FAQ

1-24-12

Any supports provided prior to a client starting a job is included in the job development fee.

Question: Once a client has started a job must off-site supports be provided in face to face contact with the client?
Answer: No. Supports should be individualized based on client need; however, they should include the client/family and/or the employer and should be face to face or phone contact.

Question: What is an example of billable off-site supports?
Answer: Once a client has started a job, billable off-site supports may include discussions and/or meetings outside of the provider agency, either by phone or in person, with client and/or their support team that directly relates to client's employment. This could include arranging/providing transportation, bus training, interactions with benefits specialists or the social security office, assisting with child care arrangements, shopping for tools or uniforms, taking clients for drug screening, accessing services with the DMH Regional Office, etc.

Question: What are examples of activities that are <u>not</u> billable?
Answer: Examples of activities that are not billable would include provider meetings or staffing; phone calls to discuss support strategies or client progress…; completion of agency or VR paperwork or reports; travel time to these activities would not be billable.

Question: Is there another form of documentation that would suffice for incentive payment billing other than the pay check stub?

Answer: The paycheck stub is still the appropriate means for documentation of incentive payments. Exceptions should be taken to the Regional Managers team.

Question: When obtaining documentation for incentive payments, when should the client's pay check stub be requested?
Answer: Best case practice is to obtain the stub as close to 90 days of employment as possible and should be reflective of a typical work week.

Question: Can felony or length of unemployment be identified for possible future incentive payments?
Answer: No, these are not measured as standards and indicators and therefore not eligible to be considered for incentive payment.

Question: Will AWARE be able to populate the VPG?
Answer: This is still a long term goal for IT.

Question: When does the employment outcome clock start for people who transition for SEA to ES?
Answer: Clock begins the first day on the job

Question: Can the employment plan be created during the planning conference?

Answer: No, the plan should be developed after the planning conference; as quickly as the same day, or after multiple meetings with the provider, based on individual client need.

Question: Following SE JD can the client be transitioned to ES?
Answer: Not without Regional Manager consultation.

****Note:** During the statewide training sessions, there was much discussion about the VPG. Valuable input was obtained Re: recommended revisions the document. Based on this feedback, an ad-hoc team from the field has been developed and will be meeting soon to consider the proposed revision.