

Division of Rehabilitative Services

COMMUNITY SUPPORT SERVICES DESK REFERENCE GUIDE

Policy and Practice

Since challenges in non-vocational areas of life may adversely affect an individual's ability to gain and/or maintain employment, it is the policy of the Division of Rehabilitative Services (DRS) that Community Support Services (CSS) may be provided to participants who require these services to establish eligibility, assess rehabilitation and career needs, or achieve an employment outcome. CSS should not be used for the sole purpose of eligibility determination but may be used in Application status if necessary to accompany other services required to determine eligibility. CSS are provided to participants individually by community-based vendors. CSS may include education, life skills training, assessment, and instruction related to the use of assistive technology, as well as the development and implementation of strategies that allow an individual to live and participate successfully in community settings. Areas targeted for CSS may include household and financial management, personal care/hygiene, coping and social skills, using transportation, and other similar skills and tasks. Service areas should align with, and address participant needs related to DRS functional limitations. CSS do not include clinical, therapeutic, and behavioral health interventions or services provided by non-Employment Service Organization (ESO) vendors. CSS is subject to comparable benefits and financial eligibility policy, in accordance with federal regulation.

Steps for Service Provision

1. Participant and VRC select an ESO to provide services. Identify relevant CSS support team members (family members, case manager, counselor, behavioral specialists, residential providers, etc.)
2. VRC obtains signed releases and sends referral documents to ESO
 - a. Authorizes two (2) hours for ESO referral process using **DRS Services Item Code: A1205Ref**
3. ESO meets with participant to complete necessary paperwork and discuss roles, expectations, and services
4. VRC authorizes for a Community Services Assessment and development of a written CSS Plan
 - a. Maximum of ten (10) hours authorized using **DRS Service Item Code: A1205Plan**
 - b. With manager approval, an assessment can be bypassed when: Re-addressing topics covered in a previous assessment or the team agrees it is not warranted to address a specific need
5. ESO meets with participant to complete the assessment, then generates written CSS Assessment and Plan
6. VRC reviews the CSS Assessment and Plan report and facilitates a team meeting to:
 - a. Discuss the findings of the assessment
 - b. Finalize the service plan, which includes:
 - i. ESO Provider, method(s) of instruction/intervention used in the provision of specific skills development, desired outcomes, and specific techniques for skill retention
7. ESO sends monthly RFAs to request hours and provides services outlined in the plan
8. VRC authorizes funds on a monthly basis using **DRS Service Item Code: A1205Svc**
 - a. Generally, four (4) to six (6) months of CSS intervention
 - b. Written justification and supervisor approval ASN for services exceeding six (6) months
9. VRC reviews monthly reports to monitor service provision and participant's functional skill development
 - a. Team meetings and amendments to the plan may be implemented as needed
10. CSS services should be ended when:
 - a. Established goals have been met,
 - b. After time and plan modifications, it is clear the individual is unable to meet service objectives,
 - c. The participant does not comply with the plan for services, or
 - d. The participant chooses to no longer participate in CSS
11. ESO enters post ratings, final outcomes, and steps for sustaining skills on original CSS Assessment and Plan form (for successful or unsuccessful service outcomes) using **DRS Service Item Code: A1205Plan** and submit to VRC
12. VRC saves final report to DocFinity and shares copies with participant and relevant team members