



State of Connecticut Department of Developmental Services



Customized Employment Funding Guidelines

Customized Employment (CE) can only be delivered by a staff member with an active Customized Employment Certification from the Connecticut Customized Employment Certification Course or an Association of Community Rehabilitation Educators (ACRE) accredited [CE Certification](#). Provider agencies with Certified CE staff are asked to identify an agency Customized Employment referral contact for their DDS Provider Profile.

Referral Process

Case managers follow an internal approval process for individuals interested in CE. Once approved, Case Managers will meet with the job seeker and service delivery team to review providers with capacity for a CE referral. The Case Manager will reach out to the agency's CE referral contact and will include the Job-Seeker Information Agreement and any other pertinent information about the individual.

The Job-Seeker Information Agreement asks if the case has been approved by the CE Review Team and the approval date. **If this information is not included and there is not an approval date, a Contract Service Authorization (CSA) or Vendor Service Authorization (VSA) will not be approved for the individual.** Individuals must be approved internally for CE.

Service Authorizations

To receive payment for Customized Employment (CE) Services, providers will submit the DDS [Employment Incentive 1X Form](#). Just as all other DDS programs, services cannot be started until the provider agency has received an authorization (CSA or VSA). Providers will request funding for each component of CE and will submit specific deliverables for each phase. Deliverables must be submitted to the individuals Case Manager, the provider's Resource Manager, and DDS.CustomizedEmployment@ct.gov. **All Deliverables must be completed to receive funding.** For a specific breakdown, please review the [CE Deliverables Overview Document: Pilot Phase](#).

All providers will submit the 1X Request Document and select "initial". This will populate the maximum amount of funding so that the CSA or VSA sent is at the maximum rate/hours.

For each phase, please select "Initial" if this is the initial request for Customized Employment. Select "Balance", if this is a follow up request for unbilled WebResDay hours on an existing request.			
Initial	Job Discovery (40 Hours - Initial Request)	\$	3,040.00
Initial	Job Development, Negotiation & Placement (95 Hours - Initial Request)	\$	7,220.00
Initial	Post Employment Supports - (30 hours - Initial Request)	\$	2,280.00

Effective 6/1/2023, the DDS [Employment Incentive 1X Form](#) requires provider agencies to submit the name of their staff member providing CE services. When Customized Employment is selected as the service category, the 1X Form will update to include a field for the CE Certified Staff Member Name.

Individual's Name:	Individual A	DDS#	12345
Service Category:	Customized Employment	CE Certified Staff Member Name:	Staff A
Provider Name:	Provider A	Case Mgr:	Case Manager A
RDID#			
Contract Service Authorization	yes	Vendor Service Authorization	no

Joint ADS-DDS Job Seekers

If the individual job seeker is a joint individual (relationship with both ADS and DDS) the agencies will share the cost of joint job seekers: ADS will pay for the second phase, Job Development, Negotiation & Placement. DDS will pay for Job-Discovery and Post Employment Supports.

Providers will indicate this by selecting the box at the top of the CE 1X request. This will hide the Job-Development, Negotiation, & Placement phase. Providers will submit an initial request for the maximum hours for Job-Discovery and Post Employment Supports. Providers will submit to ADS (BRS-BESB) for an authorization for Job-Development, Negotiation, & Placement for joint individuals.

Customized Employment	
(Standard Rate= \$76/hour, Communication Mitigation Rate= \$103.50/hour)	
<i>Resource Managers must make the placement in eCamris when processing the CE 1X request.</i>	
Please check if individual is also receiving support from ADS	<input checked="" type="checkbox"/>
Please check if individual is receiving Communication Mitigation	<input type="checkbox"/>

Submitting Actuals: All Providers

Contract providers will submit attendance for Customized Employment through WebResDay. This is required to comply with waiver regulations. Non-Contract providers will submit invoices to their Fiscal Intermediary (FI). Invoices need to report the **actual number of hours of service provided** to comply with waiver regulations.

DDS and ADS have agreed to pay the same rate for CE, and ADS will be paying providers in lump sum payments after deliverables are completed/approved. DDS is committed to offering the same funding to all our provider agencies. Providers will be able to capture the remaining amount of funding (Maximum – WebResDay/FI hours submitted) by resubmitting the 1X Request Document and reporting “actuals” or the number of hours submitted to Fiscal Intermediaries or through WebResDay.

Providers will select “balance” instead of “initial” which will open areas to submit the hours billed (through WebResDay or to FI) for each billable component. The form will calculate the remaining payment that will be made to the provider agency through a 1X. Actuals can be submitted after each phase of service or at the end of the entire Customized Employment process. **Providers should not submit to receive the balance payment until service deliverables have been submitted/approved.**

Balance	Job Discovery (40 Hours - Initial Request)			\$ -
Balance	Job Development, Negotiation & Placement (95 Hours - Initial Request)			\$ -
Balance	Post Employment Supports - (30 hours - Initial Request)			\$ -
Customized Employment Phases	Hrs Billed in WebResDay	Amt Paid	Amt due	Deliverables
Discovery Activities - Up to 30 hours	29.00	\$ 2,204.00	\$ 76.00	1. CE Discovery Report
CE Plan - Up to 4 hours	1.00	\$ 76.00	\$ 228.00	1. CE Plan Development Summary
Visual Resume - Up to 6 hours		\$ -	\$ 456.00	1. Visual Resume *Substitutions may be allowed on a case by case basis

Communication Barrier Mitigation Rate

Effective 5/1/2023, new Communication Barrier Mitigation rate at \$103.50 per hour will also go into effect to align with ADS Communication Barrier rates for CE. This allows for services to be provided by a CE Certified Staff member who meet our fluency and cultural qualifications in ASL or Spanish. This service eliminates the need for third party interpreters and will provide full access between an individual, their employer, and colleagues in the individual’s native language of American Sign Language (ASL) or Spanish. Provider Agency staff must qualify to provide Communication Barrier Mitigation Services when applying to the [CT CE Provider Staff Registry](#). Qualifications are outlined in the DDS [Operations Center Memo FY2023-22](#).

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