobile work crews generally also attend the Hermitage or Cypress Day Services programs and often return to those programs full-time.

ADDENDUM I (added 8-22-2025)

PRE-EMPLOYMENT TRAINING SERVICES

EDS Employment Services has been authorized by the Department of Aging and Rehabilitative Services (DARS) to begin to offer Pre-Employment Training Services to students ages 14 to 19 years. These services will be in conjunction with the Transition Counselor and initially, with New Kent County Schools.

These are the services for which we have been approved.

1. Job exploration counseling
2. Work-based learning experiences
3. Counseling on post-secondary education and training opportunities
4. Workplace readiness training
5. Instruction in self-advocacy

Variances from the information within this program description:

Admission:

Students will meet IDEA and Section 504 eligibility. They may or may not have a developmental or intellectual disability. Referrals will come from DARS and the individual may or may not have a Henrico Area MH/DS case manager. If the student does not have a case manager,

the EDS staff will admit them to the agency for Pre-ETS services and based on each situation, will strongly encourage going through the full intake process.