



PAST

FUTURE

PRESENT

Appendix K: Virtual Services and Small Group Community Services

January 20, 2021

Goals of Presentation

- Provide overview of virtual delivery of services including day habilitation, prevocational services and individual supported employment follow along services
- Provide overview of small group community based day habilitation and prevocational services
- Provide technical guidance of implementation of these services

Preparing for Virtual Service Delivery

Day Habilitation, Prevocational and Individual Supported Employment Follow Along

Laying the Groundwork

Survey Agency's Readiness:

- Staff Available/Needed dependent upon how many individuals are participating in the program
- Community partners availability to assist and participate
- Develop survey to use when contacting Participants to see who's interested and their needs
- Technology Equipment Available/Needed
- Determine program platform (Zoom, Whova, Google classroom or other interactive platforms and not just a listening platform)
- Get training in the program selected
- Internet sufficient to support the program
- Plan for how will this be rolled out

Laying the Groundwork

Survey Staff :

- Do they have technology available or is this needed (tablets, laptops, desk tops)
- Internet access at home or do they need to go to the office to run a group
- Level of training required, are they familiar with specific programs or need training
- Are they proficient enough to help teach/train how to use the programs to others and individuals
- Begin developing the classes and activities, searching the internet for resources
- Reconnect with previously used partners in the community or find new partners to by guest hosts
- Assist with contacting individuals to assess interest and needs using survey
- Prepare training for specific individuals- everyone will have different understanding and needs
- Prepare a 'one page' sheet on step by step how to get started for the individuals
- Get a plan together of how to get necessary supplies to each individual (bingo cards or whatever supplies may be needed for activities)
- Get with SCs to get the POC amended to include virtual services
- Prepare schedules/calendar (consider lunch breaks, bathroom breaks, attention span etc.)

Laying the Groundwork

Survey Participants:

- Are they Interested in virtual services- if so how often
- What typed of activities are they interested in
- How independent are they in their daily life- are they home alone or have family or IFS
- Do they currently have IFS staff in the home during typical day program hours- if so can they be without them during the day program hours- this may need to be discussed with the SC
- Do they have their own tablets/laptops/phones/computers
- Do they have specific technology needs to make it possible to be independent when participating in the program
- How is their Internet access
- Level of Ability in operating/understanding instructions
- What type of training will be required to get them going in the program
- Do they have family who can help them get set up for the program
- Do they have an IFS worker who can help them understand how to use the program
- Do they currently work and received SE follow along services
- Do they currently work and would they be interested in virtual activities during their off times
- Are they currently doing job readiness services or are they interested in job readiness

Virtual Delivery of Day Habilitation Services

Community Life Engagement

Virtual Day Habilitation

- ▶ Day Habilitation services are typical community life engagement activities, where people access and participate in their communities outside of their employment. Activities typically include volunteering, taking continuing education classes, participating in various groups of interest, accessing the community such as the library, gyms, rec centers, senior centers and any other activity that people with and without disabilities engage in during their free time.
- ▶ However, with this service, these activities will be delivered ‘virtually’ instead of face to face. It’s the providers job to continue providing meaningful and engaging activities for each person using the person centered process.
- ▶ Activities should be individualized, promote community membership and contribution, build natural supports and support the goals determined by the individual.

Requirements

- ▶ POC must be amended to include virtual day habilitation
- ▶ Goals may need to be amended depending on if they can be met virtually.
- ▶ ***Virtual Services Activity Log*** must be completed for each individual and kept on file
- ▶ Provider must be licensed to provide day habilitation
- ▶ Staff must meet the same requirements as they do when providing facility based services. (i.e. training, CPR certified and the DSP registry must be checked)
- ▶ Should use EVV to check in/out for services. Can use manual entry if necessary.

Virtual Services Activity Log

Participant: _____

Service: (Circle the service)

Day Habilitation

Prevocational

The following log represents each participant's choice and times that each person participated in each day. Enter the time period for each activity on the appropriate day.

Activity Choice	Monday	Tuesday	Wednesday	Thursday	Friday
Music					
Exercise Class					
Arts and Crafts					
Cooking Demonstration					
Community Leader Guest Speaker					
Safety Skills					
Technology Training					
Money Management Skills					
Home Skills Training					
Discussion on Current Events					

Please document any specific notes of participation for each activity that the individual engaged in for the day.

Monday: _____

Examples of Virtual Day Habilitation Activities

Painting and drawing classes

Art demonstrations

Exercise Classes

Meditation Classes

Sign language classes

Wellness groups such as healthy eating, managing stress

Support Groups such as Anxiety Support Groups

Cooking Classes/demonstrations

Religious Services/activities

Book Club readings/discussions

Music Classes, Concerts, Sing Alongs

Self Advocacy Group meetings

Virtual tours of such things as museums, zoos, national parks or aquariums

Community Guests such as mayor, police, firemen, other businesses that used to be part of their days

Open discussions about specific topics such as sports etc.

Virtual tours of the community -EX: travel training for the bus, how to use specific services available in their community

Playing board games, such as BINGO, I Spy, Scavenger hunts, charades

Public Speaking classes

Cake or cookie decorating classes

Knitting, quilting, crocheting classes or other classes like this

Dance parties

Fashion Shows from their own clothes

Show and tell from their homes- maybe with their pets or specific items, jerseys etc.

Virtual Day Habilitation

The Following information is for the Supports Waiver, New Opportunities Waiver and the Residential Options Waiver:

- ▶ **Procedure Code:** T2021
- ▶ **Modifier:** GT
- ▶ **Unit:** 15 minute interval
- ▶ **Ratio:** 1:8
- ▶ **Rate:** \$2.35- (1 hour- \$9.40)
- ▶ **Service Limits:** 20 units per day
- ▶ Cannot be delivered on the same **day** as 'onsite' day habilitation or community day hab
- ▶ Cannot be delivered at the same **time** as any other waiver service.

Virtual Delivery of Prevocational Services

Path to Employment

Virtual Prevocational Services

- ▶ Prevocational services are typical job readiness activities such as career exploration and discovery. Discovery is the person centered process that involves getting to know the person before supporting them in developing a plan for employment. A wide variety of activities can help the person determine their path to employment and these activities should help build a profile for the person which can assist in getting the individual a job.
- ▶ However, with this service, these activities will be delivered 'virtually' instead of face to face. It's the providers job to continue providing meaningful and engaging activities for each person using the person centered process.
- ▶ Activities should be person-centered and focused on creating a path to employment profile for each person.
- ▶ All individuals who are participating in Prevocational services should be interested in going to work.

Requirements

- ▶ POC must be amended to include virtual prevocational services
- ▶ Goals may need to be amended depending on if they can be met virtually
- ▶ ***Virtual Services Activity Log*** must be completed for each individual and kept on file
- ▶ Provider must be licensed to provide prevocational services
- ▶ Staff must meet the same requirements as they do when providing facility based services.(i.e. training, CPR certified and the DSP registry must be checked)
- ▶ Should use EVV to check in/out for services. Can use manual entry if necessary.

Virtual Services Activity Log

Participant: _____

Service: (Circle the service)

Day Habilitation

Prevocational

The following log represents each participant's choice and times that each person participated in each day. Enter the time period for each activity on the appropriate day.

Activity Choice	Monday	Tuesday	Wednesday	Thursday	Friday
Music					
Exercise Class					
Arts and Crafts					
Cooking Demonstration					
Community Leader Guest Speaker					
Safety Skills					
Technology Training					
Money Management Skills					
Home Skills Training					
Discussion on Current Events					

Please document any specific notes of participation for each activity that the individual engaged in for the day.

Monday: _____

Examples of Virtual Prevocational Activities

Discussions about why people work and reasons why each person wants to work

Discussions about interests and self discovery activities

Creating a profile of all of the interests, self discovery results, places of interest, things they are not interested in etc.

Vocational assessments and discussions

Community Guests such as mayor, police, firemen, other businesses that can discuss opportunities in the community

Virtual tours of community businesses, stores, plants etc.

Discussions about the community businesses that the individuals frequent

Certified Work Incentive Coordinator guess speaker

Role Play to work on appropriate telephone voice message, talking with supervisor, interacting with coworkers etc.

Mock interviews

Discussions and working to put together the appropriate outfit for an interview

Writing 'Thank You' letters after an interview or meeting

Discussions about what it takes to be a valuable employee

Self Advocacy Group meetings

Public Speaking classes

Financial discussions including budgets, checking and savings accounts- possible community guest from a bank

Guest from ABLE

Virtual Prevocational Service

The Following information is for the Supports Waiver, New Opportunities Waiver and the Residential Options Waiver:

- ▶ **Procedure Code:** T2025
- ▶ **Modifier:** GT
- ▶ **Unit:** 15 minute interval
- ▶ **Ratio:** 1:8
- ▶ **Rate:** \$2.35- (1 hour- \$9.40)
- ▶ **Service Limits:** 20 units per day
- ▶ Cannot be delivered on the same **day** as 'onsite' prevoc services or small group community prevoc services
- ▶ Cannot be delivered at the same **time** as any other waiver service.

Virtual Delivery of Individual Supported Employment Follow Along

Virtual Individual Supported Employment Follow Along Services

Typical Individual SE Follow Along Services that are delivered 2x a month or however often it's determined that the individual requires follow along services can be delivered virtually if one of the following circumstances occurs:

- The individual requires assistance but the business where they currently work is not allowing outside 'visitors' and the job coach is unable to do a face to face meeting.
- The visit is part of the ongoing 2x a month follow along that is required and the individual is not currently experiencing any problems but the job coach is just 'checking in'.
- The individual's employer is requesting some assistance from the job coach but would rather do it virtually and not face to face.

In all circumstances, the employer/supervisor and the individual must be onboard with a virtual visit and if the individual needs a means to conduct the virtual visit, the employer/supervisor must be willing to assist the individual in doing a virtual visit. The visit can take place during the individual's break or before or after their shift but it should be coordinated with the employer/supervisor and the individual.

Requirements

- ▶ POC must be amended to include virtual Supported Employment Follow Along services
- ▶ ***Virtual Service Delivery report*** must be created for each individual and kept on file
- ▶ Provider must be approved to provide individual SE follow along services
- ▶ Staff providing the service must meet the same requirements as they do when providing onsite job follow along services
- ▶ Should use EVV to check in/out for service

Virtual Individual Supported Employment Follow Along Services

- ▶ Virtual Supported Employment will require a written *Virtual Supported Employment Follow Along Services report* documenting the following things:
 - Date and time services were delivered
 - Means of delivery (Zoom, FaceTime, telephonically)
 - Who participated in the meeting
 - What was the purpose of the meeting (trouble on the job, regular monthly contact)
 - What took place during the meeting

Virtual Individual Supported Employment Follow Along Services

There may be times when a virtual SE follow along visit is not acceptable and if this is the case then the job coach should follow the recommendations from the employer to conduct a safe onsite visit including wearing the PPE and social distancing.

- ▶ The following are examples of such instances where an in-person visit by the job coach is necessary:
 - If the individual is unable to participate in virtual delivery and/or the employer/supervisor is unable to assist with this.
 - If the employer does not agree to allowing the virtual visit and prefers the visit be made in person, then the job coach should comply using the necessary PPE and following all of the recommendations outlined by the employer.
 - If the individual is new to the job and still requires regular job coaching to learn new tasks or complete tasks.
 - If the employer prefers an in person visit from the job coach to discuss concerns.
 - If the individual is learning a new task and needs hands on instruction.

Virtual Individual Supported Employment Follow Along Services

The Following information is for the Supports Waiver:

- ▶ **Procedure Code:** H2023
- ▶ **Modifier 1:** TS
- ▶ **Modifier 2:** GT
- ▶ **Unit:** 15 minute interval
- ▶ **Ratio:** 1:1
- ▶ **Rate:** \$13.00
- ▶ **Service Limits:** 960 year
- ▶ Cannot be delivered on the same **day** as in person SE services
- ▶ Cannot be delivered at the same **time** as any other waiver service.

Virtual Individual Supported Employment Follow Along Services

The Following information is for the New Opportunities Waiver:

- ▶ **Procedure Code:** H2026
- ▶ **Modifier 1:**GT
- ▶ **Unit:** 15 minute interval
- ▶ **Ratio:** 1:1
- ▶ **Rate:** \$13.00
- ▶ **Service Limits:** 960 year
- ▶ Cannot be delivered on the same **day** as in person SE services
- ▶ Cannot be delivered at the same **time** as any other waiver service.

Virtual Individual Supported Employment Follow Along Services

The Following information is for the Residential Options Waiver:

- ▶ **Procedure Code:** H2023
- ▶ **Modifier 1:** TT
- ▶ **Modifier 2:** GT
- ▶ **Unit:** 15 minute interval
- ▶ **Ratio:** 1:1
- ▶ **Rate:** \$13.00
- ▶ **Service Limits:** 960 year
- ▶ Cannot be delivered on the same **day** as in person SE services
- ▶ Cannot be delivered at the same **time** as any other waiver service.

Small Group Community Day Habilitation Services

Community Life Engagement

Small Group Community Day Habilitation

- ▶ ***Small Group Community Day Habilitation Services*** are defined as a group of a 1:3 ratio that actively engages in activities in the community.
- ▶ ***Small Group Community Day Habilitation Services*** are typical community life engagement activities, where people access and participate in their communities outside of their employment. Activities typically include volunteering, taking continuing education classes, participating in various groups, accessing the community such as the library, gyms, rec centers, senior centers and any other activity that people with and without disabilities engage in during their free time.
- ▶ Activities should be individualized, promote community membership and contribution, build natural supports and support the goals determined by the individual.

Requirements

- ▶ POC must be amended to include small group community day habilitation
- ▶ Goals may need to be amended.
- ▶ **Activity Log** must be completed for each individual and kept on file
- ▶ Provider must be a licensed to provide day habilitation
- ▶ Staff must meet the same requirements as they do when providing any type of day habilitation services.
- ▶ Should use EVV to check in/out for services.

Examples of Small Group Community Day Habilitation Activities

Volunteering in the community

Participating in exercise at the park or with local recreation groups

Creating activities to do at the park such as painting rocks and leaving them around the community for people to find

Hiking

Walking the trails at the park

Going to the zoo or other open activities

Participating in classes at the local rec center

Participating in local wellness groups such as healthy eating, managing stress

Attending community meetings

Meetings at the park to have discussions about specific topics such as sports etc.

Meeting in places such as Barnes and Nobles to play board games,

Join local groups to learn how to knit, quilt, crochet or other classes like this

Participating in local Support Groups for stress or dealing with COVID

Attending concerts in the park

Attending Self Advocacy Group meetings

Work with local gardening groups or churches to prepare a community garden

Small Group Community Day Habilitation

The Following information is for the Supports Waiver, New Opportunities Waiver and the Residential Options Waiver:

- ▶ **Procedure Code:** T2021
 - ▶ **Modifier:** UQ
 - ▶ **Unit:** 15 minute interval
 - ▶ **Ratio:** 1:3-4
 - ▶ **Rate:** \$3.25 (1 hour- \$13.00)
 - ▶ **Service Limits:** 20 units per day
 - ▶ Cannot be delivered on the same day as **virtual day habilitation**
- **Cannot be delivered at the same time as any other waiver service.**

Small Group Community Prevocational Services

Path to Employment Services

Small Group Community Prevocational Services

- ▶ ***Small Group Community Prevocational Services*** are defined as a group of a 1:3 ratio that actively engages in job readiness activities in the community.
- ▶ ***Small Group Community Prevocational Services*** are typical job readiness activities such as career exploration and discovery. Discovery is the person centered process that involves getting to know the person before supporting them in developing a plan for employment. A wide variety of activities can help the person determine their path to employment and these activities should help build a profile for the person which can assist in getting the individual a job.
- ▶ Activities should be person-centered and focused on creating a path to employment profile for each person.
- ▶ All individuals who are participating in Prevocational services should be interested in going to work.

Requirements

- ▶ POC must be amended to include small group community prevocational services
- ▶ Goals may need to be amended.
- ▶ **Activity Log** must be completed for each individual and kept on file
- ▶ Provider must be a licensed to provide prevocational services
- ▶ Staff must meet the same requirements as they do when providing any type of prevocational services
- ▶ Should use EVV to check in/out for services.

Examples of Community Prevocational Activities

Attend workshops at the local American Job Centers

Work to find 'hubs' in the community such as the library, a church or the local coffee shop to facilitate discussions about why people work and reasons why each person wants to work and to be able to work on other activities related to job readiness

Work with local businesses to provide tours and discussions of the business

Partner with the community to have meetings with various community members about the community and opportunities for employment in the community

Go on tours of the community in each person's neighborhood to find businesses that are close to their home and have the discussions about the community businesses that the individuals frequent

Set up in person meetings with the Certified Work Incentive Coordinator

Reserve rooms at the library to do Role Play to work on appropriate telephone voice message, talking with supervisor, interacting with coworkers etc. and mock interviews

Look for other activities offered in the community that might help with job readiness

Attend Self Advocacy Group meetings

Work with a local bank to have discussions on budgets, checking and savings accounts

Look for possible job shadowing opportunities, or mentoring opportunities

Look to the local FHF for classes being offered

Look to the local community colleges or technical colleges for other classes that might meet the needs of some individuals

Small Group Community Prevocational Services

The Following information is for the Supports Waiver, New Opportunities Waiver and the Residential Options Waiver:

- ▶ **Procedure Code:** T2025
- ▶ **Modifier:** UQ
- ▶ **Unit:** 15 minute interval
- ▶ **Ratio:** 1:3-4
- ▶ **Rate:** \$3.25 (1 hour- \$13.00)
- ▶ **Service Limits:** 20 units per day
- ▶ Cannot be delivered on the same day as **virtual prevocational services**

****Cannot be delivered at the same time as any other waiver service.**

Wrap Up

OCDD-HCBS@la.gov

Wrap Up

- ▶ Support Coordinators can begin amending the EPOC on **January 21, 2021**
- ▶ Appendix K Services can begin **February 1, 2021**
- ▶ Appendix K services should end **June 30, 2021**
- ▶ Information and Documents will be posted on the following OCDD website
<https://ldh.la.gov/index.cfm/page/4061>
- ▶ Questions and comments can be sent to OCDD-HCBS@la.gov

Resources

- ▶ Resources for Remote Community Participation <http://www.tucollaborative.org/wp-content/uploads/KeepingConnected4-15.pdf>
- ▶ Virtual Tours of museums, zoos, aquariums, theme parks <https://www.goodhousekeeping.com/life/travel/a31784720/best-virtual-tours/>
- ▶ Lunch Doodles with Mo Willems <https://www.youtube.com/watch?v=fh5QFhUz43U&feature=youtu.be>
- ▶ Free online art classes <https://www.thoughtco.com/free-online-drawing-classes-1098200>
<https://www.youtube.com/watch?v=RmzjCPQv3y8>
- ▶ Online classes for self-advocacy and business classes <https://celebrateedu.org/online-classes/>
https://covid19.communityinclusion.org/pdf/CLE_issue10_V2_D2.pdf
- ▶ Online ASL classes <https://www.youtube.com/watch?v=aQ-fOcPS-mo>
- ▶ Free things to do online when you're stuck at home <https://www.insider.com/free-things-online-while-at-home-during-the-coronavirus-outbreak-2020-3>
- ▶ Louisiana Workforce Commission <https://www.laworks.net/>
- ▶ 25 Outdoor Activities In and Around Baton Rouge <https://redsticklife.com/outdoor-activities-baton-rouge/>
- ▶ All Places in Louisiana <https://www.atlasobscura.com/things-to-do/louisiana/places?page=1>

- ▶ Resources for technology, providing quality supports, virtual services, working during the pandemic <https://covid19.communityinclusion.org/>

- ▶ Keeping Connected While Staying Apart

http://www.tucollaborative.org/keeping-connected-while-staying-apart/?fbclid=IwAR2BmZqC8URMQoKYWCSjSYTt6pkfiAHP0u3Hhmv46ZUzh_H2SYpZojpur8

U.S Department of Health and Human Services, Office of Civil Rights FAQ on Telehealth and HIPAA during COVID-19 Nationwide Public Health Emergency
<https://www.hhs.gov/sites/default/files/telehealth-faqs-508.pdf>

FUNDING RESOURCES:

- ▶ <https://www.everyoneon.org/>
- ▶ <https://www.allconnect.com/blog/low-income-internet-guide>
- ▶ <https://www.techgoeshome.org/>
- ▶ <https://www.ssa.gov/disabilityresearch/wi/generalinfo.htm>
- ▶ <https://www.at3center.net/>
- ▶ <https://www.cabletv.com/blog/low-income-internet>

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*Progress is IMPOSSIBLE without
CHANGE!*

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