

# Home and Community-Based Service (HCBS)

## Employment and Daytime Service Manual

July 2026



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# Table of Contents

Path to Competitive Integrated Employment .....	5
Nonresidential Employment Services .....	5
Competitive Integrative Employment Exploration.....	6
Competitive Integrative Employment Exploration Limitations .....	6
Competitive Integrative Employment Exploration: Agency Provider Qualifications .....	7
Competitive Integrative Employment Exploration: Individual Provider Qualifications.....	8
Supported Employment: Individual Employment Support.....	9
Competitive Integrative Employment Discovery .....	9
Specific Competitive Integrative Employment Discovery Limitations.....	10
Competitive Integrative Employment Discovery: Agency Provider Qualifications .....	10
Competitive Integrative Employment Discovery: Individual Provider Qualifications .....	10
Competitive Integrative Employment Job Development or Self-Employment Start-up.....	11
Specific Competitive Integrated Employment Job Development or Self-Employment Start-up Limitations.....	11
Competitive Integrative Employment Job Development or Self-Employment Start-up: Agency Provider Qualifications.....	12
Competitive Integrative Employment Job Development or Self-Employment Start-up: Individual Provider Qualifications.....	12
Competitive Integrative Employment Job Coaching .....	12
Specific Competitive Integrated Employment Job Coaching Limitations .....	13
Competitive Integrative Employment Job Coaching: Agency Provider Qualifications.....	14
Competitive Integrative Employment Job Coaching: Individual Provider Qualifications.....	14

Workplace Personal Assistance .....	14
Specific Competitive Integrative Employment Workplace Personal Assistance Limitations.....	15
Workplace Personal Assistance Agency Provider Qualifications .....	17
Workplace Personal Assistance Individual Provider Qualifications .....	16
Partners with Business.....	16
Specific Partners with Business Limitations.....	19
Partners with Business: Agency Provider Qualifications.....	22
Partners with Business: Individual Provider Qualifications.....	22
Work Incentive Benefits Counseling.....	22
Specific Work Incentive Benefits Counseling Limitation.....	23
Work Incentive Benefits Counseling: Agency Provider Qualifications.....	23
Work Incentive Benefits Counseling: Individual provider qualifications.....	23
General Limitations for All Six Supported Employment Individual Employment Support Services .....	24
Supported Employment: Small Group Employment Support.....	26
Supported Employment: Small Group Support Service Limitations .....	27
Supported Employment: Small Group Employment Support Service-Agency Provider	
Supported employment: Small Group Support Service-Individual Provider Qualifications .....	28
Vocational Futures Planning and Support.....	30
Vocational Futures Planning Support Limitations.....	30
Vocational Futures Planning Support: Agency Provider Qualifications.....	31
Prevocational Services .....	32
Prevocational Service Limitations.....	33
Facility-Based Prevocational Service: Agency Provider Qualifications .....	35
100% Community-Based Prevocational Service: Agency Provider Qualifications .....	35
100% Community-Based Prevocational Service: Individual Provider Qualifications ...	36
Nonresidential Daytime Services .....	37
Daily Living Skills Training.....	37

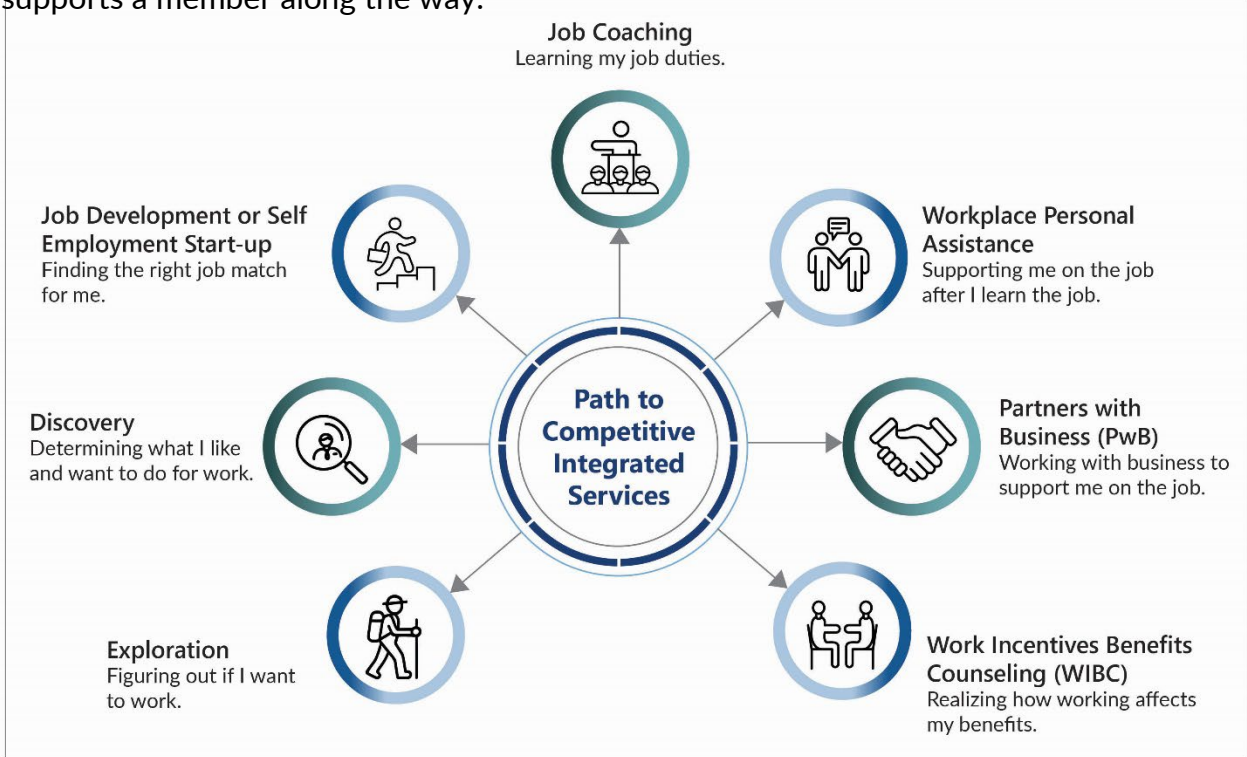
Daily Living Skills Limitations .....	37
Daily Living Skills: Agency Provider Qualifications.....	37
Daily Living Skills: Individual Provider Qualifications.....	38
Day Habilitation.....	38
Day Habilitation Limitations .....	39
Facility-Based Day Habilitation-Agency Provider Qualifications .....	40
100% Community-Based Day Habilitation: Agency Provider Qualifications.....	41
100% Community-Based Day Habilitation: Individual Provider Qualifications.....	41
Resources.....	42
Positive Personal Profile.....	42
Life Skills Assessment.....	42
Competitive Integrative Employment Exploration.....	42
Competitive Integrative Employment Discovery .....	42
Competitive Integrative Employment Job Coaching .....	43
Competitive Integrative Employment Job Development .....	43
Partners with Business .....	43
Supported Employment.....	49
Benefits and Work Conversations.....	44
DHS Compleitive Integrated Employment Training Series .....	44
Day Habilitation.....	44
Community Connection.....	44

This manual represents the available employment, employment training, and daytime services available to members receiving Wisconsin home and community-based services (HCBS) through Family Care, Family Care Partnership, and Program of All-Inclusive Care for the Elderly (PACE) Medicaid waiver programs. This manual outlines the service description and requirements for managed care organizations (MCOs) and their service providers. This manual has determined contractual requirements for each specified service definition.

Contact [dhsitcemployment@dhs.wisconsin.gov](mailto:dhsitcemployment@dhs.wisconsin.gov) with questions.

# Path to Competitive Integrated Employment

[Competitive integrated employment](#) (CIE) is full or part-time work that can help improve the lives of members and set them up for success. This graphic shows how Wisconsin Medicaid waiver services support members reach their CIE goal. Each of these services can help a member make an informed choice about CIE. This path is flexible, and members can choose which service may be helpful to them at any given time. Members can use different services based on where they are on their CIE path, and each services supports a member along the way.



# Nonresidential Employment Services

## Competitive Integrative Employment Exploration

CIE exploration can help a member make an informed choice about whether to pursue CIE or self-employment. After the exploration phase, a member will make a documented decision on whether to pursue CIE.

CIE exploration starts by arranging person-centered, career exploration opportunities for members. Members will be prepared to participate in at least three career exploration activities, including business tours, informational interviews, and job shadowing. Members will be debriefed after these career exploration experiences.

During the exploration phase, members learn:

- How to work with supported employment services like the Division of Vocational Rehabilitation (DVR) and how long-term supports and DVR work together during the employment process.
- About applicable legal and natural supports that can help them make an informed decision about pursuing CIE. This includes addressing any hesitations and concerns members might have about CIE.
- About the work incentives available to minimize the impact of CIE on public benefits. They will also be shown how a personalized, in-depth work incentives benefits analysis (WIBA) might help them, such as how benefits counseling and analysis services function.

As part of the CIE exploration process, members will complete the [Competitive Integrated Employment Exploration Report \(Word\)](#). This report will:

- Summarize the exploration process and outcomes.
- Document each date of service (DOS), the activities performed, and the duration of each activity in the CIE exploration phase.

The CIE Exploration Report will be submitted to the interdisciplinary team (IDT) staff no later than 90 calendar days from the initial DOS. IDT staff have the discretion to grant an extension to this 90-day time limit, with the reasons documented in the member-centered plan (MCP). After CIE exploration, the member's choice about whether to pursue CIE will be documented in the MCP.

## **Competitive Integrative Employment Exploration Limitations**

CIE exploration may not duplicate any service that is provided under another waiver service category or through Wisconsin Medicaid. Members who receive CIE exploration services may

not receive supported employment-individual support services or vocational futures planning and support services (VFPS). CIE exploration does not include personalized in-depth work incentives benefits analysis, which is covered under supported employment (individual employment) support services or VFPS.

CIE exploration may only be provided one-on-one, not in a small group format.

This service can only be provided in non-disability-specific settings typically found in the community or the member's residence that are not leased, owned, operated, or controlled by a service provider. The exception is if the member lives in a residential setting that is leased, owned, operated, or controlled by a provider and it is the most appropriate setting for this service. Prior to authorizing this service, the member's record must indicate that this service is not otherwise available to the member through a program funded by vocational rehabilitation services under section 110 of the Rehabilitation Act of 1973, as amended, and not available for individuals aged 18–22 through a program funded under the Individuals with Disabilities Education Act (IDEA).

The cost of round-trip transportation from a member's residence to CIE exploration sites may be included in the reimbursement paid to the provider or may be reimbursed under specialized (community) transportation, but it cannot be reimbursed under both.

Although personal care may be a component of CIE exploration, it cannot comprise the entire service. When personal care is provided to a member during CIE exploration, it may be included in the reimbursement the provider receives or may be reimbursed under supportive home care or self-directed personal care, but it cannot be reimbursed under both categories.

Members may only receive CIE exploration services once in a 365-day period and only if they are not currently engaged in CIE or receiving services to obtain CIE.

## Competitive Integrative Employment Exploration: Agency Provider Qualifications

Agencies providing CIE exploration services must have at least one of these qualifications:

- They are DVR-contracted provider of supported employment or customized employment.
- They hold accreditation by a nationally recognized accreditation agency.
- They have a minimum of two years of experience working with the target population providing employment-related services.

Additionally, the provider must also meet the [Managed Care Organization Training and Documentation Standards for Supportive Home Care, P-01602 \(PDF\)](#), if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## Competitive Integrative Employment Exploration: Individual Provider Qualifications

Individuals providing CIE exploration must meet at least one of the following qualifications:

- They are a DVR-contracted provider of supported employment or customized employment.
- They have Certified Employment Support Professional (CESP) certification from the national Association of People Supporting Employment First (APSE).
- They have Association of Community Rehabilitation Education (ACRE) Basic Employment Certification in supported employment, community employment, or customized employment.
- They have at least two years of experience working with the target population providing employment-related services.

The provider must also meet the MCO training and documentation standards for supportive home care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

# Supported Employment: Individual Employment Support

Supported employment: individual employment support services are comprised of six components that assist members to obtain and maintain CIE.

## Competitive Integrative Employment Discovery

CIE discovery is an evidence-based practice for members who have decided to pursue CIE. This service is appropriate for members who have decided to pursue CIE but for whom discovery and/or assessment is needed to guide successful job development efforts. The decision to pursue CIE must be documented in a member's plan before using this service.

CIE discovery includes:

- Documenting in a member's plan that they have decided to pursue CIE.
- Providing person-centered discovery and/or an assessment process as part of CIE planning.
- Completing an application to DVR for assistance with obtaining CIE.
- Clarifying specific conditions necessary for the member to achieve a successful CIE outcome by:
  - Observing a member in familiar and novel situations with an **emphasis on familiar situations** and activities where a member's specific interests, skills, and competencies will be most apparent.
  - Interviewing family, friends, and others with close relationships with a member to gain additional understanding of their specific interests, skills, strengths, abilities, and conditions for success in CIE.
  - Translating interests, skills, and strengths exhibited in a member's daily life into possibilities for CIE.
- Determining a member interest toward aspects of the labor market.
- Recognizing a member's skills, strengths, and other contributions that would be valuable to employers or to the community.
- Identifying and effectively matching a member's interests, skills, strengths, personality, and conditions for success to a prospective employer and job.
- Completing the [Competitive Integrated Employment \(CIE\) Discovery / Assessment Profile \(Word\)](#) that contains:
  - Summarizing the CIE discovery process and outcomes.

- o Documenting each DOS, the activities performed, and the duration of each activity in the CIE discovery service.

Sharing the completed CIE Discovery/Assessment Profile with a member's consent and DVR staff to help facilitate the expeditious development of a [DVR Individual Plan for Employment \(IPE\)](#).

## **Specific Competitive Integrative Employment Discovery Limitations**

CIE discovery should take an average of 60 hours to complete when using outcome payments set as a base rate on this assumption.

CIE discovery may only be provided in non-disability-specific settings typically found in the community or the member's residence that are not leased, owned, operated, or controlled by a service provider. The exception is if the member lives in a residential setting that is leased, owned, operated, or controlled by a provider and it is the most appropriate setting for this service.


CIE discovery must be completed within 90 calendar days from the DOS initiation. IDT staff has the discretion to grant an extension for justified reasons documented in the MCP. The written CIE Discovery/Assessment Profile is also due no later than 90 calendar days from the DOS initiation. The due date can be adjusted as needed for any justifiable extension as granted and decided by the IDT staff.

After a member first receives CIE discovery, re-authorization may occur a maximum of once every three years (with a minimum of three 365-day intervals between services) and only, at the time of re-authorization if the member is not already engaged in CIE, has a goal to obtain CIE within 12 months, and needs discovery information to guide effective job development efforts.

## **Competitive Integrative Employment Discovery: Agency Provider Qualifications**

Agencies providing CIE discovery services must meet at least one of these qualifications:

- They are a DVR-contracted provider of supported employment or customized employment.
- They have accreditation by a nationally recognized accreditation agency.
- They have at least two years of experience working with the target population providing employment-related services.



The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## **Competitive Integrative Employment Discovery: Individual Provider Qualifications**

Individuals providing CIE discovery must meet at least one of the following qualifications:

- They are a DVR-contracted provider of supported employment or customized employment.
- They have CESP certification from APSE.
- They have ACRE Basic Employment Certification in supported employment, community employment, or customized employment.
- They have at least two years of experience working with the target population providing employment-related services.

The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## **Competitive Integrative Employment Job Development or Self-Employment Start-up**

CIE job development or self-employment start-up is designed to support a member through job development to obtain CIE. CIE resulting from job development must be consistent with the member's person-centered employment goals, including the type of work, preferred hours, and income desired.

Job development includes:

- Writing goals, preferences, and conditions for CIE success before the start of service so it can be used as a guide to deliver the service and evaluate the outcome.
- Obtaining sufficient knowledge from a member's CIE discovery and assessment process to effectively match their interests, skills, strengths, personality, and conditions for success to a prospective employer and job.
- Networking, including direct and indirect time, with businesses on behalf of a member to find and create CIE opportunities.

- Negotiating job duties and representation on behalf of a member with prospective employers.
- Assessing and negotiating the types of assistance and accommodations a member may need to fully perform and maintain their job.

### **Specific Competitive Integrated Employment Job Development or Self-Employment Start-up Limitations**

CIE job development or self-employment start-up may not be authorized for a member already engaged in CIE unless they want:

- To supplement their existing CIE with an additional employment opportunity that meets the criteria for CIE.
- To obtain a promotion to a different job title and/or a higher wage.
- To obtain more hours in their current employment that meets the criteria for CIE, and they need time-limited assistance to request and negotiate additional hours.

### **Competitive Integrative Employment Job Development or Self-Employment Start-up: Agency Provider Qualifications**

Agencies providing CIE job development or self-employment start-up must meet at least one of the following qualifications:

- They have accreditation by a nationally recognized accreditation agency.
- They are a DVR-contracted provider of supported employment or customized employment services.
- They have a minimum of two years of experience working with the target population providing employment-related services.

The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

### **Competitive Integrative Employment Job Development or Self-Employment Start-up: Individual Provider Qualifications**

Individuals providing CIE job development or self-employment start-up must meet at least one of the following qualifications:

- They have Certified Employment Support Professional certification from national APSE.

- They have ACRE Basic Employment Certification in supported employment, community employment, or customized employment.
- They are a DVR-contracted provider of supported employment or customized employment.
- They have a minimum of two years of experience working with the target population providing supported employment.

The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## **Competitive Integrative Employment Job Coaching**

CIE job coaching consists of job training and performance-related supports for members.

CIE job coaching includes:


- Performing a task analysis of the job and providing structured intervention techniques, including job site training via systematic instruction to assist a member in learning to perform job tasks to the employer's specifications or to the level necessary to sustain self-employment.
- Teaching and modeling appropriate work ethics, interpersonal skills, and other soft skills necessary to ensure success in CIE, including travel and mobility skills.

A member's supervisor and coworkers will be engaged during CIE job coaching, and they will evaluate and facilitate necessary job accommodations for the member.

The employer will also conduct performance assessments that measure progress in learning the necessary tasks and skills to successfully sustain CIE. A member will develop self-advocacy skills at work.

Job coaching may include providing personal care such as toileting assistance, feeding, or grooming. It may include providing transportation for a member to and from the job site, if needed and if included in the rate paid by the MCO for the service.

The job coaching provider will create a [Job Coaching Fading Plan \(Word\)](#) for each six-month period of the service authorization. A job coaching provider is expected to monitor the ongoing effectiveness of the job coach fading plan with real-time adjustments as needed to achieve the target goals specified in the plan, which is



maintained in a member's plan (The member's plan is separate from the job coach fading plan.) Job coaching will support the member to maintain CIE over time, and it will engage with the member's supervisor and/or coworkers (either remotely or face-to-face), as needed and on behalf of the member.

## **Specific Competitive Integrated Employment Job Coaching Limitations**

Job coaching supports for self-employment should never supplant a member's role and responsibility in any aspect of operating their business.

Due to the job coach fading expectation, the amount of time authorized for this service is always expected to be less than the number of hours a member worked, except in the first month of the work. The time authorized for the first month of work is based on a member's level of need, the length of time they have been employed in their current CIE, and any other applicable factors.


Regardless of payment model used, MCOs should develop and use a fading exception policy and process for members with either temporary or permanent "exceptional circumstances" that do not permit fading. This policy should permit the use of productive and cost-effective services other than job coaching (such as workplace personal assistance or supportive home care) to sustain members in CIE.

Authorization for supports during each six-month period of self-employment or typical wage employment must be guided by the written Job Coaching Fading Plan. This plan should incorporate best practices for a member to achieve the plan's goals. These practices could include systematic instruction, using task analysis, to teach a member to independently complete as much of their roles and responsibilities as possible on their job, high- or low-tech assistive technology, and effective engagement of natural supports like coworkers and supervisors.

## **Competitive Integrative Employment Job Coaching: Agency Provider Qualifications**

Agencies providing CIE job coaching or self-employment start-up must meet at least one of the following provider qualifications:

- Have accreditation by a nationally recognized accreditation agency.
- Be a DVR-contracted provider of supported employment or customized employment services.
- Have a minimum of two years of experience working with the target population providing employment-related services.



The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## **Competitive Integrative Employment Job Coaching: Individual Provider Qualifications**

Individual providers offering CIE job coaching must meet at least one of the following qualifications:

- Have CESP certification from national APSE.
- Have ACRE Basic Employment Certification in supported employment, community employment, or customized employment.
- Be a DVR-contracted provider of supported employment or customized employment.
- Have a minimum of two years of experience working with the target population providing supported employment.

The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## **Workplace Personal Assistance**

Workplace personal assistance (WPA) provides ongoing employment supports and personal assistance at the workplace for a member to sustain CIE when job coaching for independence is no longer needed. This service assists a member in tasks where independent mastery is not possible due to physical, behavioral health, or emotional challenges.

CIE WPA includes:

- Assisting a member with personal care while at work.
- Supporting a member during paid and unpaid breaks.
- Providing motivational and behavioral supports.
- Providing physical supports using the concept of partial participation.
- Providing supervision supports to maintain safety in the workplace.

- Assisting a member to maintain employment by working with their employer, coworkers, and others on scheduling, performance expectations, transportation, communication, and promoting skill acquisition.
- Transporting a member to and from the job site, if needed.
- Supporting a member through check-ins with their employer's supervisors and coworkers about:
  - Work performance and expectations.
  - Changes in the availability of natural supports.
  - Reduction of negative behaviors or increase of positive behaviors.
  - Improved physical abilities.
  - Introduction of technologies that may permit fading of a WPA.

## **Specific Competitive Integrative Employment Workplace Personal Assistance Limitations**

CIE WPA support services can be provided in addition to CIE job coaching only when a member has:

- A part of their job where they are expected to become independent through assistance from a job coach.
- Another part of the job where they are not expected to become independent.

Job coaching and CIE WPA services may not be provided for the same unit of time.

In most situations, CIE WPA supports are not expected to result in a fading of their services so a fading plan is not required. However, some situations may allow for the fading of CIE WPA support and should be pursued, including:

- Availability and involvement of natural supports
- Reduction of negative behaviors
- Improved physical abilities
- Introduction of technologies

WPA should not be provided to supplant job coaching that could result in the ability to fade paid supports. They can provide this service in lieu of CIE job coaching **only** when:

- A member has been employed or self-employed in a particular position for at least 18 months.
- There is documented evidence of no job coach fading occurring in the most recent six-month period.

## Workplace Personal Assistance Agency Provider Qualifications

Agencies providing WPA must:

- Have at least two years of experience working with the target population providing employment-related services or supportive home care services.
- Complete and pass the [Wisconsin Department of Health Services \(DHS\) WPA web-based training](#).

The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## Workplace Personal Assistance Individual Provider Qualifications

Individuals providing WPA must:

- Have at least two years of experience working with the target population providing employment-related services or supportive home care services.
- Complete and pass DHS WPA web-based training.

The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## Partners with Business

Partners with Business (PwB) involves intentional implementation of CIE best practices to maximize employer-provided supports. PwB enables a member to maintain CIE with a combination of natural and paid employment supports provided directly by their employer who is recruited (if needed), trained, supported, and backed up by a qualified supported employment provider or a self-directed support (SDS) worker. PwB augments natural support with formal paid supports provided by a designated coworker. The supported employment provider reimburses the employer for the coworker's support that is beyond what is typically available to workers without disabilities filling the same or similar positions.

In addition to paid supports provided by the coworker, this service provides on- and off-site services to the member and the employer from a qualified supported employment

agency or an SDS worker who will be able to step in to provide the coworker support if needed. This may include the provision of assistance with transportation, personal care, or job coaching when such supports are not provided by a coworker or become temporarily unavailable (for example, when coworker goes on vacation or is sick).

The Partners with Business Initiative promotes the use of the best practices to:

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Ensure good job matches between employers and job seekers with disabilities.

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Empower employers to directly train and supervise their employees with disabilities.

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Cultivate workplace inclusion and natural supports.

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Maximize independence on the job for workers with disabilities.

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Reimburse employers for the costs of providing formal support above and beyond the “natural supports” typically found in the workplace to their employees with disabilities, rather than relying on outside job coaches provided by a vocational agency.

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PwB starts with smoothing the way for and setting up a PwB arrangement with an employer. This arrangement uses the [Partners with Business Support Plan \(Word\)](#), and negotiates PwB supports with an employer.

Then it sets up coworker background checks, which are completed by a supported employment agency or fiscal employment agency (FEA) if an SDS worker is used. A [Partners with Business Agreement \(Word\)](#), which is the best practice example template, is set up with the employer. It will outline the supports the employer will provide, as well as the reimbursement an employer will receive for providing them. This agreement will, at a minimum:

- Identify member support needs above and beyond natural supports, including supports that are available to all employees at their workplace.
- Specify the amount of time necessary for coworkers to provide support directly to the member. (This is negotiated with the employer and reflective of the member’s specific needs for supports, beyond natural supports, including those otherwise available to employees without disabilities.)

- Calculate the cost to the employer for this additional support, which will be reimbursed through the supported employment agency or member's MCO if using SDS.

Here is an example of how to calculate payment of Partners with Business Agreement:

A member needs intermittent, formal support for one hour per each six-hour shift, four days each week. The employer's cost for a coworker to provide this support is \$22 per hour, including wages, benefits, payroll taxes, and overhead. The employer would be reimbursed  $\$22 \times 16$  shifts in a month = \$352 per month.


Next, a [Partners with Business Support Analysis \(Word\)](#) will be developed. This plan outlines the direct support from a coworker that a job coach or WPA would otherwise provide. This support includes:

- Teaching specific job tasks and skills.
- Supervising or providing direct assistance to complete specific job tasks during the learning phase.
- Providing quality checks.
- Assisting with redirection and reminders.
- Providing social or emotional support.
- Helping with problem solving.
- Monitoring health and safety.

Designated coworkers who provided PwB support will receive training that will introduce them to supported employment services. They will learn:

- About the PwB support model, including what it is, what it is not, and its expected outcomes.
- The best practices for job coaching to promote maximum independence and performance.
- How to provide training that is specific to a member, including:
  - Their support plan.
  - Their communication style.
  - Their learning style.
  - Their specific needs in working and maintaining their job.

As part of their training, coworkers will complete the [DHS WPA web-based training](#) if they will provide assistance with personal care.



PwB will explain the role and availability of the CIE supported employment agency or SDS worker to support the employer, supervisor, and coworkers supporting the member including:

- Additional training and technical assistance for the coworker(s) and training for the member, when needed.
- Providing contact information to the business for the supported employment agency or SDS worker, including emergency and back up cell phone number.

PwB will coordinate reimbursement by the MCO to a supported employment agency or directly to the employer if an SDS worker is used, which is based on units of service the coworker(s) provides that would otherwise need to be provided by a supported employment agency job coach or WPA. This includes calculating the payment rate, which is determined by the employer's costs to provide these additional formal supports as documented in a Partners with Business Agreement (best practice example template) and the Partners with Business Support Plan.

The supported employment agency or SDS worker must submit documentation of services delivered from the employer to issue payment to the supported employment agency or directly to the employer, if using SDS, for the agreed upon supports provided to the member.

The MCO take part in the Partners with Business Agreement (best practices example template) if the MCO is reimbursing the employer directly. Calculating the amount of time authorized for this service is negotiated with the employer and will:

- Reflect the member's specific needs for the coworker-provided supports beyond negotiated natural supports and supervisory/coworker supports that are otherwise available to employees without disabilities.
- Be based on the specific amount of time the coworker(s) is providing direct support to the member, as determined by the Partners with Business Support Analysis.

PwB will support the employer, supervisor, and coworkers who support the member, including:

- Supporting on- and off-site follow-along and back-up supports to the member and the employer if training or other issues arise consistent with the Partners with Business Support Plan.
- Assisting with supports that are typically provided by the coworker when they are temporarily unavailable.
- Providing monthly check-ins with the employer and member, at minimum. (Check-ins do not have to be face-to-face but must be documented.)

- Providing follow-along and back-up support by the involved supported employment agency or SDS worker, as applicable.

PwB will ensure that fading expectations will be in place to maximize the independence of the employed member while also ensuring that the member successfully maintains CIE.

## **Specific Partners with Business Limitations**

An employer may only be reimbursed for supports identified through the Partners with Business Support Analysis and documented in a Partners with Business Agreement (best practices example template) and the Partners with Business Support Plan that would otherwise be provided by a job coach or WPA (either agency-provided or through SDS).


Reimbursement is based on units of service that would otherwise need to be provided by a supported employment provider as determined through the Partners with Business Support Analysis. The MCO will reimburse a supported employment agency or the employer (through an FEA when an SDS worker is used) based on units of service the coworker(s) provides that must otherwise be provided by a supported employment agency job coach or WPA. This means:

- The payment rate is determined by the employer's costs to provide these additional formal supports as determined through the Partners with Business Support Analysis and documented in a Partners with Business Agreement (best practices example template) and the Partners with Business Support Plan.
- The MCO requires documentation of service delivered from the employer to issue payment to the employer for the agreed upon member supports.
- The MCO will take part in a Partners with Business Agreement (best practices example template) if the MCO is reimbursing the employer directly.

A supported employment agency will be reimbursed for their role in establishing a PwB arrangement and for follow-up and back-up support. This agency will be reimbursed by either a member's MCO or FEA.

The employer negotiates the amount of time authorized for PwB with the supported employment agency and is:

- Reflective of the member's needs for the coworker-provided supports beyond the negotiated natural supports and supervisory or coworker supports that are otherwise available to employees without disabilities.
- Based on the specific amount of time the coworker(s) is providing direct support to the member as determined by the Partners with Business Support Analysis.



Natural supports for the member are not reimbursable under PwB if they were already negotiated with, and provided by, the employer prior to the implementation of PwB.

PwB is only authorized in situations when one or more of the following is true:

- The employer prefers (or the member prefers, and the employer agrees) to provide needed CIE supports, rather than having a job coach or WPA who is not employed by the business.
- The member's job coaching support and/or WPA support can be cost-effectively provided, and both the employer and member agree this is an effective option to ensure they can maintain CIE.

Reimbursement for members using SDS may only include one of the following arrangements:

- Hiring a supported employment agency through SDS to complete all components of the service including reimbursement to the employer.
- Hiring an SDS worker to complete all components of the service except reimbursement to the employer, which would be processed by the member's MCO and accept a Partners with Business Agreement (best practice example template).

A member may opt to work with their IDT staff to complete all components of the service except reimbursement to the employer, which would be processed by the MCO and involve a direct agreement between the employer and the MCO.

This service cannot include payment for the supervisory and coworker supports rendered as a normal part of the business setting and that would otherwise be provided to an employee without a disability.

The supported employment agency or SDS worker maintains records for each PwB arrangement to be reviewed by the MCO at any time or as a part of annual quality monitoring. Records must include, at minimum:

- The Partners with Business Support Analysis, a Partners with Business Agreement (best practice example template), and the Partners with Business Support Plan between the employer and supported employment agency or SDS worker.
- Valid copies of background check and proof of training for coworkers who are designated in the Partners with Business Support Plan and a written Partners with Business Support Agreement (best practice example template) to provide formal support beyond natural supports and supports otherwise available to employees without disabilities.
- Employer billing documentation for support they provided to the member.

- Record of reimbursements made to the employer and tax documents issued to the employer, for example 1099 forms, by the supported employment agency or member's MCO if SDS worker is used.

For members who transition to working only with natural supports, PwB may be authorized temporarily. Temporary PwB transition supports can be used when the member is expected to work with only natural supports after the transition.

A member may augment their supports with other employment supports while using PwB, but these services may not duplicate PwB services. Such services, if needed, would be authorized and reimbursed separately from PwB ensuring neither service delivered, or reimbursements made, are duplicative.

## **Partners with Business: Agency Provider Qualifications**

Agencies providing PwB must:

- Have accreditation by a nationally recognized accreditation agency.
- Be a DVR-contracted provider of supported employment or customized employment services.
- Have a minimum of two years of experience working with the target population providing employment-related services.

The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## **Partners with Business: Individual Provider Qualifications**

Individuals providing PwB through SDS must meet at least one of the following qualifications:

- Have certification from national APSE.
- Have ACRE Basic Employment Certification in supported employment, community employment, or customized employment.
- Be a DVR-contracted provider of supported employment or customized employment.
- Have a minimum of two years of experience working with the target population providing supported employment.

The provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is

provided, the provider must meet the qualifications for specialized (community) transportation.

## **Work Incentive Benefits Counseling**

Work incentive benefits counseling (WIBC) provides member-individualized information about their benefits and how earnings could affect them. The information offers the member guidance to make informed choices about CIE.

WIBC includes:

- Verifying a member's current benefits.
- Identifying benefits that may change as a result of increased work earnings.
- Identifying options and costs for health and long-term care benefits.
- Indicating the potential impact of employment wages and how it relates to each disability benefit.
- Predicting foreseeable points of benefit changes.
- Providing contact information for agencies to which a member will need to report earnings.
- Providing accurate and applicable information regarding Social Security work incentives.
- Developing a written summary of an individualized member-centered work incentive benefits analysis.
- Organizing and facilitating an in-person meeting with a member to explain the individualized written work incentive benefits analysis.
- Organizing and completing an in-person meeting with a member to explain the individualized written work incentive benefits analysis.
- Providing follow-along services for up to one year for questions and clarifications about benefits.

### **Specific Work Incentive Benefits Counseling Limitation**

When a member's employment outcome is to increase hours in a current CIE position, this service is not otherwise available to a member under a program funded under section 110 of the Rehabilitation Act of 1973, as amended, and documentation of the service is not required.

### **Work Incentive Benefits Counseling: Agency Provider Qualifications**

Agencies providing WIBC must meet these provider qualifications:

- They are DVR-contracted providers of work incentive benefits services.

- They are trained in both federal and Wisconsin public benefits.

Additionally, agencies providing WIBC must meet at least one of these provider qualifications:

- They have accreditation by a nationally recognized accreditation agency.
- They are DVR-contracted providers of supported employment or customized employment services.
- They have a minimum of two years of experience working with the target population and providing employment-related experience.

### **Work Incentive Benefits Counseling: Individual Provider Qualifications**

Individual providers providing WIBC must meet these qualifications:

- They are DVR-contracted providers of work-incentive benefits services.
- They have a community work incentive coordinator (CWIC) certification or completion of a similar comprehensive training program.
- They are trained in both federal and Wisconsin public benefits.

# General Limitations for All Six Supported Employment (Individual Employment) Support Services

These services may not duplicate any other service that is provided through another waiver service category or through Wisconsin Medicaid.

Supported employment (individual employment) support services may not be offered in a small group format. Instead, they must always be provided as a one-to-one ratio.

Any supervision, training, support or adaptations that are typically available to non-disabled workers in similar positions in a business is not paid for with these services. They also can only be provided in non-disability-specific settings in the community that are not leased, owned, operated, or controlled by a service provider.

Volunteer work, regardless of the setting, cannot be included in these services.


Members who receive these individual support services may also receive educational, prevocational, and/or day habilitation. However, different types of nonresidential services may not be billed for the same period of time.

Compensation for members who receive these services will be set according to applicable federal and state regulations, and it will be no less than the federal minimum wage or a locally established, higher minimum wage.

Before authorizing supported employment (individual employment) support services, a member's record should document that the service is not otherwise available under a program funded by Vocational Rehabilitation under the 110 of the Rehabilitation Act of 1973, as amended, and for individuals aged 18–22, not available through a program funded under IDEA.

These services may be provided to supplement but not duplicate services available and provided to a member as part of an approved IPE.

These services also may not be used to support a member who is not working in CIE or self-employment that meets the Jointly Approved CIE Definition.



Supported employment (individual employment) support services do not include incentive payments, subsidies, or unrelated vocational training expenses, such as:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment.
- Wages or other payments that are passed through to users of supported employment services.

Supported employment (individual employment) support services may be reimbursed on a unit-of-service or outcome basis. Payment may include different methods, such as coworker support models and payments for work milestones, including length of time on the job and number of hours a member works.

The cost of transportation from a member's residence and the sites where the member starts and ends the service each day may be included in the reimbursement paid to the supported employment provider or may be reimbursed under specialized (community) transportation but not both.

Personal care may be a component of supported employment (individual employment) support services but may not comprise the entire service. Personal care provided to a member during the course of supported employment services may be included in the reimbursement paid to the supported employment provider or may be reimbursed under supportive home care or self-directed personal care but not both.

Relatives and legal decision-makers who meet the contract requirements may be paid to provide supported employment (individual employment) support services when individual provider qualifications are met.

# Supported Employment: Small Group Employment Support

Supported (small group) employment support services provide a combination of person-centered career exploration, career planning, and paid employment training activities in integrated community settings. This service is provided in the general workforce in regular business or industry for groups of two to six workers. Small group employment support does not include services provided in facility-based work settings.

Examples include mobile crews, enclaves, and other business-based workgroups that employ small groups of workers with disabilities in a community setting. Small group employment support must be provided in a manner that promotes integration into the workplace and integration between people without disabilities in those workplaces.

Members must have a goal or outcome of at least part-time CIE in their MCP to receive this service. The expected outcomes of this service are gains in knowledge, skills, personal strengths, and experiences, which contribute to the member pursuing, achieving, or sustaining CIE.

Small group employment support services include:

- Providing career exploration and development leading to at least part-time participation in CIE. Career exploration activities must be provided in integrated community settings where such activities typically take place for individuals not receiving HCBS.
- Providing activities, which include:
  - Business tours and informational interviews.
  - Small group discovery.
  - Meetings with prospective employers.
  - Small group educational opportunities focused on key aspects of CIE.
  - DVR orientation.
  - Soft skill education and training opportunities.
  - Transportation and mobility skills development.
  - Identification of need and referral for WIBA.
- Creating work experiences matched to a member's interest, strengths, skills, abilities, and conditions for success while being transferable to CIE.

- Providing supports that are expected to maximize a member's independence and skill acquisition using systematic instruction based on job analysis along with individualized assistive or adaptive devices and support.
- Supporting other workplace support services not specifically related to job skill training that enable a member to be successful in work and other community settings where this service is provided.

## **Supported Employment: Small Group Employment Support Service Limitations**

This service may not duplicate any service that is provided under another waiver service category or through Wisconsin Medicaid.

Small group employment support services do not include payment for supervision, training, support, or adaptations typically available to workers without disabilities who fill similar positions in the business.


Small group employment support services may only be provided in non-disability-specific settings in the community that are not leased, owned, operated, or controlled by a service provider.

Small group employment support services may not include volunteer work regardless of the setting where it takes place.

To ensure promotion of integration into the workplace and interaction between members and people without disabilities in those workplaces, no small groups larger than six members are permitted, nor is more than one small group permitted to work at the same location and address at the same time. In the case of a larger, multi-departmental work site, no more than one group is permitted to work in the same department and/or on the same floor or in the same general work area at the same time.

Members receiving small group employment support services may also receive educational, prevocational, career planning, and day services. However, different types of nonresidential services may not be billed for the same period of time.

Career exploration and planning must be provided in integrated community settings where such activities typically take place for individuals not receiving HCBS (for example, job centers, colleges, libraries, community centers, or businesses) to ensure



members are not isolated from the broader community, including individuals who do not receive HCBS.

Members participating in this service involving work training shall be compensated according to applicable federal and state laws and regulations. Any compensation at sub-minimum wage shall comply with the Fair Labor Standards Act and the Workforce Investment and Opportunity Act (WIOA) including the WIOA provision for youth with disabilities under age 26.

Before authorizing this service, the member's record documents that the service is not otherwise available to the member through a program funded by Vocational Rehabilitation under section 110 of the Rehabilitation Act of 1973, as amended, and for members aged 18–22, not available through a program funded under IDEA.

Small group support services may be provided to supplement, but not duplicate, services available and provided to the member as part of an approved IPE funded under the Rehabilitation Act of 1973, as amended, and for members aged 18–22, may supplement, but not duplicate, services available under an approved IEP under IDEA.

Coverage does not include incentive payments, subsidies, or unrelated vocational training expenses, including:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment.
- Wages or other payments that are passed through to users of supported employment services.

This service may be paid for on a unit-of-service or outcome basis.

The cost of transportation from a member's residence to the site where the member starts and ends this service each day may be included in the reimbursement paid to the supported employment provider or may be reimbursed under specialized (community) transportation, but not both.

Personal care may be a component of small group employment support but may not comprise the entire service. Personal care provided to a member during the receipt of small group employment support services may be included in the reimbursement paid to

the supported employment provider or may be reimbursed under supportive home care or self-directed personal care, but not both.

## **Supported Employment: Small Group Employment Support Service—Agency Provider Qualifications**

Setting is HCBS compliant per 42 C.F.R. § 441.301(c)(4), and agencies providing small group employment support services must meet at least one of the following provider qualifications:

- Have accreditation by a nationally recognized accreditation agency.
- Be a DVR-contracted provider of supported employment or customized employment.
- Have a minimum of two years of experience working with the target population providing employment-related services in the community.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## **Supported Employment: Small Group Employment Support Service—Individual Provider Qualifications**

Setting is HCBS compliant per 42 C.F.R. § 441.301(c)(4), and individuals providing small group employment support services must meet at least one of the following provider qualifications:

- Have CESP certification.
- Have ACRE Basic Employment certification in supported employment, community employment, or customized employment.
- Have a minimum of two years of experience working with the target population providing employment-related services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

Relatives and legal decision-makers meeting contract requirements may be paid to provide small group employment support services when individual provider qualifications are met.

# Vocational Futures Planning and Support

VFPS is a person-centered, team-based, comprehensive employment planning and support service that assists members with obtaining, maintaining, or advancing in CIE including self-employment and microenterprise.


This service assists a member in identifying a pathway to CIE and addresses barriers to employment due to the member's disability, benefits, or life circumstances. The expected outcomes of this service are measurable gains in knowledge, skills, personal strengths, and experiences that contribute to a member obtaining and sustaining CIE with the highest possible wage. This service may not be authorized for a participant who has already obtained CIE outside the VFPS process or does not have a goal to advance in CIE.

VFPS includes seven elements that are available to members, as needed. They include:

- Coordinating the VFPS process with members and others involved, ensuring consistent progress toward and achievement of CIE.
- Developing a written employment plan based on a member's individualized strengths, assets, needs, interests, conditions for success, and barriers to CIE, along with conditions for overcoming those barriers.
- Performing an assistive technology pre-screen or in-depth assessment.
- Providing WIBA.
- Offering career exploration and goal validation.
- Assisting with job seeking support, including customized job negotiation or business plan development and launch.
- Providing job coaching, including systematic instruction to stabilize a member in CIE or WPA support to maintain their CIE.

## Vocational Futures Planning Support Limitations

This service may not duplicate any service provided under another waiver service category or through Wisconsin Medicaid. VFPS must be provided by a qualified professional like an employment specialist, a benefit specialist, and an assistive technology consultant. When this service is provided, a member's record must contain activity reports completed by the appropriate VFPS team member(s) within 30 days of completing a particular service strategy. An ongoing support provider must complete monthly reports and submit them to a member's IDT staff.



The VFPS process is effective, comprehensive, and flexible. To ensure effective service delivery, MCOs must contract with employment providers who will provide, through staff or subcontracted personnel, all seven elements of the VFPS process. All VFPS agency providers must offer all seven elements of the services.

This service cannot be used to support volunteering, regardless of where the service takes place. This service also cannot be provided in small group format. The ratio is always one-to-one.

VFPS excludes services that could be provided as prevocational or supported employment services. Such services may be used to supplement, but may not duplicate, any VFPS services provided under a waiver. VFPS also may supplement, but not duplicate, any service that is provided to the member under an approved IPE funded under the Rehabilitation Act of 1973, as amended, or under an approved IEP under IDEA for members aged 18–22 as defined by 20 U.S.C. § 1401(14) and (17).

This service cannot be authorized for a member who has already obtained CIE outside the VFPS process or does not have a goal to advance in CIE.


Personal care provided to a member during this service may be included in the reimbursement paid to the provider or may be covered and reimbursed under another waiver service as long as there is no duplication of payment.

The cost of transportation from a member's residence to the site where the member starts and ends this service each day may be included in the reimbursement paid to the supported employment provider or reimbursed under specialized (community) transportation, but not both.

## **Vocational Futures Planning Support: Agency Provider Qualifications**

A VFPS agency must offer all seven elements of the service and meet at least one of the following provider agency qualifications:

- Be a DVR-contracted provider of supported employment and/or customized employment services.
- Have accreditation by a nationally recognized accreditation agency.
- Have a minimum of two years' experience working with the target population providing employment-related services.



Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

# Prevocational Services

Prevocational services are designed to create a person-centered path for members to achieve or maintain at least part-time participation in CIE. These services involve community-based learning, paid work training experiences, and community-based volunteering where members can develop general, non-job-task-specific strengths, skills, knowledge, and experience that contribute to employability in CIE.

Services are expected to occur over a defined time period that is determined by a member and their IDT staff. Through these services, a member is expected to gain knowledge, skills, personal strengths, and experiences that contribute to their engagement in obtaining or maintaining CIE with the highest possible wage. To receive prevocational services, a member must have a documented outcome of CIE in their MCP. When prevocational services are authorized for a member already working in CIE, they must focus on goals related to ensuring the member's success in, and ability to sustain, CIE.

While this service may involve the use of a provider-owned or provider-controlled facility-based setting, this service is expected to be delivered with the requirements of the federal HCBS settings rule, ensuring each member has opportunities and support to participate in and interact with members of the broader community who do not receive HCBS. Each member's individualized person-centered, facility-based prevocational service plan must include opportunities and support to take part in a variety of community-based activities. These activities should be consistent with the purpose and planned outcome of the service and assist a member in interacting with people from the broader community. This includes opportunities and support for career exploration specific to pursuing CIE.

Prevocational services provide community-based exploration and experiences that encourage a member's desire for CIE and their ongoing participation in CIE at the highest possible wage. Prevocational services also provide services and skill-building opportunities that match a member's interests, strengths, priorities, abilities and conditions for success in CIE. These services also develop general skills that lead to CIE such as:

- Communicating effectively with supervisors, coworkers, and customers.
- Expressing and understanding expectations.
- Obeying generally accepted community workplace conduct and dress standards.
- Following directions and attending to tasks.

- Using workplace problem-solving skills and strategies.
- Networking.

Through these services, members will learn how to:

- Interview with employers.
- Create resumes and portfolios using a traditional or visual resume or portfolios.
- Manage conflicts.
- Learn and apply general workplace safety.
- Receive mobility training.

Members will have volunteering opportunities and learn methods to help identify their specific, person-centered CIE goal. Their prevocational services provider will complete the [Prevocational Services Six-Month Progress Report and Prevocational Plan form, F-00395](#), with the member for the IDT staff. The information in this form will ensure and document that prevocational services are assisting the member's progress toward a goal of at least part-time, CIE. The provider must complete this form in a timely manner for the IDT staff to consider reauthorization of prevocational services.

## Prevocational Service Limitations


Prevocational services cannot duplicate any service that is provided under another waiver service category or through Wisconsin Medicaid. It may be provided in either:

- A facility-based (disability-specific, provider-owned, leased, or operated) setting
- A community-based (non-disability-specific) setting

A member's prevocational service plan must include opportunities to participate in community-based activities that are consistent with the planned outcome of the service and that help a member interact with people from the broader community who do not receive HCBS. This includes opportunities and support specific to pursuing CIE in the community.

Unless used to support Project SEARCH, community-based prevocational activities must be provided in small groups no larger than three, regardless of the setting of the service. This service can be provided on an individual basis as appropriate for a member's needs.

Prevocational services are not considered outcomes alone, and prevocational services, including paid training, aren't considered to be employment if service authorization is required to ensure the continued availability for a member's participation in the paid training.



Prevocational services may be provided to supplement, but not duplicate, services that are available and provided to a member as part of an approved IPE, funded under the Rehabilitation Act of 1973, as amended, or under an approved IEP through IDEA.

Before authorizing this service, a member's record should note that it is not otherwise available to them through a program funded by Vocational Rehabilitation under section 110 of the Rehabilitation Act of 1973, as amended, and for members aged 18–22, not available through a program funded under IDEA.

Members aren't required to participate in prevocational services before participating in CIE or being authorized for any other employment service provided under the waiver. Members who

receive prevocational services may also receive educational, supported employment, and/or day habilitation. An MCP may include two or more types of nonresidential services. However, different types of nonresidential services cannot be billed for the same period of time.


Members participating in paid training as part of prevocational services must be compensated according to applicable federal and state laws and regulations. Compensation at subminimum wage shall comply with the Fair Labor Standards Act (FLSA) and the Workforce Investment and Opportunity Act (WIOA) including WIOA provision for youth with disabilities under age 26. If a member's calculated wage for paid training in this service under Section 14(c) of the FLSA is minimum wage or higher, the member can't receive facility-based prevocational services during the time this paid training occurs.

When this service is authorized for a member already working in CIE:

- The service must focus on training goals related to ensuring the member's success in, and ability to sustain, CIE.
- The member's CIE must be sufficient (for example, at least 10 hours per week on average) to authorize this service as a support for sustaining successful participation in CIE.

This service is unique and distinct from residential services and cannot be bundled with residential services into a single purchased service with a single reimbursement rate.

This service can't involve volunteering for a service provider contracted by an MCO or in situations where a member must be paid under state and federal labor laws.



Waiver funding isn't available for vocational services (paid work as opposed to time-limited paid training) delivered in facility-based settings where members are supervised for the primary purpose of producing goods or performing services.

Prevocational services may be provided to supplement, but may not duplicate, supported employment or vocational futures planning and support services.

The provider of this service can't limit service delivery for a member to include only participation in facility-based training as this activity alone does not constitute a complete facility-based prevocational service per the service definition.

This service may be paid for on a unit-of-service or outcome basis.

The provider must comply with all applicable occupational health and safety standards of the federal Occupational Safety and Health Administration (OSHA).

Transportation between the member's residence and the site where the member starts and ends this service each day may be included as a component of prevocational services or under specialized (community) transportation but not both. Transportation between the facility and one or more community sites is always included in this service.

Personal care provided to a member during prevocational services may be included in the reimbursement paid to the prevocational services provider, or it may be covered and reimbursed under another waiver service so long as payment isn't duplicated.

For facility-based prevocational services offered in a provider-owned, leased, or operated setting for any portion of the service delivery, the setting must be HCBS compliant per 42 C.F.R. § 441.301(c)(4).

For 100% community-based prevocational services, service delivery may not be offered in a setting owned, leased, or operated by the service provider. A setting owned, leased, or operated by a service provider may be used as a transportation base or a hub, but no services can be provided in this setting. A 100% community-based prevocational service setting doesn't require an HCBS settings review but requires an HCBS 100% Community-Based Non-Residential Provider Attestation.

## Facility-Based Prevocational Service: Agency Provider Qualifications

Facility-based prevocational service providers must be HCBS compliant per 42 C.F.R. § 441.301(c)(4) and meet at least one of the following provider agency qualifications:

- Have accreditation by a nationally recognized accreditation agency.
- Be a DVR-contracted provider of supported employment services.
- Have a minimum of two years' experience working with the target population providing employment-related services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## 100% Community-Based Prevocational Service: Agency Provider Qualifications

Agency providers of 100% community-based prevocational services must:


- Complete an HCBS 100% Community-Based Non-Residential Provider Attestation form.
- Meet at least one of these provider agency qualifications:
  - Have accreditation by a nationally recognized accreditation agency
  - Be a DVR-contracted provider of supported employment services.
  - Have a minimum of two years' experience working with the target population providing employment-related services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## 100% Community-Based Prevocational Service: Individual Provider Qualifications

Individual providers of 100% community-based prevocational services must:

- Complete an HCBS 100% Community-Based Non-Residential Provider Attestation form.
- Meet at least one of these individual provider qualifications:
  - Hold CESP certification from national APSE.

- 
- o Have ACRE Basic Employment Certification in supported, community, or customized employment.
  - o Be a DVR-contracted provider of supported employment services.
  - o Have a minimum of two years' experience working with the target population providing employment-related services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

# Nonresidential Daytime Services

## Daily Living Skills Training

Daily living skills training provides person-centered education and training on member-specific skills to perform activities of daily living and instrumental activities of daily living, including skills intended to increase independence and participation in community life.

Daily living skills training includes:


- Developing an inventory to establish baseline levels of skills and independence utilizing the [Positive Personal Profile Template \(Word\)](#).
- Providing task analysis and systematic instruction in:
  - Money management and financial literacy, including management and reporting of earned income, organizational skills, safety and situational awareness, and routine daily activities.
  - Health, fitness, and self-care skills.
  - Home care maintenance, house cleaning, shopping, nutrition, and food preparation.
  - Mobility and travel training to navigate the community and self-management of transportation options.
  - General communication and technology skills, including phone, cell phone, mail, email, Zoom and/or other meeting-related platforms, but not related to using assistive technology or communication devices.
  - Self-advocacy and self-awareness.
  - Skills necessary for accessing and using community resources.
- Building community connections.

## Daily Living Skills Limitations

This service cannot duplicate any service that is provided under another waiver service category or through Wisconsin Medicaid.

This service can only be provided in a member's residence or in integrated community settings. This service cannot be provided in a non-residential, facility-based setting.

Personal care provided to a member during this service may be included in this service or may be covered under another waiver service as long as there is no duplication of payment.



This service excludes training a member to use assistive technology or communication devices, which are covered under assistive technology or communication assistance, respectively.

### **Daily Living Skills: Agency Provider Qualifications**

Daily living skills training agencies must meet at least one of these following qualifications:

- Have accreditation by a nationally recognized accreditation agency.
- Have a minimum of two years of experience working with the target population in providing day habilitation, supportive home care, personal care, home health care, skilled nursing, supported employment, or similar services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided.

### **Daily Living Skills: Individual Provider Qualifications**

Daily living skills individual providers must have a minimum of two years of experience working with the target population providing this service, day habilitation, supportive home care, personal care, home health care, skilled nursing, supported employment, or similar services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided.

Relatives and legal decision-makers can't be paid to provide daily living skills training.

## **Day Habilitation**

Day habilitation provides activities and supports to help members gain generalized skills and provide opportunities for them to actively participate in integrated community-based activities that build on their interests, preferences, gifts, and strengths. Providers must perform services consistent with a member's MCP. Day habilitation reflects a member's person-centered goals regarding community connections and involvement.

This service:

- Promotes maximum participation in integrated community life while fostering meaningful relationships, friendships, and social networks with members of the wider community who share similar interests and goals for community participation.
- Supports members to reach the highest level of independence.

- Reduces or eliminates, as much as possible, the need for paid supports to engage in personally meaningful community activities.

Day habilitation services help establish baseline levels of skills and independence. They also provide a wide variety of activities focused on the development, retention, and improvement of self-help, socialization, and adaptive skills. Activities are built on the strengths and gifts that a member has to offer to the wider community.

Day habilitation services can help a member discover new things, experience various opportunities, and develop and pursue adult learning and personal enrichment goals, helping them to attain and maintain their maximum potential.

They provide daily opportunities to engage in community life and interact with members of the wider community who do not receive HCBS. They also develop community maps, which identify resources within a given service area.


Through experiences and adult learning supports and opportunities, members can gain positive social skills, interpersonal competence, greater independence, and the ability to exercise and communicate personal choices and preferences.

Day habilitation can also coordinate therapies in a member-centered plan, such as physical, occupational, or speech therapy. It can also help members with degenerative medical conditions by providing them with supports and community opportunities that can help them maintain skills and functioning and prevent or slow regression, instead of acquiring new skills or improving existing skills.

Day habilitation might also involve exploring and facilitating retirement activities. It can also provide supports to participate in volunteer opportunities not related to vocational goals. It can also teach members how to arrange and use transportation.

Day habilitation can help members pursue opportunities for career exploration and career planning activities specific to CIE for members not already engaged in CIE and also not receiving prevocational or supported employment services.

Day habilitation helps members participate in their communities, assisting them in participating in valued social roles that reflect their individual interests, desires, and preferences about community involvement and community contributions.



Day habilitation must include the completion and implementation of a person-centered [Day Habilitation Services Six-Month Progress Report and Day Habilitation Plan \(Word\)](#) for a member. This report is submitted to the MCO every six months.

## **Day Habilitation Limitations**

Day habilitation cannot duplicate any service that is provided under another waiver service category or through Wisconsin Medicaid. It may be provided in:

- A disability-specific, provider-owned, leased, or operated (facility-based) setting.
- A non-disability-specific (community-based) setting.

Community and facility-based day habilitation must be separately authorized in a member's MCP.

Day habilitation must be provided in a variety of settings in the community but be provided separately from a member's residence or other residential living arrangements.

When day habilitation is provided in the community, regardless of the setting delivering the service, services must be provided in small groups no larger than three.

Meals provided as part of these services shall not constitute a full nutritional regimen (three meals per day).

Members who receive day habilitation may also receive educational, supported employment, and prevocational services. However, different types of non-residential habilitation services can't be billed for the same time period.

Day habilitation can't provide for the payment of services that are vocational in nature (for example, for the primary purpose of producing goods or performing services). This service cannot involve volunteering for the day habilitation provider.

Transportation between a member's place of residence and the service setting or site where the member starts and ends the service each day may be included as a component of day habilitation activities or under specialized (community) transportation but not both. Transportation between the service setting and one or more community sites is always included in the service.

Personal care assistance may be a component of day habilitation as necessary to meet the needs of members but cannot be the entire service.

For facility-based day habilitation offered in a provider-owned, leased, or operated setting for any portion of the service delivery, the setting must be HCBS compliant per 42 C.F.R. § 441.301(c)(4).

For 100% community-based day habilitation services, service delivery cannot be offered in a setting owned, leased, or operated by the service provider. A setting owned, leased, or operated by a service provider may be used as a transportation base or a hub, but no services can be provided in this setting. A 100% community-based day habilitation setting doesn't require an HCBS settings review but does require an HCBS 100% Community-Based Non-Residential Provider Attestation.

## **Facility-Based Day Habilitation-Agency Provider Qualifications**

Facility-based day habilitation providers must:

- Be HCBS compliant per 42 C.F.R. § 441.301(c)(4).
- Meet at least one of these provider agency qualifications:
  - Have accreditation by a nationally recognized accreditation agency.
  - Have a minimum of two years of experience working with the target population providing employment-related services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

## **100% Community-Based Day Habilitation: Agency Provider Qualifications**

Providers of 100% Community-based prevocational services must:

- Complete an HCBS 100% Community-Based Non-Residential Provider Attestation.
- Have one of these qualifications:
  - Have accreditation by a nationally recognized accreditation agency.
  - Have a minimum of two years of experience working with the target population providing employment-related services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.



## **100% Community-Based Day Habitation: Individual Provider Qualifications**

Individual providers of 100% community-based day habilitation must:

- Complete an HCBS 100% Community-Based Non-Residential Provider Attestation.
- Have a minimum of two years of experience providing this service, such as daily living skills training, supportive home care, personal care, home health care, skilled nursing, supported employment, or similar services.

Additionally, the provider must also meet the MCO Training and Documentation Standards for Supportive Home Care if personal care services are provided. If transportation is provided, the provider must meet the qualifications for specialized (community) transportation.

# Resources

This section lists some employment and daytime service resources for care teams and service providers.

## Positive Personal Profile

The Positive Personal Profile is a document outlining an individual's interests and strengths, used to identify what is important and what the individual aspires to achieve. The focus is on skills and preferences, rather than labels and deficits. This positive approach helps determine what the individual can do and loves to do. It also identifies the person's passions and values, which helps determine what is meaningful for the individual.

- [Developing a Positive Personal Profile \(PDF\)](#)
- [Positive Personal Profile Example \(PDF\)](#)
- [Blank Positive Personal Profile \(PDF\)](#)
- [Positive Personal Profile With Prompts \(PDF\)](#)
- [Positive Personal Profile Template \(Word\)](#)

## Life Skills Assessment

TransCen, Inc.'s Life Skills Assessment is a one-page survey that measures an individual's ability to function safely and effectively in our world. The tool uses a five-point rating scale to evaluate an individual's level of independence and support needs across a number of life domains, such as home, community, and social competencies.

- [Life Skills Assessment Example \(PDF\)](#)
- [Blank Life Skills Assessment \(Excel\)](#)

## Competitive Integrative Employment Exploration

- [Tools for Inclusion—Employment and Employment Supports: A Guide to Ensuring Informed Choice for Individuals with Disabilities \(PDF\)](#)
- ["Holding Engaging Conversations about Work: Toolkit to Support Informed Choice in Employment" \(PDF\)](#)
- ["Advice and Information: Helping people with disabilities to become informed and to make effective decisions concerning employment" \(PDF\)](#)
- [Competitive Integrated Employment Exploration Report \(Word\)](#)

## Competitive Integrative Employment Discovery

- [Discovery and Assessment Process Log \(PDF\)](#)

- ["Documenting Discovery: Developing a Descriptive Profile to Guide Employment Plans Pathways to Employment Resource Center \(PERC\) Curriculum" \(PDF\)](#)
- ["Discovery Is..." \(PDF\)](#)
- [The Guided Group Discovery](#)
- [Discovery & Customized Employment tools](#)
- [Competitive Integrative Employment \(CIE\) Discovery / Assessment Profile \(Word\)](#)
- [Competitive Integrative Employment Exploration Report \(Word\)](#)

## **Competitive Integrative Employment Job Coaching**

- [Systematic Instruction—Teaching Job Skills \(video\)](#)
- [Job Coach Strategies for Systematic Training Techniques—Innovations in Employment Supports \(PDF\)](#)
- ["Job Site Supports: Suggestions for Supporting Persons with Disabilities on Job Sites" \(PDF\)](#)
- ["Job Analysis: A Strategy for Assessing and Utilizing the Culture of Work Places to Support Persons With Disabilities" \(PDF\)](#)
- ["Employment Support as Knowledge Creation" \(PDF\)](#)
- [Job Coach Self-Evaluation \(Word\)](#)
- [Systematic Instruction Procedures: Training and Motivating Strategies \(PDF\)](#)
- [Instructional Techniques in Job Coaching \(PDF\)](#)
- [Workplace Inclusion Checklist \(Word\)](#)
- [Job Coaching Fading Plan \(Word\)](#)

## **Competitive Integrative Employment Job Development**

- ["Employer Negotiation Strategies For Job Developers in Customized Employment" \(PDF\)](#)
- ["Teaching Networking Skills: Paving a Way to Jobs and Careers" \(PDF\)](#)
- [Assessing Work Culture \(PDF\)](#)
- [Workplace Culture Assessment Tool \(PDF\)](#)
- ["Using a Visual Resume for Job Development" \(Word\)](#)
- ["Job Development Script"](#)
- [Developing Vocational Themes: Workbook \(Word\)](#)
- ["Customized Job Development: Tactics for Tough Times" \(Word\)](#)
- ["The Business Benefits of Hiring People With Disabilities"](#)

## Partners with Business

- [Partners with Business Agreement Invoice \(Word\)](#)
- [Partners with Business: An Innovative Workplace Support \(PDF\)](#)
- [Partners with Business FAQs for Employers \(PDF\)](#)
- [Partners With Business Agreement \(Word\)](#)
- [Partners With Business Support Analysis \(Word\)](#)
- [Partners With Business Support Plan \(Word\)](#)

## Supported Employment

- [Best Practices Guide for Supported Employment Program Management \(PDF\)](#)
- ["The Seven Phase Sequence for Balancing Naturalness and Individual Needs" \(PDF\)](#)

## Benefits and Work Conversations

- [Benefits and Work Conversations in Action - Increasing confidence for all professionals \(video\)](#)

## Wisconsin Department of Health Services Competitive Integrated Employment Trainings


- [DHS Competitive Integrative Employment Training Series](#)
- [Eri Training Center Competitive Integrated Employment for People with Physical Disabilities](#)
- [Positive Behavior Supports in the Workplace](#)
- [Benefits and Work: The Impact of Work on Benefits](#)
- [Workplace Personal Assistant \(WPA\) Training](#)

## Day Habilitation

- ["Ensuring Excellence in Community-Based Day Supports: A Guide for Service Providers and Staff" \(PDF\)](#)
- [Day Habilitation Services Six-Month Progress Report and Day Habilitation Plan \(Word\)](#)

## Community Connection

- ["The Community's Calendar: A Strategy for Planning Meaningful Life Activities" \(PDF\)](#)
- [Essential Resources for Socially Connected Communities](#)

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- [The Living Well Blueprint: A Healthy, Safe, and Connected Approach to Quality Home and Community-Based Services](#)
  - [Friends: Connecting People with Disabilities and Community Members](#)
  - [Community Life Engagement \(CLE\) Toolkit](#)
  - [Valued Roles for All: The Keys to a Good Life—A Handbook \(PDF\)](#)
  - [Ensuring Excellence in Community-Based Day Supports: A Guide for Service Providers and Staff \(PDF\)](#)