

Iowa Employment First Guidebook

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Acronyms

Acronym	Full Text
AAA	Area Agency on Aging
ABLE	Achieve a Better Life Experience
ACT	Assertive Community Treatment
ADA	Americans with Disabilities Act of 1990
ADD	Administration on Developmental Disabilities
ADRC	Aging and Disability Resource Center
ADS	HHS's Division of Aging and Disability Services
APSE	Association for Persons Supporting Employment 1st
ASD	Autism Spectrum Disorder
AT	Assistive Technology
ATD	Assistive Technology Device
BI	Brain Injury
CCO	Consumer Choice Option
CDAC	Consumer Directed Attendant Care
CFR	Code of Federal Regulations
CIE	Competitive Integrated Employment
CM	Case Manager
CMS	Centers for Medicare and Medicaid Services
DD	Developmental Disabilities
DOJ	Department of Justice
DRI	Disability Rights Iowa
E1st	Employment First
EFSLMP	Employment First State Leadership Mentoring Program
HAB	Home and Community Based Services Habilitation Program
HCBS	Home and Community Based Services
HHS	Iowa Department of Health and Human Services
HoH	Hard of Hearing
IACP	Iowa Association of Community Providers
IBC	Iowa Blueprint for Change
ICF	Intermediate Care Facility
ICF/ID	Intermediate Care Facility for Persons with Intellectual Disabilities

Acronym	Full Text
ICF/PMI	Intermediate Care Facility for Persons with Mental Illness
ICIE	Iowa Coalition for Integrated Employment
IDD	Intellectual and Developmental Disabilities
IDEA	Individuals with Disabilities Education Act
IDOE	Iowa Department of Education
IEP	Individualized Education Program
IHH	Integrated Health Home
IRWE	Impairment Related Work Expense
ISP	Individualized Service Plan
IT	Information Technology
IVRS	Iowa Vocational Rehabilitation Services
IWD	Iowa Workforce Development
LD	Learning Disability
ME	Medically Exempt
MEPD	Medicaid for Employed Persons with Disabilities
MFP	Money Follows the Person
MHDS	Mental Health and Disability Services
MIG	Medicaid Infrastructure Grant
OCTF	Olmstead Consumer Task Force
ODEP	Office of Disability Employment Policy
PASS	Plan to Achieve Self-Support
PD	Physical Disability
PWD	Person with a Disability
SE	Supported Employment
SELN	State Employment Leadership Network
SMI	Significant Mental Illness
SMW	Subminimum Wage
SSA	Social Security Act
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
TCM	Targeted Case Manager
UCEDD	University Center for Excellence in Developmental Disabilities

Introduction: The Employment Directive

This guidebook is the product of a collaborative effort between the Iowa Department of Health and Human Services (HHS) and other critical partners across the state who are committed to promoting Employment 1st principles and ensuring that disabled Iowans who want to work are given the opportunity to pursue Competitive Integrated Employment (CIE).

Employment 1st initiatives and policies support competitive integrated employment as the expected standard and define the term as:

1. **Competitive:** work that is paid at or above minimum wage and not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by employees who are not disabled.
2. **Integrated:** work in the community, where the employee interacts with other persons who are not disabled to the same extent as others who are in comparable positions, and that presents opportunities for advancement that are similar for those who are not disabled.
3. **Employment:** work, including self-employment, that allows an individual to pursue a life of self-sufficiency, independence, and dignity.

Case managers, care managers, service coordinators and integrated health home care coordinators are encouraged to refer to this guide as a source of knowledge, resources, and tools they need to ensure each person with a disability they work with can achieve employment in the general workforce, earning at least minimum wage. While 14(C) certificates are held by a handful of employers in Iowa, all but one are no longer employing individuals with disabilities in subminimum wage and all are moving toward CIE. With the right support, those in Day Habilitation programs, Adult Day Care, or maybe not doing anything but receiving supported community living services will also be able to achieve CIE. Thank you for all your work to make their dreams a reality!

Employment First

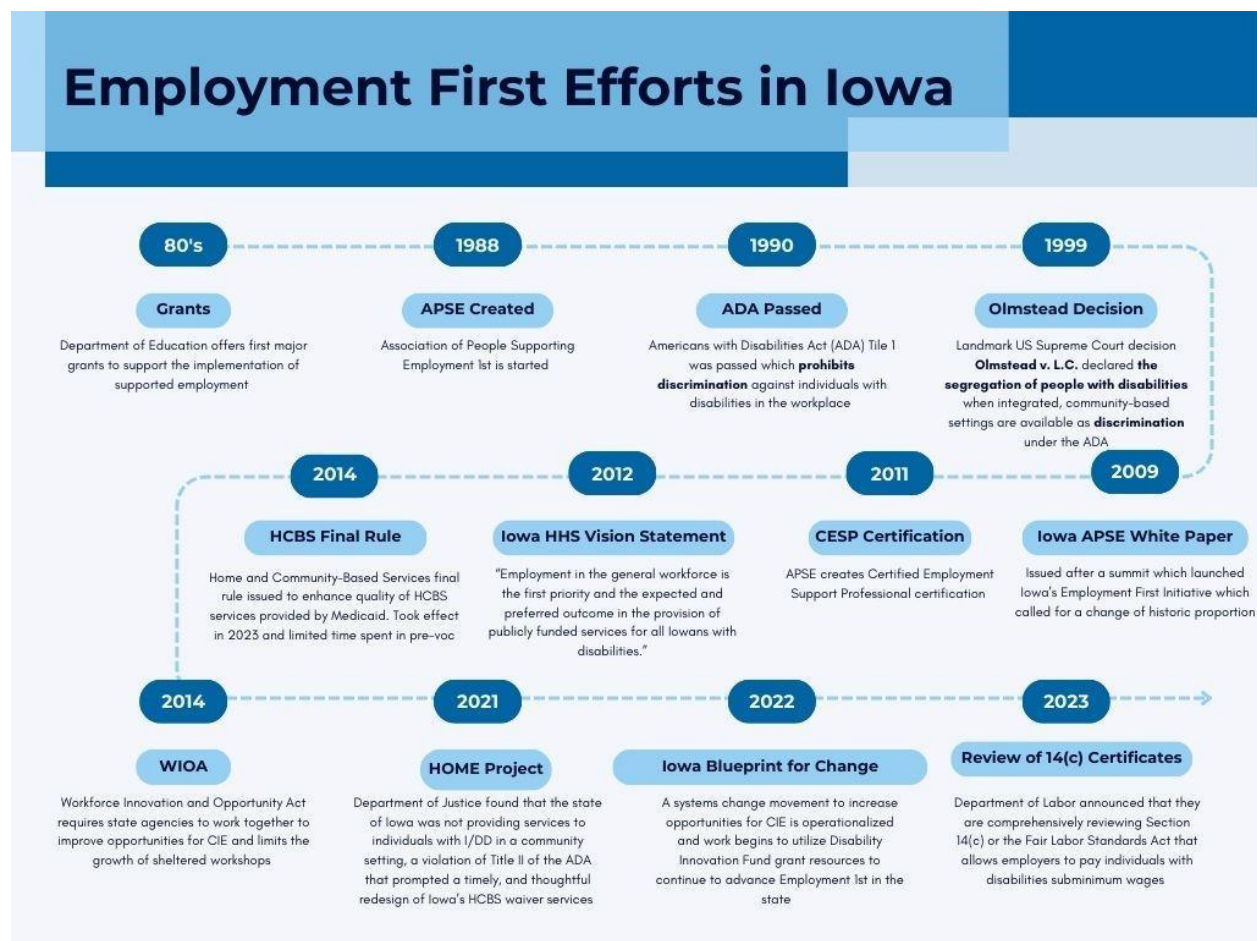
Employment First is a national systems-change framework centered on the premise that all individuals, including those individuals with the most significant disabilities, are capable of full participation in Competitive Integrated Employment (CIE) and community life. Under this approach, publicly financed systems are urged to align policies, regulatory guidance, and reimbursement structures to commit to CIE as the priority option with respect to the use of publicly financed day and employment services for youth and adults with significant disabilities.

Each state approaches Employment 1st differently. In Iowa, various critical partners have been working to advance Employment 1st policies and practices for over 30 years. In addition to large agencies like Health and Human Services (HHS), Iowa Vocational Rehabilitation Services (IVRS), the Iowa Department of Education (IDOE), Iowa Mental Health and Disability Services Regions (MHDS), the Iowa Association of Community Providers (IACP), and others, smaller groups like the Iowa Blueprint for Change (IBC), Iowa Association of People Supporting Employment First (IA APSE), the Iowa Coalition for Integrated Employment (ICIE), The University of Iowa's University Center for Excellence in Developmental Disability

(UCEDD), the Developmental Disabilities (DD) Council, Disability Rights Iowa (DRI), and the Olmstead Consumer Taskforce have all contributed to Employment 1st efforts in the state. Reframing how Iowans think about disability employment and providing evidence that supported employment services benefit those with disabilities who want to, and can, work in the community.

Future Employment 1st efforts in Iowa could mirror robust, top-down systems alignment seen in other states like executive orders or proclamations, legislation, memorandums of understanding and more. Advocates and allies alike can make an impact by sharing the imperative nature of disability employment by teaching policy makers about barriers faced in Iowa when seeking and maintaining CIE. For more examples of what other states have done to improve opportunities for competitive integrated employment, visit the [State Employment Leadership Network website](#).

Employment First Through the Years



A Timeline of Employment First Efforts in Iowa.

- 1980s - Grants, Department of Education offers first major grants to support implementation of supported employment.
- 1988 - APSE created, the Association of People Supporting Employment First is started.
- 1990 - ADA Passed, the Americans with Disabilities Act was passed which prohibits discrimination against individuals with disabilities in the workplace.
- 1999 - Olmstead Decision - landmark US Supreme Court decision Olmstead v. L.C. declared the segregation of people with disabilities when integrated, community-based settings are available as discrimination under the ADA.
- 2009 - Iowa APSE White Paper, issued after a summit which launched Iowa's Employment First Initiative which called for a change of historic proportion.
- 2011 - CESP Certification, APSE creates Certified Employment Support Professional certification
- 2012 - Iowa HHS Vision Statement, "Employment in the general workforce is the first priority and the expected and preferred outcome in the provision of publicly funded services for all Iowans with disabilities."
- 2014 - HCBS Final Rule, Home and Community Based Services final rule is issued to enhance the quality of HCBS services provided by Medicaid. It took effect in 2023 and limited time spent in pre-vocational services.
- 2014 - WIOA, Workforce Innovation and Opportunity Act requires state agencies to work together to improve opportunities for CIE and limits the growth of sheltered workshops.
- 2021 - HOME Project, Department of Justice found that the State of Iowa was not providing services to individuals with I/DD in a community setting, a violation of Title II of the ADA that prompted a timely, and thoughtful redesign of Iowa's HCBS waiver services.
- 2022 - Iowa Blueprint for Change, a systems change movement to increase opportunities for CIE is operationalized and work begins to utilize Disability Innovation Fund grant resources to continue to advance Employment 1st in the state.
- 2023 - Review of 14(c) Certificates, Department of Labor announced that they are comprehensively reviewing Section 14(c) of the Fair Labor Standards Act that allows employers to pay individuals with disabilities subminimum wages.



Chapter 1: Employment Myth Busting

Why Work?

Why is employment such an important conversation with all the other factors to consider when supporting individuals with disabilities? It can be helpful to consider what we all get from our jobs. This can include:

- Money
- Opportunities
- Social Interactions
- Increased Self Esteem
- Sense of Belonging
- Expand Social Networks
- Recognition
- Sense of Accomplishment
- Community Involvement
- Community Integration

Competitive Integrated Employment provides individuals with disabilities with increased income, an opportunity to achieve economic self-sufficiency, better quality of life, and more involvement in their community. Additionally, **Everyone Benefits When Iowans with Disabilities Work!**

- Iowa's overall economy benefits when people with disabilities are in the workforce, paying taxes, and spending their earnings in their communities. Research by Dr. Robert Cimera of Kent State University indicates that for every \$1 spent on supported employment, \$1.62 is returned to Iowa's economy. ²
- The state benefits from reduced costs to Medicaid and other income support programs. In fact, research by the University of Iowa Public Policy Center showed that Medicaid members covered under Medicaid for Employed Persons with Disabilities (MEPD) incur **21.5% less** in claims than members with the same definition of disability who receive SSI and do not work.
- Businesses benefit from the talents and contributions of Iowans with disabilities. Iowa is facing a workforce shortage while leaving out a large pool of potential workers.



Supported Employment helps members feel better about themselves, their lives, their health and increases their self-esteem.

As case managers, it's important that, at minimum, you talk with your members quarterly during face-to-face meetings and yearly planning meetings and engage in meaningful conversations about employment. The purpose of these discussions is to convey why they may want to add employment to their lives. It is important to keep in mind that some individuals have lived their entire life being told what they can't do - can't live alone, can't work, can't drive, can't cook, etc. Employment 1st is rooted in the belief that everyone can work and be productive and reap all the benefits that having a career offers. The supported employment supports are there to assist them with the support they need to be successful in their careers.

Believing in a person-centered planning process, it's recognized that our members have the right to determine what they want to work on and achieve in the coming year. However, when asked "do you want a job" if the answer here is "No", follow up to make sure this answer is not formed upon information that is not true. Individuals have the right to make informed choices.

Common Myths and Talking Points

Studies have shown that family members play an influential role in whether or not their loved one pursues CIE. Families must establish high expectations and believe that work is important and an option. Family members function as role models for working, and influence expectations about working and have unique insights that can help planners during career development.

Here are some common myths concerning people with disabilities or their families and suggestions for challenging them.

Myth: "My son (daughter, loved one) can't work; who will hire them?"

Talking Points:

- Assume that everyone can try employment.
- Your loved one may need assistive technology, a simple accommodation, or may need an employment specialist to accompany them to work in the beginning; with the properly identified and supplied support, most people can, in fact, work.
- Customized Employment is a strategy available that matches an individual's strengths and interests with a business need in the community; it's a win-win for business and a person with a disability.
- Employers value reduced turnover, reduced time-to-hire, increased productivity, and leveraged resources – all these are things that people with disabilities have to offer.

Myth: "It's not safe for me (my son, daughter, loved one) to work in the community."

Talking Points:



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Myth: "I'm afraid I (my daughter, son, loved one) will fail or be rejected when working in the community."

Talking Points:

- It's natural to try to protect your loved one from negative experiences; instead, you could focus on maximizing their chances for success by focusing on their strengths, staying involved in the job development phase, sharing your networks, problem-solving the support they'll need to be successful, and help them practice soft skills.
- Persons with disabilities have a right to participate in the full range of human experiences including success and failure. Employers should have the same expectations of, and work requirements for, all employees. If this is a good job match for the person and the employer, give them the same opportunity to try that you would give anyone else.

- Walgreens, Costco, Bank of America, Lowe's, KwikStar/KwikTrip and other companies recognize the value of recruiting and hiring people with disabilities. Studies show that people with disabilities can offer businesses increased diversity, an ability to address unmet needs, resourcefulness, innovative thinking, and improved morale and productivity throughout their organizations. Research has found that people prefer to do business with companies who employ people with disabilities.

Myth: "Social Security Administration will say I'm not disabled anymore if I work."

Talking Points:

- Social Security ordinarily reviews your medical condition from time to time to see whether you are still disabled, using a process called the medical Continuing Disability Review, or medical CDR. If you participate in the Ticket program with either an Employment Network or your State Vocational Rehabilitation Agency and make 'timely progress' following your individual work plan, Social Security will not conduct a review of your medical condition", during the time your Ticket is assigned. For more information [visit the Ticket to Work website](#).

Myth: "If I (my daughter, son, loved one) work, I'll lose my benefits – or if I lose my job then I'll lose my services & insurance."

Talking Points:

- This is a big concern for many people. There are lots of ways established to help you keep your benefits, services, and insurance while you're working or during a transition period. A qualified Benefits Planner can explain these to you. Find one through your service provider, Vocational Rehabilitation or Disability Rights Iowa.
- Social Security has "work incentives" that are only available to people with disabilities who are working—such as the Impairment Related Work Expense (IRWE), which helps pay for expenses that are needed to work (such as special transportation); the Plan for Achieving Self Support (PASS), the Earned Income Exclusion, and Iowa's Medicaid for Employed Persons with Disabilities (MEPD). A qualified Benefits Planner can explain how these incentives could work for your family member. Social Security's guide to employment support is called ("The Redbook"), and it gives additional information and calculators.
- The ABLE Act also offers options for people with disabilities.
 - Individuals with disabilities often struggle financially, because they are forced to live in poverty in order to remain eligible for programs that pay for the support and services they need to live independently. But these programs do not pay for everything that is needed, and do not allow people to save for a day when other family members may not be around to help with their daily living needs. That's why Congress approved and the President signed the ABLE (Achieving a Better Life Experience) Act.

- The ABLE Act allows individuals to establish savings accounts that allow the individual or their friends and family to save up to \$18,000 each year. If the individual is working, they can save up to \$14,580 more than the limit (\$32,580 total). The savings account can be used to pay for education, transportation, housing, assistive technology, employment support and training, personal support services, health care expenses, and other "qualified disability expenses." In addition, these accounts can grow to \$100,000 without risking eligibility for Social Security and other government programs, and people are able to keep their Medicaid coverage no matter how much money they save in an ABLE account.
- Iowa passed its ABLE legislation in the 2015 session, including it in the Health and Human Services Budget Bill. It was signed by the Governor and directs the State Treasurer to develop and administer the program.

Some things you need to know about Iowa's program:

- Iowans with disabilities (and friends/families) can contribute a total of \$18,000/year.
- IABLE Account Owners who earn income may contribute additional funds (also known as ABLE to Work) beyond the Annual Contribution Limit of \$18,000 – up to \$14,580 more.
- You may save up to a total of \$320,000 in an Iowa ABLE account.
- Only the first \$100,000 in the account will be exempted from SSI. If you save more than that, your SSI cash benefit will be suspended. ABLE account savings (up to \$320,000) do not affect Medicaid eligibility.

For more information about Iowa's ABLE Act implementation visit the [IABLE website](#).

Myth: Certain jobs are more suited to persons with disabilities.

Talking Points:

- While we can all think of obvious bad job matches, be careful not to stereotype people based on a disability. Just because you can only think of one way to do something does not mean that other ways do not exist that are equally effective. As with all of us, certain jobs may be better suited to some than to others.

Myth: Support in the workplace would be too costly.

Talking Points:

- Accommodations are generally not expensive. Statistics show that 15% of accommodations cost nothing and 50% of accommodations cost less than \$500. The vast majority of workers with disabilities do not require accommodations.



- Employers make accommodations daily, for people with and without disabilities. “The most requested accommodation is a flexible work schedule, which costs nothing.” –Marian Vessels, ADA & IT Information Center for the Mid-Atlantic Region
- “Any operation that has more than a handful of workers is going to have to make accommodations. This might include not asking an employee with a bad back to lift a heavy box or not requiring an employee with poor eyesight to read fine print. You’re not doing something unusual. You’re accommodating the people you work with, without even thinking about it.” – Bradley Bellacicco, Salisbury Area Chamber of Commerce
- Employers can help create disability-friendly environments for workers and customers with disabilities. They may be eligible to use tax credits, deductions, or other assistance to help them do so. A partial list includes:
 - [Work Opportunity Tax Credit](#)
 - [Welfare to Work Tax Credit](#)
 - [Veterans Employment and Training Service](#)
 - Other tax credits and deductions are available to employers including the Disabled Access Credit, Architectural/Transportation Tax Deduction, and others at the [IRS website](#)

Chapter 2: Iowa Resources

Multiple Iowa state agencies and organizations have competitive integrated employment as a priority in their work with Iowans who have disabilities.

Iowa Workforce Development Iowa Vocational Rehabilitation Services

Iowa Workforce Development (IWD) has a goal to provide high quality employment services to all individuals. IWD is designed to be able to improve accessibility for job seekers with disabilities. Each IowaWORKS Center offers accommodations and assistive technology to increase or improve the functional capabilities of individuals with disabilities. Job seekers disclosing a disability also have access to additional services and support. All IowaWORKS Centers are Social Security Administration-approved Employment Networks under the Ticket to Work program. This is one of many work incentives for beneficiaries of Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) available through the Social Security Administration. Job seekers with a disability are encouraged to connect with the IowaWORKS Centers throughout Iowa and identify yourself as having Social Security benefits or a Ticket to Work when you come to the workforce center. Ticket to Work is one of many work incentives offered through Social Security.

Job seekers with a disability can also receive support through Iowa Vocational Rehabilitation Services (IVRS), a division of Iowa Workforce Development. The mission of IVRS is to provide expert, individualized services to Iowans with disabilities to achieve their independence through successful employment and economic support. IVRS helps people with disabilities to prepare for, find and keep community-integrated jobs that pay competitive wages. The vision and focus of IVRS is competitive integrated employment in the community.

Iowa Vocational Rehabilitation Services serves individuals with a wide variety of significant disabilities including physical disabilities, developmental disabilities, mental illness, autism, traumatic brain injuries, vision and hearing impairments. Persons who receive vocational rehabilitation services can receive a variety of employment-related services based upon their individual needs and goals.

Vocational Rehabilitation is a program funded jointly by the State and Federal governments. The Iowa Rehabilitation Services Bureau has 13 area offices and 34 service units across the state. For more information visit the [IVRS website](#).

Iowa Workforce Development
1000 E Grand Ave.
Des Moines, IA 50319
Phone: 515-281-5287
<https://workforce.iowa.gov/>

Iowa Vocational Rehabilitation Services
1000 East Grand Avenue
Des Moines, IA 50319
1-800-532-1486 Toll Free

515-281-4211 V/TTY

Fax: 515-281-7645

<https://workforce.iowa.gov/vr>

Iowa Department for the Blind

Nearly 69,000 Iowans have experienced vision loss. But that doesn't mean accepting "limitations" that many people think accompany blindness and visual impairment. The Iowa Department for the Blind (IDB) believes all Iowans can lead productive, fulfilling lives -including those who happen to be blind or low vision. IDB supports and encourages independent living and full participation in life – at home, at work and in communities. Vision loss should not and does not need to limit accomplishment in whatever a person wishes to do. The IDB helps educate, train and empower blind and low vision individuals to pursue lifelong goals. With offices in Des Moines and field staff operating statewide, IDB is committed to three goals:

- To improve skills so the blind and low vision may obtain or retain competitive integrated employment paid at competitive wage.
- To increase confidence and independence in all aspects of daily life.
- To improve access to information, activities and opportunities.

IDB is recognized as a leading provider of services in the United States. These services include innovative and effective vocational rehabilitation and independent living programs as well as world-class library services. The benefits to clients are profound in terms of impact on attitudes, confidence and independence. The collective social and economic impact is also significant. Productive citizens pay taxes and contribute to society and Iowa's economy – lessening their reliance on state and federal support. For more information, visit the IDB website.

Iowa Department for the Blind
524 Fourth Street
Des Moines, IA 50309-2364
Local Phone: 515-281-1333
Toll free (in Iowa): 800-362-2587
Fax: 515-281-1263
E-mail: information@blind.state.ia.us
<https://blind.iowa.gov/>

Iowa Department of Health and Human Services, Iowa Medicaid, the Division of Behavioral Health, and the Division of Aging and Disability Services.

The Department of Health and Human Services (HHS) is involved with a number of initiatives intended to increase the number of people with disabilities in competitive integrated employment. HHS's goal is to unify and coordinate these efforts in conjunction with the Olmstead plan, Mental Health and

Disability (MHDS) Regions 3, Iowa Medicaid, stakeholders and state agency partners so demonstrable improvement can be made in the number of persons with disabilities in competitive integrated employment. This effort will include the evaluation of any new or innovative approaches that can be adopted to help achieve the goal.

Iowa Medicaid (Title XIX) provides healthcare and community support and services for financially eligible children and adults with disabilities as well as a number of other target groups. The goal is for members to live healthy, stable, and self-sufficient lives. Long term services and support for people with disabilities, including employment services, are funded through the Medicaid 1915 (c) Home and Community Based Services (HCBS) waivers and the 1915(i) State Plan HCBS Habilitation program.

Iowa Medicaid's Money Follows the Person (MFP) Initiative also has employment as a priority. The Partnership for Community Integration Project is a federal Medicaid demonstration grant to assist persons with intellectual disabilities or brain injuries who are currently residing in Intermediate Care Facilities for Persons with Intellectual Disabilities (ICF/ID) or Nursing Facilities (NF) to transition to the communities of their choice. Employment plays an integral part in community inclusion and the goals of the project. For more information visit [here](#).

Iowa Medicaid's Buy-In Program or the Medicaid Program for Employed People with Disabilities (MEPD) is a Medicaid coverage group that allows persons with disabilities to work and continue to have medical assistance. For more information visit [here](#).

The Division of Behavioral Health is responsible for planning, coordinating, monitoring, improving and partially funding mental health and disability services for the State of Iowa. The division engages in a wide variety of activities that are designed to promote a well-coordinated statewide system of high-quality disability-related services and supports including employment.

Iowa's community-based, person-centered disability services system provides locally delivered services, regionally managed with statewide standards. MHDS Regional leaders, guided by the regional management plan, coordinate quality community services that support individuals with disabilities not otherwise eligible for Medicaid in obtaining their maximum independence. Employment is a key to independence for all of us.

Iowa Department of Health and Human Services

Iowa Medicaid
Hoover Building
1305 E Walnut St
Des Moines, IA 50319
1-800-972-2107

<https://hhs.iowa.gov/programs/welcome-iowa-medicaid>

Iowa Department of Health and Human Services,
Division of Behavioral Health
1305 E. Walnut Street, 5th Floor SE
Des Moines, Iowa 50319-0114
515-281-7277

<https://hhs.iowa.gov/programs/mental-health>

Iowa Department of Health and Human Services
Division of Aging and Disability Services
Jessie Parker Building
510 E 12th St
Des Moines, IA 50319
Phone 1-800-972-2017
<https://hhs.iowa.gov/locations/hhs-aging-and-disability-services>

Iowa Department of Education

The Mission of the Iowa State Board of Education and Department of Education is directly tied to all students, including students with disabilities, finishing school and successfully participating in Iowa's workforce. The mission reads: "To champion excellence in education through superior leadership and services. We are committed to high levels of learning, achievement and performance for all students, so they will become successful members of their community and the workforce."

For students qualifying for special education, the goal of the Individualized Educational Plan (IEP) process is to "direct the student toward high expectations and toward becoming a successful member of his or her community and the workforce."

The Department of Education has a memorandum of understanding with Iowa Vocational Rehabilitation Services regarding transition services and a partnership with ASK Resource Center as the parent training information center for transition and with AEAs to support general supervision of transition services.

Iowa Department of Education
400 E. 14th Street
Des Moines, IA 50319-0146
Phone: 515-281-5294
Fax: 515-242-5988
<https://educate.iowa.gov/pk-12/special-education/programs-services/secondary-transition>

Iowa Developmental Disabilities Council

Iowa's Developmental Disabilities Council (the DD Council) was made by a national law called the Developmental Disabilities Assistance and Bill of Rights Act. This law makes sure that people with developmental disabilities get the help they need. It says they should choose their services and be in control. The DD Council is a group in Iowa that gets money from the national government. It helps and talks for Iowans with disabilities so they can live and join in their community.

To do their job, the DD Council makes a plan every five years for the state. This plan looks at how to make the lives of Iowans with developmental disabilities better. Many people who care about disabilities help make this plan. The goals of the plan are: Make strong advocates and leaders who can make the changes they want. Make rules and practices better for people with disabilities. Make communities stronger to help people with disabilities. The Council works on these goals by: Having meetings and events to teach people how to speak up for themselves. Giving out grants for learning. Having meetings to teach people how to be leaders. Making materials to teach people about voting and



having meetings for it. Teaching and telling advocates about disability rules. Helping small groups that speak up for themselves. Teaching lawmakers about rules and how they affect people with disabilities. Trying to get more jobs for people with disabilities. The Council has 24 people who help and don't get paid. They talk for Iowans with disabilities and their families. This includes people from the state government and other groups that care about disabilities. These caring people lead the Council and make good changes in Iowa.

Employment is a strong area of emphasis for the DD Council. As part of this effort, the Council coordinated and supported a grant for the Iowa Coalition for Integrated Employment (ICIE). ICIE's purpose is to prioritize employment as the first and preferred option for youth and young adults with intellectual and developmental disabilities (IDD). The Iowa DD Council is working to enhance collaboration across existing state systems, including programs administered by the Iowa Department of Health and Human Services, Iowa Medicaid, Iowa Vocational Rehabilitation Services, Iowa Department of Education, and other entities to increase competitive integrated employment outcomes for youth and young adults with IDD. The goals of ICIE include:

- Developing policies that support competitive integrated employment
- Removing barriers to competitive integrated employment
- Implementing strategies and best practices to improve employment outcomes for youth and young adults with IDD
- Enhancing statewide collaborations to facilitate the transition process from the school setting to the employment setting

Every October - National Disability Employment Awareness Month – the Iowa DD Council coordinates the Take your Legislator to Work Campaign. This campaign is intended to increase awareness that every Iowan with or without a disability should have opportunities and choices to have meaningful employment in the community.

Iowa DD Council
700 Second Avenue, Suite 101
Des Moines, Iowa 50309
Phone: 1-800-452-1936
Email: contactus@iowaddcouncil.org
<https://www.iowaddcouncil.org/>

Center for Disabilities and Development

The Center for Disabilities and Development at University of Iowa Stead Family Children's Hospital is dedicated to improving the health and independence of people with disabilities and creating a life with opportunities for everyone.

People who come to the center's clinic often have complex needs, which is why we use a team approach, bringing together the right experts to help families find answers. At the heart of each team are the patient and family.

The center has been designated the state's University Center for Excellence on Disabilities (UCEDD) and strives to be the state's most trusted resource for health care, training, research, and information for people with disabilities. UCEDD staff work on several employment initiatives including partnerships with area schools and Iowa Vocational Rehabilitation Services through the Iowa Blueprint for Change project. Also housed within the UCEDD are the Center of Excellence for Behavioral Health (CEBH), Money Follows the Person (MFP), and Iowa COMPASS.

CEBH provides training, technical assistance (onsite staff support, individualized treatment planning, case consultation, monthly team leader meetings, etc) and fidelity reviews for all Individual Placement and Support (IPS) programs in Iowa. CEBH also collects and reports statewide IPS program outcomes. The team is always available to provide support and meet staff where they are with their needs whether an established provider or those considering beginning an IPS program. Contact CEBH by email at iowa-cebh@uiowa.edu with any questions.

The Employment Services department of MFP is focused on supporting the individual to connect with resources in their area to make sure they are engaged in employment services. MFP can fund services for the first 365 days of the individual moving from facility to the community. The MFP Employment Specialists will support with referrals, intake processes, technical assistance for community rehabilitation providers, and support with ensuring the person is successful in their place of employment in collaboration with employment service providers.

Iowa COMPASS connects people with disabilities and complex health-related needs to services and supports in their communities throughout Iowa through its extensive database of resources and knowledgeable staff. These supports are available to anyone free of charge and do not require a disability diagnosis to access. Call or text with questions about available resources – 1-800-779-2001 (available 8am – 5pm, Monday-Friday) or visit the Iowa COMPASS website to search the database.

Center for Disabilities and Development
University of Iowa Stead Family Children's Hospital
100 Hawkins Drive, 213 CDD
Iowa City, Iowa 52242-1011
Phone 877-686-0031 (toll free)
Phone 319-353-6900 (local)
<https://uihc.org/childrens/services/center-disabilities-and-development>

Easterseals Assistive Technology Center

The Easterseals Iowa Assistive Technology Program helps Iowans learn about and access the assistive technology (AT) they need as part of their daily lives to live, learn, work, play, and participate in community life safely and independently. The Assistive Technology Program serves as Iowa's state Assistive Technology Program through the U.S. Department of Health and Human Services Administration for Community Living and is a resource for individuals, families, employers, and providers

on what types of assistive technology are available and can make suggestions of options based on an individual's area of need and job description as well as providing a lending library of assistive technology.

The assistive technology lending library can remove the risk of having to pay for a device that might not meet an individual's needs. Easterseals will provide information on how to purchase a device after the lending period and can also reach out to vendors to acquire a device to add to the lending library if that is identified as a potential option to try. Easterseals staff are able to provide virtual consultations over Zoom to individuals not able to come to their Des Moines location.

Easterseals Assistive Technology Center
401 NE 66th Avenue
Des Moines, IA 50313
Phone: 1-866-866-8782
www.iowaat.org

ASK Resource Center

ASK provides collaborative and innovative information, advocacy training, and one to one advocacy support for youth and young adults with disabilities, their family members and the professionals who support them. In each initiative ASK undertakes, they work collaboratively with partners at the local, regional, state, and federal levels. ASK serves the lifespan across disabilities and people suspected of having a disability. They work across socioeconomic groups and their services are free to families.

ASK Resource Center
6165 NW 86th Street, Ste 234
Johnston, IA 50131
Phone: 1-8000-450-8667
www.askresource.org

Disability Rights Iowa

Disability Rights Iowa's (DRI) Work Incentives Planning and Assistance (WIPA) team are certified benefits planners - Community Work Incentive Coordinators (CWIC). WIPA is a grant-funded program from the Social Security Administration (SSA) that provides individualized, in-depth, benefits counseling and work incentives planning to Social Security beneficiaries who are:

- Receiving a Title II disability benefit, including Social Security Disability Insurance (SSDI), Childhood Disability Benefit (CDB), and Disabled Widow/Widower's Benefit (DWB), or Supplemental Security Income (SSI) due to a disability,
- At least 14 years old but not yet reached full retirement age, AND
- Interested in, actively looking for, or already engaged in work through wage employment or self-employment.



The program aims to improve employment outcomes and increase economic self-sufficiency for Social Security disability beneficiaries through their understanding of how employment can be an option for them. Disability Rights Iowa (DRI)'s WIPA project is staffed with Community Work Incentives Coordinators (CWICs) who are trained and certified to provide benefits counseling to SSA disability beneficiaries across the entire state of Iowa and in 34 counties of northwest Illinois. CWICs support disability beneficiaries through distance-based technology (i.e., meetings over the phone and online meeting platforms like Zoom) to increase the accessibility of our services.

Contact the Ticket to Work Help Line at (866) 968-7842 (Voice) / (866) 833-2967 (TTY) Monday through Friday from 8 a.m. to 8 p.m. ET. Ticket to Work Representatives provide general information about how work affects Social Security benefits, evaluate an individual's eligibility for WIPA services, and provide a direct referral to DRI WIPA staff. Individuals interested in learning more about DRI's WIPA project or who are currently receiving WIPA services can contact DRI WIPA at (515) 278-2502 Relay 711.

Iowa Association of People Supporting Employment First (APSE)

The Iowa APSE Chapter was formed to improve and expand integrated employment services and outcomes through supported employment for persons with disabilities. APSE provides technical assistance and education to people involved with Supported Employment, encourages service delivery based on sound values and ethics, builds a network for those supporting Supported Employment, and is actively involved in legislative and policy change. The Job Coaching and Job Development trainings and their cost can be found on their website.

Iowa APSE
PO Box 2256
Des Moines, IA 50301
Email: iowa.APSE@gmail.com
<https://iowaapse.org/upcoming-events/training/>

Chapter 3: Service Planning

The primary sources of employment services for individuals with disabilities are IVRS, IDB, and the Medicaid Home and Community Based Services (HCBS) Waivers and the State Plan HCBS Habilitation Program. Refer to Appendix A for a listing of HCBS services, and Appendix C for a listing of IVRS services.

Service Planning for HCBS Waivers and Habilitation

Medicaid HCBS services are individualized to meet the needs of each member, and involve person-centered planning, an assessment of need, and an annual review. Career Exploration can occur any time in this cycle and inform an update to the Person-Centered Plan.

1. Assessment of Need is determined through the completion of a comprehensive functional assessment that indicates the HCBS member’s needs for services and supports, including the need for support to obtain and maintain a job in the community.
2. The service planning process represented above applies equally to members who receive their Medicaid HCBS waiver services through a Managed Care Organization (MCO), or those who receive services through Medicaid Fee for Service (FFS).
3. Comprehensive Person-Centered Service plan or Treatment Plan identifies employment service needs and plans for employment as well as funders and providers of those services.
4. Service Prior Authorization ensures that the service is appropriate based on the member’s assessed needs, employment goals, and other funding sources that may be available to pay for employment supports
5. Annual reassessment and review of the member’s assessed needs ensures the member receives services designed to help the member meet their goals.

HCBS Service Planning Cycle



Image Long Description: HCBS Service Planning Cycle. Assessment of need is completed/annual review is at the top of a chart with an arrow to Person Centered Service Planning Meeting to The Comprehensive Person-Centered Service Plan identified the individual's goals and desired experiences for employment, as well as funders and providers of those services to From the assessment of need determines the level and intensity of supports needed to develop the person centered service plan/treatment plan to Monitor progress at regular intervals to Revise and update the service plan as the members' goals, needs and status changes back to the top of the chart with Assessment of need is completed/annual review.

Can Prevocational Services Be Authorized?

WIOA prohibits employers who are section 14(c) certificate-holders from continuing to pay a subminimum wage to any individual with a disability, regardless of age, unless he or she is provided with career counseling and with information about training opportunities every six months for the first year of employment and annually thereafter. There are stricter provisions in place for youth ages 24 or younger hired after July 22, 2016.

Beginning July 22, 2016, WIOA prohibits employers who are 14(c) certificate-holders from hiring and paying a subminimum wage to any individual with a disability who is 24 years of age or younger, unless the employer has reviewed, verified, and maintained copies of documentation that the youth has completed three requirements:

1. **Transition services** under the Individuals with Disabilities Act (IDEA) and/or pre- employment transition services under WIOA,
2. **Vocational rehabilitation (VR)**, as follows:
 - a. The youth applied for VR services and was found ineligible OR
 - b. The youth applied for VR services and was found eligible AND
 - i. had an individualized plan for employment (IPE) AND
 - ii. worked toward an IPE employment outcome for a reasonable period without success AND;
 - iii. the VR case was closed, and
3. **Career counseling, including information and referrals** to Federal and State programs and other resources in the employer's geographic area.

For Members authorized to receive Prevocational Services, Can Prevocational Services Be Authorized On-going?

1. **START HERE:** Does the member have a goal to work in individual, competitive integrated employment in a job that pays at least minimum wage?
 - a. IF NO, then Prevocational Services cannot be authorized because the member does not have a goal that matches the intended outcome and purpose of the service. Identify a more appropriate service given the member's goals. Career Exploration, which is a time-limited service under prevocational, should be authorized to give the member an

opportunity to make an informed choice about pursuing individual, competitive integrated employment that pays at least minimum wage. END

- b. IF YES, a) If the member is 24+ years old, authorize Career Exploration and assist them to apply for Waiver or State Plan HCBS Habilitation Program. If a member is 23 or younger, assist them to apply for IVRS. END
- c. IF YES, b) Does the member have a need for skill building opportunities and experiences related to pursuing individual, competitive integrated employment in a job that pays at least minimum wage?
 - i. IF NO, Assist the member to apply to IVRS. Prevocational services are unnecessary. END
 - ii. IF YES, The member may be authorized for prevocational services. Prevocational services may include work that is paid at sub-minimum wage under the appropriate license held by the service provider or employer. The member must be told (and confirm they understand) that prevocational service is time-limited and expected to lead to individual, competitive integrated employment in a job that pays at least minimum wage. Therefore, the member will be expected to seek an integrated community job (with assistance as needed) before or at the point the time limit on prevocational services is reached. The time limit is 24 calendar months. This time limit can only be extended if one or more of the following conditions apply:
 1. The member is working in individual or small group community employment for at least the number of hours per week desired by the member and as identified in the member's current service plan; or
 2. The member is working in individual or small group community employment for less than the number of hours per week identified in the member's current service plan and has a defined employment goal to increase the number of hours the member is working; or
 3. The member is actively engaged in seeking individual or small group supported employment or self-employment, or similar services funded through another identifiable funding source documented in the member's service plan; and evidence of a plan to obtain individual employment through one of these funding sources is submitted with the request for prior authorization; or
 4. The member has requested supported employment services and has been denied or placed on a waiting list within the past 24 months by another identifiable funding source; or
 5. The member has been receiving supported employment service for at least 12 of the past 24 months without obtaining individual or small group employment and evidence of this is submitted with the request for prior authorization; or
 6. The member is participating in career exploration activities as described in 78.27 (9) a (1). END



Guidance for Case Managers Providing Information, Referral, and Career Counseling to People in Subminimum Wage Settings

It Starts with You.

Case managers are the front-line field staff coordinating and authorizing services for individuals on their caseloads. The role of a case manager is extremely valuable and important, especially in helping individuals and their families make informed decisions regarding employment. Some tools have been developed to help facilitate conversations about the transition to community employment.

Conversations Create Change.

Addressing Concerns and Referrals: Engage in discussions about the benefits of community employment, including how it does not require quitting current jobs and how it affects benefits like Social Security and Medicaid. Individuals interested in community employment should be referred to Vocational Rehabilitation services through their local office. For benefit-related concerns, refer members to a Benefits Counselor to understand how earned income may impact their benefits

Competitive integrated employment means full or part-time work at minimum wage or higher, with wages and benefits similar to those without disabilities performing the same work, and fully integrated with co-workers without disabilities. Competitive integrated employment should always be discussed when meeting members on a caseload. There may be individuals interested immediately in pursuing services to help them attain a career in the community-- great! Those individuals should be referred for Vocational Rehabilitation services by contacting their local office.

Other individuals may need to have several conversations about the benefits of community employment. Discussions about interests, what they like to spend money on, and how they like to spend their time are a good way to get them to start thinking about community employment. Helping individuals understand that they do not have to quit their current job to explore competitive employment options may help reduce their apprehension, or their families. Likewise, members may have concerns about if they work, they will lose their other benefits such as Social Security, HCBS supports, Medicaid etc. Recognizing this is not the case, members should be referred to a Benefits Counselor. Below is a contact list where you can refer to them to learn about how Earned Income may or may not affect their benefits. Again, it's important to understand that this is not an either-or situation, but rather a member can continue to receive the benefits they currently receive and add some earned income to their monthly cash flow.

Be Prepared for Resistance.

The transition to community or competitive integrated employment can be daunting due to fear and uncertainty, but providing information and support helps individuals and families make informed choices and ease the shift from sheltered to community-based work.

The transition to community employment or to Community Integrated Employment may be intimidating for individuals, their families, and support staff. Change can instill fear, uncertainty, and even anger.

However, it is important to remember that helping individuals gain information about all of the options for employment, support, and resources can help to ensure that they are making an informed choice about the type of work they choose and the setting in which they choose to work. Initial resistance may subside when individuals and their families are provided with guidance about the resources and supports available to facilitate a smooth and often gradual transition from sheltered employment to competitive integrated employment in the community.

What if a Person Wants to Work in the Community but their Legal Guardian is not Supportive?

Right to Choose.

Every individual deserves the right to explore community employment; easing guardians' concerns through gradual transition plans, benefits information, and testimonials can help reduce anxiety and encourage support for competitive employment.

The right to choose community employment is one that every individual deserves to exercise. Helping guardians understand that the transition is gradual and reassuring them that support will be in place may help reduce their anxiety and persuade them to allow the exploration of community-based employment.

Discussing the benefits of competitive employment, providing information on Social Security Benefits Planning, and connecting hesitant guardians with others who have already transitioned may be helpful solutions. One tool provided to you is a video testimonial of a father whose son transitioned gradually from subminimum wage employment to competitive integrated employment. In it, he talks about his fears, the support he sought, his experience working with the various providers, and advice he has for other families. Showing this short video while guardians and family members are present with you may open up more dialogue and help them hear the information from a different perspective.

An individual can still be referred for Vocational Rehabilitation services without the consent of a guardian. The VR staff will contact the guardian and provide additional information to help them understand the range of services available to support individuals in competitive integrated employment. However, if the guardian is not willing to support the provision of VR services, the individual will need to seek legal advocacy before pursuing services or will remain in subminimum wage employment.

If a member has never worked or is uncertain of what type of a job they want to pursue:

- HCBS Career Exploration provides a member to observe individuals doing their jobs. Helps them to gain a better understanding of what having a job looks like, and observing firsthand what a potential job looks like and allows them the opportunity to talk with someone who does the job they may be interested in.
- IVRS offers many types of services and assessments that will also help a member discover their strengths and provides an excellent opportunity for a member to increase the odds they have a good match between their interests, their skills and the jobs they pursue. They include the following:

- Workplace Readiness Assessment (WRA) is used to assist a job candidate and IVRS counselor in determining vocational options, direction, goals, and training strategies. It is NOT intended to determine if a person is able to achieve CIE or not. Assessment services may also complement the Discovery process, help identify support needs, and result in the development of a job candidate's individual Plan for Employment.
- The purpose of a Job Shadow is to provide opportunities for a candidate to make an informed choice about occupations of interest to them in the implementation of an employment goal. This service utilizes experiential learning opportunities in the community with local employers and may include informational interviews.
- Work Adjustment Training (WAT) is a training program that builds positive work habits and behaviors, improves work tolerance, and develops strategies to improve a job candidate's ability to maintain employment. The purpose of WAT is to enhance a job candidate's ability to find and keep a job. Work Adjustment Training is completed in a CIE setting, preferably with an employer of the individual's preference and doing a task matching the individual's ability, interest, talent, knowledge, and skills.
- Transportation Training teaches the job candidate how to use mass transit to get to and from work, not how to drive.
- Self-Employment information and support. The purpose of Self -Employment is to create employment through the member creating their own business. This process passes the interviewing process and having to find existing employment openings in their area that interests them and where they have a specific skill. IVRS can assist with finding funding opportunities, provide general support. Long Term Job Coaching can be utilized either waiver funded or via CCO funding.
- IVRS also offers Customized Employment. The Customized Employment process skips the question of "if" work is possible, and provides a time-tested framework, tools, and strategies that empower the job seeker, that person's team of advocates, and the employment specialist to explore and determine worthwhile career options.

Customized employment involves using "flexible strategies" to create an employment relationship that meets the needs of both the employee and the employer. It is based on an individualized match between the strengths, conditions, and interests of a job seeker and the identified business needs of an employer. The goal is to identify and negotiate a win/win situation so that it results in lasting, sustainable employment. Customized Employment utilizes an individualized approach to employment planning and job development — one person at a time, one employer at a time.



The Customized Employment process is divided into four inter-related but distinct phases.

1. Customized Discovery
2. Customized Job Development
3. Consultative Employment Supports
4. On-going Support and Career Development

These phases of Customized Employment are sequential, cumulative, and outcome oriented – one phase follows the other, the information gathered along the way builds on what was previously learned, and a series of clearly defined outcomes or fidelity tenants ensures that the process is thorough, efficient, and of the highest quality. Customized Employment always results in the creation of a job that aligns with the job seeker’s ideal conditions for employment and matches a genuine business need.

1. **Discovery or Customized Discovery** is phase one. It is an alternative to traditional assessments or evaluations. It is a process of getting to know an employment seeker in a different way by spending time learning about the individual’s interests, skills, tasks, personal attributes, and conditions of employment in environments where they are at their best. The goal is to gather information through familiar and unfamiliar activities - not to assess or evaluate- and to assist the employment seeker as needed throughout the process. Discovery concludes with the development of a career narrative, also called a Discovery Staging Record (DSR) which is a positive accounting of the vocational profile, and the confirmation of three vocational themes.
2. **Customized Job Development** follows Discovery and is phase two. It relies on strategies that are unique to CE. It differs from more conventional job development practices in its focus on creating employment opportunities. Instead of looking for job openings, you identify and connect with businesses that align with the employment seeker's vocational themes and using information compiled in the DSR. Then, it’s about connecting the employment seeker and the businesses and exploring any options that emerge for mutually beneficial employment. In addition, opportunities for self-employment are often revealed by following the employment seeker’s vocational themes and the needs of the community.
3. **Consultative Employment Supports**, the third phase, relies on the foundation of good Discovery to plan for and to deliver the services and supports to learn a job, to improve and enhance performance, and to ensure good working relationships with co-workers. This phase uses judgement-free, unique coaching techniques. Coaching centers around helping the individual build self-confidence and self-affirmations in doing the job versus seeking external praise and validation. Most typical employment supports are provided on the job, like learning job duties, developing co-worker supports, adaptations to ensure successful work performance, and others. But planning for support can also be “off the job” and may include transportation, maintenance of work clothing, banking, and reporting income to Social Security.
4. **On-going Support and Career Development.** On-going support and consultation at the worksite, as well as continued learning and planning for career growth and development, are an integral part of Customized Employment. This includes ongoing planning for job supports, increasing

responsibilities, raises, changes in income needs – anything that requires action on your part to assist with support, training, or career development.

CUSTOMIZED EMPLOYMENT

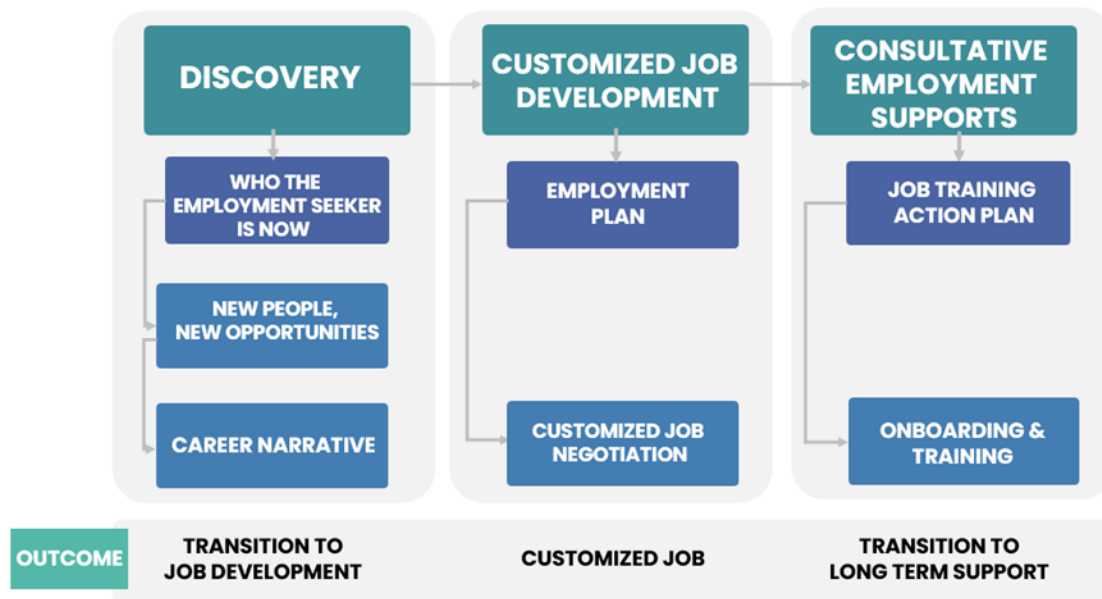


Image Long Description: Customized Employment Flow Chart

Starts with Discovery which includes who the employment seeker is now moving to new people, new opportunities and then a career narrative with an expected outcome of transition to job development. The next phase is Customized Job Development which includes an employment plan and moving to customized job negotiation with an expected outcome for this phase of a customized job. The next phase is consultative employment support which starts with a job training action plan and moves to onboarding and training, the expected outcome of this phase is transition to long term support.

If a member has worked and knows what career they want to pursue but may need additional general employment training.

- HCBS Funded Small Group or Enclave Supports, offer the member the opportunity to join a team, supervised by a Job Coach and travel to business locations in their community to perform specific tasks. This support is excellent for providing experience on how to work with coworkers, follow procedures and the process to follow in case they cannot report for a scheduled shift. Rather than an employer being their supervisor, it’s a job coach who is trained in how to best work with their particular disability.
- HCBS also offers Prevocational Supports that help the member acquire employment skills. However, there are limits to how long a member can utilize this support and it’s not integrated whereas the member loses the opportunity to interact with non-disabled peers,

- IVRS offers a trial work period that also promotes skill building on the soft skills needed to be successful in your position.

If your member has worked, knows what career they want to pursue, and has the necessary employment skills needed to be successful in their positions and wants a job.

- HCBS offers members over the age of 24 years old, who are enrolled in HAB and the ID and BI waiver Individual Supported Employment Supports where members are taught the process of landing employment - how to create a resume, fill out applications, and successfully participate in interviews.
- IVRS offers the above support to members 24 years of age and under with barriers due to their disability/disabilities.
- HCBS, IVRS and the Regions also fund a supported employment model for individuals with a serious mental illness diagnosis called Individual Placement and Support (IPS).

IPS helps people living with behavioral health conditions work at regular jobs of their choosing. IPS is the evidence-based practice of supported employment. Mainstream education and technical training are included in ways to advance career paths. IPS was originally developed to help people who have serious mental illnesses and co-occurring disorders such as substance use and want to work. IPS is currently being researched for individuals with substance use disorders, autism spectrum disorder, intellectual disabilities, common mental health disorders, individuals with justice involvement (felony convictions), individuals with medical conditions (primary care patients), and recipients of TANF (Temporary Aid for Needy Families).

IPS is based on eight principles:

1. **Competitive Employment:** A full or part time job in the community earning minimum wage or higher, open to everyone, and which coworkers don't necessarily have disabilities.
2. **Systematic Job Development:** Employment specialist build relationships with employers based on job seekers' preferences to learn business needs, culture and job requirements to make successful job matches.
3. **Rapid Job Search:** As soon as a job seeker is referred, services start. Waitlists are discouraged. Employment specialist and job seeker begin looking for work within a month of services.
4. **Integrated Supports:** Employment specialists, mental health practitioners, and IVRS work together to help job seekers achieve recovery goals through successfully supporting employment.
5. **Benefits Planning:** Certified Work Incentives Counselors (CWICs) are available for clients interested in knowing how their benefits are affected by working and incentives for workers with disabilities are shared.

6. Zero Exclusion: Eligibility is based on choice and interest in working. People are not excluded because of diagnosis, recent hospitalizations, criminal justice history, or perceived issues with work readiness.
7. Time Unlimited Supports: Supports are provided by IPS staff for as long as the worker wants or needs, up to a year after becoming employed. Natural and clinical supports are built up in this time for support upon successful completion of IPS.
8. Worker Preferences: Establish preferences of job type, wage, distance, hours worked/schedule, work environment and job supports. The job search is based on these individualized preferences, strengths and experiences, not on a pool of readily available jobs. Disclosure of the disability is decided by the client.

The IPS approach is unique in that the Employment Specialist is embedded into the member's treatment team and has produced very high success rates in a relatively short amount of time. The providers receive results-based compensation not a rate per unit. The MHDS regions may fund individuals that are not enrolled in HAB. IVRS funds members that meet their criteria and are 24 years and under. HCBS funds members enrolled in HAB that are over 24 years of age.

When a member finds employment:

A member can receive job coaching to assist them in learning the tasks of their positions and facilitate the communication between the member and their employer. HCBS funds Long Term Job Coaching for members in HAB, ID and the BI waiver for members that are over 24 years of age, and for when the member is 24 years and under and has exhausted IVRS Job Coaching Funding.

IVRS funds job coaching for members 24 years and under until the member has become stabilized in their position and the employer and employee agree they know and understand the functions of their position. If it's deemed that the individual would benefit from additional Job Coaching after they are stabilized, HCBS becomes the funder until the member no longer needs Job Coaching.

Important to know:

Throughout a member's employment journey, they can receive support to assist them with the process. Only when they decide that they no longer need support is the support stopped. Again, this is all to ensure that our members continue to have the support they need to be successful as they venture in building a career.

HCBS also offers the opportunity to combine the different supports in any combination they may need simultaneously. For example, an individual could be receiving Long Term Job Coaching for their current position, while having small group supports added to their treatment plan to learn and increase their skills along with Individual Supported Employment to provide support with landing a new desired position.



Don't be Afraid to Ask for Help!

Professionals are available to answer questions and assist in this process. Reach out to any of the resources listed in this guidebook at any time. We are here to support you in your work as you serve individuals with disabilities. Thank you for your hard work and service to individuals with disabilities!

Managed Care Organizations (MCOs)

[IA Health Link](#) brings together physical, behavioral and long-term care under one program across Iowa which is covered by a managed care organization (MCO) that you choose. Most existing Medicaid members were enrolled in IA Health Link on April 1, 2016, and most new Iowa Medicaid members who become eligible after April 1, 2016, will also be enrolled in IA Health Link.

Managed Care Organization	Member-Specific Contact Information
	Phone: 1-833-731-2140 Operating Hours: 7:30 – 6:00 pm CT; Monday through Friday
	Phone: 1-833-404-1061 Email: Operating Hours: 24 hours a day, Monday through Friday
	Phone: 1-844-236-1464 Email: Operating Hours: 7:30 – 6:00 pm CT; Monday through Friday

Managed Care Ombudsman

What is the Managed Care Ombudsman Program and who does it serve?

The Managed Care Ombudsman Program, in the Iowa Department of Aging (IDA), advocates for the rights and needs of Medicaid managed care members who receive care in health care facilities, assisted living programs and elder group homes in Iowa, as well as members who are enrolled in an HCBS waiver program. Approximately 57,000 Medicaid managed care members in Iowa are included within this scope. Go to <https://dhs.iowa.gov/iahealthlink> for more information about Medicaid managed care.

What does the Managed Care Ombudsman Program do?

The Managed Care Ombudsman Program:

- Acts as an advocate for Medicaid managed care members who live or receive care in a health care facility, assisted living program or elder group home;
- Acts as an advocate for Medicaid managed care members enrolled in one of the seven HCBS waiver programs;
- Investigates complaints made by, or on behalf of, members;



- Serves as a resource for answers regarding managed care rules and members rights
- Provides information, education, awareness and training about managed care options and members' rights and
- Promotes policy changes to improve the quality of life and care for Medicaid managed care members.

Contact the Managed Care Ombudsman Program to:

- Ask for assistance resolving a concern with your MCO;
- Ask for assistance resolving a concern with a health care provider;
- Learn more about the rights of Medicaid members enrolled in a managed care plan;
- Clarify state or federal regulations on Medicaid managed care policies;
- Obtain information about or assistance with a specific topic, such as the process for choosing or changing a MCO or care planning;

Learn about other resources available to Iowa Medicaid managed care members and their families, such as legal assistance and advocacy services or home and community-based services

Visit the [Ombudsman web site](#) or call (866) 236-1430 or email ManagedCareOmbudsman@iowa.gov to speak to a Managed Care Ombudsman.

Chapter 4: Working With Providers

Community rehabilitation providers throughout Iowa are involved in Employment First conferences, focus group conversations, IA-APSE conferences, the Iowa Coalition for Integrated Employment (ICIE), and other employment-first activities led by groups, such as the DD Council, the Centers for Disability and Development, the Olmstead Consumer Task Force, or Disability Rights Iowa. These opportunities provide consultation and data to state leaders.

Employment providers can make sure they hire people with disabilities, have people with disabilities on their board of directors, and ask them to participate in staff recruitment and retention activities. Employment organizations can stand as a model to other community businesses for how to interact with people with disabilities.

Employment organizations can contribute by sending a consistent message to the community that people with disabilities are competent employees, and valued members of the communities in which they live and work.

How to Involve Providers in Encouraging and Supporting People to Make an Informed Choice to Pursue Competitive Integrated Employment

Workforce Innovation and Opportunity Act (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) imposes limitations on people working for subminimum wage. Under the Workforce Innovation Opportunity Act, if an individual with a disability, regardless of age, wants to maintain his or her employment at subminimum wage with an entity holding a special wage certificate under the FLSA, he or she must obtain from the Designated State Agency (in Iowa that is IVRS): Career counseling and referral services.

For individuals with disabilities hired at subminimum wage on or after July 22, 2016, required services must be carried out every 6 months for the first year and annually thereafter for as long as the individual is employed at subminimum wage. In the State of Iowa, IVRS has determined that the following provisions based on the individual seeking SMW:

Youth with Disabilities

- A. Youth seeking subminimum wage employment must apply for IVRS services
 - I. If the youth refuses to apply for IVRS services, then IVRS staff complete the Subminimum Wage Cover Sheet. On the Client Profile in IRSS, indicate the youth was seeking subminimum wage and document the refusal in the case notes, including uploading a copy of the Subminimum Wage Cover Sheet to IRSS. A copy of this form must be provided to the youth within 10 calendar days.
- B. Within 30 days of the youth's decision to pursue subminimum wage employment IVRS staff must engage in a full discussion, including career counseling and guidance, with the youth

regarding the purpose of the VR program and the role that VR can play in assisting youth with disabilities to achieve CIE, or supported employment with reasonable accommodations and appropriate services and supports. This discussion must be summarized in the case notes.

- I. If the youth decides to seek subminimum wage employment before eligibility is determined, IVRS staff must still complete the eligibility. Because the youth made an informed decision not to seek CIE, the youth would be determined ineligible for VR services. The case is then closed after the eligibility determination, using reason for closure “Ineligible: applied pursuant to Section 511 but does not want competitive integrated employment”.
 - II. If the youth decides to seek subminimum wage employment after eligibility is determined, the case is closed using reason for closure “Ineligible after an eligibility determination”.
- C. IVRS staff completes the Subminimum Wage Cover Sheet and provides a copy of the Subminimum Wage Cover Sheet, along with applicable documentation, to the youth/guardian.
- I. Documentation must be provided to the youth/guardian within 45 days, or 90 calendar days if additional time is needed for extenuating circumstances. Extenuating circumstances are defined as:
 - i. A death in the family;
 - ii. Extreme medical risk;
 - iii. Natural disasters;
 - iv. Extended health reasons, etc.

LEA staff absence due to summer break is not considered an extenuating circumstance and IVRS staff, in this situation, would provide to the student the IVRS documentation with a notation that the LEA staff failed to provide the information.

- II. For students with disabilities, IVRS staff should keep the Local Education Agency (LEA) staff informed throughout this process.

All Other Individuals with Disabilities

For those adult individuals who are employed at, or are seeking, subminimum wage employment, career counseling and information and referral services must be provided.

- A. If the individual refuses to apply for IVRS services, then IVRS staff completes the Subminimum Wage Cover Sheet. On the Client Profile in IRSS, indicate the individual was seeking subminimum wage and document the refusal in the case notes, including uploading a copy of the

Subminimum Wage Cover Sheet form to IRSS. A copy of this form must be provided to the individual within 10 calendar days.

- B. If the individual is working with a CRP and has been made known to IVRS, IVRS staff presents career counseling required and information and referral services along with the certificate documenting the individual's participation in the services.
 - I. A copy of the certificate will be electronically stored and the date of the meeting will be tracked.
 - II. Follow up meetings will be tracked as long as the individual remains in SMW employment:
 - A. 6 months from the first meeting
 - B. Annually after the 6 months follow up
- C. If the individual is on the IVRS caseload, or is interested in IVRS services, and makes the decision to pursue subminimum wage employment, IVRS staff must engage in a full discussion with the individual. This discussion includes career counseling and guidance regarding the purpose of the VR program and the role that VR can play in assisting individuals with disabilities to achieve CIE, or supported employment with reasonable accommodations and appropriate services and supports. This discussion must be summarized in the case notes.
 - I. If the individual decides to seek subminimum wage employment before eligibility is determined, IVRS staff must still complete the eligibility. Because the individual made an informed decision not to seek CIE, the individual would be determined ineligible for VR services. The case is then closed after the eligibility determination, using reason for closure "Ineligible: applied pursuant to Section 511 but does not want competitive integrated employment".
 - II. If the individual decides to seek subminimum wage employment after eligibility is determined, the case is closed using reason for closure "Ineligible after an eligibility determination".
 - III. IVRS staff completes the Subminimum Wage Cover Sheet and provides a copy to the individual/guardian. No other documentation is required for all other individuals with disabilities.

Individuals of any age who desire CIE should be referred to IVRS for services. Such referral may simply be a phone call to the local office or a completed application sent in with corresponding documentation of disability to expedite the VR intake process. You may complete the application online or download a form from <https://workforce.iowa.gov/vr/apply-services>.



Involve Existing Providers

Suggestions on how to involve existing providers in a person's life:

- If involved, ask the residential provider, day habilitation provider and/or prevocational service provider to help the person learn about competitive integrated employment as an option. Career exploration is a subservice of Prevocational services that members are encouraged to access in order to identify their employment goals.
- Make learning about and exploring competitive integrated employment a goal attached to the authorizations for these services.
- Education and exploration of competitive integrated employment can be done within the time these other services are being delivered. Competitive integrated employment can be explored as a topic.
 - Example: when the residential, day habilitation or prevocational provider is supporting people in the community, the staff person can point out the people employed in that place. The staff person can assist the people being supported to recognize what jobs are available in that place (e.g. bank, grocery store, hairdresser, medical clinic, bowling alley, etc.). The staff person could help the people being supported to learn about the jobs and what tasks they specifically involve. They could help the people request a tour of the place to learn about the jobs being done, an informational interview with the owner, manager or supervisor where the different jobs are explained, or an opportunity to shadow one of the employees for a period of time (e.g. an hour or half day) to see first-hand what the job is like.
- Support people in volunteer opportunities which can help people consider the kinds of interests they have which could lead to a job.

Involve Integrated/Supported Employment Providers

Suggestions on how to involve integrated/supported employment providers who may not yet be involved in a person's life:

- An integrated/supported employment provider can be asked to attend an ISP meeting to provide information and education on the benefits of competitive integrated employment. This can include things like:
 - Explaining how the supported employment process works and what the first steps would involve;
 - Sharing success stories (verbally, through video or other means) of others who they have helped obtain and maintain competitive integrated employment;



- Answering questions and addressing concerns the individual, his/her guardian or family members may have about competitive integrated employment and supported employment services;
- Inviting partnering agency subject matter experts such as certified benefits counselors, assistive technology specialists, and disability business services providers to meet and answer questions that the individual and/or his/her guardian may have; and
- Providing information and an application for IVRS and assisting with completion of this application if the individual, guardian or family requests this.
- An integrated/supported employment provider may also be able to host the individual for a visit (e.g. an hour or a half-day) where the person (and his/her guardian or family) can meet people who are working in competitive integrated employment and visit them at their workplace with advance notice to the employer.

If supported employment is included in the ISP and approved, the integrated/supported employment provider could engage the person in a time- limited career exploration process.

All of the above activities help an individual to make a truly informed choice about when to pursue competitive integrated employment.

Additional Resources for Providers and Case Managers

- Webinars from the Employment First State Leadership Mentoring Project (ESFLMP) and the Iowa Coalition for Integrated Employment (ICIE) hosted IVRS website under The Iowa Employment First Training Series section, such as:
 - “Expectations and Having Conversations that Inform, Encourage, and Shape Employment Planning,”
 - “Person Centered Planning for Medicaid Funded HCBS Employment Services,”
 - “Where the Rubber Hits the Road,”
 - “VR 101,”
 - “Benefits Planning 101,” and
 - “Traumatic Brain Injury and Employment.”.
- Competency based training, learning modules, learning resources and other content related to the person center philosophy in service planning and service planning for employment and the delivery of employment services on the HHS LTSS Learning Management System (LMS). This LMS is free and available to case managers and caregivers of all types.
- Job Accommodation Network (JAN)
- Iowa’s University Center for Excellence in Developmental Disabilities Employment Resources
- Center of Excellence for Behavioral Health is a resource for technical assistance for Individual Placement and Support services and other evidenced based practices on “IPS 101: Introduction to the Basics” - Center of Excellence for Behavioral Health (uiowa.edu)



Appendix A - Medicaid Home and Community Based Waivers Habilitation Program Limitations



	State Plan Habilitation Program	Brain Injury Waiver	Intellectual Disability Waiver
Age	No Age Limit	No Age limit	No Age Limit
Target Population	Adults who meet the needs based and risk based criteria	Diagnosis of brain injury per Iowa Administrative Code (IAC) 83 definitions	Primary disability of intellectual disability determined by a psychologist or psychiatrist
Income Financial Eligibility	Eligible for Medicaid and have income below 150% of the Federal Poverty Level	Eligible for Medicaid	Eligible for Medicaid
Level of Care Non-financial eligibility	Meet Need and risk based criteria	Institutional level of Care Nursing facility (NF), skilled nursing facility (SNF), intermediate care facility for persons with intellectual disabilities (ICF/ID)	Institutional level of Care Intermediate Care Facility for Persons with intellectual disabilities (ICF/ID)
Waiver Cost Limitations	See Iowa Plan for Behavioral Health Contractor	\$3,059.29 per month	N/A
Supported Employment Age and Budget Limitations (Individual SE or Group SE)	Age 16 or older \$3,059.29 per month maximum for all Supported Employment services	Age 16 or older \$3,059.29 per month maximum for all Supported Employment services	Age 16 or older \$3,059.29 per month maximum for all Supported Employment services
Individual Supported Employment Service and Limitations (Job Development/ Initial Coaching & Training)	Initial authorization 40 Hours per year; if needed an additional 20 Hours may be authorized. Not to exceed 60 Hours per year.	Initial authorization 40 Hours per year; if needed an additional 20 Hours may be authorized. Not to exceed 60 Hours per year.	Initial authorization 40 Hours per year; if needed an additional 20 Hours may be authorized. Not to exceed 60 Hours per year.
Individual Long Term Job Coaching	Tier 1: Minimum 1 contact/month Tier 2: 2 -8 hours/month Tier 3: 9 -16 hours/month Tier 4: 17-25 hours/month Tier 5: 26 or more hours per month	Tier 1: Minimum 1 contact/month Tier 2: 2 -8 hours/month Tier 3: 9 -16 hours/month Tier 4: 17-25 hours/month Tier 5: 26 or more hours per month	Tier 1: Minimum 1 contact/month Tier 2: 2 -8 hours/month Tier 3: 9 -16 hours/month Tier 4: 17-25 hours/month Tier 5: 26 or more hours per month



<p>Small Group Supported Employment (2-8 individuals)</p>	<p>Maximum 160 15 min-units per week</p>	<p>Maximum 160 15 min-units per week</p>	<p>Maximum 160 15-min units per week</p>
<p>Prevocational Service and Time Limitations</p>	<p>Age 16 or older New Entrants: 24 calendar months Existing Participants (as of 5/1/16): 90 days after Career Exploration Exceptions apply</p>	<p>Age 16 or older New Entrants: 24 calendar months Existing Participants (as of 5/1/16): 90 days after Career Exploration Exceptions apply</p>	<p>Age 16 or older New Entrants: 24 calendar months Existing Participants(as of 5/1/16): 90 days after Career Exploration Exceptions apply</p>
<p>Prevocational - Career Exploration Activity and limitation</p>	<p>34 hours over a 90 day period of time One authorization unless member leaves and subsequently reenters prevocational services.</p>	<p>34 hours over a 90 day period of time One authorization unless member leaves and subsequently reenters prevocational services.</p>	<p>34 hours over a 90 day period of time One authorization unless the member leaves and subsequently reenters prevocational services.</p>

Medicaid Employment Service Definitions

Benefits education is providing basic information to understand and access appropriate resources to pursue employment and knowledge of work incentives and Medicaid for employed persons with disabilities (MEPD). Gathering information needed to pursue work incentives, and offering basic financial management information to members, families, guardians and legal representatives.

Career Exploration is a person-centered, comprehensive employment planning and support service that provides assistance for waiver program participants to obtain, maintain or advance in competitive employment or self-employment. It is a focused, time limited service engaging a participant in identifying a career direction and developing a plan for achieving competitive, integrated employment at or above the state's minimum wage. The outcome of this service is documentation of the participant's stated career objective and a career plan used to guide individual employment support.

Career Plan is defined as a written plan documenting the member's stated career objective and is used to guide an individual's employment support services for achieving competitive, integrated employment at or above the state's minimum wage.

Customized Employment is an approach to supported employment which means individualizing the employment relationship between employees and employers in ways that meet the needs of both. It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer. It may include employment developed through job carving, self-employment or entrepreneurial initiatives, or other job development or restructuring strategies that result in job responsibilities being customized and individually negotiated to fit the needs of individuals with a disability. Customized employment assumes the provision of reasonable accommodations and support necessary for the individual to perform the functions of a job that is individually negotiated and developed.

Individual Employment is employment in the general workforce where the member interacts with the general public to the same degree as non-disabled persons in the same job, and for which the member is paid at or above minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by persons without disabilities.

Individual Placement and Support is an evidenced based supported employment model that helps people with mental illness to seek and obtain employment.

Individual Supported Employment involves support provided to, or on behalf of, the member that enables the member to obtain and achieve stabilization in individual employment. Services are provided to members who need support because of their disabilities and who are unlikely to obtain and advance in individual employment absent the provision of support.

Individual supported employment strategies include but are not limited to: customized employment; individual placement and support, supported self-employment. Service activities are individualized and may include any combination of the following:

- 1) Benefits education

- 2) Career exploration (e.g. tours, informational interviews, job shadows)
- 3) Employment assessment
- 4) Assistive technology assessment
- 5) Trial work experience
- 6) Person-centered employment planning
- 7) Development of visual/traditional resumes
- 8) Job seeking skills training and support
- 9) Outreach to prospective employers on behalf of the member (e.g. job development, negotiation with prospective employers to customize, create or carve a position for the member, employer needs analysis)
- 10) Job analysis (e.g. worksite assessment or job accommodations evaluation)
- 11) Identifying and arranging transportation
- 12) Career advancement services (e.g. assisting a member to make an upward career move or seek promotion from existing employer)
- 13) Re-employment services (if necessary due to job loss)
- 14) Financial Literacy and asset development
- 15) Other employment support services deemed necessary to enable the member to obtain employment
- 16) Systematic instruction and support during initial on-the-job training
- 17) Engagement of natural supports during initial period of employment
- 18) Implementation of assistive technology solutions during initial period of employment
- 19) Transportation during service hours between work sites

Competitive integrated employment means work that is performed (including self-employment) for which an individual with a disability is paid at or above minimum wage and not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by employees who are not disabled, where the employee interacts with other persons who are not disabled to the same extent as others who are in comparable positions, and which presents opportunities for advancement that are similar for those employees who are not disabled. In the case of an individual who is self-employed, the business results in an income that is comparable to the income received by others who are not disabled and who are self-employed in similar occupations.

Long-Term Job Coaching is support provided to, or on behalf of, the member that enables the member to maintain an individual job in competitive, customized, or self-employment in an integrated work setting in the general workforce.

Service activities. Long-term job coaching services are designed to assist the member with learning and retaining individual employment, resulting in workplace integration, and independence with co-workers and supervisors, and which allows for the reduction of long-term job coaching over time. Services are individualized and may include any combination of the following activities with or on behalf of the member;

- 1) Job analysis
- 2) Job training and systematic instruction

- 3) Training and support for use of assistive technology/adaptive aids
- 4) Engagement of natural supports
- 5) Transportation coordination
- 6) Job retention training and support
- 7) Benefits planning and on-going support
- 8) Supports for career advancement
- 9) Financial Literacy and asset development
- 10) Employer consultation and support
- 11) Negotiation with employer on behalf of the member (e.g. accommodations, employment conditions, access to natural supports; wage and benefits)
- 12) Other workplace support services including services not specifically related to job skill training that enable the waiver member to be successful in integrating into the job setting
- 13) Transportation during service hours between work sites

Small Group Supported Employment services are training and support activities provided in regular business, industry and community settings for groups of two to eight workers with disabilities. The outcome of this service is sustained paid employment experience, skill development, career exploration and planning leading to referral for services to obtain individual integrated employment for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

Service Activities. Small group supported employment services may include any combination of the following activities:

- 1) Employment assessment
- 2) Person-centered employment planning
- 3) Job placement (limited to service necessary to facilitate hire into individual employment paid at minimum wage or higher for a member in small group supported employment who receives an otherwise unsolicited offer of a job from a business where the member has been working in a mobile crew or enclave)
- 4) Job analysis
- 5) On-the-job training and systematic instruction
- 6) Job coaching
- 7) Transportation planning and training
- 8) Benefits education
- 9) Career planning services leading to career advancement outcomes
- 10) Other workplace support services may include services not specifically related to job skill training that enable the waiver member to be successful in integrating into the individual or community setting
- 11) Transportation during service hours between work sites

Supported Self-Employment includes services and supports that assist the participant in achieving self-employment through the operation of a business; however, Medicaid funds may not be used to defray

the expenses of starting up or operating a business. Assistance for self-employment may include aid to the individual in identifying potential business opportunities; assistance in the development of a business plan, including potential sources of business financing and other assistance in developing and launching a business; identification of the supports necessary for the individual to operate the business; and ongoing assistance, counseling and guidance once the business has been launched.

Prevocational Services means services that provide career exploration, learning and work experiences, including volunteer opportunities, where the member can develop non-job- task-specific strengths and skills that lead to paid employment in individual community settings. Prevocational services include Career Exploration activities which are designed to develop a career plan and facilitate the member's experientially based, informed choice regarding the goal of individual employment. Career exploration may be authorized for up to 34 hours, to be completed over a 90-day period in the member's local community or nearby communities and may include but is not limited to the following activities: business tours, informational interviews, job shadows, benefits information, assistive technology assessment, and attendance at career fairs or other job exploration events.

Concurrent Services

A member's individual service plan may include two or more types of non-residential habilitation services (e.g. Individual supported employment, long-term job coaching, small group supported employment, prevocational services, and day habilitation); however, more than one service may not be billed during the same hour.

Prevocational Time Limitations

Prevocational services are intended to lead towards individual employment, per the approved service definition in place in Iowa. The time limit of 90 days after the completion of Career Exploration only applies to individuals already receiving prevocational services as of May 4, 2016 and only applies if the person completes Career Exploration and decides he/she does not want to pursue individual community employment. The reason for this time limit is, if an individual makes an informed choice (through the completion of a Career Exploration process) not to pursue individual community employment, prevocational services are not appropriate services because the purpose and intended outcome of these services does not fit with the individual's goals. The 90 day period allows sufficient time for the individual to be transitioned into a different service that is more appropriate in relation to the person's goals.

If an individual, who is already receiving prevocational services on May 4, 2016, completes Career Exploration and decides s/he does want to pursue individual community employment, the 90 day time limit would not typically apply. If any one of the following is true, the 90 day time limit would not apply:

- 1) The member who is in Prevocational Services is also working in either individual or small group community employment for at least the number of hours per week desired by the member, as identified in the member's current service plan; or
- 2) The member who is in Prevocational Services is also working in either individual or small group community employment for less than the number of hours per week the member wants, as

identified in the member's current service plan and has documented a defined employment goal to increase the number of hours the member is working; or

- 3) The member is actively engaged in seeking individual or small group community employment or self-employment, and services for this are included in his/her current service plan, or services funded through another identifiable funding source (e.g. IVRS) documented in the member's service plan; and evidence of a plan to obtain individual employment through one of these funding sources is submitted with the request for prior authorization; or
- 4) The member has requested supported employment services and has been denied and/or placed on a waiting list within the past 24 months by another identifiable funding source (e.g. IVRS); or
- 5) The member has been receiving supported employment service for at least 12 of the past 24 months without obtaining individual or small-group employment, and evidence of this is submitted with the request for prior authorization; or
- 6) The member is participating in career exploration activities as described in subparagraph 78.27(9)"a"(1)

For individuals not receiving prevocational services as of May 4, 2016, the time limit for prevocational services is 24 months. This time limit can be extended if any of the above six situations apply. The 24 month time limit should be sufficient for individuals who wish to participate in Project Search or similar internship programs as part of prevocational services. If an extension of prevocational services is needed to complete Project Search, the member should begin actively seeking individual community employment or individual self-employment no later than 24 months after prevocational services starts so the exception #3 noted above would apply. Note that Project Search should not result in small group community employment as that is inconsistent with the Project Search philosophy and approach.

Visit the [HHS website](#) for most up-to-date fee schedules:

Appendix B - Medicaid HCBS Consumer Choices Option (CCO)

Iowa HCBS Programs offer the Consumer Choices Option (CCO) which gives members the opportunity to convert available HCBS services to a monthly budget. Using the CCO budget, the member can then purchase goods and services to assist in meeting their employment goals.

HCBS Services by Program that can be Converted to a CCO Monthly Individual Budget	Brain Injury Waiver	Health and Disability Waiver	Intellectual Disability Waiver	Physical Disability Waiver	How the Service can support community-integrated employment
CDAC	X	X	X	X	This service could be used to meet an individual’s personal care assistance needs while on the job such as mealtime assistance, personal hygiene, repositioning and ambulation.
Day Habilitation	N/A	N/A	X	N/A	This service could be used to develop community connections that may lead to employment such as volunteering, networking, attending job fairs.
Home or Vehicle Modifications	X	X	X	X	This service helps make the member’s home and/or vehicle accessible.
Prevocational Services	X	N/A	X	N/A	This service may be used to provide career exploration that would lead to discovery of the person’s interests, skills and goals. Activities could include networking, attending job fairs to learn about the job market, visiting workforce development office.
Respite: Basic Individual	X	X	X	N/A	This service is intended to give the caregiver a break. If the caregiver directs it, the Respite provider could assist the member to develop community connections, to explore jobs, network, identify employers who are hiring, pick up applications if this is what the primary caregiver would do with the member.
Specialized Medical Equipment	X	N/A	N/A	X	This service could be used to meet an individual’s personal care assistance needs while on the job such as mealtime assistance, personal hygiene, repositioning and ambulation.



Supported Living Community (SCL)	X	N/A	X	N/A	This service could be used to transport the members to & from work, assist them to make community connections through volunteerism, and networking.
Supported Employment (SE)	X	N/A	X	N/A	<p>This service could be used to transport the member to and from work, assist the member with identifying their employment goals and desires as well as skill evaluation, work with employers on behalf of the job seeker and provide ongoing assistance on the job.</p> <p>Job development uses assessment information about the strengths and interests of the person seeking employment to target the types of jobs available from potential employers in the local labor market. Typical job development activities include reviewing local employment opportunities and developing potential employers/ customers through direct and indirect promotional strategies</p>
Transportation	X	N/A	X	X	This service may be used to transport the person to and from work, to pick up and drop off job applications, to apply for jobs, and to go to and from job interviews.

Please visit the [Consumer Choice Option \(CCO\) homepage](#) for more information.

Appendix C – IVRS Services

- Apprenticeship training
- Assessment services
- Assistive Technology
- Benefits Counseling
- Career Exploration services
- Consumer/family education and training
- Counseling and Guidance
- Customized Employment services
- Diagnosis and Treatment
- Disability Business Services
- Disability-related training
- Driving Training Program
- Employer Development
- Externship
- Individual Placement and Support (IPS)
- Information and Referral Interpreter services
- Job Coaching Job Development
- Job Follow-Up
- Job Shadowing
- Job Search activities
- Job Seeking Skills training
- Natural Supports
- Occupational Skills Training On-the-job supports
- On-the-job training Personal Assistant services Post-Secondary Training
- PreEmployment Transition Services (Pre-ETS)
- PreETS Supported Short Term Paid Work Experience in collaboration with DE and LEA
- Project SEARCH
- Restoration services
- Self-Employment services Supported Employment
- Transportation services – short-term, non-medical transportation for employment training, work and participation in employment services
- Transportation training Vocational Evaluation services Work Adjustment Training (WAT)
- Workplace Readiness Assessment (WRA)
- Work Readiness Training



Appendix D – Iowa Department for the Blind Services

The Iowa Department for the Blind is responsible for providing most of the services lowans who are blind or have low vision need to live independently and work competitively. Its mission is to be the means for persons who are blind or have low vision to obtain for themselves universal access and full participation as citizens in whatever roles they may choose.

Because the Department is funded primarily through state and federal tax dollars, most of the services are provided to eligible lowans at no cost to them.

Department services and programs include:

- Vocational Rehabilitation Program
- Training to help individuals achieve the vocational goals they have selected
- Assessment, demonstration, and training in the Assistive Technology Resource Center
- Job placement services
- Rehabilitation technology services
- Post-employment follow up
- Independent Living Program
- Adult Orientation and Adjustment Center
- Library for the Blind and Physically Handicapped
- Business Enterprises Program
- Aids & Devices Store
- Public Education and In-Service Training

The Independent Living (IL) program serves individuals with vision loss caused by a condition that cannot be corrected with glasses and has affected the person's ability to complete daily activities such as driving, reading the mail, dialing a telephone, cooking safely and more.

Individuals served under this program do not wish to pursue paid employment and are at least age 55 or have other disabilities in combination with their vision loss.

Rehabilitation Teachers in the IL program travel throughout the state to help individuals obtain the skills needed to live independently and participate in family and community life

The Orientation Center is a residential training program for adults who are blind or have low vision. Located in Des Moines, the Center provides in-depth, individualized blindness training to students so that they can return to their home communities to live independently and work competitively in the careers they choose. Students receive training in four areas:

- Development of self-confidence
- Blindness skills
- Job readiness
- Public education

The Library for the Blind and Physically Handicapped provides reading materials free of charge to Iowans who cannot use standard print because of blindness, physical disability, or reading disability.

The library circulates books and magazines on cassette tape, in Braille, and in large print to eligible borrowers throughout the state. The Library maintains a collection of over 88,000 book titles and makes available to its borrowers over 120 different magazines. Because the Library is a cooperating member of the National Library Service for the Blind and Physically Handicapped (NLS), its borrowers have access to all NLS services.

The library transcribes print materials into Braille and recorded formats. Employment-related, educational, and leisure materials not already available in alternative media are transcribed upon request. The Library also transcribes other magazines and books appropriate for its collection.

The library acquires instructional and employment materials for students and workers. The Library's instructional Materials Center (IMC) locates textbooks and other educational materials for Iowa's K-12 and college students who cannot use standard print. The IMC also locates job-related materials for employed Iowans for whom standard print is not an option.

The library provides independent access to the Library's collection through the On-Line Public Access Catalog (OPAC). Linked to the Department's web site, OPAC allows borrowers to search the Library's collection, select books, and put them on reserve.

Finally, the library circulates videos enhanced with audio descriptions. These videos range in subject from popular movies to documentaries and in audience from children to adults.

The Business Enterprises Program (BEP) provides opportunities for legally blind clients of the Vocational Rehabilitation program to manage their own businesses. These blind entrepreneurs manage a wide variety of food- service operations, including restaurants, coffee bars, vending locations, highway rest area vending sites, and catering. These businesses can be found at federal, state, county, municipal, and private locations throughout Iowa.

Located at the Department's central office in Des Moines, the Aids & Devices Store sells adapted items useful to persons who are blind or have low vision. White canes, Braille and talking watches and clocks, Braille-writing equipment, magnifiers, measuring devices, Braille and large-print playing cards, games, cooking and sewing aids, and other items are available.

Because it is important to educate the public about blindness and the competence of people who are blind, the Department is eager to participate in public education activities. The Department can make arrangements to:

- Give presentations about the Department's services and blindness to schools, churches, civic organizations, and other interested groups.
- Provide in-service training about the Department's services and blindness skills to care centers, community rehabilitation programs, and other community service providers.
- Participate in fairs, expos, displays, and other public events.

Appendix E – Resource Sharing Between Iowa Medicaid and Iowa Vocational Rehabilitation Services

People are more likely to succeed in employment when funding and services available through both IVRS and Medicaid are shared. Each program has limitations but together they can provide holistic support for someone with a disability who wants to find and keep competitive integrated employment.

The following **Resource Sharing** document was developed between IVRS and HHS/ Medicaid since January of 2015 and has been continuously renewed ever since. This “cheat sheet” is the result of a collaborative effort by both agencies to satisfy the requirement each had to explore “comparable benefits and services” and address the “payer of last resort” issue.

By establishing this **Resource Sharing** document, IVRS and HHS/Medicaid have outlined their respective funding obligations when paying for Supported Employment Services (SES) for a mutual client served by both agencies. The document has been updated to reflect the IVRS Menu of Services to fund the necessary employment services (including Supported Employment Services when needed) to help an eligible individual with a disability **under the age of 25** to get a competitive integrated job.

The **Resource Sharing** document also outlines procedural information for individuals on a HHS/ME waiver waiting list who are eligible to be served by IVRS, including options for long- term follow-up services if Waiver services are not immediately available.

Some additional items to be aware of:

- Individuals can receive State Plan Habilitation or Waiver funded services (including employment services) during the same time period that IVRS is also providing services to them as long as the services provided through State Plan Habilitation or Waiver do not duplicate and/or supplant the services provided by IVRS.
- When IVRS closes a case for someone enrolled in State Plan Habilitation or a Waiver, the person may have a need for on-going support to maintain their competitive integrated employment. The IVRS Counselor is expected to inform you in advance of the case closure date so that you can submit a timely request for prior authorization for the services that may be needed. **There should be no gap in the availability of support.** A gap could jeopardize the person’s ability to maintain his/her job; therefore, this should be avoided at all costs.

Resource Sharing

Between HHS and IVRS for Supported Employment Services

This document explains how Supported Employment Services (SES) are funded for mutual job candidates who are eligible for both IVRS Services and HHS State Plan HABILITATION or WAIVER Services. Funding braided between IVRS and HHS HABILITATION OR WAIVER for SES depends on whether an individual is on or off a waiting list, their age, and the service responsibilities agreed to by each agency.

SES for individuals under age 25 (IVRS)

For job candidates under age 25 who are eligible for both IVRS and HHS State Plan HABILITATION or WAIVER and who require Supported Employment Services, IVRS implemented a Memorandum of Agreement (MOA) with HHS to establish IVRS as the payer of first resort for individualized services necessary to obtain and stabilize in competitive integrated employment. Services can include any of the following:

Job Development	Customized Employment	Job Coaching **
<p style="text-align: center;">IVRS</p> <p>15 minute units: \$18.58/unit Initial authorization: 160 units with one extension of 80 units, not to exceed 240 units</p> <p>\$74.32/hour Up to 40 hours with one extension of 20 hours, not to exceed 60 hours total</p>	<p style="text-align: center;">IVRS</p> <p>15 minute units: \$18.58/unit as part of SES to negotiate with employer up to 40 units</p> <p>\$74.32/hour Up to ten hours</p>	<p style="text-align: center;">IVRS</p> <p>15 minute units: \$12.69/unit based on the number of hours a job candidate works - to be negotiated between IVRS and team for up to a two month period of time.</p> <p>\$50.76/hour Up to 120 hours</p>

Customized Employment (CE)-Currently available through IVRS only:

- Milestone #1: up to 160 units/40 hours of Discovery – \$18.58/unit = \$2,856.00 or \$74.32/hr x 40hrs = \$2,856.00 for IVRS + \$712.03 for the Discovery Staging Report (DSR)
- Milestone #2: up to 160 units/40 hours of Job Development – \$18.58/unit = \$2,856.00 or \$74.32/hr x 40hrs = \$2,856.00 for IVRS
- Milestone #3: up to 40 units/10 hours of Customized Employment - \$18.58/unit = \$714.00 or \$74.32/hr x 10hrs = \$714.00 for IVRS
- Milestone #4: up to 320 units/80 hours of Supported Job Coaching – \$12.69/unit = \$3,900.80 or \$50.76/hr x 80hrs = \$3,900.80 for IVRS
- Milestone #5: up to 8 units/2 hours of Natural Support Plan - \$18.58/unit= \$142.80 or \$74.32/hr x 2hrs= \$142.80 for IVRS + Natural Support Plan Report

There is no requirement that people must get a job of at least 10 hours a week in order to receive services to obtain a job from IVRS. IVRS cases in which a job candidate works less than 10 hours a week

require an explanation of why this individual cannot work more than 10 hours and supervisory review/approval prior to closure.

Review the [Memorandum of Agreement between HHS and IVRS](#).

****NOTE: THE AGREEMENT BETWEEN IVRS AND THE DEPARTMENT of EDUCATION TAKES PRECEDENCE OVER THIS HHS AGREEMENT FOR STUDENTS IN TRANSITION RECEIVING SES UNDER AN IEP!**

SES for individuals age 25 and above (HHS/IVRS)

For job candidates age 25 and above, the WAIVER pays for Job Development and Job Coaching. IVRS funds may pay for Customized Employment and employment services not listed (Discovery, Workplace Readiness Assessment, etc.). In some circumstances, IVRS may be able to fund for Job Development as deemed necessary, such as when WAIVER funds end. This is in accordance with the Memorandum of Agreement with HHS and IVRS.

Job Development	Customized Employment	Job Coaching
<p align="center">State Plan HABILITATION or WAIVER (T2018)</p> <p>15 minute units: \$18.58/unit or \$74.32/hr Initial authorization: 160 units Limit 240 units per calendar year.</p>	<p align="center">IVRS</p> <p>15 minute units: \$18.58/unit or \$74.32/hr as part of SES to negotiate with employer up to 40 units</p> <p>\$74.32/hour Up to ten hours</p>	<p align="center">State Plan Habilitation or WAIVER (H2025)</p> <p>Unit = One Month Payment varies depending on amount of support needed: Tier 0: Minimum 1 contact/month Payment = \$76.05/month Tier 1: 2 -8 hours support/month Payment = \$406.33/month Tier 2: 9-16 hours support/month Payment = \$811.53/month Tier 3:17-24 hours support/month Payment = \$1,268.94/month Exception = 25 or more hours support/month Payment: Hourly @ \$50.76/hour Total monthly cost is not to exceed \$3,437.93/month</p>

Individual Placement and Support (IPS):

IVRS and Applicable to HCBS Habilitation Waiver only (T2018)

IVRS continues to support IPS until successful closure has been achieved, but funding may be transferred to HCBS Waiver

- Milestone #1: 136 units of Career Exploration – \$10.75/unit = \$1,462.00 or \$43.00/hr x 34hrs = \$1,462.00 for IVRS or T2018 U3 at \$1,462.22 for Medicaid
- Milestone #2: 120 units of Job Development (upon accepting job offer) – \$18.58/unit = \$2,229.90 or \$74.32/hr x 30hrs = \$2,229.90 for IVRS or T2018 U4 at \$2,229.45 for Medicaid
- Milestone #3: 120 units of Job Development (upon 45 days of successful job retention) - \$18.58/unit = \$2,229.90 or \$74.32/hr x 30hrs = \$2,229.90 for IVRS or T2018 U5 at \$2,229.45 for Medicaid
- Milestone #4: 64 units of Supported Job Coaching (upon 90 days of successful job retention) – \$12.69/unit = \$812.16 or \$50.76/hr x 16hrs = \$812.16 for IVRS or T2018 U6 at \$811.53 for Medicaid

*** Note: Total monthly cost for all SES not to exceed \$3,302.53/month for Medicaid

There is no requirement that people must get a job of at least 10 hours a week in order to receive services to obtain a job from IVRS. IVRS cases in which a job candidate works less than 10 hours a week require an explanation of why this individual cannot work more than 10 hours and supervisory review/approval prior to closure.

Review SES information on the [2024 Menu of Services Manual](#).

SES for IVRS-Eligible Individuals Waiting for WAIVER

A job candidate eligible for IVRS who is waiting for services from WAIVER can be served by IVRS.

Until WAIVER funds are available, IVRS may fund all SES employment services which may include Job Development, Customized Employment, IPS and Job Coaching. (See table below). Services for SES are authorized by IVRS until the time WAIVER funds become available. If/when that occurs, IVRS would cancel any unused authorization(s) for remaining services so that WAIVER funding could begin, except in IVRS cases involving SES for individuals under age 25.

SES for IVRS-Eligible Individuals Ineligible for State Plan HABILITATION or WAIVER

For IVRS-eligible job candidates who do not qualify for State Plan HABILITATION or WAIVER, IVRS may fund all SES employment services which can include Job Development, Customized Employment, IPS and Job Coaching. (See table below).

Job Development	Customized Employment	Job Coaching
<p style="text-align: center;">IVRS</p> <p style="text-align: center;">15 minute units: \$18.58/unit</p> <p style="text-align: center;">Initial authorization: 160 units with one extension of 80 units, not to exceed 240 units</p> <p style="text-align: center;">\$74.32/hour</p> <p style="text-align: center;">Up to 40 hours with one extension of 20 hours, not to exceed 60 hours</p>	<p style="text-align: center;">IVRS</p> <p style="text-align: center;">15 minute units: 18.58/unit as part of SES to negotiate with employer up to 40 units</p> <p style="text-align: center;">\$74.32/hour</p> <p style="text-align: center;">Up to ten hours</p>	<p style="text-align: center;">IVRS</p> <p style="text-align: center;">15 minute units: \$12.69/unit based on the number of hours a job candidate works - to be negotiated between IVRS and team for up to a two month period of time.</p> <p style="text-align: center;">\$50.76/hour</p> <p style="text-align: center;">Up to 120 hours</p>

Individualized Placement and Support (IPS):

- Milestone #1: 136 units of Career Exploration – \$10.75/unit = \$1,462.00 or \$43.00/hr x 34hrs = \$1,462.00 for IVRS
- Milestone #2: 120 units of Job Development (upon accepting job offer) – \$18.58/unit = \$2,229.90 or \$74.32/hr x 30hrs = \$2,229.90 for IVRS
- Milestone #3: 120 units of Job Development (upon 45 days of successful job retention) - \$18.58/unit = \$2,229.90 or \$74.32/hr x 30hrs = \$2,229.90 for IVRS
- Milestone #4: 64 units of Supported Job Coaching (upon 90 days of successful job retention) – \$12.69/unit = \$812.16 or \$50.76/hr x 16hrs = \$812.16 for IVRS

Customized Employment(CE)-Currently available through IVRS only:

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Identified source for long-term job coaching services, to the extent needed by the individual, is required for IVRS Supported Employment Services. Funding (or sources) to provide these services can include county funding, natural supports, PASS, IRWE, MH worker, Independent Living, or other no-cost resources. The source providing long-term job coaching, to the extent needed by the individual, is identified on the IVRS Plan for Employment (IPE) and SES Placement Agreement. A plan for natural support requires a detailed description of how the natural support will be trained and the agreement on how to connect with the long-term provider when difficulties arise requiring more continued involvement by the CRP.