

Employment Services in Texas' Home and Community Based Services Waivers



TEXAS
Health and Human
Services

Texas' Home and Community Based Services Waivers

- There are seven Home and Community Based Services Waivers (HCBS) in Texas:
 1. HCS- Home Community Based Services
 2. TxHmL-Texas Home Living
 3. CLASS- Community Living Assistance and Support Services
 4. DBMD- Deaf Blind with Multiple Disabilities
 5. YES-Youth Empowerment Services
 6. STAR + PLUS
 7. STAR Kids
- With the exception of the YES waiver, all HCBS waivers used to be operated by DADS. DADS is now a part of Texas HHSC, which operates and administers all seven HCBS waivers.

Texas HCBS Waiver's Employment Services

- Employment Assistance (EA) assists individuals to find competitive, integrated employment and Supported Employment (SE) assist them in maintaining employment.
- Pre-Vocational, offered only through the Community Living Assistance & Support Services (CLASS) waiver, is designed to assist someone to prepare for employment through a variety of activities and teaching methods. Pre-Vocational cannot be used to train an individual to do a specific job.
- SB 45 passed by the 83rd Legislature required all Medicaid 1915(c) waivers to include EA and SE. HHSC added the Consumer-Directed Services (CDS) option for both EA and SE as recommended by stakeholders.

What is Competitive, Integrated Employment?

- A job that pays minimum wage or above;
- Offers the same benefits package and chances for promotion to all employees, if applicable;
- Typically not owned/run by an agency whose sole purpose is to support people with disabilities; and
- Interaction with people with and without disabilities is the same for all workers. There must be people without disabilities employed other than staff who support the people with disabilities.

“Let's start at the very beginning... A very good place to start”

- The fact that the individual wants the opportunity to pursue competitive, integrated employment must be in the Person Centered/Directed Plan and the Implementation Plan.
- Approved units of Employment Assistance should be added to an individual's service plan, which can be called an IPC (Individual Plan of Care), IPP (Individual Program Plan) or an ISP (Individual Service Plan) depending on the specific HCBS waiver.
- Everyone on the Service Planning Team (SPT) must be aware that the individual wants to pursue employment. The SPT members must agree that competitive, integrated employment is an appropriate goal for the individual at that point in time.

Employment First

- HHSC's Employment First policy states that employment should be the first and preferred option of service.
- This doesn't mean that everyone has to work in competitive, integrated employment.
- It does mean that the individual should be asked at every Service Planning Team meeting if he/she is interested in a job in the community.
- This question might mean starting conversations with family members and/or legal guardians, who may be resistant to an individual working in the community, even though this is what the individual wants to do.
- You may have multiple conversations over a period of years. Keep having them!

What are Families Worried About?

- Failure – letting their child/themselves venture out and fail and then...
 - Lose their job/benefits/income.
 - Become homeless.
 - Go into the criminal justice system.
- Safety – putting their child/themselves at risk for...
 - Robbery and credit insecurity.
 - Abuse from attendants/coworkers/relationships.
 - General health/medical needs.
- Loss of waiver slot and/or cash benefits through Social Security and/or HHSC Medicaid.

Real Inclusion

“If people with IDD had more engagement in their communities, were out and about more and involved in faith membership, recreation and leisure, clubs, sports, educational opportunities, employment, and lived in neighborhoods with fellow citizens, then lots of people would know them, would expect them to show up in certain places at certain times, and if they didn’t, or something didn’t seem right when they did show up, someone would know immediately and could address it.

While quality control and staff vetting and training is important, procedures put in place should regulate the system, not the individuals served by the system.”

-Ginger Mayeaux, MSSW, *State Advocacy Director* at The Arc of Texas

Starting Points for a Conversation About Employment with Family Members (1 of 2)

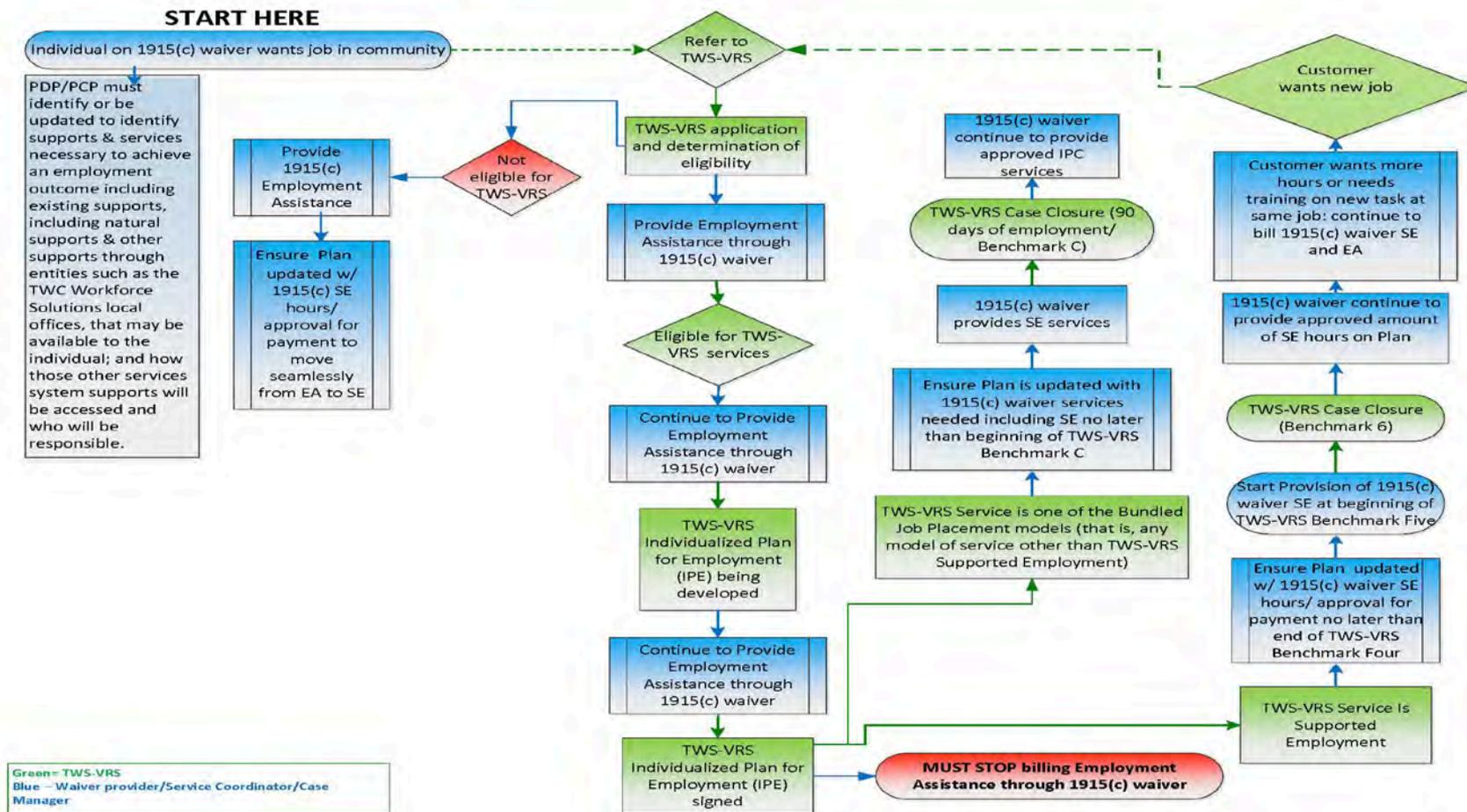
- Dignity of Risk – encouraging parents to encourage independence.
 - We all take chances.
 - Love and protection do not need to encourage greater disability.
- Equal Expectations – disability is not an excuse.
 - Ask: Would I ask these questions or set these parameters on my child if they didn't have a disability?
 - Set the bar high and believe.
- Don't believe everything you hear about Social Security benefits and working. People can work and retain their cash benefit and healthcare for a very long time!

Starting Points for a Conversation About Employment with Family Members (2 of 2)

- Everyone has successes and failures at work. Just because one job did not succeed, it does not mean a new job won't. Learn from the first job to make the next one work better.
- We all have to work, so having a disability should not exclude people from that expectation.
- Benefits are not necessarily a one-time service. An individual can get back on, or reapply, but working is always better.
- Start the conversation with parents about employment and their child. Plant that seed of change! It could take a long time, if ever, to grow.

-Special Thanks to Lauren Gerken, TCDD Public Policy Fellow at The Arc of Texas, for Slides 7-10

Sequencing of Services Flow Chart



Service Provider Qualifications

- The EA and SE service provider qualifications:
 - Option 1:
 - bachelor's degree in rehabilitation, business, marketing, or a related human services field; and
 - six months of paid or unpaid experience providing services to people with disabilities.
 - Option 2:
 - associate's degree in rehabilitation, business, marketing, or a related human services field; and
 - one year of paid or unpaid experience providing services to people with disabilities.
 - Option 3:
 - high school diploma or GED, and
 - two years of paid or unpaid experience providing services to people with disabilities.

Employment Assistance (1 of 3)

Employment Assistance:

- Is provided to an individual to help locate competitive employment in the community.
- Is provided by the waiver service provider, who performs the following activities:
 - identifies individual's employment preferences, job skills, and requirements for a work setting and work conditions;
 - conducts training on identified needs related to the above;
 - locates prospective employment compatible with an individual's identified preferences, skills, and requirements;

Employment Assistance (2 of 3)

- contacts prospective employer on behalf of individual and negotiates individual's employment;
 - provides transportation to help individual locate paid employment in the community; and
 - participates in service planning team meetings.
- Is provided in accordance with the individual's IPC, and the approved waiver application approved by CMS and found at <https://hhs.texas.gov/laws-regulations/policies-rules/waivers/class-waiver-applications>;
 - Cannot be provided to an individual who is receiving supported employment; and

Employment Assistance (3 of 3)

- Does not include using Medicaid funds paid by HHSC to the program provider for incentive payments, subsidies, or unrelated vocational training expenses such as:
 - paying an employer:
 - to encourage employer to hire an individual;
 - for supervision, training, support and adaptations for an individual that the employer typically makes available to other workers without disabilities filling similar positions in the business;
 - paying the individual:
 - as an incentive to participate in EA activities;
 - for expenses associated with start-up costs or operating expenses of an individual's personally-owned business.

It's Your Turn!

1. Texas' Employment First Policy requires that everyone who receives any public funding will have to go to work:
 - a. True
 - b. False

2. The waiver service Employment Assistance provides:
 - a. Help finding a job.
 - b. Help maintaining a job.
 - c. Both a and b

3. Competitive integrated employment means the person is earning above minimum wage; it doesn't matter where the person works:
 - a. True
 - b. False

Now That You Know....Let's Estimate Number of Units Needed

- An individual's specific needs for training, available natural supports, and preferences for employment will determine the hours needed. Some broad guidelines to consider include:
 1. A good employment profile is critical in pursuing an appropriate job match for the individual.
 2. Conducting the necessary discovery process to develop a meaningful employment profile will often require a minimum of 10 hours.
- If this is the first time you and the SPT has ever requested EA for anyone, consider asking for enough units to cover six months. Remember, you won't be providing EA all day, every day!

Complete a Vocational Assessment

- Easy to complete.
- Helps you identify an individual's strengths and weaknesses and “non-negotiables” so you can concentrate on the employment profile.
- A completed vocational assessment will help the individual in their first meeting with Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS).
- Can help you develop a resume for someone with limited or no work history.
- Available online for free, including reading-free vocational assessments.
- Can't find one online you like? Contact us, and we'll send you one!

Developing an Employment Profile

- Example activities for developing an employment profile include:
 1. Conducting interviews with the individual and people who know how the individual responds when exposed to different environments and conditions.
 2. When exploring available options, accompany the individual to several businesses in the community to observe the individual's behaviors and interactions with others and discuss employment preferences.
 3. Identifying the individual's dislikes to ascertain what factors might be barriers to success in a particular work environment.

Now That EA Units Have Been Requested, Let's Take the Next Step

- Once you have completed the vocational assessment and employment profile you're ready to refer the individual to Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS).
- Referral to TWS-VRS is the 'formal' responsibility of the Service Coordinator or Case Manager. If you are not in that role, you can still refer to TWS-VRS, just be sure to let the Service Coordinator or Case Manager know you have done so.
- Why would you refer to TWS-VRS? Why not just use the waiver service Employment Assistance?

Referral to TWS-VRS

- When someone on an HCBS waiver says they are interested in competitive, integrated employment, they must be referred to TWS-VRS, or the school system if they are under age 22 and attending school.
- All Texas HCBS waivers include this language in the definition of Employment Assistance: *“Documentation is maintained in the individual’s record that the service is not available to the individual under a program funded under section 110 of the Rehabilitation Act of 1973 or under a program funded under the Individuals with Disabilities Education Act (20 U.S.C. §1401 et seq.)”*

Purpose of Texas Workforce Solutions - Vocational Rehabilitation Services

- Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) services help people with disabilities prepare for, find, keep and advance in competitive integrated employment. TWS-VRS services are time-limited.
- Individualized job placement services. No set menu of services.
- Individual must be able to direct services and be self-motivated, or have team of paid staff or natural supports who consistently direct services and ensure customer stays motivated.
- Consistent, quality ongoing employment-related supports and services from the HCBS waiver are a key component to successful employment outcomes for individuals receiving both TWS-VRS and HCBS waiver services.

Types of Employment Services in TWS-VRS

- TWS-VRS has five different service models:
 1. Counselor Directed Placement
 2. Non-Bundled Job Placement Services
 3. Bundled Job Placement Services
 4. Bundled Enhanced Job Placement Services
 5. Supported Employment Services*

*TWS-VRS Supported Employment is a different service than the HCBS waiver service Supported Employment.

- Not everyone on an HCBS waiver needs TWS-VRS Supported Employment.

HOW TWS-VRS PROVIDES SERVICES

- Job placement services may be done by the VRC, or by a contracted organization known as a Community Rehabilitation Program (CRP).
- Individuals are given a list of CRPs in their area from which to choose.
- Services that support an employment goal such as school, therapy, clothing and equipment are provided through contracts with a variety of vendors.
- A vendor may be added to fulfill a specific request from an individual if that request will help him/her reach the employment goal.

How to Find TWS-VRS

- Individuals can find their local TWS-VRS office by calling the TWS-VRS Inquiries line at 1-800-628-5115.
- The individual should contact their TWS-VRS local office to schedule an appointment to apply for services and let the office know what accommodations, if any, will be needed (e.g. Interpreter or Translator Services).
- TWS-VRS needs paid staff and welcomes family/friends to be present, or on the phone during appointments as long as that is what the individual has requested.

How to Make the Process Run Smoothly (1 of 2)

- At the first appointment, the TWS-VRS staff will have the individual sign release forms so that TWS-VRS may:
 - Obtain all medical and other necessary records from providers;
 - Include additional people that the individual has requested be involved in his/her planning for employment; and
 - Provide copies of the individual's TWS-VRS Individualized Plan for Employment (IPE) with those that the individual has requested this information be shared.
- Don't know what to bring? Bring the entire file (or copies if you cannot take the file out of the building)!

How to Make the Process Run Smoothly (2 of 2)

- For detailed information about TWS-VRS process, including what documents to bring to the first appointment by reviewing “A Guide for Applicants” at the following link:
<http://www.twc.state.tx.us/files/jobseekers/vocational-rehabilitation-guide-for-applicants-twc.pdf>.
- Verify with the Vocational Rehabilitation Counselor (VRC) what you both expect from each other, and go over the time lines carefully at the first meeting.

TWS-VRS Eligibility Overview (1 of 2)

- First Eligibility Criterion: Presence of an Impairment
 - The individual must have a physical, mental or visual impairment; that is an injury, disease, or other condition that results in persistent functional limitations.
- Second Eligibility Criterion: Substantial Impediment to Employment
 - The physical or mental impairment must constitute or result in a substantial impediment to employment.

TWS-VRS Eligibility Overview (2 of 2)

- Third Eligibility Criterion: Requires TWS-VRS Services
 - The individual must require TWS-VRS services to prepare for, enter, engage in, or retain an employment outcome consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. For purposes of an assessment for determining eligibility and vocational rehabilitation needs under this part, an individual is presumed to have a goal of an employment outcome.

-Based on 34CFR§361.42(a)(1)

TWS-VRS Services Timelines (1 of 2)

- Counselors must complete **the application within 30 days of initial contact**. If the application cannot be completed within 30 days, the case file documentation must reflect a good-faith effort to meet this time standard. *-Based on 34CFR §361.41(a)*
- Counselor must determine a individual's **eligibility** for the TWS-VRS program **by the 60th day after the date that the application is signed**, unless there is a need to extend the time, or individual's ability to achieve an employment outcome cannot be determined without an extended evaluation. *-Based on 34CFR §361.41(b)(1)d*

TWS-VRS Services Timelines (2 of 2)

- An Individualized Plan for Employment (**IPE**) must be **completed within 90 days after determining eligibility**. If the IPE cannot be completed within 90 days, the case file documentation must reflect a good-faith effort to meet this time standard. *-Based on 34CFR §361.45(a)(1)*

Billing for HCBS EA Can Begin!

- Once the individual has made application with TWS-VRS all HCBS waiver providers can, and should start to provide and bill the waiver for Employment Assistance (EA).
- The waiver provider can, and should continue to bill for EA until the individual's TWS-VRS Individualized Plan for Employment (IPE) is signed.
- The TWS-VRS IPE is equivalent to an IPP, IPC, ISP, PDP, PCP, and Implementation Plan. Service Coordinators and providers should all have been involved in the creation, and all have a copy of the TWS-VRS IPE and vice-versa.

Why Do I Have to Stop Billing HCBS EA When the TWS-VRS IPE is Done?

- A state cannot pay for the same service with two different pots of federal funding.
- TWS-VRS is funded through grants to states under the purview of the U.S. Department of Education's (DOE) Office of Special Education and Rehabilitative Services' (OSERS) Rehabilitation Services Administration (RSA).
- HCBS waivers are funded through Medicaid and state general revenue under the purview of the Department of Health and Human Services (HHS).
- This is what you know as the "Payor of First/Last Resort" issue.

Who is the Payor of First and Last Resort?

- Payor of First and Last Resort are terms used by Federal and State governments to define who pays first when two different public funding sources both fund the same service.
- In Texas waivers, TWS-VRS is always Payor of First Resort for the waiver service Employment Assistance.
- For all other services in the HCBS waivers, TWS-VRS is the Payor of Last Resort after Medicaid, Medicare (if applicable) and the HCBS waiver itself. This is a result of a long standing agreement between HHSC and TWS-VRS legal departments.

Application for TWS-VRS Services Done! Now What?

- Now you can start to use those approved units of Employment Assistance!
- Let's see what activities are billable under EA.
- As you do EA activities, don't forget to let the TWS-VRS Vocational Rehabilitation Counselor what you are doing, and the progress you are making.

It's Your Turn! (I)

1. As soon as someone says they want to go to work I should refer to TWS-VRS:
 - a. True
 - b. False

2. Everyone with a disability is eligible for TWS-VRS services:
 - a. True
 - b. False

3. I can start billing Employment Assistance when:
 - a. TWS-VRS application is completed.
 - b. TWS-VRS Individualized Plan for Employment is signed.
 - c. TWS-VRS places the individual in a job.

EA Consists of Job Assessment, Discovery and Development

- Services are individualized, person-directed, and may include activities in job assessment, job discovery or job development.
- Identifying an individual's employment preferences, job skills and requirements for a work setting and work conditions is known as job assessment.
- Locating prospective employers offering employment compatible with an individual's identified preferences, skills and requirements is known as job discovery.
- Contacting a prospective employer on behalf of an individual and negotiating the individual's employment is known as job development.

Examples of EA Job Assessment(1 of 2)

- Here's some examples of what you might bill for in EA:
 1. The individual and parents want to be certain that earned income will not disqualify the individual from their Medicaid State Plan benefits; you provide information regarding Social Security work incentives.
 2. The individual wants to work with animals but the individual's health risk factors may present a challenge to this employment goal: you start to inquire at PetSmart, PetCo and other places about jobs where the individual could be around animals but not work directly with them.

Examples of EA Job Assessment(2 of 2)

3. Individual wants to work at popular local food establishment but employment profile discovery process identified individual becomes agitated in high-stimulus environment: You work on coping strategies specific to this work environment.
4. Individual has never been employed and requires training to fill out an application, presenting themselves as a potential candidate, responding to questions in an interview, etc.: You do role playing activities using a variety of types of jobs; work with the individual to be able to fill out as much of the application independently as possible.

Examples of EA Job Discovery

- Touring current or potential work environments with the individual.
- Assisting the individual with job applications, pre-employment forms, practice interviews and pre-employment testing or physicals.
- Accompanying the individual to interviews.
- Performing a job analysis to determine if a potential job meets the individual's interests, capabilities, preferences and ongoing support needs.

Examples of EA Job Development (1 of 2)

- Contacting a prospective employer on behalf of an individual and negotiating the individual's employment.
- Contacting employers and developing customized employment. Often referred to as job carving, or restructuring. This model takes a job and picks out one or more tasks the individual with the disability can accomplish; these separated tasks become the customized job for that individual.
- Exploring the extended services and supports required at and away from the job site that will be necessary for employment success.

Examples of EA Job Development (2 of 2)

- Exploring options related to wages and employment outcomes (including self-employment outcomes).
- Negotiating aspects of the individual's employment with prospective employers.
- Assisting the individual to utilize work incentives to maintain needed benefits
- Assisting the individual to understand the impact of work activity on his/her services and financial supports.
- Educating the employer about the Work Opportunity Tax Credit and other potential employer benefits.

Service Log for EA

- Must include information below that pertains to individual's progress toward employment goals:
 - Name of individual
 - Type of service
 - Date of service
 - Place of service
 - Start and end time of each billable event
 - Description of service event
 - Name of service provider
 - Signature of service provider

Suppose I Find a Job for the Individual Before TWS-VRS Does the IPE?

- Great! That means the individual doesn't have to wait any longer to start working.
- Let the TWS-VRS Vocational Rehabilitation Counselor know as soon as the person lands the job.
- TWS-VRS will close the case, and you are free to start providing Supported Employment (which we will talk about later).

The Individual Lands a Job, Now What?

- If a TWS-VRS CRP is the entity that helped the individual find the job, you will need to know which model of TWS-VRS employment is being used in order to track the expected date of case closure.
- If the HCBS waiver provider helped the individual find the job, you will need to let the TWS-VRS Vocational Rehabilitation Counselor (VRC) know so he/she can start the case closure process.
- Once a successful job match has been made and the individual is employed, employment assistance services are closed on the waiver service plan and supported employment services are added.

Placement came through TWS-VRS and the individual is Receiving TWS-VRS Supported Employment

- If you have not done so already, the Service Coordinator/Case Manager and/or the waiver provider need to start tracking the individual's progress on the job immediately.
- There are six 'benchmarks' in TWS-VRS Supported Employment (SE). At TWS-VRS Benchmark Five, the individual will have been employed at least 56 cumulative calendar days and all active TWS-VRS services will have been completed.
- HCBS waiver Supported Employment starts at TWS-VRS Benchmark Five. Job coaching and any other services the individual needs to maintain employment will be provided by the waiver provider from this point forward.
- You will need to have approved units of HCBS SE on the waiver service plan by TWS-VRS Benchmark Five. Because Benchmark Five depends on 56 cumulative calendar days of employment, there has to be consistent communication between the HCBS waiver and TWS-VRS.

Placement came through TWS-VRS and the individual is Receiving Other Than TWS-VRS Supported Employment

- If you have not done so already, the Service Coordinator/Case Manager and/or the waiver provider need to start tracking the individual's progress on the job immediately.
- There are three 'benchmarks' in all models of employment services in TWS-VRS other than SE.
- At TWS-VRS Benchmark C the individual will have been employed at least 90 cumulative calendar days and all active TWS-VRS services have been completed.
- You will need to have approved units of whichever HCBS waiver services will be needed to maintain the job on the waiver service plan by TWS-VRS Benchmark C.

TWS-VRS Case Closure

- A TWS-VRS case is closed successfully when 90 days have passed since the end of substantial services, which will be Benchmark C in most services models of employment. For TWS-VRS Supported Employment, that time will start at Benchmark Five.
- Individuals will receive a case closure letter.

HCBS Waiver Supported Employment (1 of 3)

- HCBS Waiver Supported Employment is assistance provided to an individual:
 - requires intensive, ongoing support to be self-employed, work from home, or perform in a competitive, integrated work setting;
 - in order for the individual to sustain competitive integrated employment; and
 - in accordance with the individual's service plan and the appropriate waiver application approved by the Center for Medicare and Medicaid Services (CMS) and found at www.hhsc.state.tx.us or [HHSC](#).

HCBS Waiver Supported Employment (2 of 3)

- HCBS Waiver Supported Employment consists of a service provider performing the following activities:
 - employment adaptations, supervision, and training related to an individual's disability;
 - providing transportation to support the individual's efforts to be self-employed, work from home, or perform in a work setting; and
 - participating in service planning meetings.

HCBS Waiver Supported Employment (3 of 3)

- In the state of Texas, this service is not available to individuals receiving these services under a program funded under section 110 of the Rehabilitation Act of 1973.
- Documentation is maintained in the individual's record that the service is not available to the individual under a program funded under the Individuals with Disabilities Education Act (20 U.S.C. §1401 et seq.).
- This service may not be provided to the individual with the individual present at the same time that day habilitation, supported home living, employment assistance, or respite is provided.

Let's Estimate Number of SE Units Needed

- An individual's specific needs for training and available natural supports will determine the hours needed.
- Go back to the original estimate of SE units the team came up with at the start of EA. Now that the person is on the job, does it seem like he/she needs more or less SE hours? If you aren't sure, request the amount first estimated.
- With SE a good rule of thumb is to overestimate, not underestimate the number of units needed.
- If this is the first time you and the SPT has ever requested SE, consider asking for enough units to cover six months of job coaching for the full amount of working hours each day.

Examples of HCBS SE (1 of 2)

- Monitoring job performance.
- Participating in Service Planning Team meeting.
- Communicating with managers and supervisors to gather input and plan training.
- Communicating with company personnel or support systems to ensure job retention.
- Assisting the individual with career advancement.
- Setting up compensatory strategies on the job.
- Assisting the individual with transportation needs.

Examples of HCBS SE (2 of 2)

- Training in work related tasks or behaviors to ensure job retention (for example, grooming or behavior management)
- Training or consulting with employers, coworkers or advocates to maximize natural supports
- Assisting the individual to utilize work incentives to maintain needed benefits and continue to access needed supports and services
- Assisting the individual to develop a method for ongoing income reporting and for staying informed about the impact of the individual's earnings on cash, Medicaid and other benefits, and assisting the individual to report earned income to the Social Security Administration and the Texas Health and Human Services Commission
- Assisting the individual to develop assets and obtain self-sufficiency

A Word about Self Employment

- Self-Employment is an area in which you may need specialized training and technical assistance in order to provide quality SE services.
- The self-employment model can be an excellent alternative to working in the community in competitive, integrated employment. This is a complex model that has a lot of moving parts that have to align to make it work.
- There are important considerations if this is the career path the individual has chosen, including:
 1. How much on the job support is needed?
 2. How much support to run the business is needed?
 3. How much support is needed to understand the accounting process, reporting mechanisms and other areas of specialty in self-employment

Service Log for SE

- Program Providers must have written documentation to support a service claim for SE and that documentation must:
 - Meet requirements for SE service claims in their HCBS waiver handbook;
 - Include start and end time of SE services provided;
 - Include evidence that SE services are not available under a program funded under IDEA for individuals under 22 yrs. old ;
 - Include justification in the PDP reason(s) why activities are simultaneously being performed by more than one service provider.

It's Your Turn! (2)

1. Before starting to bill for SE I must:
 - a. Get a denial letter from TWS-VRS.
 - b. Make contact with the school if the client is under 22 and in school to ensure they do not provide a like service.

2. All waiver participants need SE services:
 - a. True
 - b. False

3. If someone gets SE, that means I have to:
 - a. Check in every once in a while to see how the job is going.
 - b. Provide as much support as the person needs, even if that means being with the individual every moment on the job for an extended time period.

What if the Individual Wants More Hours or Has to Learn a New Task?

- You would bill HCBS waiver SE:
 - The waiver provider of services will negotiate with the employer around more hours.
 - The waiver provider of services will actively coach the individual on the job until he/she is able to do the new task(s) independently.

What if the Individual Wants a New Job?

- You begin the process again, starting with getting EA units approved and referring back to TWVS-VRS as the Payor of First Resort for HCBS EA.

Role of the Service Coordinator/Case Manager: Coordinate and Share Information

- Coordinate with other agencies, particularly HHSC, regarding an individual's continued Medicaid eligibility once he/she begins work, and with TWC and local school districts, to seek these third party resources before using EA through the a waiver.
- Devote time during individual's initial service planning meeting to discuss employment with individual and his/her family and process to obtain employment services and supports .
- Continue to explore possibility of employment at subsequent service planning meetings for individuals who are not employed in the community.
- Affirm/explain how individuals can work and still maintain their medical benefits (e.g., Medicaid Buy-In program), and in most cases, have an increase in income.
- Explain rights to appeal if services are denied, reduced, or terminated; and
- Monitor whether the individual/family is satisfied with his or her employment supports.

Role of the HCBS Waiver Provider: Provide Services and Share Information

- Ensure the availability of each service, even in rural areas where, without the use of the current definition of qualified provider, not all waiver services would be readily accessible
- Ensure that waiver services identified in the individual's implementation plan are provided in an individualized manner and are based on the results of assessments of the individual's and the family's strengths, the individual's personal goals and the family's goals for the individual, and the individual's needs, rather than which services are available.
- Ensure that each individual's progress or lack of progress toward desired outcomes is documented in observable, measurable, or outcome-oriented terms.
- Maintain a system of service delivery that is continuously responsive to changes in the individual's personal goals, condition, abilities, and needs as identified by the Service Planning Team.

Resources (1 of 2)

- **Employment Services Web-based Training**

<https://hhs.texas.gov/doing-business-hhs/training/training-initiatives> or [WaiverWebTraining](#)

- **HHSC Guide to Employment for People with Disabilities**

<https://hhs.texas.gov/services/disability/employment/employment-first/employment-guide-people-disabilities> or [EmploymentGuide](#)

- **Working and Benefits**

- www.ssa.gov/ssi/text-work-ussi.htm or [SSAWork](#)

- <https://www.realeconomicimpact.org/resources/ndi-online-classroom> or [NDIBenefitsTraining](#)

Resources (2 of 2)

- **TWS-VRS**

<http://www.twc.state.tx.us/programs/vocational-rehabilitation-program-overview> or [TWSVRS](#)

- **Texas Transition and Employment Guide**

<http://www.transitionintexas.org/cms/lib/TX01001018/Centricity/Domain/3/Texas%20Transition%20and%20Employment%20Guide%202014.pdf> or [TransitionGuide](#)

- **HHSC comparison chart with 1915c waivers**

<https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/compare-long-term-services-supports-ltss-programs> or [LTSSChart](#) or [LTSSChart](#)

Provider Training (1 of 2)

- **University of North Texas** Workplace Inclusion and Sustainable Employment <http://wise.unt.edu/crptraining> or [UNTTraining](#) offers online courses
 - Job Coach / Job Skills Trainer (15 hours)
 - Job Placement Specialist (20 hours)
 - Supported Employment Specialist (30 hours)
 - Supported Employment: Discovering Untapped Talent (40 hours)
- **Training Resource Network** (<https://trn-store.com/> or [TRN](#))
Offers a variety of online training courses
- **Virginia Commonwealth University** Rehabilitation Research and Training Center
<http://www.worksupport.com/> or [WorkSupport](#)

Provider Training (2 of 2)

- **U.S. Department of Labor, Office of Disability Employment Policy**

<http://www.dol.gov/odep/topics/youth/softskills/> or [DOLEmployment](#)

- **College of Employment Services**

<http://directcourseonline.com/employmentservices/> or [CollegeEmploymentServices](#)

- **HHSC Guide to Employment for People With Disabilities**

<https://hhs.texas.gov/services/disability/employment/employment-first/employment-guide-people-disabilities> or [HHSCEmploymentGuide](#)

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