

UNIT OF SERVICE DEFINITION FOR ALL SERVICE AREAS

- One hour of face to face service/support directly related to the individual's outcomes as identified in the **individual's support plan and/or person centered plan** as it relates to the PLB funded project.
- For Example:
 - **Billable** = One hour of face to face contact with an individual at work, in their home or in the community.
 - **Non-billable** = One hour of completing paperwork, travel time, etc.

In Addition to the Definition for all Service Areas, the Following Applies to Supported Employment Services Only:

- Billable units may include contact made by phone in emergencies and/or limited calls to the employer for retention purposes as documented in the support plan/person centered plan and must be related to the PLB funded project.
- Calls must be fully documented in the progress notes.
- Phone contact for ongoing support is **not** billable.
- For Example:
 - **Billable** = Calling the consumer's employer to discuss the consumer's progress towards goals.
 - **Non-billable** = Staff calling Call-a-Ride to schedule transportation for the consumer.

In Addition the Definition for all Service Areas, the Following Applies to ISLA Services Only:

- Billable units may include contact made by phone in emergencies and/or to provide limited services/support as documented in the support plan/person centered plan and must be related to the PLB funded project.
- Calls must be fully documented in the progress notes.
- Phone contact for ongoing support is **not** billable.
- For Example:
 - **Billable** = Calling the consumer to remind them to take their daily medications while they are developing skills to independently administer their medications.
 - **Non-billable** = Staff calling Call-a-Ride to schedule transportation for the consumer.