

OPWDD Employment Services
New Provider
Training Manual

Julia Kelly, DD Policy Specialist

(518) 473-7030

Julia.A.Kelly@opwdd.ny.gov

Training Acronym List

ACCES-VR	Adult Career and Continuing Education Services—Vocational Rehabilitation
CBPV	Community-Based Prevocational
CIN	Medicaid Client Identification Number
CMS	Center for Medicare & Medicaid Services
DH	Day Habilitation
DOL	Department of Labor
ETP	Employment Training Program
FLSA	Fair Labor Standards Act
HCBS	Home and Community-Based Services
HHS	Department of Health and Human Services
IDT	Interdisciplinary Team
IRA	Individual Residential Alternative
JRT	Job Readiness Training
OPWDD	Office for People With Developmental Disabilities
PTE	Pathway to Employment
SBPV	Site-Based Prevocational Services
WIOA	Workforce Innovation and Opportunity Act

About the Centers for Medicaid and Medicare Services (CMS)

- The **Medicaid Home and Community-Based Services (HCBS)** Waiver program was authorized under Section 1915(c) of the Social Security Act as an alternative to Medicaid-funded, medical-based supports such as ICF's and institutions.
- CMS is a federal agency within the **Department of Health and Human Services (HHS)** that works in partnership with state governments to administer Medicaid programs.
- HCBS services provide states with the opportunity to offer habilitation services with the **goal is to assist individuals in obtaining and maintaining integrated community employment.**
- CMS defines habilitation as "services designed to assist participants in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary [to participate] in **community-based settings.**"
- It is important, however, to note that employment services available to an individual through other programs, such as **Vocational Rehabilitation** cannot be provided through Medicaid.

CMS' Core Services Definitions

*CMS Guidance September 16, 2011

1. **Career Planning (OPWDD's Pathway to Employment, new 2014)** - Person-centered, comprehensive employment planning and support service that provides assistance to obtain competitive employment. It is a focused, time limited with the goal of developing a career direction and plan for competitive, integrated employment.
2. **Prevocational Services (OPWDD's Community Based Prevocational Services, new 2015)** - Provides learning and work experiences, including volunteer work, where the individual can develop general, non-job-task-specific strengths and skills that contribute to employability in paid community employment. Prevocational services may be provided in a variety of locations in the community and are not limited to fixed-site facilities. Services are expected to occur over a defined period of time with specific outcomes.
3. **Supported Employment (OPWDD's SEMP Services, redesigned 2015)** - The outcome of this service is sustained paid employment at or above the minimum wage in an integrated setting in the GENERAL WORKFORCE in a job that meets personal and career goals.

The Tools in our Toolbox

Purple = Discovery services

Green = Job Matching and Job Coaching services

Community-Based Pre-Vocational (Waiver Service)	Pathway to Employment (Waiver Service)	Employment Training Program (ETP) (Program)	Supported Employment (SEMP) (Waiver Service)
Prepares people for paid employment or meaningful activities	Creates a vocational plan and prepares people for paid work	Provides an opportunity time limited paid work experience after Discovery and targeted job development	Provides job coaching, job development and support on a job
2 years or more	1 year	1 year or less	On-Going
Discovery, community work experiences, volunteer opportunities and career planning	Discovery, community work experiences, and develop a vocational goal	Discovery, job development, Intensive SEM, and Internship/Work opportunity at a community business that agrees to hire the individual	Community-based, competitive, integrated employment
Unpaid/Volunteer work or 14C Paid Experiences	Unpaid/Volunteer Experiences or paid at minimum wage	Wages paid by OPWDD at Minimum Wage until business hires	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 and may be combined with other services. Pathway services are typically part-time.
- **Employment Training Program (ETP)** – wrap around service and may be combined with other services. ETP services are typically 12-14 hours a week.
- **Supported Employment (SEMP)** - wrap around service and may be combined with other services.

See full billing limitations in specific service regulations.

Which Programs May or May Not Be Combined?

Office of Mental Health Medicaid Funded Personalized Recovery Oriented Services (PROS) services and OPWDD Employment Services.

- Co-enrollment is permitted between an OPWDD-sponsored day program and a Comprehensive PROS program. However, the PROS program is limited to Levels 1 & 2 of the Monthly Base Rate.
- Other PROS programs may not be combined.

ACCES-VR vocational services and OPWDD Employment Programs.

- ACCES-VR vocational services may OR may not be approved in conjunction with OPWDD vocational and employment services. Consult with the individual's ACCES-VR counselor for review and approval.
- ACCES-VR considers college funding/supports, driver's training, vocational evaluations, supported employment, etc. as employment/vocational services.
- ACCES-VR supported employment (SEMP) is time-limited. Once an individual secures a job and completed ACCES-VR SEMP services, they need to transition to OPWDD Extended SEMP services.

Employment Services Available

Individual is not employed (Intensive SEMP):

- Employment Training Program (enrolled in OPWDD SEMP) – Discovery (if not completed prior), job readiness training classes, job development, paid training wages, job coaching – average funding \$20,000 (250 hours)
- ACCES-VR (job development and job coaching) – approximately \$9,000 (120 hours based on SEMP fee)

Individual is employed (Extended SEMP):

- OPWDD Supported Employment Services (job coaching, career development)

Volunteer Versus Unpaid Work Experiences

Volunteer experiences are typically part-time and occurs at a nonprofit organization. Volunteering is a great way of exploring interests, developing skills, gaining experience, building a resume, and building relationships that prepare an individual for paid community employment. Volunteering does not have a time-limit. All volunteer work must follow Department of Labor (DOL) regulations. Volunteer activities should be based on an individual's interests and preferences.

Unpaid work experiences are short-term and must meet all seven of the DOL criteria. Using businesses for exploration, assessment, and training gives individuals real world, work experiences and opportunities to learn the person's skills in very specific employment settings. Unpaid work experiences also allow the individual to make informed choices regarding career preferences based on actual experience.

Per DOL, as a general rule, unpaid work experiences are permissible if the following hour limitations are not exceeded:

- Vocational explorations (Identifying types of jobs an individual may be interested in) - **5 hours per job experienced**
- Vocational assessments (Evaluating an individual's overall employment skills, interest and suitability for specific occupations)- **90 hours per job experienced**
- Vocational training (Developing an individual's skills for a specific occupation)- **120 hours per job experienced**

http://static.smallworldlabs.com/umass/content/seln/SELN_unpaidwork_2017.pdf

Public Benefits Planning Includes:

- ◆ Assisting individuals and their support teams in **considering the impact of wages** on public benefits prior to employment.
- ◆ Learning about **work incentives** such as Impairment Related Work Expenses (IRWE) and PASS (Plan for Achieving Self Sufficiency).

Resources Available:

- SSA Publication No. 64-030, **The Red Book** can be found at: <http://www.ssa.gov/redbook>
- The New York Region's Work Incentives Network (WIN): <http://www.ssa.gov/ny/win-intro.htm>
- State Independent Living Centers (Funding dependent)
- Automated SSI Calculations worksheet, Yang-Tan Institute on Employment and Disability Institute: <https://ytionline.org/ssi-calculation-worksheet>

Comparing Discovery Services

	ETP Discovery	Pathway to Employment	Community Based Prevocational
Who	Individuals have some work/volunteer experiences, job retention challenges, no prior 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

Employment Training Program Overview

The Employment Training Program provides opportunities for individuals with developmental disabilities to gain *real work experience* and *attend job readiness classes* to build success. The goal of an ETP internship is to assist individuals in obtaining employment in *the community, earning at least minimum wage at the completion of the internship.*

ETP wages are funded through New York State OPWDD and support services are funded by OPWDD Intensive SEMP fees.

ETP is a time limited program leading to paid employment in an integrated job earning at least minimum wage. After ETP, if employed, the person will continue be supported through Extended SEMP services.

ETP offers individuals an opportunity to participate in Discovery, Paid Internships at a company:

- Brief Discovery (unless completed in Pathway to Employment)
- PAID Internship at a community business that, if successful, leads to being employed by the business
- Job coaching
- Job readiness training

What is the Employment Training Program?

- A time limited program (time frame depends on individual needs)
- Requires that the training/work site experiences lead to permanent paid employment.
- Provides an ETP Supervisor to assist with the implementation and oversight of the quality of services.
- Requires that service providers complete a Discovery process before job development.
- Provides funding for the intensive services required by individuals.
- Assures that job coaching (through providers) is provided at the proper level.
- Wages may be paid by OPWDD while a person is learning a job.
- Alternative to ACCES-VR for individuals with higher support needs.
- ETP programs are designed for adults and high school student transition.

Why is the Employment Training Program Successful?

- Application process
- Discovery
- Job Readiness Training (JRT)
- Job placement is customized and matched to individual
- Paid wages during the training period
- Individuals build the work experience needed to be competitive in the job market
- Intensive job coaching
- Employer agree to hire if the individual meets the business performance and job requirement

What is the ETP Supervisor's Role?

- Provide technical assistance and support.
- Review and approve ETP applications.
- Prepare and submit the Request for SEMP Intensive Services for ETP.
- Approve next steps After Discovery is completed.
- Provide on-going Job Readiness Training (JRT) classes.
- Approve internships and coordinate quarterly progress reviews.
- Coordinate hiring, training and temporary wages through New York State.
- Meet periodically with agencies and businesses to monitor progress and provide support.

What is the SEMP Staff Role for ETP Services?

- Complete and submit ETP applications to the ETP Supervisor.
- Implement Discovery with 2 work experiences within 180 days.
- If approved, provide Job development services based on Discovery results.
- Provide intensive job coaching and build independence at internships that lead to the individual being hired by the business (if intern meets job requirements).
- Transition interns to OPWDD SEMP Extended services for ongoing employment supports, once the business pays the interns wages.
- Submit monthly reports documenting each person's progress/challenges and participate in periodic meetings with the businesses.
- Communicate any changes or challenges in a timely manner.

SEMP Service Definitions

<p>Vocational assessment</p>	<p>Reviewing PTE Discovery Reports/Employment Plans, interviewing an individual and support team, observing in various settings, reviewing records, administering test or performance reviews, etc. to identify employment interests and support needs.</p>
<p>Person-centered employment planning</p>	<p>Person-centered employment planning is an approach to forming vocational goals that are centered on the dreams, interests, skills and desires of the person for whom they are built.</p>
<p>Job-related discovery</p>	<p>Observation of the individual performing work skills and career research with the individual in order to determine the person’s career interests, talents, skills, and support needs.</p>
<p>Job development, analysis, customization, and carving</p>	<p>Includes developing relationships between an individual and business/potential employer to develop opportunities that facilitate matches among the person’s strengths and interests and work conditions and the identified needs of the business. Includes job analysis, customization, and carving customized opportunities.</p>
<p>Training and systematic instruction prior to employment</p>	<p>Including individualized and appropriate work-related behaviors (e.g., resume building, interview instruction, customer service, following workplace policies, workplace communication, dressing for work).</p>
<p>Job placement</p>	<p>Includes planning and communication with the person and their support team, interviews, coordination and instruction, assisting with job applications and/or testing, developing job accommodations, acquisition of job supplies/clothing, creating a training and orientation plan with the employer and job negotiation.</p>
<p>On-the-job coaching, and training, and planning within the work environment</p>	<p>Includes training tailored to the needs of the individual including job analysis to identify job duties, assistance in learning work-related tasks and routines, providing support to the individual and business such as advocacy, disability awareness-building, job adaptations, social support, problem-solving, development of natural supports.</p>
<p>Development and review of a business plan (for individuals pursuing self-employment)</p>	<p>A business plan is for individuals who are pursuing self-employment or who are self-employed. Includes identifying skills that could be used to start a business, and identifying business training and technical assistance that could be used in achieving self-employment goals.</p>
<p>Transportation between activities</p>	<p>Transportation with the person includes time that the service provider spends transporting individuals to and from their jobs or employment-related activities such as transportation to an interview, job site, etc.</p>

Travel training	Training designed to teach individuals how to travel safely and independently on public transportation (including buses, walking, subway, Para-transit, etc.)
Development of soft skills and retention strategies	Includes instruction and assistance with social interactions and customer service, maintaining relationships with coworkers and supervisors, team work, workplace etiquette, requesting assistance, etc.
Benefits support and asset development	Includes counseling an individual and his or her family about the impact of wages on Social Security, Medicaid, food stamps, and other benefits and providing information to an individual and his or her family on Work Incentive Programs and the Ticket-to-Work Program.
Career advancement services	Include reviewing and updating employment goals, developing plans to achieve his or her goals and assisting with the steps to assist the person to gain the skills, experience, and knowledge needed to be successful in their identified career.
Other workplace support services	Facilitating workplace accommodations such as assistive technology, job restricting, and schedule modification; co-worker and employer supports; and employer-sponsored programs and policies such as return-to-work policies, disability case management, and company policies.
Negotiating potential jobs with prospective employers on behalf of an individual	Job developers act as representatives or agents to the seeker, directed by the job seekers conditions, interests and specific contributions in strategically negotiating with an employer the best-fit employment conditions and environment that will ensure the job seekers success.
Communication with existing employers	Includes reviewing the individual’s progress, work expectations, work challenges and developing strategies to address challenges and promote success in the job.
Communication with family/circle of support	Includes communication with family or other members of the person’s support team to discuss and address employment-related issues such as management of benefits, challenges in the work environment, transportation, etc.
Communication with other OPWDD services staff	Includes communication and meeting with the person and the members of their support team regarding planning for employment, planning for job retention, strategies for employment challenges and career development planning.
Documentation of delivery of SEMP services	As required by the regulations and to evaluate the quality of services (e.g., purpose of services, response to services, tracking outcomes, planning for improved services for specific individuals).
Other activities previously approved by OPWDD	Contact OPWDD if you have questions.

Allowable Services without Individual Present	
Billing for SEMP Services Delivered Without the Individual Present	Some SEMP services may be delivered on behalf of an individual who is not actually present at the time of service delivery. Such services include: discussions with families about transportation to a job or benefits planning, meetings with businesses about hiring an individual, development of the SEMP Service Delivery Plan (also known as the Habilitation Plan), documentation of the delivery of SEMP services, travel to a job site to provide coaching services, etc. These services may be delivered and billed for during times when an individual may also be receiving another OPWDD service. This is not considered double billing because the individual is receiving two separate services.
Billing for Transportation (Staff Travel Time)	Transportation (staff travel time) is an allowable billable service in the Intensive and Extended phases of SEMP. Allowable travel time includes time that a job coach, job developer, employment specialist, or other staff with a similar job title travels during the day, evening, or weekend to job sites to provide SEMP services; meetings with potential and current employers, conducting vocational assessments; attending OPWDD Innovations trainings designed to enhance the quality of SEMP services, and providing other billable SEMP activities. Travel may be with or without the individual receiving SEMP services. Travel time that occurs during work hours when staff is being paid by a service provider is billable. Travel time should be billed to either an individual or group activity with specific SEMP participants identified. SEMP services provided during the evening or weekends are considered work day services.
Innovations Trainings	Travel time to OPWDD’s Innovations Trainings is billable as long as the staff is being paid by the service provider during the time of the travel. Such travel must be billed using the group fee for up to five individuals. Even if the staff has a larger caseload, billing is limited to a maximum of five individuals. If more than one staff travel to a 6 hour OPWDD Innovations Training, each staff person can bill using the group fee for travel time (up to five individuals), but they cannot bill for the same individuals. Staff travel to non-billable activities, such as travel to lunch or a destination where SEMP services are not being provided, is not considered allowable travel time. Service provider paid staff time spent participating in OPWDD’s Innovations in Employment Supports Trainings can be billed as “other activities”.
Billing for Meetings	Time spent attending meetings with an individual or on behalf of an individual receiving SEMP services is billable. If multiple staff attend a meeting, the billing may be split between the multiple staff or billed to only one staff person.

SEMP Service Samples

1. **Self-employment planning** (for individuals pursuing self-employment or are self-employed) includes identifying skills that could be used to start a business and identifying business training and technical assistance that could be used in achieving self-employment goals.
2. **Soft skills and job retention strategies** includes instruction and assistance with social interactions and customer service, maintaining relationships with coworkers and supervisors, teamwork, workplace etiquette, requesting assistance, etc.
3. **Benefits support and asset development** includes counseling an individual and his or her family about the impact of wages on Social Security, Medicaid, food stamps, and other benefits and providing information to an individual and his or her family on Work Incentive Programs and the Ticket-to-Work Program.
4. **Career development services** include reviewing and updating employment goals, developing plans to achieve his or her goals and assisting with the steps to assist the person to gain the skills, experience, and knowledge needed to be successful in their identified career.
5. **Communication with an existing employers** includes reviewing the individual's progress, work expectations, work challenges and developing strategies to address challenges and promote success in the job.
6. **Communication with the person and their support team** includes communication with family or other members of the person's support team to discuss and address employment-related issues such as management of benefits, challenges in the work environment, transportation, etc.
7. **Meetings and communications** with staff includes communication and meeting with the person and the members of their support team regarding planning for employment, planning for job retention, strategies for employment challenges and career development planning.
8. **Documentation of the delivery of SEMP services** as required by the regulations and to evaluate the quality of services (e.g., purpose of services, response to services, tracking outcomes, planning for improved services for specific individuals).
9. **Other activities** previously approved by OPWDD "Service provider paid staff time spent participating in OPWDD's Innovations in Employment Supports Trainings"

SEMP Transportation Services

- Transportation with the person to SEMP activities.
- Time that a job coach or job developer travels (with or without the individual) to billable SEMP activities, such as travel to job sites to provide SEMP services; meetings with potential and current employers; SEMP documentation; or to conduct vocational assessments.
- Travel time should be billed to either an individual or group activity with specific SEMP participants identified.
- Staff may only bill travel time when they are being paid by the agency.
- Travel training includes training designed to teach individuals how to travel safely and independently on public transportation or other transportation options (e.g., calling for a ride, transferring busses, walking, etc.).

Billing for Staff Training

- “other activities previously approved by OPWDD.” Service provider paid staff time spent participating in OPWDD’s Innovations in Employment Supports Trainings can be billed as “other activities”.
- Such staff time must be billed using the group fee for up to five individuals.
- If more than one staff person participates in the Innovations Trainings, each staff person can bill for up to five individuals, but they cannot bill for the same individuals.
- Staff do not bill for lunch at trainings. Typically, staff will bill 5 hours for a 6-hour class.
- Providers must document staff training. Staff may print out a transcript at www.eleversity.org.

Case Scenarios

Scenario 1

Kara has attended the workshop which only offers production work for 15 years. She recently stated that she wants to work, but only wants to cook in a restaurant. She has a lot of experience helping her mom cook, but has not had paid, work experiences outside of the workshop which offers production work.

What would be the next steps for Kara?

Scenario 2

Thomas is nearing the completion of Pathway to Employment and his Discovery/Employment Plan recommends that Thomas pursue employment working in outdoors lawn/maintenance work. ACCES-VR recommended that Thomas' pursue employment funded by OPWDD, because he has higher support needs and limited work experience.

What would be the next steps for Thomas?

Scenario 3

Astrid was employed as a laundromat attendant for 12 years within 3 blocks from her home. The laundromat recently closed and Astrid needed to pursue new employment to pay for her apartment and daughter's daycare.

Astrid wanted to work in retail either stocking or customer service. Astrid was accepted by ACCES-VR and began working at Staples hour stocking shelves and various customer service duties. Astrid has completed ACCES-VR and is in the OPWDD Waiver.

What would be the next steps for Astrid?

Developing Staff Structures: Critical Questions

Individual supports are based on the person's needs and not staff availability or solely based on caseload assignments.

- Can I hire part-time or full-time staff with *specialty skills* to supplement regular staff (job development, benefits planning, assessment, employment-related skills training)?
- How can I create caseloads based on geographical, support needs, time of day and other efficiencies?
- Who are the back up staff for each person served?
- Are staff cross trained in all Employment Services?
- How do I schedule for days off, training, staff leaving the job, etc.?
- Is management able to bill for some services?

Compliance Systems

- Schedule regular agency meetings with QA/compliance staff and employment services management.
- Are systems automated to review documentation for compliance?
- Is documentation checked for compliance and quality of services?
- Are frequent documentation errors communicated regularly with staff?
- Are staff very familiar with regulations and administrative memoranda (ADM) through internal staff training and periodic review?

Billing SEMP in eMedNY <https://emex.emedny.org>

Intensive	Individual	4790-SEMP
Intensive	Group	4791-SEMP
Intensive	Individual, Agency Supported, Self-Directed	4759-SEMP
Intensive	Group, Agency Supported, Self-Directed	4760-SEMP
Intensive	Individual, Self-Hire, Self-Directed	4769-SEMP
Intensive	Group, Self-Hire, Self-Directed	4770-SEMP
Extended	Individual	4792-SEMP
Extended	Group	4793-SEMP
Extended	Individual, Agency Supported, Self-Directed	4761-SEMP
Extended	Group, Agency Supported, Self-Directed	4762-SEMP
Extended	Individual, Self-Hire, Self-Directed	4771-SEMP
Extended	Group, Self-Hire, Self-Directed	4772-SEMP

*Fee Regions correspond to the county TABS SEMP code

**Loop 2310F / Segment REF02 When submitting the 837 Institutional (8371) claim submission to Medicaid, the provider ID used to bill for services will need to be input in the following loop/segment of your claim submission – Loop 2310F / Segment REF02

Billing Extended SEMP Services for Individuals Who are Employed:

- The job tasks match the individual's skill level and interests.
- SEMP staff are building competency and independence on the job.
- SEMP agencies may bill up to 200 Extended SEMP hours every SEMP enrollment year. If the agency needs more than 200 hours, they will submit a Request to Bill Additional SEMP Extended Services form.
- If the person loses a job, the SEMP agency may bill Extended SEMP for 45 days to plan, update Discovery, address work barriers and begin job development. Intensive SEMP hours must be approved to continue services after 45 days.
- Job Development and career planning may be provided while a person is employed through Extended SEMP services.

Billing Intensive SEMP Services for Individuals Who are Unemployed:

- All SEMP Intensive services must have prior approval. Agencies submit a Request to Bill SEMP Intensive Services form to receive approval for job development.
- The individual has had Discovery, some work or volunteer experiences, and employment planning.
- Barriers and challenges to employment have been addressed with new strategies or resources.
- The individual previously participated in ACCES-VR or ETP, and the agency has documentation in the person's file.
- SEMP Intensive services may be approved in increments up to 250 hours, in multiple requests as needed to fund SEMP services.
- The number of SEMP Intensive hours approved depends upon the person's work history, Discovery, and new strategies/resources available to address work challenges.

Self-Directed SEMP

- All Self-Directed SEMP services follow current SEMP regulations and processes.
- The Fiscal Intermediary maintains documentation and records for compliance.
- The Fiscal Intermediary bills for SEMP services and must maintain all documentation related to billing.
- Self-Directed Self-Hired SEMP support brokers must submit Request to Bill for services forms and list the Fiscal Intermediary as the SEMP Agency.
- Self-Directed Self-Hired SEMP funding hours are based on the Total Cost of SEMP Services, as listed in the budget / divided by the regional SEMP fee.
- Self-Directed Agency Purchased and Agency Supported SEMP services follow same standard SEMP procedures.

SEMP Request Forms Process

- The **SEMP enrollment anniversary date** (for billing approval purposes) is based on the SEMP enrollment date as listed in CHOICES with the current SEMP provider agency or Fiscal Intermediary (FI). If the person was enrolled in SEMP prior to 7/1/15, the **SEMP enrollment anniversary date** is 7/1.
- All approved SEMP hours (Intensive and Extended) **expire 365 days** after the SEMP enrollment anniversary date.
- For example, a person who is enrolled in SEMP on 2/1/11 would have an annual SEMP enrollment year of 7/1 to 6/30. If a person was enrolled in SEMP on 8/1/16, the annual SEMP enrollment year would be 8/1 to 7/31.
- The forms are located at www.eleversity.org under Resource Materials/Innovations in Employment Supports.
- Completed forms are sent attached (NOT SCANNED) via secure email to semp.pe.billing.requests@opwdd.ny.gov.
- The SEMP Agency/Fiscal Intermediary must retain a copy of all approvals in their records.
- For Self-Directed Self-Hire, the Fiscal Intermediary is listed as the SEMP Agency.

Life Plan Format

The person, Care Manager, and care planning team work together to develop the Life Plan using a person-centered planning process.

The Life Plan is comprised of 5 sections.

- I. Assessment Narrative Summary
- II. Outcomes and Support Strategies
- III. Individual Safeguards/Individual Plan of Protective Oversight
- IV. HCBS Waiver Service and Medicaid State Plan Authorized Services
- V. All Supports and Services: Funded and Natural/Community Resources
- VI. IDT Summary, IDT Meetings/Attendance, Member Conditions and Diagnoses

Staff Action Plans

Staff Action Plans detail the following:

- The goal/valued outcomes, goals, and safeguards, as identified in the individual's Life Plan.
- How the habilitation staff will implement the goal/valued outcomes, goals, and safeguards.
- Ensure that the goal/valued outcomes, habilitative goals, and safeguard needs of individuals are met by the planning team and service providers.
- Staff Action Plans are developed and signed by the habilitation staff and forwarded to the Care Manager via the CCO's portal or another agreed upon mechanism for prompt communication. In addition to Care Managers, the Staff Action Plans should also be provided to: the individual and his/her representative and any other parties agreed to by the person and his/her representative. (2018-ADM-06R)
- Staff Action Plans are required for HCBS Waiver services and OPWDD 100% State-Funded SEMP (individuals who are grandfathered prior to 7/1/15).

Staff Action Plan Reviews

There must be evidence that the Staff Action Plan was reviewed at least twice annually.

There must be evidence that the Staff Action Plan was reviewed at least twice annually.

- Review sign-in sheet;
- Service note indicating a review took place; and/or
- Revised/updated Staff Action Plan

Evidence of reviews must include the:

- Individual's name;
- Habilitation service(s) under review;
- Staff signature(s) from the habilitation services(s);
- Date of the staff signature(s); and
- Date of the review

Staff Action Plans Must Contain the Following:

Additionally, habilitation providers are responsible for the documentation standards outlined in the specific service-related Administrative Memoranda.

- Individual's name
- Individual's Medicaid Client Identification Number (CIN)
- Habilitation service provider's agency name
- Name of habilitation service(s) provided (e.g., Community Based Prevocational)
- Date (day, month, and year) the Life Plan meeting, or Staff Action Plan review/developed
- Identification of the Goals/Valued Outcomes (Life Plan Section II)
- Identification of Provider Assigned Habilitative Goals/Safeguards (Life Plan Section III)
- Description of service(s) and support(s) and frequency (as listed in the Life Plan)
- Safeguards listing all supports and services (may also reference guidance documents)
- Printed name(s), signature(s) and title(s) of the staff who wrote the Staff Action Plan
- Date (day, month, and year) that staff signed the Staff Action Plan; and
- Evidence that Staff Action Plan was distributed no later than 60 days after: start of services; life plan review date; or revised/updated Staff Action Plan, whichever comes first.

Sample SEMP Staff Action Plan

Outcomes and Support Strategies (Section II)

SEMP Sample 1:

Copied from Life Plan:

My Goal/Valued Outcome: Be more independent

Provider Assigned Goal: Teach work skills (G-Goal)

Frequency: As needed

Add description(s) of staff actions for goal/support implementation:

Staff will teach the person to learn new tasks, as assigned by work supervisors. Staff will provide instructional supports, communicate regularly with supervisor, and gradually fade supports, as John meets the business' standards. To assist John in remembering his tasks, staff will laminate tasks lists with pictures/symbols, as new tasks are added. Staff may provide any of the allowable SEMP services to support this goal.

Outcomes and Support Strategies (Section II)

SEMP Sample 2:

Copied from Life Plan:

My Goal/Valued Outcome: Be more independent

Provider Assigned Goal: Gain Competitive Employment (G-Goal)

Frequency: As needed

Add description(s) of staff actions for goal/support implementation:

Staff will assist Francie in finding a job that meets her keyboarding, filing, and other clerical skill levels within the public transportation range. Francie recently completed Discovery which recommended clerical work as her preferred career choice. Francie is currently employed as a cleaner and would like to eventually move into her preferred career. Staff may provide any of the allowable SEMP services to support this goal.

Sample SEMP Staff Action Plan

Outcomes and Support Strategies (Section III)

SEMP Sample 3:

Copied from Life Plan:

My Goal/Valued Outcome: I want to improve or maintain my work skills

Provider Assigned Goal: Teach work skills (G-Goal)

Frequency: As needed

Add description(s) of staff actions for goal/support implementation:

Staff will teach John to respond to customer requests by looking customers in the eye, listening fully to requests, and responding appropriately. If John does not know the answer, he will escort the customer to another customer service associate for assistance. Staff will provide instructional supports, gradually fading supports, as John competently responds to customer requests. Staff may provide any of the allowable SEMP services to support this goal. John will learn to respond to customer requests appropriately 95% of the time observed and reported within 1 year.

Outcomes and Support Strategies (Section III)

SEMP Sample 4:

Copied from Life Plan:

My Goal/Valued Outcome: I want to be more healthy

Provider Assigned Goal: Teach diabetes self-management training (S-Support)

Frequency: As needed

Add description(s) of staff actions for goal/support implementation:

Staff will teach Francie which foods are safe to purchase at the company cafeteria and special events according to her diabetic diet. Staff will contact the residential nurse monthly for diabetic instructions and updates. As Francie makes healthy food choices at work, staff will gradually fade supports but monitor regularly. Staff may provide any of the allowable SEMP services to support this goal.