

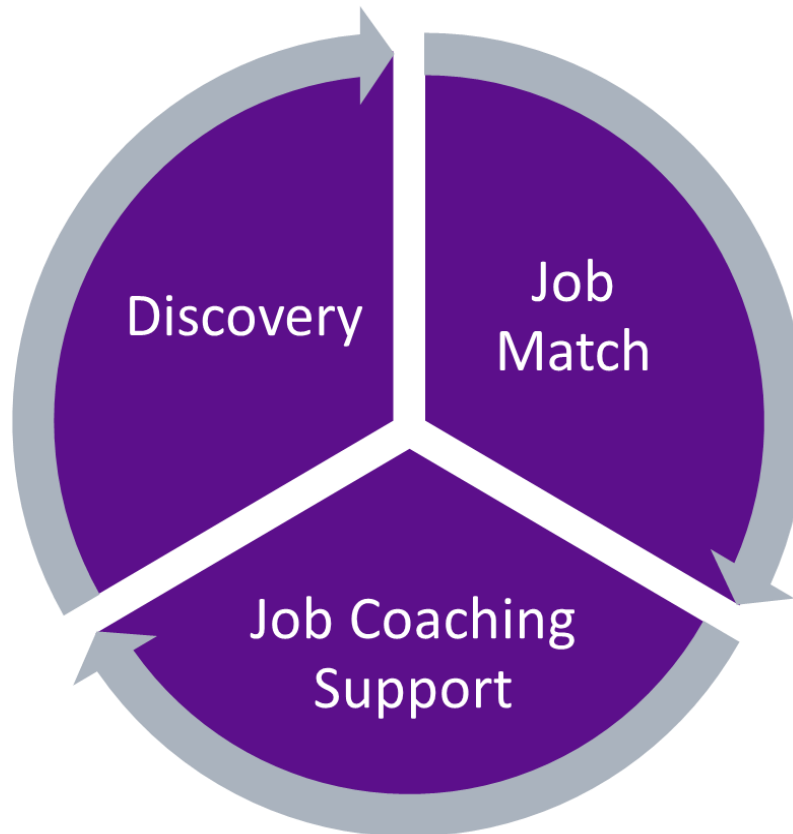
**QUICK REFERENCE GUIDE
CARE MANAGER TRAINING:
OPWDD EMPLOYMENT &
VOCATIONAL SERVICES**



COMPARISON OF DIRECT PROVIDER PURCHASED AND SELF HIRED

| Direct Provider Purchased SEMP Services | Self-Hired SEMP Services |
|---|---|
| <u>COST</u> - Statewide average of \$80/ hour multiplied by approximately 250 hours a year. (See waiver rates for exact hourly cost) | <u>COST</u> – Employment Staff rate of pay per hour multiplied by approximately 250 hours a year. |
| <u>STAFFING</u> - Agency offers trained and experienced staff that are supervised by agency. Agency will provide a backup staff if needed to assure the continuum of services. | <u>STAFFING</u> – Family and Support Team are responsible for hiring, training and supervising staff. Team should also have a trained back up staff for times when regular employment staff is unavailable. |
| <u>STAFF TRAINING</u> – Agency is responsible for scheduling mandatory initial 24 hours of training in first year and maintain annual 6 hours of staff training. Agency supervisors provide internal SEMP services training and supports. | <u>STAFF TRAINING</u> – Self-Hired employment staff must meet the initial 24 hours of training in first year and maintain yearly mandatory of 6 hours of staff training Must provide Fiscal Intermediary with training records. |
| <u>JOB DEVELOPMENT</u> – Agency offers established community business connections for assessments, internship placements and jobs. Agency continues to develop new business contacts for individualized experiences too. | <u>JOB DEVELOPMENT</u> - Self Hired employment staff must create new community businesses connections for assessments, internship placements and jobs. |
| <u>JOB COACHING</u> – Agency offers a cadre of trained staff experienced and/or familiar with job coaching techniques, skills assessment, job accommodations, job/task analysis, interpersonal skills training, job readiness training, building natural supports, promoting independence on the job. | <u>JOB COACHING</u> – Self-Hired employment staff is often familiar with the person. Self-hired employment staff needs to know job coaching techniques, skills assessment, job accommodations, job/task analysis, interpersonal skills training, job readiness training, building natural supports, and promoting independence on the job. |
| <u>DOCUMENTATION</u> - Agency quality assurance staff review all SEMP documentation for accuracy. Agency submits ETP documentation to ETP Supervisor for monthly review and billable hours tracking. Agency requests Intensive and Additional SEMP billing hours from OPWDD, as needed. | <u>DOCUMENTATION</u> – Fiscal Intermediary reviews all SEMP documentation for accuracy. Self-Hired employment staff submits ETP documentation to ETP Supervisor for monthly review and Fiscal Intermediary submits billable hours tracking to ETP. Support Broker or Fiscal Intermediary requests Intensive and Additional SEMP billing hours from OPWDD, as needed. |
| <u>RECORD KEEPING</u> - Agency is responsible for keeping SEMP/ETP records and meeting all SEMP ADM and regulations and other employment-related regulations such as NYS, DOL, Medicaid, Social Security, IRS, etc. Agency is responsible for all OPWDD required reporting. | <u>RECORD KEEPING</u> – Fiscal Intermediary, Support Broker and Self-Hired employment are responsible for keeping SEMP/ETP records and meeting all the requirements set in ADM and regulations. In addition, Fiscal Intermediary, Support Broker and Self-Hired employment staff must know, follow and report other employment-related regulations such as: NYS DOL, Medicaid, Social Security, IRS, etc. FI is responsible for all OPWDD required reporting. |

Key Ingredients for Employment



Discovery - Learning all we can about the person
Where do we do that? **CBPV/PTE/ETP**

Developing Good Job Matches- Fitting the individual's skills and personality to the employer's needs and culture
Where do we do that? **ETP/SEMP**

Job Coaching Support - Supporting the individual as they learn new tasks, supporting the employer and building up natural supports

Where do we do that? **SEMP**

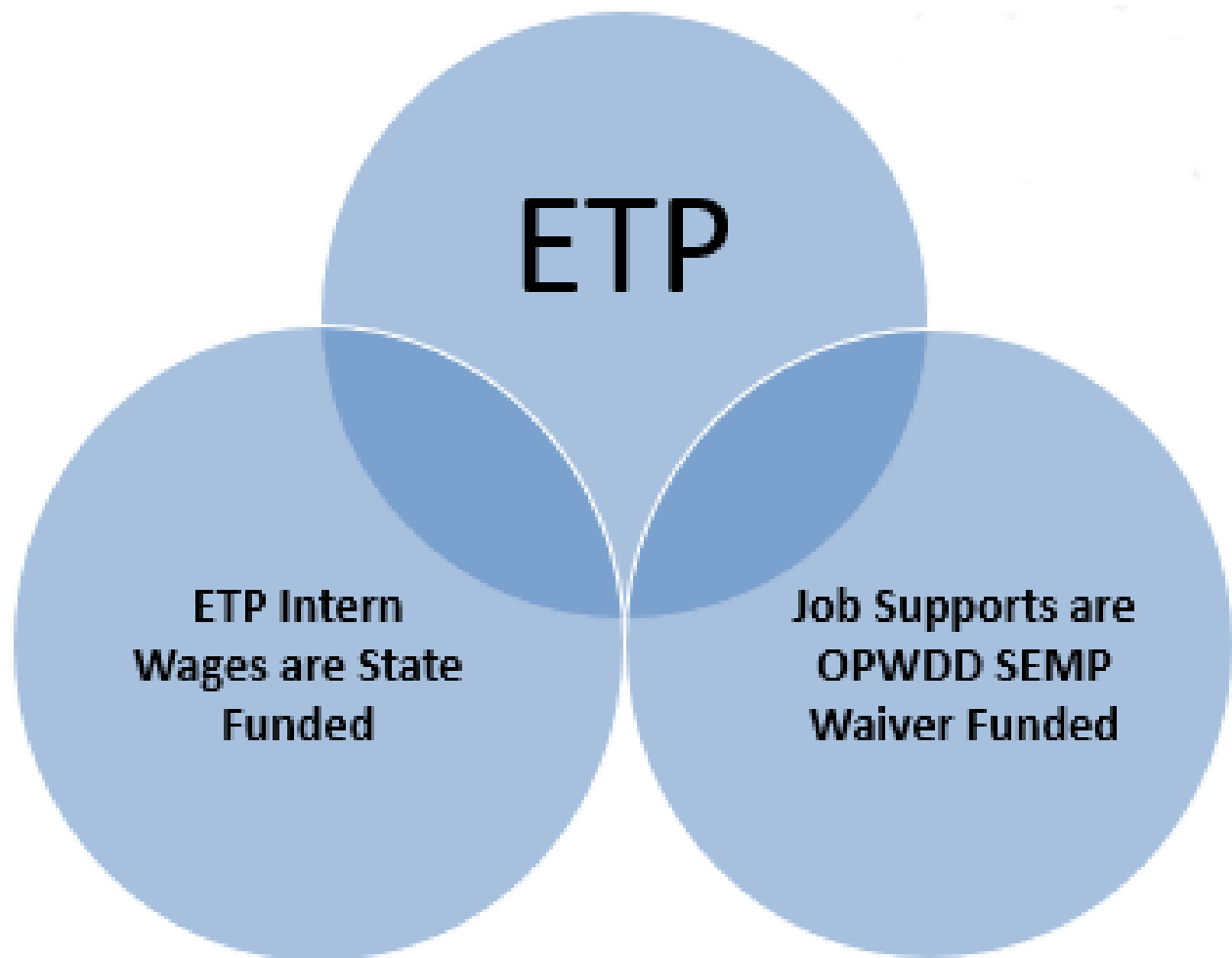
Why Discovery?



Comparing Discovery Services

| | ETP Discovery | Pathway to Employment | Community Based Preventational |
|--------------|---|--|---|
| Who | Individuals have some work/volunteer experiences, job retention challenges, no priority Discovery, or want a new career | Individuals have limited work/volunteer experiences but no discovery | Individuals have higher support needs, limited work/volunteer experiences, need to build work skills |
| What | Planning, Discovery, job-readiness skills, 2 work experiences, ETP Discovery Packet | Planning, Discovery, job-readiness skills, 3 work experiences, travel training, benefits planning, community/vocational Plan | Work-related skills training, Discovery, community volunteer opportunities, health/safety skills, travel training, benefits planning, annual assessment |
| Where | All services are in the community except observations | Primarily in the community (no workshop/day hab sites) | Primarily in the community, may use a hub site on limited basis |
| Why | Complete Discovery to guide job development if recommended | Create a career/vocational plan with a goal of employment in the shorter-term future, if recommended | Develop skills and experiences to gain or retain employment which may take more than 1 year |
| When | Typically, 10-12 hours a week up to 90 hours within 3 months to complete Discovery | Typically, 5-10 hours a week and wraps around current services, up to 278 hours in 1 year | Up to 30 hours a week, on-going as supported by annual assessment |

How is ETP Funded?



ACCES-VR Employment Services

(Adult Continuing Career and Education Services – Vocational Rehabilitation)

- ACCES-VR funds initial job development and job coaching for individuals who can get and learn a job within a shorter time span. Individuals who need more than approximately 4-6 months of job development and intensive job coach are referred to OPWDD ETP.
- ACCES-VR services are time limited. Individuals who are OPWDD eligible and gain jobs through ACCES-VR must transition to OPWDD SEMP services for ongoing, periodic job coaching supports.
- ACCES-VR is funded through the federal Rehabilitation Services Administration (RSA) through the NYS Department of Education.
- Individuals need to apply to ACCES-VR or ETP at least one time in their career for intensive SEMP supports. Once this requirement has been met, individuals may regain employment in the future through OPWDD services, as needed.

ACCES-VR & Federal Requirements

Medicaid is the payor of last resort.

In order to meet this requirement:

- Individuals need to receive Intensive supported employment (job development/job coaching) services **at least once through ACCES-VR,**
- OR**
- If an individual requires higher level of supports, ACCES-VR has agreed that OPWDD's Employment Training Program (ETP) may be an alternative for ACCES-VR (See OPWDD and ACCES-VR Letter of Agreement)

Sample Questions for Person-Centered Planning and Identifying a Vocational or Employment Service?

- Has the person participated in a Discovery service (ETP, Pathway to Employment or Community Based Prevocational services? **If no, refer to a Discovery service.**
- Does the person have community volunteer and work experience? Were they successful and satisfied with those experiences? **If yes, refer to an employment service. If no, refer for Discovery service.**
- Does the person have a clear job goal? Do they have positive experiences with that career goal? **If yes, refer to an employment service. If no, refer for Discovery service.**
- Does the person fully or partially participate in the community independently? **If no, refer to skill development services (CBPV, DH, Pathway, other, etc.)**
- What supports can the support team provide to help the person be successful in employment? **Are there additional supports or services that may be added to assist the person to be more success (see what programs may be combined)?**

DECISIONS ARE BASED ON THE PERSON'S SKILL AND EXPERIENCE LEVELS. SEE THE TOOLS IN THE TOOL BOX TO DETERMINE WHICH IS THE APPROPRIATE VOCATIONAL OR EMPLOYMENT SERVICE?

Tools in the Toolbox

| Community Based Prevocational | Pathway to Employment | Employment Training Program (ETP) | Supported Employment (SEMP) |
|--|---|--|---|
| Prepares people for paid community employment or more independent meaningful activities for 1 year or more (transition to Pathway or ETP/SEMP) | Creating a Career and Vocational Plan (278 hours in 1 year) to determine if job development is the right service (transition to ACCES-VR or ETP/SEMP) | Discovery, job development and Intensive SEMP Services | Job Coaching, Job Development and Life-Long Supports on a Job |
| Discovery, community work experiences, volunteer opportunities and career planning | Discovery, community work experiences, and develop a vocational goal | Internship opportunity at a community business | Community based, competitive, integrated employment |
| Unpaid or Paid Work Experiences or Volunteer | Unpaid or Paid Work Experiences or Volunteer | Wages paid by OPWDD until business hires if successful | Paid by business at minimum wage or higher |

Which Programs May Be Combined?

- **Community Based Prevocational Services (CBPV)*** – up to 4 hours a day may be combined with ½ unit of day habilitation or ½ unit of site based prevocational programs. No limits on SEMP/ETP and Pathway.
- **Pathway to Employment** – wrap around service (278 hours in one year) and may be combined with other services with the exception of OPWDD Intensive SEMP. If a person is receiving job development services from ACCES-VR, they should not be enrolled.
- **Employment Training Program (ETP)** – may be combined with other services. ETP services are typically 5 hours/week during Discovery/Job Development and 10-12 hours/week when working in the internship.
- **Supported Employment (SEMP)** - may be combined with other services. When employed, other services should wrap around the job, which is the priority.

**See full billing limitations in specific service regulations*

Which Programs May Not be Combined

*Individuals **cannot** be enrolled in ACCES-VR Supported Employment services* and OPWDD Supported Employment services at the same time.*

**ACCES-VR considers college funding/supports, driver's training, vocational evaluations, supported employment, etc. as employment/vocational services.*

When Can You Enroll Someone in SEMP?

- ❖ After the individual has completed ACCES-VR and is employed, they may transition to OPWDD's Extended SEMP services 90 days after agreed upon stabilization date.
- ❖ If the individual already has a job and is requesting OPWDD SEMP, they can be enrolled into OPWDD Extended SEMP. ACCES-VR does not provide Extended services (Follow Along services) to OPWDD eligible individuals.
- ❖ If the individual does not have a job and is not enrolled in SEMP:
 - The SEMP agency requests an approval number for Intensive SEMP from OPWDD Central Office. This may or may not be approved based on criteria.
 - The provider agency shares the approval number with the Care Manager for the SARF.

Public Benefits Planning

- Does the person receive SSI/SSDI, Medicaid/Medicare and other public benefits?
- What other income or assets does the person have?
- What would be the impact of wages on public benefits?
- What employment-related, financial incentives may be available (e.g. Impairment-Related Work Expenses (IRWE), Plan for Achieving Self Sufficiency (PASS), subsidies, etc.)?
- Who will notify the public agencies about wages, submit pay stubs (as required) and coordinate overall finances with the person?
- What resources are available for advice and information?

New York State Toll-Free Work Incentives Hotline numbers are **1.888.224.3272**
Voice and **1.877.671.6844 TDD**

SSA Publication No. 64-030, (2013 Red Book), **January 2020**, ICN 436900
(Español). **The Red Book (available on website)**

EMPLOYMENT SERVICES

Wording of Services

| RSA | SARF | CHOICES |
|---|--|--|
| <ul style="list-style-type: none"> • Supported Employment (SEMP) • Pathway to Employment • Community Based Prevoc • Site Based Prevoc | <ul style="list-style-type: none"> • Supported Employment • Pathway to Employment • Prevocational Services- Community Based • Prevocational Services- Site Based | <ul style="list-style-type: none"> • SW • PE • CBPVOC • SBPVOC |

Valued Outcomes/Goals in the Life Plan

| SERVICE | ADM/REGULATIONS | EXAMPLES <small>*Life Plan goal choices vary by CCO.</small> |
|-------------------------------|--|--|
| Community Based Prevocational | Identification of preparation for competitive employment, self employment or job readiness as a valued outcome | <ul style="list-style-type: none"> •Improve my work skills •Learn work readiness skills •Explore available options |
| Pathway to Employment | Competitive employment or self-employment identified as a goal. (Service is related to Career Planning and Discovery). | <ul style="list-style-type: none"> •Improve my work skills •Learn work readiness skills •Explore available options |
| Supported Employment | Identification of competitive employment or self-employment as a valued outcome. | <ul style="list-style-type: none"> •Pursue work in the community •Get a job in the community •Change my work situation •Maintain my work skills •Improve my work skills |

***Valued Outcomes may be listed in section 1 or comments sections in the Life Plan, if sections 2 and 3 do not meet service requirements.**

How I Spend My Day Options

Use these overarching categories to identify the type of program and add detail to the narrative sections to describe specific program information as needed.

Multiple options can be selected.

- Competitive Employment Without Staff Support
- Supported Employment (SEMP)
- Employment Not Integrated (Sheltered Employment)
- Pathway to Employment
- ACCESS-VR
- Site Based Prevocational Services
- Community Based Prevocational Services
- Self-Directed Individualized Budget with Blended Service
- Day Habilitation
- Day Habilitation without Walls
- Day Treatment
- Community Habilitation
- Community First Choice Option (CFCO)
- Mental Health (MH) Program (e.g. MH Day Program, Social Club)
- Adult Day Services (e.g. Department of Aging or Health Services)
- Volunteer
- I am Retired
- No Structured Daytime Activity
- Adult Education/College Classes
- Other

I Want to Maintain, Improve, or Change my Current Work Situation

NOTE: This question relates to work, meaning paid employment. Other daytime activities in support of achieving individual desired outcomes may be best identified in the My Happiness section.

If an individual is not employed and would like to pursue employment in the near future, choose “Yes”.

“I want to maintain, improve or change my current work situation”

Response = “Yes” “No”

“I would like to maintain, improve or change this”

- ASAP (goals go to Life Plan)
- Within 1 year (goals go to Life Plan)
- In three years (pdf only)
- In the future (pdf only)

I Want to Maintain, Improve, or Change my Current Work Situation: Goals

I want to:

- Change my work situation
- Maintain my work skills
- Maintain my present work situation
- Improve my work skills
- Learn work readiness skills
- Have a back-up in case I lose my job
- Change Service Provider
- Get a real job
- Earn more money
- Retire
- Work with people I know
- Volunteer
- Go to a place that can meet my medical needs
- Explore available options
- Pursue integrated work
- Have Less hours
- Other

In Order to Change My Situation, I Need:

What are all the skills and supports a person may need to support a person in developing employment skills and/or obtaining, retaining or advancing in employment?

This will help the person develop a comprehensive plan of supports to maximize employment success.

- Actions:
- Teach Work Skills (PG)
 - Teach Work Habits (PG)
 - Provide an assessment of work skills (PS)
 - Monitor and address ongoing work performance (PS)
 - Teach travel training (PG)
 - Teach safety skills (PG)
 - Teach social Skills (PG)
 - Teach to use public transportation (PG)
 - Find and coordinate transportation (CMT)
 - Provide assessment of interests (PS)
 - Review available options to make an informed choice (CMT)
 - Other

(YES) I want to maintain, improve, or change my current work situation

Choose 4+ Goals and/or Actions to promote growth and comprehensive services.

| Scenario | How I Spend My Day | Examples of Goals | Examples of Actions |
|---|---|--|--|
| <p>Tom has a job at Walgreen's. He sometimes needs help with talking with his boss and co-workers. He also would like to learn how to use the cash register.</p> | <p>Supported Employment (SEMP)</p> | <p><input type="checkbox"/> Maintain my work skills <input type="checkbox"/> Improve my work skills <input type="checkbox"/> Have a back-up in case I lose my job <input type="checkbox"/> Earn more money</p> | <p><input type="checkbox"/> Teach work skills <input type="checkbox"/> Teach work habits <input type="checkbox"/> Teach social skills <input type="checkbox"/> Provide an assessment of work skills <input type="checkbox"/> Monitor and address ongoing work performance <input type="checkbox"/> Teach safety skills</p> |
| <p>Cindy wants to get a job at the Mall. She has been told she needs more experience and has to continue to work on her stamina and communication skills for the next year or two.</p> | <p>Community Based Prevocational Services</p> | <p><input type="checkbox"/> Change my work situation <input type="checkbox"/> Improve my work skills <input type="checkbox"/> Learn work readiness skills <input type="checkbox"/> Get a real job <input type="checkbox"/> Volunteer <input type="checkbox"/> Explore available options</p> | <p><input type="checkbox"/> Teach work skills <input type="checkbox"/> Teach work habits <input type="checkbox"/> Provide an assessment of work skills <input type="checkbox"/> Teach travel training <input type="checkbox"/> Teach social skills <input type="checkbox"/> Provide assessment of interests <input type="checkbox"/> Teach to use public transportation</p> |
| <p>Bruce is interested in working at a garden center or farm. He has participated community based prevocational services for 2 years volunteering at a community garden and animal shelter. Bruce is new to employment and applying for ETP/SEMP.</p> | <p>Supported Employment (SEMP)</p> | <p><input type="checkbox"/> Change my work situation <input type="checkbox"/> Improve my work skills <input type="checkbox"/> Explore available options <input type="checkbox"/> Get a real job <input type="checkbox"/> Earn more money <input type="checkbox"/> Have a back-up in case I lose my job <input type="checkbox"/> Pursue integrated work</p> | <p><input type="checkbox"/> Teach work skills <input type="checkbox"/> Teach work habits <input type="checkbox"/> Provide an assessment of work skills <input type="checkbox"/> Monitor and address ongoing work performance <input type="checkbox"/> Teach travel training <input type="checkbox"/> Teach social skills <input type="checkbox"/> Teach to use public transportation</p> |

RESOURCES

OPWDD Care Management Life Planning and Service Delivery Process: Connecting the Dots:

<https://youtu.be/d0uzboNE5U4>

Innovation Training: www.eleversity.org

Employment Questions:

Employment.technical.assistance.questions@opwdd.ny.gov

CCO Questions: care.coordination@opwdd.ny.gov