**Guidance on flexibility with in-person and remote service delivery for**

**Employment and Community Inclusion services**

During these unprecedented times providers are challenged to provide direct client service in both Employment and Community Inclusion services in creative ways. Maximum flexibility and creativity is encouraged. However, it is important that the activities providers and clients engage in are consistent with the overall plan goal as well as the intent and scope of the service; integrated paid work for Employment services and development of meaningful relationships or connections in the community for Community Inclusion. The currently posted billable activities for both services is the basis for determining appropriateness of the activities to be engaged in. Any flexibility or creativeness around engagement with the individual needs to tie back to the billable activities either directly to the phases or support of the plan goal.

It is expected that creativity and flexibility will be strongly encouraged and allowed. Providers need to be in close communication with the County when considering activities that cannot be directly tied to the billable activities for either service but do support the overall goal. Counties will ensure proposed activities are consistent with the intent and scope of the service prior to approving the proposed activity as billable. The County will consult with the Regional Employment Specialist as needed for guidance and consistency across the state.

Creative and flexible activities will be reviewed and monitored. Hours billed associated with creative activities could be subject to paybackif there is not sufficient documentation to demonstrate staff hours correlate with an activity that aligns with the client’s goals and scope of the service. Close communication with the County will limit the risk of payback.

**Community Inclusion billable activities:**

<https://www.dshs.wa.gov/sites/default/files/DDA/dda/documents/CI%20Billable%20Activities%202-1-2018.pdf>

**Individual Employment billable activities:**

<https://www.dshs.wa.gov/sites/default/files/DDA/dda/documents/Individual%20Employment%20Billable%20Activities%207.2019.pdf>