

Virtual Day Habilitation

Virtual Day habilitation services are typical community life engagement activities, where individuals participate in activities using technology. Activities are person-centered and are designed around the individual, taking into account their likes, dislikes, interests and preferences.

Typically, Day habilitation services are furnished in a variety of community settings and therefore this should be considered when providing virtual activities. Engaging community partners to be a guest during the virtual services and looking for already established virtual activities in the community are encouraged.

Day habilitation activities should assist the individual to gain their desired community living experience, including:

- The acquisition, retention or improvement in self-help;
- Socialization and adaptive skills, and/or
- To provide the individual an opportunity to contribute to his or her community.

Activities could be educational or recreational in nature, which include activities that are related to the recipient's interests, hobbies, clubs, sports, political events, etc. Activities should be individualized, promote community membership and contribution, build natural supports and support the goals determined by the individual.

Some examples of virtual day habilitation activities include, but are not limited to, the following:

- 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, current events, community events etc.
- Virtual tours of the community (i.e. travel training for the bus, how to use specific services available in their community)
- Playing 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- (i.e. pets, team jerseys, favorite book, painting, favorite hobby etc.)
- Painting and drawing classes
- Art demonstrations
- Exercise Classes
- Meditation Classes
- Sign language classes
- Wellness groups such as healthy eating, managing stress

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- 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

Delivery of Service

Virtual Day habilitation services are expected to take place virtually using interactive technology to participate. Zoom, Whova and Google Classroom are examples of programs that may be used in delivering this service. Participants will require the use of a tablet, computer/laptop or smartphone in order to participate in the service. Individuals may receive assistance from an unpaid support in order to participate in the service. The provider staff must track the individual's attendance and activities that were attended using the Virtual Activity Log.

Restrictions with Other Services

Recipients receiving virtual day habilitation services cannot receive any other waiver service at the same **time** as they are receiving virtual day habilitation services. Virtual day habilitation services cannot be delivered on the same **day** as onsite day habilitation services or community day habilitation services

Staffing Ratios

Virtual Day habilitation activities may occur with a one staff to eight recipients (1:8).

Transportation

This service is a virtual service and transportation is not needed.

Service Limits

Virtual Day habilitation must be scheduled on the POC for one or more days per week and must be prior authorized.

A standard unit of service is 15 minutes (1/4 hour).

Virtual day habilitation services are limited to 20 units per day (5 hours).

Reimbursement Requirements

The use of the Electronic Visit Verification (EVV) system is mandatory for virtual day habilitation services. The EVV system requires the electronic check in/out in the LaSRS. Exceptions can be made to this during the COVID 19 pandemic.

Provider Qualifications

Providers of this service must meet the following requirements:

- Be licensed as an Adult Day Care provider by the LDH and licensed to provide Day Habilitation Services inside a facility;
- Meet all requirements in the Standards for Participation for Medicaid Home and Community-Based Waiver Services.

Community Day Habilitation

Community Day Habilitation also known as Community Life Engagement services assist individuals with disabilities to participate in purposeful and meaningful activities. The role of CLE varies depending on the particular needs of the individual. This service provides opportunities and support for community inclusion and building interest in and developing skills and potential for competitive integrated employment.

Support provided may include development of a comprehensive analysis of the participant in relation to the following:

- Strongest interests & personal preferences.
- Skills, strengths, & other contributions likely to be valuable to employers or the community.
- Conditions necessary for successful community inclusion and/or competitive integrated employment.

Services should result in active, valued participation in a broad range of integrated activities that build on the participant's interests, preferences, gifts, and strengths while reflecting his or her desired outcomes related to employment, community involvement and membership.

This service is intended to flexibly wrap around or otherwise support community life secondary to employment, as a primary goal; however, it can be used as a standalone service for those who do not work.

This service involves participation in integrated community settings, in activities that include persons without disabilities and with people who are not paid or unpaid caregivers.

This service is expected to result in the participant developing and sustaining a range of valued social roles and relationships; building natural supports; increasing independence; increasing potential for employment and experiencing meaningful community participation and inclusion.

Community Life Engagement activities are furnished in a variety of community settings.

Examples of Activities could include the following:

- Participating in community activities, organizations, groups, or clubs to develop social networks;
- Identifying and participating in activities that provide purpose & responsibility;
- Developing skills & competencies necessary to pursue competitive integrated employment Fine and gross motor development & mobility;
- Participating in community opportunities related to the development of hobbies or leisure/cultural interests or to promote personal health & wellness (yoga class, hiking group, etc.);
- Participating in volunteer opportunities in the community;
- Participating in community adult learning opportunities;
- Opportunities focused on training & education for self-determination and self-advocacy;
- Learning to navigate the local community, including learning to use public/private transportation & other transportation options available in the local area;
- Developing and/or maintaining social networks & reciprocal relationships with members of the broader community (neighbors, coworkers, and other community members who do not have disabilities & who are not paid or unpaid caregivers) through natural opportunities & invitations that may occur;
- Assisting participants with identifying and utilizing supports not funded through the waiver that are available from community service organizations, such as churches, schools, colleges/universities & other post-secondary institutions, libraries, neighborhood associations, clubs, recreational entities, businesses & community organizations focused on exchange of services (e.g time banks); and
- Assisting participants with providing mutual support to one another & contributing to others in the community.

Delivery of Service

Community Day habilitation services are expected to take place in a variety of community settings where people without disabilities also participate. This could include churches, gyms, libraries, community centers, senior centers and various areas of interest for volunteering and participating in activities.

Restrictions with Other Services

Recipients receiving community day habilitation services cannot receive any other waiver service at the same **time** as they are receiving community day habilitation services.

Community day habilitation services cannot be delivered on the same **day** as virtual day habilitation services and onsite day habilitation services.

Staffing Ratios

Community Day habilitation activities may occur with a one staff to no more than 4 recipients,. Preferably a 1:3 ratio.

Transportation

Transportation services can be billed for the NOW and the ROW waivers only. Transportation is not a separate service in the Supports Waiver.

Service Limits

Community Day habilitation must be scheduled on the POC for one or more days per week and must be prior authorized.

A standard unit of service is 15 minutes (1/4 hour).

Community day habilitation services are limited to 20 units per day (5 hours).

Reimbursement Requirements

The use of the Electronic Visit Verification (EVV) system is mandatory for community day habilitation services. The EVV system requires the electronic check in/out in the LaSRS.

Provider Qualifications

Providers of this service must meet the following requirements:

- Be licensed as an Adult Day Care provider by the LDH and licensed to provide Day Habilitation Services inside a facility;
- Meet all requirements in the Standards for Participation for Medicaid Home and Community-Based Waiver Services.

Virtual Prevocational Services

Virtual Prevocational services are typical job readiness activities such as career exploration and discovery but are being provided using technology and virtual resources. 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.

Virtual prevocational services can also be used to assist the individual in developing general, non-job-task-specific strengths and skills that contribute to employability success in paid employment in integrated community settings and assist each person in developing a career path with an employment goal that is matched to the recipient's interests, skills, strengths, priorities, abilities and capabilities.

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All individuals who are participating in prevocational services should be interested in going to work. Activities should be person-centered and focused on creating a path to employment profile for each person that can be used in assisting them with finding their desired job.

Typically, prevocational services are provided in a variety of locations in the community alongside individuals without disabilities. Therefore, virtual services should include community partners and businesses and utilizing existing virtual programs, alongside people without disabilities, to achieve the discovery and exploration goals defined by the individual.

Some examples of virtual prevocational activities include, but are not limited to, the following:

- 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 guest 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
- Participate in Self-Advocacy Group meetings or start one Public Speaking classes
- Financial discussions including budgets, checking and savings accounts- possible community guest from a bank
- Guest speaker from ABLE
- Guest speaker from Louisiana Rehabilitation Services

Delivery of Service

Virtual prevocational services are expected to take place virtually using interactive technology to participate. Zoom, Whova and Google Classroom are examples of programs that may be used in delivering this service. Participants will require the use of a tablet, computer/laptop or smartphone in order to participate in the service. Individuals may receive assistance from an unpaid support in order to participate in the service. The provider staff must track the individual's attendance and activities that were attended using the Virtual Activity Log.

Restrictions with Other Services

Recipients receiving virtual prevocational services cannot receive any other waiver service at the same **time** as they are receiving virtual prevocational services.

Virtual prevocational services cannot be delivered on the same **day** as onsite prevocational services or community prevocational services

Staffing Ratios

Virtual prevocational activities may occur with a one staff to eight recipients (1:8).

Transportation

This service is a virtual service and transportation is not needed.

Service Limits

Virtual prevocational services must be scheduled on the POC for one or more days per week and must be prior authorized.

A standard unit of service is 15 minutes (1/4 hour).

Virtual prevocational services are limited to 20 units per day (5 hours).

Reimbursement Requirements

The use of the Electronic Visit Verification (EVV) system is mandatory for virtual prevocational services. The EVV system requires the electronic check in/out in the LaSRS. Exceptions can be made to this during the COVID 19 pandemic.

Provider Qualifications

Providers of this service must meet the following requirements:

- Be licensed as an Adult Day Care provider by the LDH;
 - Possess a certificate of completion from an approved Supported Employment 40-hour program or be an LRS Community Rehabilitation Provider and maintain this certificate;
 - Meet all requirements in the Standards for Participation for Medicaid Home and Community-Based Waiver Services;
- OR**
- Be licensed as an Adult Day Care provider by the LDH;
 - At least one vocational supervisor receives 15 hours of vocational training annually and;

- Meet all requirements in the Standards for Participation for Medicaid Home and Community-Based Waiver Services.

Community Prevocational Services

Community Prevocational Services also known as The Path to Employment Service is meant to be an individualized, person-centered, comprehensive employment planning service that helps tp build a path for individuals to obtain individual, integrated employment at the individual's highest level of independence and autonomy.

This service includes activities that are not primarily directed at teaching skills to perform a particular job, but at underlying goals such as, interpersonal relations with co-workers and supervisors, that are associated with building skills necessary to perform competitive work in an individual integrated employment situation.

This service best serves individuals who have not had competitive work in the past or who has not found a lasting job. PTE is not a required pre-requisite for supported employment services.

PTE is a focused and time-limited engagement of an individual in identification of a career direction, and development of a *Path to Employment* plan for achieving individual integrated employment, including the supports needed to achieve it.

PTE is a process in developing a comprehensive analysis of the person's history, including interviews with family, friends and support staff, observing the person performing work skills, which can be done through such things as volunteering and internships, and the career discovery process, in order to determine the person's career interests, talents, skills, support needs and choice, and the developing and writing of a Profile.

Activities that can be part of this service and are intended to develop and teach general skills that help facilitate competitive and integrated employment including, but not limited to:

- 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

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- 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.

Delivery of Service

Community prevocational services are expected to take place in the community in practical situations. The provider staff must track the individual's attendance and the activities that each person participated in using the *Community Activity Log*.

Restrictions with Other Services

Recipients receiving community prevocational services cannot receive any other waiver service at the same **time** as they are receiving virtual prevocational services.

Community prevocational services cannot be delivered on the same **day** as onsite prevocational services or virtual prevocational services

Staffing Ratios

Community prevocational activities may occur with a one staff and up to four recipients. Preferred ratio is a one staff to three recipients.

Transportation

Transportation is included in this service rate and is not billable as a separate service.

Service Limits

Community prevocational services must be scheduled on the POC for one or more days per week and must be prior authorized.

A standard unit of service is 15 minutes (1/4 hour).

Community prevocational services are limited to 20 units per day (5 hours).

Reimbursement Requirements

The use of the Electronic Visit Verification (EVV) system is mandatory for community prevocational services. The EVV system requires the electronic check in/out in the LaSRS.

Provider Qualifications

Providers of this service must meet the following requirements:

- Be licensed as an Adult Day Care provider by the LDH for prevocational services provided in a facility;
- Meet all requirements in the Standards for Participation for Medicaid Home and Community-Based Waiver Services;
- At least one vocational supervisor has received SE training and provides at least 16 hours of vocational training annually to staff providing this service

Virtual Individual Job Follow Along Services

Typical Individual SE Follow Along Services that are delivered at least 2x a month or as determined on the POC 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.

The visit may also take place at another time than when the individual is working if they need assistance in order to not negatively impact their job.

Examples of Job Follow Along Services:

- Individual needs assistance to learn a new job task or having problems with current job tasks
- Individual needs assistance with completing documentation required by the job
- Individual having issues getting to work on time
- Employer has concerns with the recipient
- Individual needs assistance in reporting income to Social Security
- Individual needs assistance learning a bus schedule
- Individual needs assistance in learning how to communicate effectively with customers
- Individual has some personal concerns to discuss that might negatively affect his job

Restrictions

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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.

Restrictions with Other Services

Recipients receiving virtual job follow along services cannot receive any other waiver service at the same **time** as they are receiving virtual job follow along services.

Virtual job follow along services cannot be delivered on the same **day** as onsite job follow along services.

Staffing Ratios for Virtual Individual Job Follow-Along

Virtual Individual job follow along services must be provided with a one staff to one recipient ratio. (1:1)

Service Limits for Virtual Individual Job Follow-Along:

Virtual SE follow along services must be scheduled on the POC and must be prior authorized.

A standard unit of service is 15 minutes (1/4 hour).

Virtual SE job follow along services are limited to 8 units per day.

Reimbursement Requirements

Virtual Supported Employment will require a written *Virtual Supported Employment Follow Along Services report* to be completed.

The use of the Electronic Visit Verification (EVV) system is mandatory for **ALL** supported employment services. The EVV system requires the electronic check in/out in the LaSRS system.

Provider Qualifications

Provider of individual supported employment follow along services must meet the following requirements:

- Possess and maintain a 40-hour certificate of compliance from an LRS approved program as a community rehabilitation provider and maintain this certificate;
- Complete annual training of 16 hours of approved training
- Meet all requirements in the Standards for Participation for Medicaid Home and Community-Based Waiver Services.