

## Supported Employment Program Frequently Asked Questions

4/9/2020

1. Will SARC cover an individual's Paid Internship Program (PIP) wages during the Shelter in Place?

No. There is nothing that would allow for the payment of PIP if a consumer is not working during this time. They are able to use sick leave according to their employer of record's paid sick leave guidelines or apply for [unemployment insurance](#).

2. Should service providers track jobs lost due to COVID-19?

Yes. Service providers should maintain a list of clients who were temporarily laid off or permanently terminated due to the COVID-19.

3. Are service providers required to provide on-site job coaching?

Yes, if the individual is working in an [essential job function](#) and needs the support of job coaching. The service provider is responsible for supporting the individual in the manner that the individual and employer request. Staff should follow universal precautions and instructions from Centers for Disease Control and Prevention. If the employer and individual request only remote job coaching services due to the Shelter in Place ordinance, job coaching may be provided remotely as reviewed and approved by the individual, service provider, and SARC Service Coordinator.

4. Will service providers be able to bill for Competitive Integrated Employment (CIE) incentive payments milestones that are during the Shelter in Place?

Yes. For CIE incentives, if a consumer has been laid off, this gap won't count against the provider and the clock will restart again when the consumer returns to their job. For example, if a consumer was 90 days into a job, was laid off due to COVID-19, and resumed the job after 60 days, the first day back to work would be day 91. It would not be day 151 as if no break in employment had occurred, but it would also not be day 1 as if it was a brand new position. Service provider should note the dates that the consumer was temporarily laid off due to the State of Emergency in the Vendor Request Form when submitting CIE Incentive Payment Requests.

5. Will SARC reimburse for remote job development?

There has been no directive from DDS approving remote services for Supported Employment.

6. How does a service provider report absences on the DS 1972 Supported Employment Individual Placement Consumer Monthly Report?

SARC is waiting on guidance from DDS for how they would like absences reported on this form. Until further guidance, service providers will only report hours that staff worked with clients who are still working. Service providers should continue to keep track of individuals that have been temporarily laid off or permanently terminated due to COVID-19.

7. What does a service provider do if an individual is showing symptoms or is diagnosed with COVID-19?

The service provider should notify SARC immediately. If the individual has worked in the previous 15 days, the service provider should support the individual to report to their manager regarding their symptoms or diagnosis. All staff should follow universal precautions and instructions from Centers for Disease Control and Prevention. Please review the [SARC Service Provider Checklist for Exposure and Infection](#) of COVID-19.