



agency for persons with disabilities
State of Florida

State of Florida
Agency for Persons with Disabilities

iConnect
Employment Services Training Manual Version 6
4/11/24

Employment Services

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Employment Services

Employment Services Introduction

APD employment services begin when a client expresses their desire to work, either to their Waiver Support Coordinator (if the client is on the iBudget Waiver), or the pre-enrollment Support Coordinator or Employment Liaison (if the client is on the Pre-Enrollment).

If the client is on the waiver, the Waiver Support Coordinator will refer him or her to the Florida Division of Vocational Rehabilitation (VR) by completing and submitting a VR application for supported employment services. After the client has been approved for VR services, he or she will begin to receive Phase I services (time-limited supports needed to obtain a job and reach stabilization). Phase 1 is typically paid for by VR.

Once the client achieves an employment outcome, the Support Coordinator will need to communicate with the VR counselor to determine when the client has reached stabilization to ensure the client is able to transition to Phase 2 services with APD.

APD may provide Phase 1 services if VR services are not available, providing there is documentation of the VR denial of services.

During Phase 2 (long-term, ongoing supports needed to maintain employment indefinitely), the client will choose an APD Supported Employment Provider. If the client's existing Cost Plan does not have available funding for supported employment, the SANs process will be initiated. The Supported Employment Provider will need to complete an Employment Stability Plan (ESP) within 30 days of receiving the client's support plan from the Support Coordinator. Supported employment services will be provided for the client according to the ESP and documented in iConnect until Phase 2 services are faded, completed, or terminated.

Waiver Employment Services

When a client on the waiver expresses an interest in employment, the Waiver Support Coordinator (WSC) will update the Support Plan and initiate the referral.

Role: Waiver Support Coordinator (WSC)

1. The WSC updates the Person-Centered Support Plan, including employment goals and proposed services necessary to assist the client in achieving those goals. The WSC will also complete a VR referral. Navigate to the client's **Forms** tab. A list of all forms is displayed. Locate and click the **Person-Centered Support Plan** to open the form.

Employment Services

2. In the Person-Centered Support Plan form, update the following:
 - a. Employment Section > I am interested in getting a job = Yes
 - b. Employment Section > Type of Job I Want = Enter the desired job of the client.
 - c. Employment Section > Supports Needed to Succeed at Work = List the Supports necessary to help this individual succeed at work
 - d. Employment Section > I was referred to Vocational Rehabilitation = Yes or No. (in this example select Yes)

Employment

Job(s) I Have

Job I Have (for those who choose not to work, state N/A)	N/A
Hire Date	<input type="text"/>
Type of Job	<input type="text"/>
Do you want to add a second job?	<input type="text"/>
I am interested in getting a job	Yes <input type="text"/>
I am interested in changing jobs	<input type="text"/>
Type of Job I Want	I want to be a _____ at ABC Company.
Supports Needed to Succeed at Work	List the Supports necessary to help this individual succeed at work.
I was referred to Vocational Rehabilitation	Yes <input type="text"/>
Date of Referral to Vocational Rehabilitation	04/17/2023

- e. Personal Goals = list the employment goals and services that will assist the client in achieving their goals.

Employment Services

Personal Goals:

Most important things I want to achieve this upcoming year. Identify goals and be as specific as possible.

1. Goal	Carrie would like to obtain a job this year
1. What service will help me?	Phase 1 services
1. Paid or Non-Paid	<input type="checkbox"/>
2. Goal	Carrie would like more assistance with learning to be more independent with her ADL's.
2. What service will help me?	Respite/ Natural Supports
2. Paid or Non-Paid	<input type="checkbox"/>

- In the form header, save the form in **Open** status. The PCSP is updated several times throughout the year. It needs to remain editable.



Tip

All required fields must be answered if you save with the Open status. If not, use the Draft status.

- From the **File** menu, select **Save and Close Forms**.
- The first time the PCSP is saved with the “I am interested in getting a job” question answered as “Yes” a workflow wizard triggers a tickler for the WSC, reminding him/her to **“Update the Employment Section on the Consumer > Demographics”** page. Select the tickler and the Demographic Summary page displays.

opd Connect Carrie Abner | Demographics
Last Updated by j buck@apdcares.org
at 3/22/2023 12:02:14 PM

File Edit Tools Reports Word Merge

Workflow Wizard

Update Employment Section in Consumer > Demographics

Demographics			
iConnect ID	59217	Medicaid ID	158978948
Salutation		Age	25.6
Last Name	Abner	Race	Caucasian
First Name	Carrie	Ethnicity	USA
Consumer Photo		Marital Status	
Middle Name	R	Living Setting	Family Home
Alias		Written Language	English
Date of Birth	7/12/1997	Spoken Language	English
Date of Death		Legal County	
Status	Active	ABC PIN	0001025983
SSN	XXX-XX-8987	Demographics Verified On	2/4/2023
Gender	Female		
Contact Information			
Address Type	Residence Address	County	SAINT JOHNS
Address	891 Cameron Way	Field Office	04
Address 2		Main Phone	(904) 848-4897
City	Saint Johns	Business Phone	
State	FL	Cell Phone	
Region	Northeast	Email	
Zip Code	32259		

Employment Services

6. From the **Edit** menu, select **Edit Demographics**. Update the following fields:
 - a. Competitively Employed? = No
 - b. Not Employed and Wants Competitive Employment? = Yes
 - c. VR Referral = Yes if client is pursuing Phase 1 services. Select No if they are pursuing Phase 2 services (in this example select Yes).
 - d. VR Referral Date = Enter the date the VR Referral was sent for Phase 1 services.
 - e. VR Response = Blank until decision is made by VR

Employment	
Social Security Monthly Benefit Amount	<input type="text"/>
3rd Party Health Insurance?	<input type="button" value="v"/>
Competitively Employed? *	<input type="button" value="No v"/>
Sheltered Workshop Below Minimum Wage?	<input type="button" value="v"/>
Not Employed and Wants Competitive Employment? *	<input type="button" value="Yes v"/>
Phase of Employment Service Needed	<input type="button" value="Phase 1 v"/>
Referred to VR?	<input type="button" value="Yes v"/>
Date of VR Referral	<input type="text" value="03/13/2023"/> <input type="button" value="Calendar"/>
VR Response	<input type="text"/>
EEP Services	<input type="button" value="v"/>
EEP Decision	<input type="button" value="v"/>

7. From the **File** menu, select **Save and Close Demographics**.
8. The workflow wizard window closes when the demographics page is saved and needs to be re-opened. From the Demographics page, select the **Ticklers** menu

Carrie Abner
Last Updated by j buck@apdcare.com
at 4/2/2023 2:31:53 PM

File Edit Tools Reports **Ticklers** Word Merge

Abner, Carrie R (59217)

Diagnosis Eligibility Medications Auths Provider Documentation Contacts Consumer Module User

Demographics Divisions Consumer Budgets Programs Provider Selections SAN Notes Forms Appointments Plans

Demographics			
iConnect ID	59217	Medicaid ID	158978948
Salutation		Age	25.7
Last Name	Abner	Race	Caucasian
First Name	Carrie	Ethnicity	USA
Consumer Photo		Marital Status	
Middle Name	R	Living Setting	Family Home

Employment Services

9. Ticklers for this client are listed. Search and/or sort the list to locate the “Update Employment Section in Consumer > Demographics” tickler.

10. From the **tickler flyout** menu, mark the tickler as **Complete**.

Assigned To	Tickler Name	Date Due	Date Created	Date Completed	Status
Buck, Jennifer	Update Employment Section in Consumer > Demographics	04/02/2023	04/02/2023		New
Buck, Jennifer	Send Waiver Disenrollment Notice and notify State Office of Waiver Disenrollment via Note.	03/24/2023	03/24/2023		New
Buck, Jennifer	End Date Planned Services, Authorizations, Plan & Budget	03/24/2023	03/24/2023		New
Buck, Jennifer	Update APD Waiver Program End Date	03/24/2023	03/24/2023		New

11. If the client is being referred to VR for Phase 1 services, proceed to the [Vocational Rehab \(VR\) Referral](#) section.

12. If the client is being referred for Phase 2 services, proceed to the [Life Skills Development \(LSD\) 4](#) section.

Vocational Rehab (VR) Referral (Phase 1)

Role: Waiver Support Coordinator (WSC)

1. Outside of iConnect, the WSC sends the referral packet to VR. The referral packet contains:
 - a. VR Referral form (available on the VR site)
 - b. Any applicable assessments
 - c. Person Centered Support Plan (PCSP)
 - d. Any other employment related documents
2. The WSC adds a note in iConnect with the contents of the referral packet. Navigate to the **Notes** tab. From the **File** menu, select **Add Note**. Update the following fields:
 - a. Program/Provider = Select the agency of the WSC
 - b. Note Type = Supported Employment

Employment Services

- c. Note Sub Type = VR Application
- d. Status = Complete
- e. Attachments = Attach the VR referral packet documentation.

The screenshot displays the 'Notes' form in the iConnect system. The form is titled 'Notes Details' and contains the following information:

- Division:** APD
- Note By:** Buck, Jennifer
- Note Date:** 03/21/2023
- Program/Provider:** 1 CARE LLC
- Note Type:** Supported Employment
- Note Sub-Type:** VR Application
- Description:** On 3/21/2023 at 3:56 PM, Jennifer Buck wrote: Referral packet includes: VR Referral form (available on VR site), any applicable assessments, WL SP Short Form/PCSP, any other employment related documents
- Note:** A text area with a rich text editor toolbar (Bold, Italic, Underline, 16px font size, Color) and an 'Append Text to Note' button.
- Status:** Complete
- Date Completed:** 03/23/2023

- 3. From the **File** menu, select **Save and Close Notes**.
- 4. Outside of iConnect, VR completes the process to determine eligibility for Phase 1 services. Monthly, the Supported Employment (SE) Liaison will check the VR Data Sharing Report outside of iConnect to see if VR funding has been denied and notifies the WSC. The WSC will typically find out from the client when VR Funding has been approved. The WSC could also reach out directly to the VR Counselor outside of iConnect for approval status. Proceed to the [VR Funding Approved](#) or [VR Funding Denied](#) section.

VR Funding Approved

Role: Waiver Support Coordinator (WSC)

Employment Services

1. If VR funding is approved, VR will send the VR Approval Notice to the client outside of iConnect. The WSC will document in a note in iConnect. Navigate to the client's **Notes** tab. From the **File** menu, select **Add Note**. Update the following fields:
 - a. Program/Provider = Select the agency of the WSC
 - b. Note Type = Supported Employment
 - c. Note Subtype = VR Funding Approved
 - d. Description = mm/dd/yyyy VR Approval Notification
 - e. Status = Complete
 - f. Attachment = Approval notice from VR if the WSC received a copy from the client.

The screenshot shows the iConnect interface for adding a note. The top navigation bar includes the iConnect logo, the user name 'Carrie Abner', and the page title 'Notes' with a timestamp '3/23/2023 4:41 PM'. Below the navigation bar are 'File' and 'Tools' menus. The main content area is titled 'Notes Details' and contains the following fields:

- Division: APD (dropdown)
- Note By: Buck, Jennifer (dropdown)
- Note Date: 03/23/2023 (calendar icon)
- Program/Provider: 1 CARE LLC (dropdown with 'Details' link)
- Note Type: Supported Employment (dropdown)
- Note Sub-Type: VR Funding Approved (dropdown)
- Description: mm/dd/yyyy VR Approval Notification (text input)
- Note: A rich text editor containing the text: 'attach Approval notice from VR if the WSC received a copy from the consumer.'
- Status: Complete (dropdown)
- Date Completed: 03/23/2023 (text input)

At the bottom, there is an 'Attachments' section with a link to 'Add Attachment'.

2. From the **File** menu, select **Save and Close Notes**.
3. Like other employment updates, the client Demographics tab must also be updated. Navigate to the **Demographics** tab. From the **Edit** menu, select **Edit Demographics**. Update the following fields:
 - a. VR Response = Approved

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Employment	
Social Security Monthly Benefit Amount	<input type="text"/>
3rd Party Health Insurance?	<input type="text" value="v"/>
Competitively Employed? *	<input type="text" value="No"/>
Sheltered Workshop Below Minimum Wage?	<input type="text" value="v"/>
Not Employed and Wants Competitive Employment? *	<input type="text" value="Yes"/>
Phase of Employment Service Needed	<input type="text" value="Phase 1"/>
Referred to VR?	<input type="text" value="Yes"/>
Date of VR Referral	<input type="text" value="03/13/2023"/>
VR Response	<input type="text" value="Approved"/>
EEP Services	<input type="text" value="v"/>
EEP Decision	<input type="text" value="v"/>

4. From the **File** menu, select **Save and Close Demographics**.
5. The WSC stays in touch with the client as VR services are received and will document all VR contacts in their WSC Progress Note. Navigate to the **Provider Documentation** tab to add Progress Note.
6. The client will tell the WSC when he/she has gained employment. The WSC will confirm Phase 2 services should begin with the VR Counselor or the WSC may also find the client does not want to proceed with Phase 2 services. The WSC will document the initiation of Phase 2 services in their WSC Progress Note. Navigate to the **Provider Documentation** tab to add Progress Note.
7. If Phase 2 services will be pursued, proceed to [Client Gains Employment](#) section.
8. If Phase 2 services will NOT be pursued, proceed to [Services No Longer Needed](#) section.

VR Funding Denied

Role: Region Pre-Enrollment Workstream Worker (SE Liaison) or Waiver Support Coordinator (WSC)

Employment Services

1. If VR funding is denied, VR will send the VR Denial Notice to the client outside of iConnect. The Supported Employment (SE) Liaison will monitor the VR Data Sharing Report and notifies the WSC when the client has been denied funding. The WSC may also find out about the denial directly from the client. The denial will be documented in a note in iConnect by either the SE Liaison or the WSC, whoever is notified first. Navigate to the client's **Notes** tab. From the **File** menu, select **Add Note**. Update the following fields:
 - a. Program/Provider = Select the agency of the WSC
 - b. Note Type = Supported Employment
 - c. Note Subtype = VR Funding Denied
 - d. Description = mm/dd/yyyy VR Denial Notification
 - e. Status = Complete if the WSC creates the note. Pending if the SE Liaison creates the note.
 - f. Attachment = Denial notice from VR if the WSC received a copy from the client. No attachments if note is created by SE Liaison. Note Recipient = No recipient if the note is created by the WSC. WSC if the note is created by the SE Liaison.

The screenshot shows the 'Notes Details' form in the iConnect system. The form is titled 'Notes Details' and contains the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 03/23/2023
- Program/Provider: 1 CARE LLC
- Note Type: Supported Employment
- Note Sub-Type: VR Funding Denied
- Description: mm/dd/yyyy VR Denial Notification
- Note: attach Denial notice from VR if the WSC received a copy from the consumer. No attachments if note is created by SE Liaison.
- Status: Complete
- Date Completed: 03/23/2023

At the bottom of the form, there is an 'Attachments' section with an 'Add Attachment' link.

Employment Services

2. From the **File** menu, select **Save and Close Notes**.
3. If the note was created by the WSC, skip to step 7.

Role: Waiver Support Coordinator (WSC)

4. If the note was created by the SE Liaison, the WSC will monitor **My Dashboard** for incoming notes. Select the **Consumer > Pending > Notes** queue.
5. From the list, click on the VR Funding Denial note to review the details. If the WSC has a copy of the VR Funding Denial notice, he/she will attach a copy to the existing note.
 - a. Note = additional details from the WSC if applicable
 - b. Status = Complete
 - c. Attachment = the VR Funding Denial notice if the WSC obtained a copy from the client.

opd iConnect Carrie Abner | **Notes**
3/21/2023 4:30 PM

File Tools

Notes Details

Division *	APD
Note By *	Buck, Jennifer
Note Date *	03/21/2023
Program/Provider	
Note Type *	Supported Employment
Note Sub-Type	VR Funding Denied
Description	mm/dd/yyyy VR Denial Notification
Note	<p>B I U 16px A</p> <p>Attach the VR Denial Notice if received from the consumer</p>
Status *	Complete
Date Completed	03/21/2023

Attachments

[Add Attachment](#)

Employment Services

6. From the **File** menu, select **Save and Close Notes**.
7. The WSC must also note the denial/case closure and acknowledgment of exhausted benefits per the Handbook requirements in their Progress Note which is documented on the client's **Provider Documentation** tab in iConnect.
8. Like other employment updates, the client Demographics tab must also be updated. Navigate to the **Demographics** tab. From the **Edit** menu, select **Edit Demographics**. Update the following fields:
 - a. VR Response = Denied

Employment	
Social Security Monthly Benefit Amount	<input type="text"/>
3rd Party Health Insurance?	<input type="text" value="v"/>
Competitively Employed? *	<input type="text" value="No v"/>
Sheltered Workshop Below Minimum Wage?	<input type="text" value="v"/>
Not Employed and Wants Competitive Employment? *	<input type="text" value="Yes v"/>
Phase of Employment Service Needed	<input type="text" value="Phase 1 v"/>
Referred to VR?	<input type="text" value="Yes v"/>
Date of VR Referral	<input type="text" value="03/13/2023"/>
VR Response	<input type="text" value="Denied v"/>
EEP Services	<input type="text" value="v"/>
EEP Decision	<input type="text" value="v"/>

9. From the **File** menu, select **Save and Close Demographics**.
10. A client who is not eligible for Phase 1 services under VR has other employment options with APD. The client may benefit from LSD4 (prevocational skill development) or proceed to LSD2 (supported employment phases 1 and 2.). The WSC will update the client's PCSP and note the denial per the Handbook requirements in their Progress Note which is documented on the client's **Provider Documentation** tab in iConnect. Then the WSC will proceed to the [Life Skills Development \(LSD\) 4 Services](#) section.

Employment Services

(VR Phase 1) Pre-employment Support Services Delivered

Role: Waiver Support Coordinator (WSC)

1. The client receives services under VR. The WSC follows up with the client and obtains updates from the client on their employment progress.
2. The WSC documents the ongoing services delivered to the client (progress and needs per the Handbook requirements) in the WSC's Progress Note which is documented on the client's **Provider Documentation** tab in iConnect.
3. Proceed to the [Client Gains Employment](#).

Client Gains Employment

Role: Waiver Support Coordinator (WSC)

1. If the client has been receiving Phase 1 services and gains employment, the WSC will confirm whether Phase 2 services should begin with the VR Counselor and per the Handbook requirements in their Progress Note which is documented on the client's **Provider Documentation** tab in iConnect.

Phase 2 Services Will Begin

Role: Waiver Support Coordinator (WSC)

1. In addition to documenting any updates on the client's employment status and service needs in the Progress Note, the WSC will also document updates in a note in iConnect. Navigate to the client's **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following fields:
 - a. Program/Provider = Select the agency of the WSC

Employment Services

- b. Note Type = Supported Employment
- c. Notes Subtype = Phase 1 Complete/Phase 2 Initiation
- d. Description = Client is employed
- e. Status = Complete

The screenshot shows the 'Notes Details' form in the iConnect system. The form is titled 'Notes Details' and includes the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 04/02/2023
- Program/Provider: 1 CARE LLC
- Note Type: Supported Employment
- Note Sub-Type: Phase 1 Complete/Phase 2 Initiation
- Description: client is employed
- Note: Confirmed with VR Counselor that Phase 2 services will be pursued
- Status: Complete
- Date Completed: 04/02/2023

- 2. From the **File** menu, select **Save and Close Notes**.
- 3. The WSC updates the employment information on demographics. Navigate to the client's **Demographics** tab. From the **Edit** menu, select **Edit Demographics**. Update the following fields:
 - a. Competitively Employed = Yes.
 - b. Hire Date = Enter the date the client was hired
 - c. Average Monthly earnings = Enter the amount
 - d. Hourly Wage = Enter the amount
 - e. Sheltered Workshop Below Minimum Wage = blank
 - f. Not Employed and Wants Competitive Employment = No
 - g. Phase of Employment Service Needed = Phase 2
 - h. Referred to VR = No change
 - i. Date of VR = No change
 - j. VR Response = No change
 - k. EEP Services = blank
 - l. EEP Decision = blank

Employment Services

Employment	
Social Security Monthly Benefit Amount	<input type="text"/>
3rd Party Health Insurance?	<input type="text" value="v"/>
Competitively Employed? *	<input type="text" value="Yes"/>
Indicate Hire Date	<input type="text" value="03/01/2023"/>
Average Monthly Earnings from Employment	<input type="text" value="\$600.00"/>
Hourly Wage	<input type="text" value="\$15.00"/>
Sheltered Workshop Below Minimum Wage?	<input type="text" value="v"/>
Not Employed and Wants Competitive Employment? *	<input type="text" value="No"/>
Phase of Employment Service Needed	<input type="text" value="Phase 2"/>
Referred to VR?	<input type="text" value="Yes"/>
Date of VR Referral	<input type="text" value="03/13/2023"/>
VR Response	<input type="text" value="Approved"/>
EEP Services	<input type="text" value="v"/>
EEP Decision	<input type="text" value="v"/>

4. From the **File** menu, select **Save and Close Demographics**.
5. Proceed to the [Life Skills Development \(LSD\) 2 Services](#) section.

Phase 2 Services Declined

Role: Waiver Support Coordinator (WSC)

1. The client may inform the WSC they do not want to receive Phase 2 services. The WSC will confirm with the VR Counselor outside of iConnect.
2. In addition to documenting any updates on the client's employment status and service needs in the Progress Note, the WSC will also document updates in a note in iConnect. Navigate to the client's **Notes** tab. From the **File** menu, select **Add Note**. The Note Details page displays. Update the following:
 - a. Program/Provider = Select the agency of the WSC
 - b. Note Type = Supported Employment
 - c. Note Subtype = Phase 1 Complete/Phase 2 Declined
 - d. Description = Client is employed
 - e. Status = Complete

Employment Services

The screenshot shows the 'Notes Details' form in the iConnect system. The form is titled 'Notes Details' and includes the following fields:

- Division: APD
- Note By: Buck, Jennifer
- Note Date: 04/02/2023
- Program/Provider: 1 CARE LLC
- Note Type: Supported Employment
- Note Sub-Type: Phase 1 Complete/Phase 2 Declined
- Description: client is employed
- Note: Confirmed with VR Counselor that Phase 2 services will NOT be pursued. Client declined.
- Status: Complete
- Date Completed: 04/02/2023

3. From the **File** menu, select **Save and Close Notes**.
4. The WSC updates the employment information on demographics. Navigate to the client's **Demographics** tab. From the **Edit** menu, select **Edit Demographics**. Update the following fields:
 - a. Competitively Employed = Yes.
 - b. Hire Date = Enter the date the client was hired
 - c. Average Monthly earnings = Enter the amount
 - d. Hourly Wage = Enter the amount
 - e. Sheltered Workshop Below Minimum Wage = blank
 - f. Not Employed and Wants Competitive Employment = No
 - g. Phase of Employment Service Needed = blank
 - h. Referred to VR = No change
 - i. Date of VR = No change
 - j. VR Response = No change
 - k. EEP Services = blank
 - l. EEP Decision = blank

Employment Services

Employment	
Social Security Monthly Benefit Amount	<input type="text"/>
3rd Party Health Insurance?	<input type="text" value="v"/>
Competitively Employed? *	<input type="text" value="Yes"/>
Indicate Hire Date	<input type="text" value="03/01/2023"/>
Average Monthly Earnings from Employment	<input type="text" value="\$600.00"/>
Hourly Wage	<input type="text" value="\$15.00"/>
Sheltered Workshop Below Minimum Wage?	<input type="text" value="v"/>
Not Employed and Wants Competitive Employment? *	<input type="text" value="No"/>
Phase of Employment Service Needed	<input type="text" value="v"/>
Referred to VR?	<input type="text" value="Yes"/>
Date of VR Referral	<input type="text" value="03/13/2023"/>
VR Response	<input type="text" value="Approved"/>
EEP Services	<input type="text" value="v"/>
EEP Decision	<input type="text" value="v"/>

5. From the **File** menu, select **Save and Close Demographics**.

Life Skills Development (LSD) 4 Services

A client who is not eligible for Phase 1 services under VR has other employment options with APD. The client may benefit from LSD4 (prevocational skill development) or proceed to LSD2 (supported employment phases 1 and 2). The WSC must determine if the client can benefit from LSD4 or LSD2 based on the individual needs of the client.

Role: Waiver Support Coordinator (WSC)

1. The WSC initiates the request for LSD 4 services via the current cost plan/authorization process.
NOTE: Client can choose to go straight to LSD 2. But the general path will be LSD 4 and then to LSD 2.
2. If LSD 4 services are not approved, the WSC will submit a SAN request and follow the current processes.

Employment Services

- Once LSD 4 services are approved via the cost plan/authorization or SAN process, the WSC will assist the client in selecting a provider outside of iConnect.
- In iConnect, the WSC will create the Provider Selection record for the provider chosen by the client. Navigate to the client's **Provider Selection** page. From the **File** menu, select **Add Provider**. The Provider Details page displays. Update the following fields:
 - Provider = Search for and select the LSD 4 provider name
 - Referral Type = Other Waiver Services
 - Disposition = Open
 - Provider Worker = the name of the designee for the selected provider.

The screenshot shows the iConnect interface. At the top left is the iConnect logo. At the top right, it says 'Carrie Abner | Provider' and '3/23/2023 5:58 PM'. Below this is a 'File' menu. The main content area is a form titled 'Add Provider' with the following fields:

Division *	APD
Selected By	Buck, Jennifer
Selection Date	03/23/2023
Provider *	EMPLOYMENT ENTERPRISES INC
Referral Type *	Other Waiver Services
Disposition *	Open
Disposition Date	03/23/2023
Provider Worker *	Buck, Jennifer
eMAR Date (if applicable)	03/23/2023
Comments	

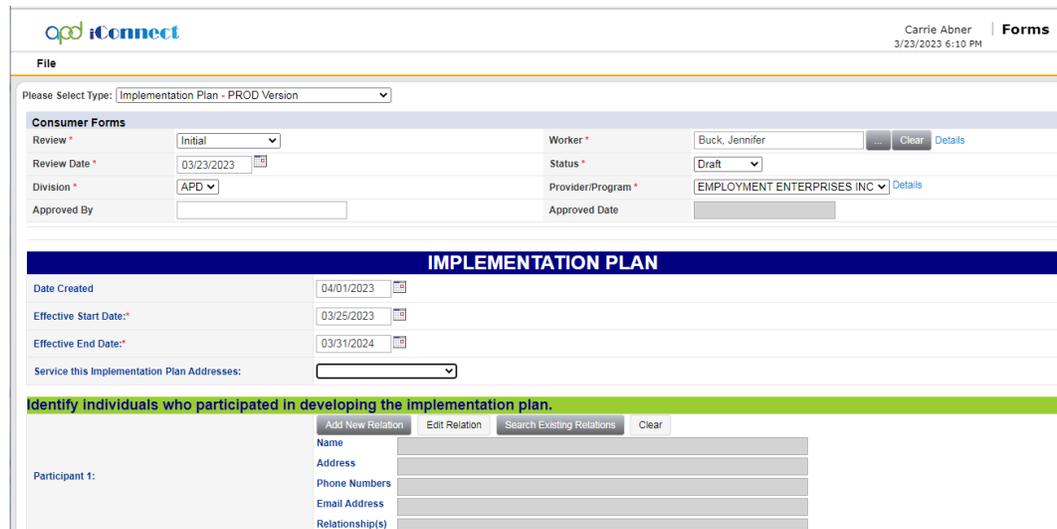
- From the **File** menu, select **Save and Close Provider**.
- The WSC will also complete the cost plan/authorization process for the LSD 4 services for this provider. The WSC will provide the authorization to the provider.

Role: Service Provider

- Once the authorization is obtained, the provider begins delivering services. The provider is responsible for creating the Implementation Plan in iConnect. Navigate to the client's **Forms** tab. From the **File** menu, select **Add Form**. The Form contents display. Update the following fields:
 - Form = Implementation Plan

Employment Services

- b. Review = As Needed
- c. Review Date = today
- d. Division = APD
- e. Worker = Self
- f. Status = **Open** status during support plan year. The provider will need to update this plan throughout the year. **Complete** status at end of the support plan year.
- g. Provider/Program = Select the name of the provider
- h. Complete all sections of the form.



The screenshot shows the iConnect interface for creating an Implementation Plan. The top navigation bar includes the iConnect logo, user name 'Carrie Abner', and the date '3/23/2023 6:10 PM'. The 'File' menu is open, showing 'Please Select Type: Implementation Plan - PROD Version'. The 'Consumer Forms' section contains fields for Review (Initial), Review Date (03/23/2023), Division (APD), Worker (Buck, Jennifer), Status (Draft), and Provider/Program (EMPLOYMENT ENTERPRISES INC). Below this is the 'IMPLEMENTATION PLAN' section with fields for Date Created (04/01/2023), Effective Start Date (03/25/2023), and Effective End Date (03/31/2024). A section titled 'Identify individuals who participated in developing the implementation plan.' includes buttons for 'Add New Relation', 'Edit Relation', 'Search Existing Relations', and 'Clear', followed by a table for Participant 1 with columns for Name, Address, Phone Numbers, Email Address, and Relationship(s).

- 8. From the **File** menu, select **Save Forms**.
- 9. The Provider documents the ongoing services delivered to the client, their progress and needs per the Handbook requirements in their note which is documented on the client's **Provider Documentation** tab in iConnect.
- 10. The provider may continue to provide LSD4 services for up to 36 months. If the client desires to become competitively employed after LSD4 and needs assistance with obtaining a job, they will be referred to VR for Phase 1 Services. If VR services are denied again, the client can be referred to LSD2 Supported Employment for Phase 1 services. Proceed to the [Vocational Rehab \(VR\) Referral](#) section.

Role: Waiver Support Coordinator (WSC)

Employment Services

11. Once the client is competitively employed and Phase 1 services are complete (either through VR or LSD2 Supported Employment Phase 1 if denied by VR), the WSC and client may decide that Phase 2 LSD2 Supported Employment services are needed to provide ongoing job supports. Proceed to [Life Skills Development \(LSD\) 2 Services](#) section.
12. If the WSC and client decide Phase 2 LSD2 Supported Employment services are not needed, proceed to [Life Skills Development \(LSD\) 2 Services Declined](#) section.

Life Skills Development (LSD) 2 Services

Role: Waiver Support Coordinator (WSC)

1. If it is determined Phase 2 supported employment services are needed, the WSC documents the client's progress and needs per the Handbook requirements in their Progress Note which is documented on the client's **Provider Documentation** tab in iConnect.
2. The WSC updates the employment information on demographics. Navigate to the client's **Demographics** tab. From the **Edit** menu, select **Edit Demographics**. Update the following fields:
 - a. Competitively Employed = Yes.
 - b. Hire Date = Enter the date the client was hired
 - c. Average Monthly earnings = Enter the amount
 - d. Hourly Wage = Enter the amount
 - e. Sheltered Workshop Below Minimum Wage = blank
 - f. Not Employed and Wants Competitive Employment = No
 - g. Phase of Employment Service Needed = Phase 2
 - h. Referred to VR = No change
 - i. Date of VR = No change
 - j. VR Response = No change
 - k. EEP Services = blank
 - l. EEP Decision = blank

Employment Services

Employment	
Social Security Monthly Benefit Amount	<input type="text"/>
3rd Party Health Insurance?	<input type="text" value="v"/>
Competitively Employed? *	<input type="text" value="Yes"/>
Indicate Hire Date	<input type="text" value="03/01/2023"/>
Average Monthly Earnings from Employment	<input type="text" value="\$600.00"/>
Hourly Wage	<input type="text" value="\$15.00"/>
Sheltered Workshop Below Minimum Wage?	<input type="text" value="v"/>
Not Employed and Wants Competitive Employment? *	<input type="text" value="No"/>
Phase of Employment Service Needed	<input type="text" value="Phase 2"/>
Referred to VR?	<input type="text" value="Yes"/>
Date of VR Referral	<input type="text" value="03/13/2023"/>
VR Response	<input type="text" value="Approved"/>
EEP Services	<input type="text" value="v"/>
EEP Decision	<input type="text" value="v"/>

3. From the **File** menu, select **Save and Close Demographics**.
4. The WSC follows the current cost plan/authorization process to create an authorization for LSD 2 services.
5. If LSD 2 services are not approved, the WSC will submit a SAN request and follow the current processes.
6. Once LSD 2 services are approved via the cost plan/authorization or SAN process, the WSC will assist the client in selecting a provider outside of iConnect.
7. If the client received LSD4 services prior to transitioning to LSD2 and the LSD 2 provider is NOT different than the LSD 4 provider, no changes are needed to the Provider Selection record.
8. If the LSD 2 provider is different than the LSD 4 provider (or the client did not receive LSD 4 services previously), a new provider selection record will need to be created for the LSD 2 provider. In iConnect, the WSC will create the Provider Selection record for the provider chosen by the client. Navigate to the client's **Provider Selection** page. From the **File** menu, select **Add Provider**. The Provider Details page displays. Update the following fields:

Employment Services

- a. Provider = Search for and select the LSD 2 provider name
- b. Referral Type = Supported Employment
- c. Disposition = Open
- d. Provider Worker = the name of the designee for the selected provider.

The screenshot shows the 'iConnect' interface for a 'Provider' record. The 'File' menu is open, displaying a form with the following fields:

Division *	APD
Selected By	Buck, Jennifer
Selection Date	03/23/2023
Provider *	EMPLOYU INC
Referral Type *	Supported Employment
Disposition *	Open
Disposition Date	03/23/2023
Provider Worker *	Buck, Jennifer
eMAR Date (if applicable)	03/23/2023
Comments	

9. From the **File** menu, select **Save and Close Provider**.

10. The WSC will close the Provider Selection record for the LSD 4 provider (if applicable). From the **Provider Selection** tab, select the name of the LSD 4 provider. The Provider Details page displays. Update the following fields.

- a. Status = Closed
- b. Deactivated Date = update if needed. Defaults to today.

The screenshot shows the 'iConnect' interface for a 'Provider' record. The 'File' menu is open, displaying a form with the following fields:

Division *	APD
Selected By	Buck, Jennifer
Selection Date	03/23/2023
Provider *	EMPLOYMENT ENTERPRISES INC
Referral Type *	Other Waiver Services
Close Reason	
Disposition *	Closed
Disposition Date	03/23/2023
eMAR Date (if applicable)	03/23/2023
Comments	
Deactivated Date	03/23/2023

11. From the **File** menu, select **Save and Close Provider**.

Employment Services

- The WSC will also complete the cost plan/authorization process for the LSD 2 services for this provider. The WSC will provide the authorization to the provider.

Role: Service Provider

- Once the authorization is obtained, the provider begins delivering services. The provider is responsible for creating the Employment Stability Plan in iConnect. Navigate to the client's **Forms** tab. From the **File** menu, select **Add Form**. The Form contents display.

Update the following fields:

- Form = Employment Stability Plan
- Review = As Needed
- Review Date = today
- Division = APD
- Worker = Self
- Status = **Open** status during support plan year. The provider will need to update this plan throughout the year. **Complete** status at end of the support plan year.
- Provider/Program = Select the name of the provider
- Complete all sections of the form.

Please Select Type:

An asterisk (*) indicates a required field

Consumer Forms			
Review *	<input type="text" value="Initial"/>	Worker *	<input type="text" value="Baer, Sylvia"/> Lookup Clear Details
Review Date *	<input type="text" value="04/11/2024"/>	Status *	<input type="text" value="Draft"/>
Division *	<input type="text" value="APD"/>	Provider/Program	<input type="text"/>
Approved By	<input type="text"/>	Approved Date	<input type="text"/>

GENERAL INFORMATION	
Emergency Contact Name:	<input type="text"/>
Emergency Contact Number:	<input type="text" value="x(xxx)xxx-xxxx"/>
Highest Level of Education: *	<input type="text"/>
Date Education Completed:	<input type="text" value="MM/DD/YYYY"/>

SUPPORTED EMPLOYMENT PROVIDER INFORMATION	
Provider Name:	<input type="text"/>
Provider Street Address:	<input type="text"/>
Provider City:	<input type="text"/>
Provider State:	<input type="text"/>

- From the **File** menu, select **Save Forms**.

- The Provider documents the ongoing services delivered to the client, their progress and needs per the Handbook requirements in their note

Employment Services

which is documented on the client's **Provider Documentation** tab in iConnect.

16. Through routine support coordination activities, the WSC determines with the client how long LSD 2 services are needed. The WSC will repeat cost plan/authorization process for the LSD 2 services as long as the client needs. If LSD 2 services are not approved, the WSC will submit a SAN request and follow the current processes.
17. The provider will continue to provide LSD 2 services per authorizations provided by the WSC.

Life Skills Development (LSD) 2 Services Declined

Role: Waiver Support Coordinator (WSC)

1. Through routine support coordination activities, the WSC and client may decide Phase 2 services are not needed. The WSC documents the client's progress and needs per the Handbook requirements in their Progress Note which is documented on the client's **Provider Documentation** tab in iConnect.
2. The WSC updates the employment information on demographics. Navigate to the client's **Demographics** tab. From the **Edit** menu, select **Edit Demographics**. Update the following fields:
 - a. Competitively Employed = Yes.
 - b. Hire Date = Enter the date the client was hired
 - c. Average Monthly earnings = Enter the amount
 - d. Hourly Wage = Enter the amount
 - e. Sheltered Workshop Below Minimum Wage = blank
 - f. Not Employed and Wants Competitive Employment = No
 - g. Phase of Employment Service Needed = blank
 - h. Referred to VR = No change
 - i. Date of VR = No change
 - j. VR Response = No change
 - k. EEP Services = blank
 - l. EEP Decision = blank

Employment Services

Employment	
Social Security Monthly Benefit Amount	<input type="text"/>
3rd Party Health Insurance?	<input type="button" value="v"/>
Competitively Employed? *	<input type="button" value="Yes"/>
Indicate Hire Date	<input type="text" value="03/01/2023"/> <input type="button" value="📅"/>
Average Monthly Earnings from Employment	<input type="text" value="\$600.00"/>
Hourly Wage	<input type="text" value="\$15.00"/>
Sheltered Workshop Below Minimum Wage?	<input type="button" value="v"/>
Not Employed and Wants Competitive Employment? *	<input type="button" value="No"/>
Phase of Employment Service Needed	<input type="button" value="v"/>
Referred to VR?	<input type="button" value="Yes"/>
Date of VR Referral	<input type="text" value="03/13/2023"/> <input type="button" value="📅"/>
VR Response	<input type="button" value="Approved"/>
EEP Services	<input type="button" value="v"/>
EEP Decision	<input type="button" value="v"/>

3. From the **File** menu, select **Save and Close Demographics**.
4. The WSC follows the current cost plan/authorization process to end the LSD 2 services and informs the provider.
5. The WSC will close the Provider Selection record for the LSD 2 provider. From the **Provider Selection** tab, select the name of the LSD 2 provider. The Provider Details page displays. Update the following fields.
 - a. Status = Closed
 - b. Deactivated Date = update if needed. Defaults to today.



Carrie Abner | **Provider**
 Last Updated by j buck@apdcares.org
 at 3/23/2023 6:01:29 PM

File

Provider	Division *	APD
Provider Workers	Selected By	Buck, Jennifer <input type="button" value="..."/> <input type="button" value="Clear"/> Details
Beds	Selection Date	<input type="text" value="03/23/2023"/> <input type="button" value="📅"/>
Events	Provider *	EMPLOYMENT ENTERPRISES INC
Track Disposition	Referral Type *	Other Waiver Services <input type="button" value="v"/>
	Close Reason	<input type="button" value="v"/>
	Disposition *	Closed <input type="button" value="v"/>
	Disposition Date	<input type="text" value="03/23/2023"/> <input type="button" value="📅"/>
	eMAR Date (if applicable)	<input type="text" value="03/23/2023"/>
	Comments	<input type="text"/>
	Deactivated Date	<input type="text" value="03/23/2023"/> <input type="button" value="📅"/>

6. From the **File** menu, select **Save and Close Provider**.