

Employment Services

Service Definition
<p>A. Employment Services are designed to assist individuals identify, obtain, and maintain competitive and integrated employment positions within their community. Employment Services provides the participant with a variety of flexible supports to help the participant to identify career and employment interests, find and keep a job including:</p> <ol style="list-style-type: none"> 1. Discovery – a process to assist the participant in finding out who they are, what they want to do, and what they have to offer; 2. Job Development – supports finding a job including customized employment and self-employment; 3. Ongoing Job Supports – various supports a participant may need to successfully maintain and advance their job. This includes Nursing Support Services based on assessed need. The scope of the Nursing Support Services is defined under the stand-alone service in Appendix C; 4. Follow Along Supports – periodic supports after a participant has transitioned into their job; 5. Self-Employment Development Supports – supports to assist a participant whose discovery activities and profile indicate a specific skill or interest that would benefit from resource ownership or small business operation; and 6. Co-Worker Employment Support-supports in a situation when an employer has identified that an onsite job coach would not be optimal, yet the participant could still benefit from additional supports. and 7. Nursing Support Services based on assessed need. The scope of the Nursing Support Services is defined under the stand-alone service in Appendix C. <p>B. Discovery is a time-limited, comprehensive, person-centered, and community-based employment planning support service to assist the participant to identify the participant’s abilities, conditions for success, and interests.</p> <p>Discovery includes:</p>

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1. A visit to a participant's home **and/or** community location, a review of community employers, job trials, interest inventory to create a profile and **visual picture** resume **that includes the use of images and graphics to highlight a job seeker's skills and abilities. Visual resumes can be beneficial for people with disabilities, especially those who have communication challenges, reduced employment history, or face employment challenges; and**

2. The development of a Discovery Profile; **and**

3. **An Employment Plan including a summary of all activities completed during the Discovery process, a visual resume, and a documentation of next steps and action items.**

C. Job Development is support for a participant to obtain an individual job **or explore new employment alternatives** in a competitive integrated employment setting in the general workforce, including:

1. Customized employment – a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer; **and**

2. Self-employment – including exploration of how a participant's interests, skills and abilities might be suited for the development of business ownership; **and**

3. **Direct and Indirect Supports – Strategic combination of both direct and indirect services. Direct service job development should entail at least 50% of this service. Indirect service can entail up to 50% of this service but needs to be directly related to the person's job related outcomes.**

D. Ongoing Job Supports are supports in learning and completing job tasks either when beginning a new job, after a promotion, or after a significant change in duties or circumstances and individualized supports a participant may need to successfully maintain their job. Ongoing Job Supports include:

1. Job coaching (e.g., job tasks analysis and adaptations, self-management strategies, natural and workplace supports facilitation, and fading assistance), needed to complete job tasks like setting up workstations;

2. The facilitation of natural supports in the workplace;

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3. Systematic instruction and other learning strategies based on the participant's learning style and needs;
 4. Travel training to independently get to the job; and
 5. Personal care assistance, behavioral supports, transportation, and delegated nursing tasks to support the employment activity.
 6. Direct support may be provided on and off the employment site. ~~is not required to take place only at the employment site if this is a preference of the participant and/or the employer.~~
 7. Direct support can be provided via remote technology (for example: Skype or Facetime) if preferred by the participant and outlined in their Person-Centered Plan. This support must still meet DDA billing requirements.
- E. Follow Along Supports:
1. Occurs after the participant has transitioned into ~~their competitive integrated employment~~ job.
 2. Ensure the participant has the assistance necessary to maintain their jobs; and
 3. Follow-Along Supports include at least two direct face-to-face support contacts with the person in the course of the month, but may also include other types of interventions, such as, but not limited to:
 - a. Phone calls to the person and/or employer; and
 - b. General coordination needed to support a person to maintain their employment.
 4. Direct support contacts are not required to take place at the employment site if this is a preference of the participant and/or the employer.
 5. Direct support contacts can be completed using virtual supports as indicated in the person's person-centered plan (for example: Skype or Facetime) if preferred by the person and outlined in the person's Person-Centered Plan.

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F. Self-Employment Development Supports include assistance in the development of a business and marketing plan, including potential sources of business financing and other assistance in developing and launching a business. The completion of a business and marketing plan does not guarantee future funding to support a business outlined in the plans.

G. Co-Worker Employment Supports are time-limited supports provided by the employer to assist the participant, upon employment, with extended orientation and training beyond what is typically provided for an employee.

H. Employment Services does not include:

1. Volunteering, apprenticeships, or internships unless it is part of the discovery process and time limited; and
2. Payment for supervision, training, supports and adaptations typically available to other workers without disabilities filling similar positions.

I. This **Medicaid wWaiver** program service includes provision of:

1. Direct support services, for provision of services as provided in Sections A-G above;
2. The following services provided in combination with, and incidental to, the provision of this **Medicaid wWaiver** program service:
 - a. Transportation to, from, and within this **Medicaid wWaiver** program service;
 - b. Delegated nursing tasks or other Nursing Support Services covered by this **Medicaid wWaiver** program, based on the participant's assessed need; and
 - c. Personal care assistance, based on the participant's assessed need.

J. **Competitive Integrated Employment (CIE)** means a position that has competitive wages and the same opportunities for advancement and benefits as individuals without a disability and requires that the individual work in an integrated location.

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1. When seeking service authorization and/or re-authorization for Employment Services through Follow-Along Job Supports and/or Ongoing Job Supports, a person's job must have the qualities of competitive integrated employment. This means the position should have:
 - a. Competitive wages- minimum wage or above;
 - b. Integrated location; and
 - c. Same opportunities for advancement and benefits as other employees.
2. Whether a position constitutes competitive integrated employment will be considered on a case by case basis. The position may or may not be approved depending on the job characteristics and the quality of the person's experience.
3. The person-centered planning team shall use the Competitive Integrated Employment Checklist to assess whether an employment position has the qualities of competitive integrated employment.

SERVICE REQUIREMENTS:

- A. The participant must be 18 years of age or older and no longer enrolled in primary or secondary high school.
- ~~B. As per Attachment #1: Transition Plan, beginning December 2019, employment related services will begin to transition from Supported Employment and Employment Discovery and Customization to applicable Employment Services (i.e., Discovery, Job Development, Ongoing Job Supports, and Follow Along).~~
- B. Discovery includes 3 distinct milestones. Best practices demonstrate that quality person-centered discovery milestones can typically be completed within 90 days. However, the completion of each milestone is flexible and will be considered in conjunction with the participant's unique circumstances.
- C. Each discovery milestone must be completed as per DDA ~~standards regulations and policy~~ with the documented evidence of completion ~~submitted to the assigned Coordinator of Community Services~~ of the required activities before being paid.
- D. Discovery activities shall be reimbursed based on the following milestones and standards:

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1. Milestone #1 – includes: ~~home visit, survey of the community near the individual's home, record reviews for pertinent job experience, education, and assessments.~~

a. Documentation of a visit/observation with the participant and their team in the participant's home or in an alternate and mutually decided upon location aside from a provider site;

b. Documentation that the visit included discussion of the participant's interests and preferred activities or hobbies, including how they spend their time;

c. An in-person survey of the community near and around the participant's home;

d. Record reviews for pertinent job experience, education, assessments;

e. Documentation of other collaboration with other pertinent team members; and

f. Completion of Discovery Milestone #1 Profile.

2. Milestone #2 – includes: ~~observation of the job seeker in a minimum of 3 community-based situations in order to identify skills, interest, and learning style.~~

a. An individualized skill assessment, learning and teaching style identification through community-based task trials;

b. A minimum of three (3) job trials and/or community skills observation; and/or informational interviews with area employers;

c. Documentation of what has emerged and what was learned from the job trials, community skills observations, and informational interview;

d. Documentation of team discussions and coordination; and

e. Completion of Discovery Milestone #2 Profile.

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3. Milestone #3 – includes: ~~discovery profile, visual picture and/or written resume, and the creation of an Employment Plan, outlining next recommended steps, including a Job Development plan if applicable.~~

a. Compilation of information collected to-date, any additional activities that have occurred within Discovery;

b. A final summary outlining who the participant is;

c. Written and/or visual resume;

d. A person-centered planning team meeting and/or collaboration with other pertinent team members to compile all information into a final Employment Plan which includes recommended next steps and action items; and

e. Completion of Discovery Milestone #3 Profile.

E. Job Development is reimbursed based on 15-minute increments.

F. Ongoing Job Supports is reimbursed based on 15-minute increments and includes a “fading plan”, when appropriate, that notes the anticipated number of support hours needed.

G. Follow Along Supports are reimbursed as one monthly payment.

H. Self-Employment Development Supports shall be reimbursed based on one milestone for the completion of a business and marketing plan.

I. Employment Services ~~(specifically, discovery, job development, and self-employment development supports)~~ must be provided by staff who ~~have~~ **has** the appropriate proof of competency required as outlined in the DDA Meaningful Day Training **requirements, including: Policy.**

1. Association of Community Rehabilitation Educators (ACRE) Certification; and

2. Certified Employment Support Professional (CESP) Certification.

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J. Participants, **not currently receiving Ongoing Job Supports**, that are promoted with new job tasks or changes positions or circumstances, can receive Ongoing Job Supports.

K. Co-Worker Employment Supports are not intended to replace the support **of the Employment Services** provider's work, rather, it is an additional mentoring/support role for which coworkers could receive additional compensation above what they receive in the course of their typical job responsibilities. The payment of this compensation is at the discretion of the employer. Co-worker employment supports may be provided by a co-worker or other job site personnel provided that the services that are furnished are not part of the normal duties of the co-worker, supervisor, or other personnel.

L. If enrolled in the SDS Delivery Model, the participant may exercise employer authority for Ongoing Job Supports and Follow Along Supports only. The participant may not exercise employer authority for the following types of Employment Services: Discovery, Job Development, Self-Employment Development Supports, or Co-Worker Employment Supports.

M. If transportation is provided as part of this **Medicaid wWaiver** program service, then:

1. Except during Follow Along Supports, the participant cannot receive Transportation services separately at the same time as provision of this **Medicaid wWaiver** program service.
2. The Provider or participants self-directing their services must:
 - a. Provide, or arrange for provision of, transportation to meet the needs of the participant identified in the participant's **file PCP**; and
 - b. Use the most cost-effective mode of transportation, with priority given to the use of public transportation; and
3. Transportation services may not compromise the entirety of this **Medicaid wWaiver** program service.

N. If direct support staff perform delegated nursing tasks as part of this **Medicaid wWaiver** program service, then:

1. The participant must receive Nursing Support Services under this **Medicaid wWaiver** program service; and
2. The delegated nursing tasks:

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- a. Must be provided by direct support staff who are ~~currently~~ certified as a Medication Technician by the Maryland Board of Nursing; and
 - b. May not compromise the entirety of this ~~Medicaid w~~Waiver program service.
- O. If personal care assistance services are provided as part of this ~~Medicaid w~~Waiver program service, then the personal care assistance may not comprise the entirety of the service. For purposes of this ~~Medicaid w~~Waiver program service, personal care assistance means the provision of supports to assist a participant in performing activities of daily living and instrumental activities of daily living.
- P. A participant's Person-Centered Plan may include a mix of ~~hourly~~ employment and day services units such as Day Habilitation, Community Development Services, Co-Worker Supports, and Career Exploration provided at different times.
- Q. Medicaid funds may not be used to defray the expenses associated with starting up or operating a business ~~with the exception of the~~ development of a business and marketing plan.
- R. Employment Services are not available at the same time as the direct provision of Career Exploration, Community Development Services, Day Habilitation, Medical Day Care, Personal Supports, Respite Care Services, or Transportation (except during follow along supports) services.
- S. Prior to accessing DDA funding for this service, all other available and appropriate funding sources ~~which may include, as applicable, private insurance, including those~~ services offered by Maryland Medicaid State Plan, Maryland State Department of Education (MSDE), Division of Rehabilitation Services (DORS), ~~and~~ Department of Human Services (DHS), ~~and or~~ any other federal or State government funding program, must be explored and exhausted to the extent applicable.
1. These efforts must be documented in the participant's file.
 2. If these services are deemed by the participant's person-centered planning team to be inappropriate to meet the specific needs of the participant, the exploration efforts and reasons that these services do not meet the participant's needs shall be documented in the participant's ~~file PCP~~.
 3. The DDA has authority to determine if further efforts must be made, and documented, prior to authorization of funding for the service under the ~~Medicaid w~~Waiver program.

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T. Documentation must be maintained in the file of each participant receiving this service that the service is not available under a program funded under section 110 of the Rehabilitation Act of 1973 or the IDEA (20 U.S.C. 1401 et seq.).

U. A relative (who is not a spouse), legal guardian, or legally responsible person may be paid to provide this service in accordance with the applicable requirements set forth in Appendix C-2.

V. Nursing Support Services, as applicable, can be provided during supports so long as it is not the primary or only service provided. The scope of the Nursing Support Services are defined under the stand-alone service in Appendix C.

W. In the event that additional Nursing Support Services Delegation training supports are needed, as indicated in the Health Risk Screening Tool because of a change in the participant's health status or after discharge from a hospital or skilled nursing facility, the request is reviewed by the DDA's Regional Office and additional standalone Nursing Support Services Delegation Service support service hours can be authorized.

X. Virtual Supports

~~Services which are provided virtually, must:~~

- 1. Virtual supports is an electronic method of service delivery.**
- 2. Supports provided virtually must** be provided in accordance with federal and State requirements, policies, guidance, and regulations, including Health Insurance Portability and Accountability Act (HIPPA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH), and their applicable regulations to protect the privacy and security of the participant's protected health information.
- 3. Supports provided virtually** support a participant to reach identified outcomes in their Person-Centered Plan.
- 4. Supports provided virtually may** not be used for the provider's convenience.
- 5. This Medicaid wWaiver program service may not be provided entirely via virtual supports. Supports provided virtually may supplement in-person direct supports.**

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6. Supports provided virtually must be delivered using a live, real-time audio-visual connection that allows the staff member to both see and hear the participant. Text messaging and emailing do not constitute virtual supports and, therefore, will not be considered provision of direct supports under this Medicaid wWaiver program service.
 7. Supports provided virtually cannot be used to assess a participant for a medical emergency.
 8. The provider must have written policies, train direct support staff on those policies, and advise participants and their person-centered planning teams regarding those policies that address:
 - a. Identifying whether the participant's needs, including health and safety, can be addressed safely while they are using Supports provided virtually;
 - b. Identifying individuals to intervene (such as uncompensated caregivers present in the participant's home), and ensuring they are present while services are being provided virtually, as indicated, in case the participant experiences an emergency; and
 - c. How a participant will get emergency interventions if the participant experiences an emergency, including contacting 911 if necessary.
 9. MDH-licensed providers providing a Medicaid wWaiver program service through virtual supports must include it as a service delivery method in their provider Program Service Plan, required by Code of Maryland Regulations Title 10, Subtitle 22.
 10. The Medicaid wWaiver program will not fund any costs associated with the provider obtaining, installing, implementing, or using virtual supports, such as equipment, internet, software applications, and other related expenses. These costs, in the delivery of new business models, are part of the provider's operating cost.
- Y. Employment Services are separate and distinct from residential services.
1. Participants may return home or to the provider operated site during time-limited periods of the day to participate in virtual supports as indicated in the participants file and service implementation plan.

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2. Supports provided virtually can happen in the home or a licensed residential setting when the participant does not need paid direct support.

3. Residential and Personal Support Services cannot be billed during the times virtual supports are provided.

Z. For the Provider Managed Services delivery model:

1. Participants who have newly added an employment goal, including participants new to service, Employment Services - Follow-Along Supports and/or Employment Services - Ongoing Job Supports may be authorized even if the participant is not currently employed.

2. Participants who have been authorized for Employment Services - Follow-Along Supports and/or Employment Services - Ongoing Job Supports for one (1) previous plan year without securing employment during the previous plan year, may be authorized these services for one (1) additional plan year even if the participant is not currently employed.

3. Participants who have been authorized for Employment Services - Follow-Along Supports and/or Employment Services - Ongoing Job Supports for two (2) consecutive plan years without securing employment, may not be authorized these services for any subsequent plan year unless the participant secures employment.

4. For participants who are not currently authorized for Employment Services - Follow-Along Supports and/or Employment Services - Ongoing Job Supports:

a. If a participant subsequently secures employment during the course of their plan year, and this employment is assessed to require these services, the Coordinator of Community Services must submit a Revised Person-Centered Plan.

b. The Revised Person-Centered Plan should note that employment was secured and marked as an “urgent” plan.

AA. Anyone paid to provide a Medicaid waiver service, including participant’s employees, are considered a Medicaid Provider, subject to all laws and regulations associated with a Medicaid Provider.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

1. Discovery services are limited to once every 2 years ~~unless otherwise authorized by the DDA.~~

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2. Job Development services cannot exceed 8 hours per day.
3. Job Development services cannot exceed a total maximum of 90 hours per ~~plan~~ year ~~unless otherwise authorized by the DDA.~~
4. Job Development services may not exceed a maximum of 40 hours per week including in combination with any of the following other ~~Medicaid w~~Waiver program services in Meaningful Day Services (e.g., Community Development Services, Career Exploration, and Day Habilitation services).
5. Co-Worker Employment Supports are limited to the first three months of employment ~~unless otherwise authorized by the DDA.~~

Service Delivery Method (check each that applies):

- ☒ Participant-directed as specified in Appendix E
- ☒ Provider managed
- ☒ Remote/via Telehealth

Specify whether the service may be provided by (check each that applies):

- ☒ Legally Responsible Person
- ☒ Relative
- ☒ Legal Guardian

Provider Category(s)
(check one or both):

- ☒ Individual. List types:

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Employment Services Professional
X Agency. List the types of agencies:
Employment Service Provider
Provider Type:
Employment Services Professional
License (specify)
Certificate (specify)
Other Standard (specify)
<p>Individuals must complete the MDH DDA provider application and be approved certified based on compliance with meeting the following standards:</p> <ol style="list-style-type: none"> 1. Be at least 18 years old; 2. Have DDA required credentials, license, or certification; 3. Possess current First Aid and CPR certification or Emergency Medical Technician (EMT); <p style="margin-left: 20px;">a. The First Aid and CPR training must include a hands-on, in-person component.</p> <p style="margin-left: 20px;">b. At minimum, employees must participate in an in-person skills session that will require them to show that they are able to perform CPR and First Aid skills.</p>

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c. Written materials may be used online and at the employee's own pace.

4. Pass a criminal background investigation and any other required background checks and credentials verifications as provided in Appendix C-2-a;
5. Have a DDA approved certification in employment to provide discovery services;
6. Unlicensed direct support professional staff who administer medication or perform delegable nursing tasks as part of this Waiver service must be certified by the Maryland Board of Nursing as Medication Technicians, except if the participant and their medication administration or nursing tasks qualifies for exemption from nursing delegation pursuant to Code of Maryland Regulations 10.27.11;
7. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
8. Have automobile insurance for all automobiles that are owned, leased, and/or hired and used in the provision of services;
9. Satisfactorily complete ~~Complete~~ required orientation and training designated by the DDA ~~including:~~

~~a. Training requirements required before supporting a participant:~~

~~(1) Seizure disorders;~~

~~(2) Mandt Training;~~

~~(3) The aging process and the special needs of the elderly;~~

~~(4) All staff and care providers receive training in blood-borne pathogens in accordance with OSHA guidelines found in 29 Code of Federal Regulations §1910.1030, which is incorporated by reference; and~~

~~(5) Inappropriate sexual behavior awareness and prevention training, in accordance with Code of Maryland Regulations 10.01.18.04.~~

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b. Training requirements required within 3 months of hire in the following:

(1) Community integration and inclusion;

(2) Individual-directed, outcome-orientation planning for individuals;

(3) General characteristics and needs of individuals served;

(4) Fundamental rights of individuals with developmental disabilities;

(5) Communicable diseases;

(6) Supporting individuals and families in making choices;

(7) Communication skills; and

(8) Basics of Employment First.

c. Additional minimum training requirements for Discovery, Job Development, and Self-Employment Development Supports Services:

(1) Proof of competency by completing and passing the Certified Employment Support Professional exam through the Association of People Supporting Employment First (APSE) within 365 days of beginning their role.

(a) Employment Specialists that are within their initial 365 days, who do not currently have proof of competency as outlined above, must have their work supervised and approved by a supervisor who holds current proof of competency through Certified Employment Support Professional certification. It is the responsibility of each certified Employment Services provider to have a written supervision plan that addresses this requirement.

(b) Employment Specialists that are within their initial 365 days that require additional training in order to sit for, and potentially pass, the Certified Employment Support Professional exam, should complete and receive a certificate of achievement for, an Association of Community Rehabilitation Educators Basic Employment Services 40-hour training. This training should be received from an Association of Community Rehabilitation Educators approved vendor of this curricula.

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(e) If an Employment Specialist providing billable deliverables for these services (Discovery, Job Development and Self-Employment Development Supports), has taken the Association of Community Rehabilitation Educators Basic Employment Services training and sits for, but does not pass the Certified Employment Support Professional exam within the initial 365 days, the provider may request the need for an accommodation to the Deputy Secretary, or designee, to submit alternate proof of competency directly to the DDA for approval. If approved for this accommodation, proof of competency must include the following:

i. Three fully completed Discovery packets (all three milestones completed) for three different job seekers;

ii. One fully completed business and marketing plan; and

iii. Completed Job Development notes for three different people.

(2) Maintain active Certified Employment Support Professional certification per the most updated APSE requirements. It is the responsibility of each Certified Employment Support Professional to have knowledge of those requirements.

d. Additional minimum training requirements for Follow-Along Job Supports and Ongoing Job Supports:

(1) Each staff member providing Follow-Along Job Supports and Ongoing Job Supports, must also meet the following requirements within the first 90 days of the staff member's date of hire, or provide proof that they have completed the training previously:

(a) Basics of Customized Employment;

(b) Facilitation of natural supports and principles of fading;

(c) The role of the Job Coach;

(d) Basics of benefits awareness; and

(e) Basics of self-employment.

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10. ~~Satisfactorily complete~~~~Complete~~ necessary pre/in-service training based on the Person-Centered Plan;
11. Have 3 professional references which attest to the provider's ability to deliver the support/service in compliance with the Department's ~~policy values~~ in Annotated Code of Maryland, Health General, Title 7;
12. Demonstrate financial integrity through IRS, ~~Maryland~~ Department of Health, and Medicaid Exclusion List checks;
13. Complete and sign any agreements required by ~~the~~ Maryland Department of Health (MDH) or DDA; and
14. Have a signed Medicaid Provider Agreement.

~~Employees~~ ~~Individuals~~ providing services for participants self-directing their services must meet the standards 1 through 8 noted above. They do not need to complete the DDA provider application. Individuals must submit forms and documentation as required by the Financial Management Financial Management and Counseling Services and Counseling Services agency. The Financial Management and Counseling Services provider must ensure the individual or entity performing the service meets the qualifications.

Provider Type:

Employment Service Provider

License (specify)

Certificate (specify)

Other Standard (specify)

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Agencies must meet the following standards:

1. Complete the ~~MDH DDA~~ provider application and be ~~approved~~ ~~certified~~ based on compliance with meeting all of the following standards:
 - A. Be properly organized as a Maryland ~~business entity corporation~~, or, if operating as a foreign corporation, be properly registered to do business in Maryland;
 - B. A minimum of 5 years demonstrated experience and capacity providing quality ~~developmental disability-similar~~ employment services;
 - C. Have a governing body that is legally responsible for overseeing the management and operation of all programs conducted by the licensee including ensuring that each aspect of the agency's programs operates in compliance with all local, State, and federal requirements, applicable laws, and regulations;
 - D. ~~Except for currently DDA licensed or certified Employment Services providers, Demonstrated~~ ~~certified~~ demonstrate the capability to provide or arrange for the provision of all services required by submitting, at a minimum, the following documents with the application:
 - (1) A program service plan that details the ~~agency's~~ ~~agencies~~ service delivery model;
 - (2) A business plan that clearly demonstrates the ability of the agency to provide Employment Services;
 - (3) A written quality assurance plan to be approved by the DDA;
 - (4) A summary of the applicant's demonstrated experience in the field of developmental disabilities; and
 - (5) Prior licensing reports issued within the previous 10 years from any in-State or out-of-State entity associated with the applicant, including deficiency reports and compliance records.
 - E. Be in good standing with the Internal Revenue Service and ~~State Department of Assessments and Taxation (SDAT)~~ ~~MDAT~~;

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- F. Have Workers' Compensation Insurance;
 - G. Have Commercial General Liability Insurance;
 - H. Submit results from required criminal background checks, Medicaid Exclusion List, and child protective clearances as provided in Appendix C-2-~~and per DDA policy~~;
 - I. Submit documentation of staff certifications, licenses, and/or trainings as required to perform services;
 - J. ~~Satisfactorily complete~~ ~~Complete~~ required orientation and training ~~designated by DDA~~;
 - K. Comply with the DDA standards related to provider qualifications; and
 - L. Complete and sign any agreements required by the Maryland Department of Health or DDA.
2. All ~~new~~ providers must meet and comply with the federal community settings regulations and requirements;
 3. Have a signed Medicaid Provider Agreement;
 4. Have documentation that all vehicles used in the provision of services have automobile insurance; and
 5. ~~S~~Submit a provider renewal application at least 60 days before expiration of its existing approval~~as per DDA policy~~. ~~The renewal license is good for up to a 3 year period.~~
- ~~Individuals providing services for participants self-directing their services must meet the standards 1 through 6 noted above. They do not need to complete the DDA provider application. Individuals must submit forms and documentation as required by the Financial Management and Counseling Services agency. Financial Management and Counseling Services must ensure the individual or entity performing the service meets the qualifications.~~
- Staff working for or contracted with the agency as well as volunteers utilized in providing any direct support services or spend any time alone with a participant must meet the following minimum standards:
1. Be at least 18 years old;

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2. Have required credentials, license, or certification;
3. Possess current First Aid and CPR certification **or Emergency Medical Technician (EMT)**;
 - a. The **First Aid and** CPR training must include a hands-on, in-person component.
 - b. At minimum, employees must participate in an in-person skills session that will require them to show that they are able to perform CPR and First Aid skills.
 - c. Written materials may be used online and at the employee's own pace.
4. Have a DDA approved certification in employment to provide discovery services;
5. Unlicensed staff paid to administer medication and/or perform treatments must be certified by the Maryland Board of Nursing as Medication Technicians;
6. Pass a criminal background investigation and any other required background checks and credentials verifications as provided in Appendix C-2-a;
7. ~~Satisfactorily complete~~ **Complete** necessary pre/in-service training based on the Person-Centered Plan;
8. ~~Satisfactorily complete~~ **Complete** required orientation and training designated by the DDA **including**:
 - ~~a. Training requirements required before supporting a participant;~~
 - (1) Seizure disorders;**
 - (2) Mandt Training;**
 - (3) The aging process and the special needs of the elderly;**

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(4) All staff and care providers receive training in blood-borne pathogens in accordance with OSHA guidelines found in 29 Code of Federal Regulations §1910.1030, which is incorporated by reference; and

(5) Inappropriate sexual behavior awareness and prevention training, in accordance with Code of Maryland Regulations 10.01.18.04.

b. Training requirements required within 3 months of hire in the following:

(1) Community integration and inclusion;

(2) Individual-directed, outcome-orientation planning for individuals;

(3) General characteristics and needs of individuals served;

(4) Fundamental rights of individuals with developmental disabilities;

(5) Communicable diseases;

(6) Supporting individuals and families in making choices;

(7) Communication skills; and

(8) Basics of Employment First.

c. Additional minimum training requirements for Discovery, Job Development, and Self-Employment Development Supports Services:

(1) Proof of competency by completing and passing the Certified Employment Support Professional exam through the Association of People Supporting Employment First (APSE) within 365 days of beginning their role.

(a) Employment Specialists that are within their initial 365 days, who do not currently have proof of competency as outlined above, must have their work supervised and approved by a supervisor who holds current proof of competency through

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Certified Employment Support Professional certification. It is the responsibility of each certified Employment Services provider to have a written supervision plan that addresses this requirement.

(b) Employment Specialists that are within their initial 365 days that require additional training in order to sit for, and potentially pass, the Certified Employment Support Professional exam, should complete and receive a certificate of achievement for, an Association of Community Rehabilitation Educators Basic Employment Services 40-hour training. This training should be received from an Association of Community Rehabilitation Educators approved vendor of this curricula.

(c) If an Employment Specialist providing billable deliverables for these services (Discovery, Job Development and Self-Employment Development Supports), has taken the Association of Community Rehabilitation Educators Basic Employment Services training and sits for, but does not pass the Certified Employment Support Professional exam within the initial 365 days, the provider may request the need for an accommodation to the Deputy Secretary, or designee, to submit alternate proof of competency directly to the DDA for approval. If approved for this accommodation, proof of competency must include the following:

i. Three fully completed Discovery packets (all three milestones completed) for three different job seekers;

ii. One fully completed business and marketing plan; and

iii. Completed Job Development notes for three different people.

(2) Maintain active Certified Employment Support Professional certification per the most updated APSE requirements. It is the responsibility of each Certified Employment Support Professional to have knowledge of those requirements.

d. Additional minimum training requirements for Follow-Along Job Supports and Ongoing Job Supports, and Career Exploration Services:

(1) Each staff member providing Follow-Along Job Supports, Ongoing Job Supports, and Career Exploration Service must also meet the following requirements within the first 90 days of the staff member's date of hire, or provide proof that they have completed the training previously:

(a) Basics of Customized Employment;

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~~(b) Facilitation of natural supports and principles of fading;~~

~~(e) The role of the Job Coach;~~

~~(d) Basics of benefits awareness; and~~

~~(e) Basics of self-employment.~~

9. Possess a valid driver's license if the operation of a vehicle is necessary to provide services; and

10. Have automobile insurance for all automobiles that are owned, leased, and/or hired and used in the provision of services.

Verification of Provider Qualifications

Provider Type:

Employment Services Professional

Entity Responsible for Verification:

1. ~~MDH DDA~~—for approval of the certified Employment Services Professional.

2. Financial Management and Counseling Services provider, as described in Appendix E, for participants self-directing services.

Frequency of Verification

1. ~~MDH DDA~~—Initially and at least every 3 years.

2. Financial Management and Counseling Services provider – Prior to initial services and continuing thereafter.

Provider Type:

Employment Services

Employment Service Provider
Entity Responsible for Verification:
<ol style="list-style-type: none">1. MDH DDA for approval of certified providers.2. Provider for verification of staff licenses, certifications, and training.2. Employment Service Professional for verification of staff standards.
Frequency of Verification
<ol style="list-style-type: none">1. MDH DDA – Initially and at least every 3 years.2. Provider – Prior to service delivery and continuing thereafter.