

# Service Monitoring and Provider Capacity-Building

Lead Agency Employment Liaison Meeting

February 5, 2026

- Cole Sorensen, E1MN Coordinator
- Kristy Howe, Employment First Lead
- Denise Paul, Office and Administrative Assistant Senior

- Service monitoring
- Review of covered service activities
- What to do if services are delivered incorrectly
- Licensing moratorium resources
- Minnesota Transformation Initiative presentation on strengthening provider capacity

- Support people reaching their employment goals
- High-quality services
- Program Integrity
  - Subminimum wage annual reports
  - Housing Stabilization Services
  - High-risk services
    - Employment is Not included

# Case Manager Responsibilities

- Know what the person's goal is
- Authorize the correct service according to policy
- Monitor services through meetings, update emails, progress reports, etc.
- Request more details from providers as needed
- Reach out when you have questions

# Employment Exploration Services

- Covered:
  - Activities and opportunities to help people decide if they want competitive integrated employment – informed choice
  - Visits to community businesses, peer-to-peer mentoring, job shadowing, learning about the impact of work on benefits
  - Remote supports, in combination with in-person services

# Employment Exploration Services

- Not Covered:
  - Vocational services in facility-based settings
  - Job planning – people should move to EDS-P once they decide to work
  - Services to people in grade 9 through age 22 and enrolled in high school – VRS/SSB or IDEA provide similar services

# Employment Development Services - Plan

- Covered:
  - Individualized strengths-based assessments and developing job goals
  - Planning self-employment and microenterprises
  - Learning about impact of work on benefits
  - Planning transportation and accommodations, if needed
  - Remote supports, in combination with in-person services

# Employment Development Services - Plan

- Not Covered:
  - Job searching activities
  - Services to people in grade 9 through age 22 and enrolled in high school – VRS/SSB or IDEA provide similar services

# Employment Development Services - Find

- Covered:
  - Support filling out applications
  - Interview support
  - Learning about impact of work on benefits
  - Job coaching for the first 30 days of employment
  - Planning transportation and accommodations, if needed
  - Remote supports, in combination with in-person services

# Employment Development Services - Find

- Not Covered:
  - Services for anyone who has **not** received written notice from VRS that they are in a closed category or that they can no longer benefit from VRS/SSB services
  - Services to people in grade 9 through age 22 and enrolled in high school – VRS/SSB or IDEA provides similar services

# Employment Support Services

- Covered:
  - Job training to learn work skills, building relationships and maintain employment in the community
  - Setting up accommodations, learning about the impact of work on benefits
  - Management of small business
  - Remote supports, in combination with in-person services

# Employment Support Services

- Not Covered:
  - Supports to maintain work in a facility
  - Services to more than 6 people
  - Support finding a second job

- Covered:
  - Training and support that advance people towards paid, competitive employment in the community
  - Learning fundamental work skills – following instruction, communication, problem-solving, relationships, attendance, capacity, etc.
  - Resume-building work experiences and establish next steps for community employment goals
  - Remote supports, in combination with in-person services

- Not Covered:
  - Services covered by VRS/SBB or IDEA
  - Training for a specific job
  - Services beyond 3 years (with 1 additional year in certain circumstances) for anyone who started after January 11, 2021

# Day Support Services

- Covered:
  - Essential and personally enriching life skills
  - Communication, community access, independent living, decision-making, budgeting, health and wellness, socialization, etc.
  - Remote supports, in combination with in-person services

- Not Covered:
  - Any work activities they are paid a wage for – including subminimum wages
  - Services to school-age youth and adults under age 22 without proper documentation

# Questions to ask if services are delivered incorrectly

- What was the person assessed for, what was authorized, what was provided?
- Is this a "one-time" issue?
- Is this wide-spread at a provider?
- Is this wide-spread at a lead agency or with a contracted case management agency?
- Does this involve billing the waiver when VRS or IDEA should pay for the services?

# Resources if services are delivered incorrectly

- [CBSM - Employment, CBSM - Prevocational services, CBSM - Day support services](#)
- [CBSM - Guidance for employment services authorization](#)
- [E1MN Request Form](#)
- [DSD Contact Form](#)
- [MHCP Provider Resource Center / Minnesota Department of Human Services](#)
- [Report fraud / Minnesota Department of Human Services](#)

# Licensing moratorium resources

- [Temporary 245D licensing moratorium exceptions / Minnesota Department of Human Services](#)
  - Requests submitted by the lead agency or Tribal Nation
  - Person-specific service need
  - Regional need based on service needs of multiple individuals



# MINNESOTA TRANSFORMATION INITIATIVE



# INFO FOR LIAISONS

# Announcements

- Next meeting: April 2<sup>nd</sup> 10:00-11:00
- Office hours
- Today's presentation recording will be uploaded to [Disability Hub MN - Training archive](#), link will be sent out soon

Thank You!