

INDIVIDUAL SUPPORTED EMPLOYMENT (ISE)



We've heard your feedback, and we get it – ISE was confusing, complicated, and underutilized. **But not anymore!** Changes have been made to streamline the process, so you can spend more time helping the individuals you serve to achieve their employment goals.

What is Individual Supported Employment (ISE)?

An Employment Specialist (job coach) helps an individual find competitive employment through a job discovery process, provides training and support, and then gradually reduces time and assistance at the worksite.

Who can use ISE and the one-time employment incentives?

Any DDS eligible individual with day funding who is interested in competitive integrated employment (CIE) regardless of their current service type.

How to get started?



Identify a provider agency and set up a meeting with the individual, their family, and the provider. At this meeting, the team should discuss whether a Career Plan is necessary or if vocational interests have already been identified. Providers submit for payment with the Employment IncentiveIX Request Document found [here](#).

Is follow up necessary?

If a Career Plan is necessary, providers will send completed Career Plans to Case Managers (CM) and Resource Managers (RM). Resource Managers will review and approve completed Career Plans. If a Career Plan isn't needed, **jump right in!**

What is the funding/billing process?

One-time incentives are non-annualized funds that **do not draw from an individual's annualized Day funding (budget)**. Providers complete the 1X request document for all components of the 1X. In cases where an



individual does not receive annualized ISE, a 2nd request for the benchmark payments can be requested upon commencement of annualized ISE. The provider will submit the 1X request document to their assigned RM and the individual's CM. If the individual is not currently in ISE, the RM needs to build a zero authorization to allow for WebResDay billing.



What's new in 2026?

The ISE rate for Individuals solely in Group Day services (DSO, GSE, ETS) is \$95.16 per hour (for individuals in all other services or a combination of services, the rate is \$80.56). The enhanced rate is to account for the fact that providers still need to staff the Group Day services while the individual receives the ISE supports. Providers will use WebResDay to submit actuals for all components of the 1X request other than the Completed Career Plan and Benchmark payments.

Providers can now apply for an extra 1 Year Benchmark and paystub requirements have changed. Now, providers only need to submit the initial paystub and the current paystub at the time of each benchmark. The final paystub of the year is needed for any benchmark that crosses calendar years.

A blue bar chart with a red arrow pointing upwards, indicating growth or increase.

Benchmark payments have increased to a maximum payment of \$4,624. All benchmark payments are calculated based on the average weekly number of hours worked by the individual. Payments are prorated, meaning if an individual works an average of 25 hours per week, the provider can access the entire \$4,624 sum. If the individual works less than 25 hours, the payment is prorated or adjusted based on the actual number of average hours worked per week.

Need More Information? Contact:

DDS.Employment-DayServices@ct.gov or Resource Management.



TESTIMONIALS

What are providers saying about the changes to ISE and the 1X Employment Incentives?

Kate T. (Provider Staff):

DDS included IDV at the higher rate (the ISE incentive rate for individuals in ISE and IDV is now unified)! If you were here, I would hug you! I have been yelling about this since 2012 and the fact that the IDV rate didn't pay for the Bachelor level staff who have been doing job development and placement. Thank you for fixing that at very long last. It is super good news!

Brian M. (Provider Staff):

This is fantastic! Collecting each paystub placed a large burden on provider agencies. Simplifying this process will make it easier for agencies to get paid for the benchmarks.

Stephanie L. (Provider Staff):

WebResDay billing, YES! This will make the submission for 1X services simpler. I also appreciate the changes to the paystub submission. It isn't always easy collecting paystubs from individuals, decreasing these requirements will help ensure we receive payments for the services we provided.

Our team is compiling more testimonials, check back soon to see more!