

**PURPOSE**

Follow-Up is a service option that supports adults with a mental disability in maintaining competitive employment in community settings. Follow-Up Services include those activities that need to occur for the individual to maintain employment. They are generally provided at the employment site where time is spent with the individual and the employer.

**OBJECTIVES**

1. To maintain individuals in competitive employment in integrated settings.
2. To offset growing pressure felt by Day Services agencies for funding of the Follow-Up phase and provide recognition to those agencies that have taken the initiative in supporting individuals in accessing competitive employment.
3. To provide for a more comprehensive range of services and supports to address the evolving needs of individuals.

**GUIDELINES**

1. Follow-Up Services are provided after a period of intensive training at the job site has been completed, the individual has acquired the skills required of the position and is working 15 hours per week or more at minimum wage or better.
2. Follow-Up Services relate primarily to providing support to the individual for work related issues, such as maintenance and development of work related behaviours or skills expected of all employees in the employment setting, assisting the worker in overall interpersonal relationships at the workplace and adjusting to change and evolution of the position.
3. Follow-Up Services can occur off-site and may include meetings with the individual and/or members of their support network and other activities directly related to the employment situation.
4. For individuals who have met their vocational goals at a particular work site, Follow-Up Services may also include planning for career development within or outside the current employment setting.
5. The agency/supplier of Follow-Up Services will normally be a Day Service provider. The agency will have been involved in establishing or securing the job placement and in providing on-site training for the individual.
6. Where there is no Day Service available to provide Follow-Up Services, the Department may contract with an alternative supplier or an individual.

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Replacing:	November 15, 1998

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7. In situations where an individual's employment is terminated, the agency/supplier may, in consultation with the Department, arrange for up to 10 days of the individual's approved Follow-Up funding to find a new employment situation.
8. Where an alternate employment situation is not likely to be identified within 10 days, Bridgeback to an employment program provided by a Day Service operated may be applied for. This is detailed under Bridgeback – Day Services (refer to Section C100.2.6).

**PROCESS****ELIGIBILITY CRITERIA**

1. Follow-Up Services may be provided to individuals who:
  - 1.1 utilized a Day service per diem to participate in a Supported Employment Program or individuals who are eligible for a Day Service per diem but have not had to utilize it to participate in a Supported Employment Program, (e.g. accessed their current job while still in school);
  - 1.2 have been involved in a planning process (including transitional planning) that included Departmental staff and which has identified the maintenance of competitive employment as a primary goal;
  - 1.3 are employed in situations that meet the following criteria:
    - 15 hours of more of work per week in an integrated setting
    - wages are minimum wage or better
    - duration of employment is anticipated to be greater than 20 weeks; and
  - 1.4 will not incur increased costs in residential settings funded by the Department as a result of their hours of work.
2. In certain situations it may be beneficial for an individual to be engaged in a work situation as a volunteer or to be self-employed. Where these situations parallel the criteria for duration and hours of work as stated above, the Department will consider applications for Follow-Up Services on a case by case basis; and
3. In situations where the employment program provided by an agency is supported by project funds from federal, provincial or private sources, all funding identified for specific individuals or quotas (numbers) must be utilized prior to an individual being eligible for Follow-Up Services.

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**FUNDING**

1. The Departmental budget for Follow-Up Services is a fixed amount. Approval of eligible participants will be dependent on the financial resources available for the fiscal year.
2. Funding for Follow-Up Services is based on an approved per diem established annually for up to a maximum of 50 days per year.
3. Any one agency/supplier shall be limited to a maximum level of Follow-Up funding. This will be based on a specified number of participants at the maximum of 50 days of follow-up annually. Once this maximum has been reached, the agency/supplier will need to negotiate with the Department for additional per diems.
4. In order to be funded for a day of Follow-Up Services, the supplier must have delivered one or more hours of service within the same day. The agency must be able to document the services provided and must retain these records for future reference.

**Application**

1. Agencies that wish to be funded for the provision of Follow-Up Services must submit an annual application for each individual.
2. First time applications may be submitted at any time throughout the year for the remainder of that fiscal year. The Request for Follow-Up Services – Initial Request Form, is used for this purpose (see Appendix A).
3. Extension requests for individuals already receiving funding for Follow-Up services must be submitted by February 28<sup>th</sup> for the following fiscal year. The Request for Follow-Up Services – Extension Request Form, is used for this purpose (see Appendix B).
4. The agency/supplier will forward completed original application forms to the individual's Community Service Worker (CSW) who will review the request and verify agency and participant eligibility. If eligibility is met, the CSW will recommend a maximum number of days for Follow-Up Services based on familiarity with the participant and/or discussion with the agency/supplier. The CSW will then sign the application and forward it to the Regional Program Manager for review and endorsement.
5. Following approval and authorization by the Regional Program Manager, the CSW shall advise the agency/supplier and provide a copy of the approved application.
6. Where an application is declined the CSW shall inform and discuss the decision with the agency/supplier.

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**ADULT DISABILITY SERVICES**

7. Once an agency/supplier has been approved for Follow-Up funding it may bill for services by submitting monthly invoices consistent in form and content with requirements outlined in Appendix C.

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