2011-12 County Employment and Day Services
Service Level Guidelines *

The purpose of the guidelines is to communicate to counties and other stakeholders the typical service levels for Community Employment and Day program services within Washington State.

1. **What factors may impact service levels?**

   a. **Client Employment Acuity** is determined through the DDD assessment. Acuity reflects conditions typically related to the individuals disability that are not likely to change, and are generally not impacted by outside factors. Client acuity is determined as either "High", "Medium" or "Low" as defined within WAC 388-828.

   b. **Other considerations** are generally related to the job or service environment which may impact the individual's level of support, regardless of acuity. Examples include but are not limited to:

      o Client's work schedule and hours (How many hours or shifts does the individual work?)
      o Client's work history and job stability (Is it a new job or a job they have held for a long time?)
      o Availability of natural supports at the work or service site (Are unpaid supports such as co-workers present?)
      o Other factors which impact the client's ability to participate in services (Are there health limitations? transportation barriers?)

   c. **Service type:** There are four service types. Individual Employment, Group Supported Employment, Prevocational Services are employment focused services to help clients pursue and maintain integrated employment. Community Access services are individualized services designed to support participation in typical integrated community activities in ways similar to others of similar age.

Service	Focus	Type of support	Service Setting
Individualized Employment (IE)	Employment	Individualized	Typical community jobs and businesses
Group Supported Employment (GSE)	Employment	Congregate (typical 8 or fewer)	Typical community jobs and businesses
Prevocational Services (PVC)	Employment	Congregate (typical 9 or more)	Specialized, sheltered industry settings designed for individuals with disabilities
Community Access (CA)	Retirement & community access	Individualized	Typical community settings

2. **How are service levels defined?**

   Service levels typically reflect direct service staff time provided to or on behalf of the client to pursue or maintain employment or participate in community access activities.

3. **How are direct service staff hours defined?**

   Direct services staff hours reflected in the service level guidelines may be spent with or without the client. Allowable activities are defined in the Employment Phases and billable Activities. The expectation is that all hours reported are documented specific to the client authorized and relate to the goals and supports outlined within the client's Individual Employment Plan.

4. **How are service levels determined for Employment Services?**

   Service levels are mutually determined between DDD, the County, and the Vocational provider based on the following:

   - Service Type (IE, GSE, PVS)
   - Client Employment Acuity (High, Medium, Low)
   - Work history and/or support needs specific to the job or service site

5. **What are the typical service levels within Individual Employment?**

   Client acuity and client work history are considered in the development of 9 client profiles associated with Individual Employment. For each profile, a typical range of service hours as well as the average statewide has been established.

Client Profile-IE	Typical range of monthly service hours	Average monthly service hours
Continuously Employed-Low Acuity For individuals who have been continuously employed for at least 9 months of the last 12 **and** have "Low" employment acuity as defined by the DDD assessment.	1-9	4
Intermittent-Recently Employed-Low Acuity For individuals who have been employed for **less than** 9 months within the last 12 or more **and** have "Low" employment acuity as defined by the DDD assessment.	3-15	7
Not employed-Low Acuity For individuals who have not been employed within the last 12 months **and** have "Low" employment acuity as defined by the DDD assessment.	3-14	7

Client Profile-IE	Typical range of monthly service hours	Average monthly service hours
Continuously Employed–Medium Acuity For individuals who have been continuously employed for at least 9 months of the last 12 **and** have "medium" employment acuity as defined by the DDD assessment.	1-12	7
Intermittent-Recently Employed-Medium Acuity For individuals who have been employed for **less than** 9 months within the last 12 or more **and** have "Medium" employment acuity as defined by the DDD assessment.	5-17	9
Not employed-Medium Acuity For individuals who have not been employed within the last 12 months **and** have "Medium" employment acuity as defined by the DDD assessment.	6-16	9

Client Profile-IE	Typical range of monthly service hours	Average monthly service hours
Continuously Employed–High Acuity For individuals who have been continuously employed for at least 9 months of the last 12 **and** have "High" employment acuity as defined by the DDD assessment.	1-23	11
Intermittent-Recently Employed-High Acuity For individuals who have been employed for **less than** 9 months within the last 12 or more **and** have "High" employment acuity as defined by the DDD assessment.	7-30	12
Not employed-High Acuity For individuals who have not been employed within the last 12 months **and** have "High" employment acuity as defined by the DDD assessment.	8-17	12

6. **What are the typical service levels for Group Supported Employment?**

Group Supported Employment reflects shared support amongst 8 or fewer people at a worksite. Service level to the individual may vary depending on Staffing ratios within the work site, the acuity of individual's served at the worksite, the number of work hours available within the worksite and the number of additional individualized support hours provided outside of the GSE setting to achieve integrated community employment.

The average statewide ratio of staff to individuals within this environment is 1:6.

Client Profile-Group Supported Employment	Typical range of site hours monthly
Group Supported Employment-All Acuity levels	40 - 65

7. **What are the typical service levels for Prevocational Services?**

    Prevocational services reflects shared support typically amongst 8 or more people within a sheltered environment designed to provide services for individuals with Developmental Disabilities. Service level to the individual may vary depending on staffing ratios within the service site, the acuity of individual's served, the number of work hours available and the additional individualized support hours provided outside of the prevocational setting to achieve integrated community employment.

    The average statewide ratio of staff to individuals within this environment is 1:8

Client Profile-Pre-vocational services	Typical range of client site hours monthly
Pre-vocational services-All Acuity levels	40 - 75

8. **What are the typical service levels for individuals in Community Access statewide?**

    Across all acuities, services are provided on an individual basis to participate in age appropriate community activities similar to those without disabilities.

Client Profile-Community Access	Typical range of support hours monthly
Community Access-All Acuity levels	14 - 16

9. **What if an individual's authorized service level falls outside the typical range?**

    The service level guidelines reflect the typical service levels expected for each service setting statewide. Individuals, whose service levels fall outside of the typical ranges, should be reviewed by DDD, the County and the provider to determine if sufficient justification exists for continuation of services at that exceptional service level.

* It is anticipated that changes to the 2011-2012 service level guidelines may occur after July 1, 2012.