OPWDD EMPLOYMENT SERVICES
DIRECTORS’ TRAINING

INNOVATIONS IN EMPLOYMENT SUPPORTS

Eleversity
NEXT-LEVEL WORKFORCE EDUCATION
Introduction & Welcome
Zoom Features
• Introduction and Welcome
• Agency Planning for Employment Services
• Tools for Getting People Back to Work
• Intensive SEMP Updates
• SEMP Quarterly Report Updates
• SEMP Disenrollment Project
• Innovations in Employment Supports Updates
Agency Planning for Employment Services

• Master Plan for Services to Meet Each Person’s Needs

• Reviewing Staffing Resources (Availability, Hours and Skills)

• Prioritizing Services for Effectiveness
# Master Planning Sheet

<table>
<thead>
<tr>
<th>SEMP Enrolled and Authorized</th>
<th>Employed or Not Employed</th>
<th>Job Site</th>
<th>Primary SEMP Services Provided (or Projected)</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thurs</th>
<th>Friday</th>
<th>Sat/Sun</th>
<th>Document &amp; Coordinate Time Billed to Specific Individuals</th>
<th>Total Staff Hours Needed to Provide SEMP Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jonathan Jones</td>
<td>E</td>
<td>COVID Discovery</td>
<td>2.00</td>
<td>2.00</td>
<td>0.00</td>
<td>2.00</td>
<td>1.00</td>
<td>1.00</td>
<td>8.00</td>
<td>8.00</td>
<td></td>
</tr>
<tr>
<td>Linda Smith</td>
<td>E</td>
<td>COVID Discovery</td>
<td>4.00</td>
<td>2.50</td>
<td>2.50</td>
<td></td>
<td></td>
<td>2.00</td>
<td>11.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anne Gifford</td>
<td>NE</td>
<td>Albany College</td>
<td>ETP Discovery</td>
<td>3.50</td>
<td>0.00</td>
<td>3.50</td>
<td></td>
<td>4.00</td>
<td>11.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Smith</td>
<td>NE</td>
<td>ETP Discovery</td>
<td>3.50</td>
<td>3.50</td>
<td>0.00</td>
<td>4.00</td>
<td></td>
<td>4.00</td>
<td>15.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allen Harding</td>
<td>E</td>
<td>Chinese Buffet</td>
<td>Job Coaching</td>
<td>7.00</td>
<td>0.00</td>
<td>0.00</td>
<td>7.00</td>
<td>2.00</td>
<td>16.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carol Sky</td>
<td>E</td>
<td>Walgreens</td>
<td>Job Coaching</td>
<td>3.00</td>
<td></td>
<td>2.50</td>
<td>2.50</td>
<td>3.00</td>
<td>11.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lakisha Tope</td>
<td>E</td>
<td>Valley Farms</td>
<td>Job Coaching</td>
<td>3.75</td>
<td>3.75</td>
<td>3.75</td>
<td></td>
<td>1.00</td>
<td>12.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maria Sky</td>
<td>E</td>
<td>The Gap</td>
<td>Job Coaching</td>
<td>1.50</td>
<td></td>
<td>2.50</td>
<td>2.50</td>
<td>1.00</td>
<td>4.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mario Voppe</td>
<td>E</td>
<td>Meineke Muffler</td>
<td>Job Coaching</td>
<td>1.75</td>
<td></td>
<td>2.50</td>
<td>2.50</td>
<td>1.00</td>
<td>7.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mary Jones</td>
<td>E</td>
<td>McDonalds</td>
<td>Job Coaching</td>
<td>6.00</td>
<td>4.00</td>
<td>4.00</td>
<td>4.00</td>
<td>6.00</td>
<td>22.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Temesha Anderson</td>
<td>E</td>
<td>Albany Law Assoc.</td>
<td>Job Coaching</td>
<td>3.00</td>
<td>4.00</td>
<td>4.00</td>
<td>3.50</td>
<td>4.00</td>
<td>19.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tom Washington</td>
<td>E</td>
<td>Prudential Insur.</td>
<td>Job Coaching</td>
<td>4.00</td>
<td>4.00</td>
<td>4.00</td>
<td></td>
<td>1.00</td>
<td>13.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carlita Perrault</td>
<td>NE</td>
<td>Job Development</td>
<td></td>
<td>2.75</td>
<td></td>
<td></td>
<td>2.75</td>
<td>1.00</td>
<td>6.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Harold Purdy</td>
<td>NE</td>
<td>Job Development</td>
<td></td>
<td>4.00</td>
<td></td>
<td></td>
<td>4.00</td>
<td>3.00</td>
<td>11.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maria Lopez</td>
<td>NE</td>
<td>Job Development</td>
<td></td>
<td>0.00</td>
<td>2.00</td>
<td>0.00</td>
<td>2.00</td>
<td>2.00</td>
<td>9.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td>39.75</td>
<td>24.50</td>
<td>24.25</td>
<td>22.50</td>
<td>17.75</td>
<td>18.25</td>
<td>30.00</td>
<td>177.00</td>
</tr>
</tbody>
</table>

Notes:
- E: Employed
- NE: Not Employed
- SEMP: Self-Employed and Marketed Profession

Staff Service Hours Required to Provide SEMP Services for Each Person Per Week Including Staff Travel.
Staffing Resources

Full Time Equivalent – FTE Calculations

Example:

• Number of Hours Per Week the Agency requires staff to Bill SEMP Services (varies by agency). This example is based on a 40 hour week). 32

• Total Staff Hours Needed to Provide SEMP Services (from the Master Planning Sheet) 177

• Staff Needed to Provide SEMP Services Per Week 5.53

177 total hours needed divided by 32 billable hours per staff = 5.53 full time equivalent (FTE) staff needed to provide SEMP supports.
Prioritizing Staffing Resources

After all Job Coaching services for individuals currently working are provided, how many staffing hours are left?

• How many individuals are in Job Development? Did they complete Discovery? Are they ready to work now? Do they have challenges or barriers that still need to be addressed?

• How many individuals are in Discovery? Are they actively participating?

• Choose the individuals to serve with the current staffing resources and phase in others, when possible.

• Look at staff expansion possibilities.
Prioritizing Staffing Resources

Your agency currently has 4.5 (FTE) staff. The Master Planning Sheet demonstrates that you need 5.53. How would you prioritize these individuals?

<table>
<thead>
<tr>
<th>SEMP ENROLLED AND AUTHORIZED Name</th>
<th>Employed or Not Employed (E or NE)</th>
<th>Job Site</th>
<th>Primary SEMP Services Provided (or Projected)</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thurs</th>
<th>Friday</th>
<th>Sat/Sun</th>
<th>Document &amp; Coordinate Time Billed to Specific Individuals</th>
<th>Total Staff Hours Needed to Provide SEMP Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jonathan Jones</td>
<td>NE</td>
<td>COVID Discovery</td>
<td>2.00</td>
<td>2.00</td>
<td>0.00</td>
<td>2.00</td>
<td>1.00</td>
<td>1.00</td>
<td>8.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Linda Smith</td>
<td>NE</td>
<td>COVID Discovery</td>
<td>4.00</td>
<td>2.50</td>
<td>2.50</td>
<td></td>
<td></td>
<td></td>
<td>11.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anne Gifford</td>
<td>NE</td>
<td>Albany College</td>
<td>3.50</td>
<td>0.00</td>
<td>3.50</td>
<td></td>
<td></td>
<td></td>
<td>11.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Smith</td>
<td>NE</td>
<td>ETP Discovery</td>
<td>3.50</td>
<td>3.50</td>
<td></td>
<td>0.00</td>
<td>4.00</td>
<td>15.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allen Harding</td>
<td>E</td>
<td>Chinese Buffet</td>
<td>7.00</td>
<td>0.00</td>
<td>0.00</td>
<td>7.00</td>
<td></td>
<td></td>
<td>16.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carol Sky</td>
<td>E</td>
<td>Walgreens</td>
<td>3.00</td>
<td></td>
<td>2.50</td>
<td>2.50</td>
<td></td>
<td>11.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lakisha Tope</td>
<td>E</td>
<td>Valley Farms</td>
<td>3.75</td>
<td></td>
<td>3.75</td>
<td>3.75</td>
<td></td>
<td>12.25</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maria Sky</td>
<td>E</td>
<td>The Gap</td>
<td>1.50</td>
<td></td>
<td></td>
<td>1.50</td>
<td></td>
<td></td>
<td>4.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mario Voppe</td>
<td>E</td>
<td>Meineke Muffler</td>
<td>1.75</td>
<td></td>
<td>2.50</td>
<td>2.50</td>
<td></td>
<td></td>
<td>7.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mary Jones</td>
<td>E</td>
<td>McDonalds</td>
<td>6.00</td>
<td></td>
<td>4.00</td>
<td>4.00</td>
<td>6.00</td>
<td></td>
<td>22.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Temesha Anderson</td>
<td>E</td>
<td>Albany Law Assoc.</td>
<td>3.00</td>
<td></td>
<td>4.00</td>
<td>4.00</td>
<td>3.50</td>
<td>4.00</td>
<td>19.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tom Washington</td>
<td>E</td>
<td>Prudential Insurance</td>
<td>4.00</td>
<td></td>
<td>4.00</td>
<td>4.00</td>
<td></td>
<td></td>
<td>13.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carlita Perrault</td>
<td>NE</td>
<td>Job Development</td>
<td>2.75</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Harold Purdy</td>
<td>NE</td>
<td>Job Development</td>
<td>4.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maria Lopez</td>
<td>NE</td>
<td>Job Development</td>
<td>0.00</td>
<td></td>
<td></td>
<td>2.00</td>
<td>2.00</td>
<td></td>
<td>9.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td>39.75</td>
<td>24.50</td>
<td>24.25</td>
<td>22.50</td>
<td>17.75</td>
<td>18.25</td>
<td>30.00</td>
<td>177.00</td>
</tr>
</tbody>
</table>
Key Ingredients for Employment

- Discovery
- Job Match
- Job Coaching Support
Tools for Getting People Back to Work

• COVID & ETP Discovery
• COVID & ETP Job Development Plan
• ETP Back to Work Incentive
• Community Prevocational Services
Discovery, Job Development Plan & Vocational Development Plan
COVID and ETP Discovery

During the pandemic, job development was initially not feasible for individuals in SEMP. Therefore, services for all individuals who are furloughed and unemployed have focused on completing the Discovery Report, Career Research and if appropriate, a Job Development or Vocational Plan.

- **Our goal is to be READY with person-centered employment plans at the end of the crisis.** This is an opportunity to understand each individual’s unique skills and abilities as well as their employment preferences BEFORE job development begins.
- The **goal is to provide the agency with quality billable services** during the pandemic to assist with fiscal stability.
- If the **person is unemployed**, COVID Discovery may be funded through Intensive SEMP with approval.
- **Some of the Discovery tasks may not be completed** (observations in day programs and some Community Based Situational Assessments). Staff may use the most recent job as one Community Based Situational Assessments.
- If the **person is furloughed** COVID Discovery is funded through Extended SEMP within 200 hours or with an Addition Extended SEMP approval. That way if the person loses their job, staff submit a Request to Bill Intensive SEMP and can move right to job development if the COVID Discovery was completed.
**EMPLOYMENT TRAINING PROGRAM**

**DISCOVERY REPORT**

<table>
<thead>
<tr>
<th>Name:</th>
<th>TABS ID #:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SEMP Agency:</th>
<th>DDRO:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Choose One</td>
</tr>
</tbody>
</table>

**Date Discovery Started:** ______  **Date Report Completed:** ______

**PURPOSE:** To gather information relevant to employment and analyze and synthesize this information into a recommendation for meeting the individual’s career and vocational goals. Discovery through **Exposure, Exploration, Experience, Evaluation, Education, and Empowerment** will also prepare the individual for competitive employment.

The Discovery Report and recommendation must be completed and then reviewed and approved by your supported employment services management. After the Discovery Report has been reviewed and approved by your Supported Employment Manager, please forward it to the ETP Supervisor.

If job development is authorized by the ETP Supervisor, a Job Developer can use this information to develop a job that matches the individual’s skills and abilities. If other services are recommended, the support team can use this information to coordinate services that will help the individual achieve their employment goals.

<table>
<thead>
<tr>
<th>DISCOVERY ACTIVITY</th>
<th>MINIMUM EXPECTED HOURS</th>
<th>RECOMMENDED HOURS</th>
<th>ACTUAL HOURS PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review of Records</td>
<td>4</td>
<td>4-6</td>
<td></td>
</tr>
<tr>
<td>Interviews of the Individual, Support Staff, Family, and Friends</td>
<td>4</td>
<td>6-8</td>
<td></td>
</tr>
<tr>
<td>2 Observations of the Individual</td>
<td>4</td>
<td>6-8</td>
<td></td>
</tr>
<tr>
<td>Individualized Assessment Site Development</td>
<td>2</td>
<td>2-6</td>
<td></td>
</tr>
<tr>
<td>2 Community-Based Experiences / Situational Assessments (min 12 hours each)</td>
<td>24</td>
<td>24-40</td>
<td></td>
</tr>
<tr>
<td>Discovery Report Findings</td>
<td>1</td>
<td>1-2</td>
<td></td>
</tr>
<tr>
<td>Career Research</td>
<td>2</td>
<td>4-6</td>
<td></td>
</tr>
<tr>
<td>Recommendation, Review, and Approval</td>
<td>1</td>
<td>1-2</td>
<td></td>
</tr>
<tr>
<td>Other (Communication, Travel Time, Documentation, Planning Meetings)</td>
<td>13</td>
<td>15-25</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL**

55 65.90*

*Additional hours may be authorized by an ETP Supervisor if justified.*
**CAREER RESEARCH WORKSHEET**

<table>
<thead>
<tr>
<th>O*NET Career:</th>
<th></th>
<th>Preference</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Duties / Requirements</th>
<th>How does the job duty / responsibility match the individual’s skills and abilities?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7. **RECOMMENDATION**

**PURPOSE:** To provide a recommendation of the next steps the individual may need to make vocational progress. The recommendation must consider key information discovered and recorded about the individual in all sections of the Discovery Report. The ETP Supervisor requires a complete justification for approval.

**INSTRUCTIONS:** Choose one of the two options below and complete the corresponding section if applicable. The ETP Supervisor will review the ETP Discovery Report, provide feedback, and notify the SEMP Agency if additional situational assessments or other revisions to the report are needed.

- [ ] The individual is NOT recommended for Job Development for competitive employment in the community.

  If the ETP Supervisor agrees with the recommendation that the individual is not ready for Job Development, they may request a Vocational Development Plan and a Circle of Support meeting to help develop the next steps for the individual.

  **OR**

- [ ] The individual is recommended for Job Development for competitive employment in the community.

  I am recommending the following 2 careers as determined by Career Research and approved by the individual. If Identified Career Options do not match the individual’s preferences, I have discussed this with the individual. Date of Meeting: ________________

  1. ________________

  2. ________________

  If the ETP Supervisor agrees with the recommendation of Job Development, they will request a Job Development Plan prior to approval.

  **Do not begin ETP Job Development without the written approval of an ETP Supervisor.**
COVID and ETP Job Development Plan

The goal of the ETP and COVID Job Development Plan is to summarize the information identified through the Discovery process to equip the job developer to conduct a targeted, efficient job search plan.

The Job Development Plan summarizes the following.

• Preferred Career Areas (2) based on Discovery
• Hard and soft skills
• Preferred work environment
• Transportation and schedule considerations
• Business research and identifying businesses in a targeted geographical area
• Job Match factors
• Potential barriers to employment
• Non-negotiable factors

The job development plan is reviewed by the person and the support team for agreement and to delegate supports. The Job Development Plan should match the Discovery information.
EMPLOYMENT TRAINING PROGRAM

Job Development Plan

Name: ___________________________  TABS ID #: __________________

JOB DEVELOPMENT PLAN

PURPOSE: To research and consolidate the pertinent information related to an individual’s employment related needs and qualifications before approaching businesses to develop a placement. By having this information, the Job Developer will be able to provide targeted job development at businesses who have positions that meet the individual’s skill, ability, preference, experience, schedule, transportation, environmental, cultural, and support needs. The Job Developer will be prepared to negotiate any necessary customization to positions so that they meet the individual’s needs. With the focus and strategies provided by this plan, the Job Developer is more likely to create effective job matches. The Job Developer should approach businesses the provider currently has relationships with as well as new businesses to build new relationships. Targeted job development is best accomplished by directly contacting businesses to develop placement opportunities. Do not just focus on completing online applications. The SEMP Manager should provide oversight and guidance throughout job development.

INSTRUCTIONS: Review Discovery documents and follow up as needed to fill out each section below with detailed, individualized information. Review the plan with the individual, the Job Developer, the SEMP Manager, and any other staff or stakeholders that support the individual for approval, and collect signatures on page 6. This plan should be available to anyone supporting the individual with any part of their job development.
EMLOYMENT TRAINING PROGRAM

Job Development Plan

Name: ___________________________ TABS ID #: ___________________________

1. List the 2 career areas and possible positions that will be the focus of Job Development:
   a. Career Area 1: ___________________________
      i. Positions: ____________________________________________
   b. Career Area 2: ___________________________
      i. Positions: ____________________________________________

2. List the hard skills demonstrated in previous employment or volunteer activities by the individual that support success in each career area: (examples: clerical, money handling, mechanical, and/or cleaning skills)
   a. Career Area 1: ___________________________
   b. Career Area 2: ___________________________

3. List the soft skills demonstrated in previous employment or volunteer activities by the individual that support success in each career area: (examples: ability to focus, attention to detail, work pace, social skills)
   a. Career Area 1: ___________________________
   b. Career Area 2: ___________________________

4. List any other factors that explain why these career areas are a good match for the individual: (examples: previous experience, strong interest, personal traits, transferrable skills)
   a. Career Area 1: ___________________________
   b. Career Area 2: ___________________________
EMPLOYMENT TRAINING PROGRAM
Job Development Plan

Name: ____________________________  TABS ID #: _______________________

11. List and describe vocational gaps in the following areas that could create barriers to success in the chosen careers or with the potential employers:
   a. Hard Skills:
   b. Soft Skills:
   c. Workplace Culture:
   d. Workplace Environment:
   e. Schedule / Availability:
   f. Transportation:

12. List any other potential barriers to successful employment:

13. List all supports that will address the gaps and barriers described in 11 & 12 and how each support plans to address them both on and off the job:
   List specific Job Coach Supports:

   Other Supports:

14. List any employment conditions or environments that are non-negotiable to the individual:
During COVID-19 Provider Agencies with Authorized Hours will Utilize the ETP Discovery Report and ETP Job Development Plan for ALL individuals not currently working.

EMPLOYMENT TRAINING PROGRAM Vocational Development Plan

Name: ___________________________ TABS ID #: ___________________________

VOCATIONAL DEVELOPMENT PLAN

PURPOSE: To consolidate information gathered during Discovery and create a plan for the next steps to assist the individual to build independence and develop employment skills. The plan is meant to be shared with the individual’s current and future supports. This information should highlight the positive attributes and describe specific vocational challenges identified during Discovery.

INSTRUCTIONS: Fill out each section below and submit the plan to the ETP Supervisor for review. With input from the ETP Supervisor, a meeting may be held to discuss the plan and next steps with the individual and their Circle of Support. Information in the chart on page 3 should be clearly stated so that the individual, their family, their Care Manager, and any support staff working with them are able to monitor their progress as they work to improve in the noted challenge areas.
EMPLOYMENT TRAINING PROGRAM
Vocational Development Plan

Name: ____________________________  TABS ID #: ____________________________

The following services are being recommended:

☐ Community Habilitation  ☐ Community Pre-Voc  ☐ Pathway to Employment

☐ Day Habilitation  ☐ Recreation  ☐ Other (list below):

Summarize the positive attributes observed during Discovery:


Summarize the reason(s) that Job Development is not being recommended at this time:


Check off the challenge areas that were identified during Discovery:

☐ General Workplace Independence  ☐ Physical / Medical / Mental Health

☐ Stress Management  ☐ Communication

☐ Social Interactions / Relationships  ☐ Focus / Attention to Task

☐ Productivity / Work Pace  ☐ Safety / Environmental Awareness

☐ Transportation Resources  ☐ Personal Grooming / Hygiene

☐ Attendance / Punctuality / Time Management  ☐ Initiative / Motivation to Work

☐ Other (specify): ___________________________________________________________
ETP Back to Work Incentive

ETP can offer unemployed individuals temporary wages to become re-employed by community businesses. Agencies should contact their local ETP Supervisor with potential candidates.

What requirements must individuals meet?

- Must be currently enrolled in SEMP
- Must be unemployed or furloughed from employment and unlikely to return
- Must be ready, willing, and able to work immediately, including reliable transportation
- Must be able to meet Federal I-9 and Fingerprinting ID requirements
- Must have a justified need for short-term NYS wages to support a return to work
- Must have some documented Discovery and / or Job Development activity

Who are good candidates?

- Individuals who have had a stable work history up until the current public health crisis
- Individuals who have lost their job due to industry cutbacks / layoffs / furloughs / closings
- Individuals who have not been otherwise successful after targeted Job Development
- Individuals who had COVID SEMP Intensive hours authorized and not obtained employment
ETP Back to Work Incentive

How does someone apply?
• Complete the application documents provided by your local ETP Supervisor
• If accepted, the person will complete any additional OPWDD Human Resources Management Office requirements, including a Criminal Background Check

How does Job Development work?
• The individual will be approved for Intensive SEMP hours by ETP Supervisor
• The expectation is that 20 hours of service will be provided each month with goal to return individual to work as soon as possible
• The ETP Job Development Report will be submitted monthly

What happens when a job is found?
• ETP Back to Work Incentive Placement Form will be submitted to the ETP Supervisor for approval
• OPWDD General Liability and Worker’s Compensation information will be provided to the employer
• Individuals can receive intensive job coaching support to ensure hiring occurs in three months
Considering Community Based Prevocational Services as an Option?

INDIVIDUALS CAN LEARN THE FOLLOWING SKILLS:

• Responding to supervision
• Building relationships and communication skills
• Managing stress in the workplace
• Building stamina and healthy habits
• Attending to task, appropriate work habits, and attitudes
• Following workplace policies and expectations
• Travel training
• Assessing the individual’s work interests and skills
• Independence and safety skills
• Gaining experience in new career paths
Who May Benefit from Community Based Prevocational Services?

• Individuals in ETP/SEMP who need additional skill training to be successful in employment

• Individuals who completed Discovery and the recommendation was to build additional skills and/or experiences prior to job development (Vocational Development Plan)

• Individuals in day habilitation or site-based prevocational programs who are interested in employment

• Individuals who do not have time alone in the community and need safety skills training
Examples of Who May Benefit from Community Based Prevocational Services

- Lisa is graduating from school in June and had a variety of work-based learning opportunities while in school. She is motivated to work but does not go into the community independently. Her mother feels she needs someone with her at all times. Lisa is a very nice girl and according to her teacher has good work habits and everyone loves her.

- Anthony has been attending Community Prevocational services for one year. He tells his Care Manager he wants a job with animals. He has very little experience in this field. His support staff feel he needs to continue to improve his social interactions when in the community.
Intensive SEMP Updates

Our goal is to be READY with person-centered employment plans at the end of the crisis.

We know this is a difficult time for everyone, and we are very grateful for the work you do each day. Let’s be prepared and ready to assist people in finding the job that best matches their unique skills and abilities.
Request to Bill Intensive SEMP Form

Please discard all older versions of this form and use the updated version effective immediately (add date is last version) Access via the Eleversity website.

Goal: To accommodate individual’s various circumstances when unemployed.

Highlights:
• The first page let’s you choose the individual’s circumstances and lists which specific sections need to be completed.
• You no longer need to complete the entire form, just the sections listed. Please check that all required sections are completed.
• The form has an added section for COVID Discovery, Job Development Plans and/or Vocational Development Plans.
• The form has increased font size for easier reading.

Please use naming convention: 
SEMPAGENCY.LASTNAME.FIRSTINITIAL.SEMPEXT/INT.MONTH.YEAR
Request to Bill OPWDD Intensive SEMP Services

Review prior to the completion of this form:

- Billing Intensive SEMP services requires AUTHORIZATION from OPWDD.
- When an individual is NOT EMPLOYED, a provider agency MUST complete this form.
- Hours are approved by OPWDD within each individual’s SEMP enrollment year (365 days).
- If an individual recently lost a job, the individual may receive Extended SEMP services for up to 45 days. After 45 days, a Request to Bill OPWDD Intensive SEMP services must be approved to continue billing.
- OPWDD approval of Intensive SEMP is assessed on an individual basis. See OPWDD SEMP regulations for eligibility and guidance on the OPWDD website.

Email this completed form to: SEMP.PE.Billing.Requests@opwdd.ny.gov

SEMP Agency Intensive SEMP billing codes are: Individual (4790), Group (4791) Self-Directed Intensive SEMP billing codes are: Direct Provider Purchased-Individual (4790) Group (4791), Agency Supported-Individual (4759) Group (4760), Self-Hired-Individual (4769) Group (4770)

CHECK ONE OF THE FOLLOWING BOXES AND COMPLETE AS DIRECTED:

☐ Hours requested for Job Development. (Complete the following Sections ONLY)

Requested Hours Start Date: ___  Number of Hours Requested: ___

Section I Information Related to Individual
Section II Employment History
Section IV Discovery Results
Section V Job Development Plan

☐ Hours are requested for Job Development/Allowable Services prior to reporting on the job, for a job that is going to start within 6 weeks.

Requested Hours Start Date: ___  Number of Hours Requested: ___

Section I Information Related to Individual
Section II Employment History
Section VI Competitive Employment Expected to Start

☐ Additional COVID-19 Discovery/Job Development Plan hours are requested because previously approved hours have been utilized.

Requested Hours Start Date: ___  Number of Hours Requested: ___

Section I Information Related to Individual
Section II Employment History
Section III COVID-19 Intensive Hours
Intensive SEMP Services Updates

Job Development:
• Given individual needs, is job development feasible? If yes, submit a Job Development Plan with the Request to Bill Intensive SEMP. If the career areas are not clear, submit a Request to Bill Intensive SEMP Services for Discovery.
• Intensive SEMP hours are being authorized for the allowable services that will result in the preparation of the attached Discovery Report and a Job Development or Vocational Plan.
• The expectation is that these activities will prepare your agency and the individual for job development or another vocational service.
• OPWDD may request and review these documents in order to approve additional hours.

Furloughed:
• At this point, decisions need to be made on if the individual will or will not be returning to the job.
• If the place of employment does not plan to take them back the individual should be placed into SEMP Intensive and can be granted the 75 COVID hours.
Request to Bill OPWDD Intensive SEMP Services

B. Previous Work Experience

Briefly list the individual’s full job history including the most recent job.

If no work history, check box □

<table>
<thead>
<tr>
<th>Business Name</th>
<th>Job Title</th>
<th>Dates Worked</th>
<th>Reason for Leaving Job</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

III. COVID-19 Intensive Hours:

- Did the individual receive COVID-19 Intensive Hours to complete an ETP Discovery Report and/or a Job Development or Vocational Development Plan? □ Yes □ No
  - If Yes, complete the rest of this section below:
  - If No, move to Job Development Section and complete.

- COVID-19 Request to Bill Intensive SEMP Approval Number

- How many hours were approved on the COVID-19 Request?

- How many hours, if any, are remaining?

- What is the status of the ETP COVID-19 Discovery Report? (Please attach if complete)
  □ Fully Completed (attach report) □ Partially Completed (complete section iv) □ Not completed
  Hours Used: _______ Estimated hours to needed to complete: _______

- What is the status of the ETP COVID-19 Job Development Plan? (Please attach if complete)
  □ Fully Completed (attach report) □ Partially Completed (complete section iv) □ Not completed
  Hours Used: _______ Estimated hours to needed to complete: _______

- What is the status of the COVID-19 Vocational Plan if job development is not recommended at this time? (Please attach)
  □ Fully Completed (attach report) □ Partially Completed (complete section iv) □ Not completed
  Hours Used: _______ Estimated hours to needed to complete: _______
B. Considerations for Job Development:

- List the 2 career areas and possible positions that will be the focus of Job Development:
  
  Career Area 1:
  
  Career Area 2:

- List the hard skills & soft skills demonstrated in previous employment or volunteer activities by the individual that support success in each career area:
  (hard skills examples: clerical, money handling, mechanical, and/or cleaning skills)
  (soft skills examples: ability to focus, attention to detail, work pace, social skills)
  
  Career Area 1:
  Hard Skills:
  Soft Skills:
  
  Career Area 2:
  Hard Skills:
  Soft Skills:

- List any other factors that explain why these career areas are a good match for the individual. (examples: previous experience, strong interest, personal traits, transferrable skills)
  
  Career Area 1:
  Factors:
  
  Career Area 2:
  Factors:

- List and describe the factors that create an ideal workplace environment for the individual:
  (examples: lighting, noise level, crowded, inside/outside)

  
- Transportation information:
  
  Available mode(s):
  
  Travel radius / area:
  
  Travel restrictions:
List potential employers that meet the criteria for success listed above that the SEMP Agency or individual has an established relationship with:

<table>
<thead>
<tr>
<th>Business</th>
<th>Career Area</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

List potential employers that meet the criteria for success listed above that the SEMP Agency can contact to develop new relationships:

<table>
<thead>
<tr>
<th>Business</th>
<th>Career Area</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

List any other potential barriers to successful employment:

List any employment conditions or environments that are non-negotiable to the individual (examples: work hours, days of week, transportation, outside/inside, customer service):

In one year, what do you anticipate the individual’s approximate level of independence on a job to be?

- [ ] 1-25%
- [ ] 25-50%
- [ ] 50-75%
- [ ] 75-100%
Request to Bill OPWDD Intensive SEMP Services

Last Name of Individual: ___________________  TABS #: ___________________

For OPWDD Central Office Only  Approved (check one):  Yes [ ]  No [ ]

SEMP Enrollment Date: ___________________
Approved Billing Start Date: _______________  Last Date to Bill Approved Hours: _______________
Number of Hours Approved for Job Development: _______________
Number of Hours Approved for SEMP services for a specific job: _______________
Number of Hours Approved for Discovery: _______________

Reason for Approval:  Choose an item
Other: ___________________

Reason Not Approved:  Choose an item
Other: ___________________

Recommendations:  Choose an item
Other: ___________________

OPWDD Signature: ___________________  Date Processed: ___________________
Approval Number: ___________________  Date Sent: ___________________

Submitted By
Processed Request to (Name): ___________________  E-mail: ___________________
Submitted By (Name): ___________________
Job Title (Choose one):  Choose an item
Phone Number: ___________________  Date: ___________________

These records must be kept for six years from the date the service was provided in accordance with 18 NYCRR subdivision 504.3(a).
SEMP Quarterly Report Updates

• Format will stay the same

• Updated Status categories

OPWDD will NOT delete individuals who are listed as Not Serving And In Process of Disenrolling or Disenrolled from the prior report on the new FY 21/22 report while we are working with agencies to update rosters and process disenrollments.

• Agencies need to compare the report with SEMP rosters in CHOICES.

• New Drop Downs (have 6 months to complete ONLY these fields by 2nd quarter — September 2021) The rest of the document needs to completed each quarter.
  • Type of Business (setting)
  • Type of Job (general job title)

• Return the same report form each quarter with updates in Excel format (not scanned).

• Return report to supported.employment.data@opwdd.ny.gov

• Naming convention for report is Agency Name OPWDD SEMP Report Month.Year
SEMP Quarterly Report

Brief Instructions - More specific instructions are located in the instructions tab at the bottom of this spreadsheet.
1. Update the "Status" column (A, B, C, or D) in the current quarter and update columns M-Z with any changes. No pink calls under current status.
2. Add individuals newly enrolled in SEMP at the bottom of the list and complete columns E-Y. (See Instruction Tab for sorting).
3. DO NOT DELETE individuals from the report. OPWDD will remove all individuals disenrolled in SEMP on the next year's report.
4. Copy the SEMP Report using the "Save As" function and RENAME each period as "Agency Name OPWDD SEMP Report Month Year".
5. Submit the SEMP Report by due dates listed in columns A-D. Submit report via secure email to supported.employment.data@opwdd.ny.gov.
6. DO NOT ENTER DATA in the BLUE BOX.
7. See Instruction Tab below for more information.

*All jobs funded through SEMP must be integrated in the community and earning at least minimum wage according to DOL requirements.

<table>
<thead>
<tr>
<th>Status as of 6/30/21 (Due 7/15/21)</th>
<th>Status as of 9/30/21 (Due 10/15/21)</th>
<th>Status as of 12/31/22 (Due 1/15/22)</th>
<th>Status as of 3/31/22 (Due 4/15/22)</th>
<th>Last Name</th>
<th>First Name</th>
<th>TABS ID</th>
<th>DDRO Region Number (autofill)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose from drop-down list</td>
<td>Choose from drop-down list</td>
<td>Choose from drop-down list</td>
<td>Choose from drop-down list</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Enrollment Date (as listed in CHOICES)</th>
<th>Name of Business Where Person Physically Works, If Employed</th>
<th>Type of Business (drop down list)</th>
<th>Type of Job General Job Title (drop down list)</th>
<th>Funding Source Used to Obtain Job, if Employed?</th>
<th>Type of Employment Setting (drop-down List)</th>
<th>Current Job Start Date</th>
<th>Hourly</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This section

<table>
<thead>
<tr>
<th>Employed 6/30/21</th>
<th>Not Employed 6/30/21</th>
</tr>
</thead>
</table>
Quarterly SEMP Report Status Updates

- Employed and Working (works 6 months or more per year)
- Employed and Currently Working Seasonal or Temp (works fewer than 6 months per year)
- Temporarily Not Working But Still on Employer's Payroll
- ETP - Working at an Internship on ETP Payroll
- ETP - Not in an Internship Yet
- Not Employed And Continues to Receive Services
- Not Serving Temporarily
- Not Serving And In Process of Disenrolling
- Not Serving and Disenrolled
Type of Business

- Animal Care
- Arts/Creative Enterprise
- Athletic/Sports
- Automotive/Vehicle
- Childcare/Daycare
- Construction/Building Trades
- Educational/School
- Equipment Repair/Service
- Food Service/Restaurant/Vending
- Government/Public Administration
- Healthcare/Hospital/Nursing Home
- Horticulture/Greenhouse/Farm
- Hospitality/Hotel/Motel
- Janitorial/Maintenance
- Manufacturing/Production
- Media/Print/Audio/Video
- Office/Clerical
- Personal Care/Hair Salon/Spa
- Public Safety/Protective Services
- Recreation/Entertainment
- Religious/Spiritual
- Retail/Grocery/Department Store
- Social Services/Human Services
- Transportation/Material Moving
- Travel/Airport/Train Station
- Warehouse/Order Processing
Type of Job (General Job Title)

- Advocate/Legislative
- Animal Care/Breeder
- Artist/Crafter/Musician/Photographer
- Assembler/Packer
- Baggage/Porter/Bellhop
- Bookkeeping/Business Operations
- Childcare/Day Care/Bus Monitor
- Coach/Sports Official
- Building Trades/Laborer
- Counselor/Social Service/Recreation Worker
- Customer Service/Cashier
- Delivery/Carrier
- Dishwasher/Utility Worker
- Entertainer/Actor/DJ/Writer
- Equipment Repair/Operator
- Exercise Trainer/Instructor
- Food Preparation/Cook
- Food Server/Cafeteria Attendant/Host
- Greenhouse Worker/Floral Designer
- Groundskeeper/Landscaper
- Hairdresser/Barber/Shampooer
- Health Care Worker
- Janitor/Cleaner
- Manager/Supervisor
- Office Clerk/Receptionist
- Salesperson/Telemarketer
- Security Guard
- Stocker/Order Filler
- Teacher/Teacher Assistant
- Transporter/Driver
- Vehicle Cleaner
- Vehicle Repair Tech
SEMP Disenrollment Project

For this SEMP Disenrollment Project, we are only targeting individuals who meet all the criteria listed below:

- Individuals who have chosen to discontinue SEMP and are not returning in the near future.
- Agency has documented communication confirming the individual’s choice to discontinue SEMP services.
- Individuals have moved on to other services.
- Individuals are still enrolled in your SEMP program
- The individual has been inactive in SEMP for approximately 6 months or more.

Individuals NOT part of the SEMP Disenrollment Project

- Individuals who were recently active in SEMP services and are choosing to disenroll, use the typical DDRO disenrollment process
- Individuals who have specifically requested to continue in SEMP services but are temporarily inactive.
- Individuals who have State-Funded SEMP and may return in the future.
SEMP Disenrollment Project

To disenroll individuals from SEMP who meet the criteria listed above, please complete the following steps.

1. Create a list of the individuals who meet the above criteria. Maintain this list for your own internal records.

2. Submit a DDP1 for each person to the appropriate DDRO. Type in the “Notes” section located at the bottom of the DDP1, “SEMP Disenrollment Project”.

3. No additional documentation is required including a Life Plan update.

4. Use the date you complete the DDP1 as the disenrollment date, so a TABS exception code is not needed to process the DDP1 removal.

5. The agency is not responsible for SEMP Staff Action Plans and service documentation If SEMP services were not billed during the period of inactivity.

6. Follow up with the OPWDD SEMP DDP1 Processor in your region and periodically check CHOICES to see if SEMP disenrollment are processed.

7. Provide the individual’s Care Manager the date of the SEMP disenrollment. The Care Manager’s name and agency may be found in CHOICES.
Innovations in Employment Supports Updates

• Added Web-based Trainings (online expectations and registration)
• New Care Manager training
• Employment Services *by invitation only for new management and/or new programs.
• Updated trainings
<table>
<thead>
<tr>
<th>Innovations Trainings</th>
</tr>
</thead>
<tbody>
<tr>
<td>More information is available on our website at: <a href="http://www.Eleveristy.org">www.Eleveristy.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Introduction to Employment</th>
<th>Effective Job Coaching</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discovery: Assessment and Planning</td>
<td>Community Prevocational Services</td>
</tr>
<tr>
<td>Beyond Discovery</td>
<td>Employment Training Program (ETP) 101</td>
</tr>
<tr>
<td>Basics of Business Engagement</td>
<td>Management Skills for SEMP Leaders</td>
</tr>
<tr>
<td>Job Development</td>
<td>Vocational Connections: Work Preparation Training</td>
</tr>
</tbody>
</table>
Innovations in Employment Supports

Virtual Learning Protocol

- Be on-time. Late arrivals will not be admitted.
- Choose an appropriate place to set up your webcam (e.g., not laying down or in bed, sitting in front of a bright, lit window)
- Keep the camera centered and avoid moving around and communicating with others in your office or home
- No smoking or vaping
- Minimize background noise and visual distractions
- Only 1 person per device
- Must attend the 2 days as scheduled to receive credit
- 100% participation is required (chat discussions, poll questions, etc.)
- **No cellphones** and tablets must be in landscape view.
RESOURCES

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

Innovation Training:
www.eleversity.org
## ETP At A Glance Directory

<table>
<thead>
<tr>
<th>DDRO</th>
<th>DDRO Region</th>
<th>First Name</th>
<th>Last Name</th>
<th>Email</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bernard Fineson</td>
<td>4</td>
<td>Shama</td>
<td>Jones</td>
<td><a href="mailto:Shama.X.Jones@opwdd.ny.gov">Shama.X.Jones@opwdd.ny.gov</a></td>
<td>(718) 217-2013</td>
<td>N/A</td>
</tr>
<tr>
<td>Brooklyn</td>
<td>4</td>
<td>Mauricina</td>
<td>Pardovani</td>
<td><a href="mailto:Mauricina.Pardovani@opwdd.ny.gov">Mauricina.Pardovani@opwdd.ny.gov</a></td>
<td>(718) 642-4652</td>
<td>(718) 642-3758</td>
</tr>
<tr>
<td>Broome</td>
<td>2</td>
<td>Glenn</td>
<td>Lieberman</td>
<td><a href="mailto:Glenn.Lieberman@opwdd.ny.gov">Glenn.Lieberman@opwdd.ny.gov</a></td>
<td>(607) 771-7784 x 104</td>
<td>(607) 771-7590</td>
</tr>
<tr>
<td>Broome</td>
<td>2</td>
<td>Ashley</td>
<td>Chase</td>
<td><a href="mailto:Ashley.T.Chase@opwdd.ny.gov">Ashley.T.Chase@opwdd.ny.gov</a></td>
<td>(607) 771-7784 x 105</td>
<td>(607) 771-7590</td>
</tr>
<tr>
<td>Broome</td>
<td>2</td>
<td>Andrei</td>
<td>Zemljaniko</td>
<td><a href="mailto:Andrei.X.Zemljaniko@opwdd.ny.gov">Andrei.X.Zemljaniko@opwdd.ny.gov</a></td>
<td>(607) 771-7784 x 118</td>
<td>(607) 771-7590</td>
</tr>
<tr>
<td>Capital District</td>
<td>3</td>
<td>Danielle</td>
<td>Murphy</td>
<td><a href="mailto:Danielle.M.Murphy@opwdd.ny.gov">Danielle.M.Murphy@opwdd.ny.gov</a></td>
<td>(518) 408-7672</td>
<td>(518) 457-3016</td>
</tr>
<tr>
<td>Central NY</td>
<td>2</td>
<td>Michelle</td>
<td>Jordan</td>
<td><a href="mailto:Michelle.Jordan@opwdd.ny.gov">Michelle.Jordan@opwdd.ny.gov</a></td>
<td>(315) 793-9600 x 620</td>
<td>(315) 735-3887</td>
</tr>
<tr>
<td>Finger Lakes</td>
<td>1</td>
<td>Janice</td>
<td>Shafer</td>
<td><a href="mailto:Janice.M.Shafer@opwdd.ny.gov">Janice.M.Shafer@opwdd.ny.gov</a></td>
<td>(585) 241-5828</td>
<td>N/A</td>
</tr>
<tr>
<td>Finger Lakes</td>
<td>1</td>
<td>Kerry</td>
<td>Zajac</td>
<td><a href="mailto:Kerry.P.Zajac@opwdd.ny.gov">Kerry.P.Zajac@opwdd.ny.gov</a></td>
<td>(585) 241-5828</td>
<td>N/A</td>
</tr>
<tr>
<td>Finger Lakes</td>
<td>1</td>
<td>Seth</td>
<td>Downey</td>
<td><a href="mailto:Seth.R.Downey@opwdd.ny.gov">Seth.R.Downey@opwdd.ny.gov</a></td>
<td>(585)-241-5723</td>
<td>N/A</td>
</tr>
<tr>
<td>Hudson Valley</td>
<td>3</td>
<td>Bryan</td>
<td>Bischoff</td>
<td><a href="mailto:Bryan.L.Bischoff@opwdd.ny.gov">Bryan.L.Bischoff@opwdd.ny.gov</a></td>
<td>(845) 947-6021</td>
<td>(845) 947-6205</td>
</tr>
<tr>
<td>Long Island</td>
<td>5</td>
<td>Charice</td>
<td>Drakeford</td>
<td><a href="mailto:Charice.Drakeford@opwdd.ny.gov">Charice.Drakeford@opwdd.ny.gov</a></td>
<td>(631) 416-3869</td>
<td>(631) 434-6005</td>
</tr>
<tr>
<td>Long Island</td>
<td>5</td>
<td>Kendra</td>
<td>Williams</td>
<td><a href="mailto:Kendra.M.Williams@opwdd.ny.gov">Kendra.M.Williams@opwdd.ny.gov</a></td>
<td>(631) 416-3947</td>
<td>(631) 434-6005</td>
</tr>
<tr>
<td>Metro Bronx</td>
<td>4</td>
<td>Felisha</td>
<td>Grant</td>
<td><a href="mailto:Felisha.Grant@opwdd.ny.gov">Felisha.Grant@opwdd.ny.gov</a></td>
<td>(718) 430-0457</td>
<td>(718) 430-0763</td>
</tr>
<tr>
<td>Metro Manhattan</td>
<td>4</td>
<td>Tennesia</td>
<td>Graham-Williams</td>
<td><a href="mailto:Tennesia.Grahamwilliams@opwdd.ny.gov">Tennesia.Grahamwilliams@opwdd.ny.gov</a></td>
<td>(646) 766-3514</td>
<td>N/A</td>
</tr>
<tr>
<td>Metro Manhattan</td>
<td>4</td>
<td>Edele</td>
<td>StJean-Pierre</td>
<td><a href="mailto:Edele.StJean-Pierre@opwdd.ny.gov">Edele.StJean-Pierre@opwdd.ny.gov</a></td>
<td>(646) 766-3211</td>
<td>N/A</td>
</tr>
<tr>
<td>Metro</td>
<td>5</td>
<td>Valerie</td>
<td>Mitchell</td>
<td><a href="mailto:Valerie.Mitchell@opwdd.ny.gov">Valerie.Mitchell@opwdd.ny.gov</a></td>
<td>(631) 952-3833</td>
<td>(631) 434-6005</td>
</tr>
<tr>
<td>Staten Island</td>
<td>4</td>
<td>Nicole</td>
<td>Coppola</td>
<td><a href="mailto:Nicole.D.Coppola@opwdd.ny.gov">Nicole.D.Coppola@opwdd.ny.gov</a></td>
<td>(718) 982-1942</td>
<td>N/A</td>
</tr>
<tr>
<td>Summont</td>
<td>2</td>
<td>Madison</td>
<td>Weise</td>
<td><a href="mailto:Madison.D.Weise@opwdd.ny.gov">Madison.D.Weise@opwdd.ny.gov</a></td>
<td>(518) 359-4269</td>
<td>N/A</td>
</tr>
<tr>
<td>Taconic</td>
<td>3</td>
<td>Marilyn</td>
<td>Granieri</td>
<td><a href="mailto:Marilyn.Granieri@opwdd.ny.gov">Marilyn.Granieri@opwdd.ny.gov</a></td>
<td>(845) 382-1899 x 135</td>
<td>(845) 382-1070</td>
</tr>
<tr>
<td>Taconic</td>
<td>3</td>
<td>Tanya</td>
<td>Shook</td>
<td><a href="mailto:Tanya.Shook@opwdd.ny.gov">Tanya.Shook@opwdd.ny.gov</a></td>
<td>(845) 471-9226 x 119</td>
<td>(845) 473-7198</td>
</tr>
<tr>
<td>Western</td>
<td>1</td>
<td>Mary</td>
<td>Pritchard</td>
<td><a href="mailto:Mary.A.Pritchard@opwdd.ny.gov">Mary.A.Pritchard@opwdd.ny.gov</a></td>
<td>(716) 532-5522 x 2344</td>
<td>(716) 608-2818</td>
</tr>
<tr>
<td>Western</td>
<td>1</td>
<td>Kevin</td>
<td>Robinson</td>
<td><a href="mailto:Kevin.J.Robinson@opwdd.ny.gov">Kevin.J.Robinson@opwdd.ny.gov</a></td>
<td>(716) 608-2728</td>
<td>(716) 608-2818</td>
</tr>
<tr>
<td>Western</td>
<td>1</td>
<td>Michele</td>
<td>Glashausen</td>
<td><a href="mailto:Michele.A.Glashausen@opwdd.ny.gov">Michele.A.Glashausen@opwdd.ny.gov</a></td>
<td>(716) 608-2913</td>
<td>(716) 608-2818</td>
</tr>
<tr>
<td>Central Office</td>
<td>C.O.</td>
<td>Dan</td>
<td>Prince</td>
<td><a href="mailto:Daniel.M.Prince@opwdd.ny.gov">Daniel.M.Prince@opwdd.ny.gov</a></td>
<td>(518) 474-9882 (Albany)</td>
<td>(518) 473-0054</td>
</tr>
<tr>
<td>Central Office</td>
<td>C.O.</td>
<td>Amanda</td>
<td>Odum</td>
<td><a href="mailto:Amanda.L.Odum@opwdd.ny.gov">Amanda.L.Odum@opwdd.ny.gov</a></td>
<td>(518) 388-1802</td>
<td>N/A</td>
</tr>
<tr>
<td>Central Office</td>
<td>C.O.</td>
<td>Claire</td>
<td>Stulberger</td>
<td><a href="mailto:Claire.M.Stulberger@opwdd.ny.gov">Claire.M.Stulberger@opwdd.ny.gov</a></td>
<td>(518) 486-7957</td>
<td>(518) 473-0054</td>
</tr>
<tr>
<td>Central Office</td>
<td>C.O.</td>
<td>Julia</td>
<td>Kelly</td>
<td><a href="mailto:Julia.A.Kelly@opwdd.ny.gov">Julia.A.Kelly@opwdd.ny.gov</a></td>
<td>(518) 473-7030</td>
<td>(518) 473-0054</td>
</tr>
<tr>
<td>Central Office</td>
<td>C.O.</td>
<td>Laura</td>
<td>Jonas-Bates</td>
<td><a href="mailto:Laura.Jonas-Bates@opwdd.ny.gov">Laura.Jonas-Bates@opwdd.ny.gov</a></td>
<td>(518) 486-7957</td>
<td>(518) 473-0054</td>
</tr>
<tr>
<td>Central Office</td>
<td>C.O.</td>
<td>Lynne</td>
<td>Thibdeau</td>
<td><a href="mailto:Lynne.Thibdeau@opwdd.ny.gov">Lynne.Thibdeau@opwdd.ny.gov</a></td>
<td>(518) 402-2332</td>
<td>(518) 473-0054</td>
</tr>
<tr>
<td>Central Office</td>
<td>C.O.</td>
<td>Mary</td>
<td>Pellman</td>
<td><a href="mailto:Mary.N.Pellman@opwdd.ny.gov">Mary.N.Pellman@opwdd.ny.gov</a></td>
<td>(518) 486-7957</td>
<td>(518) 473-0054</td>
</tr>
</tbody>
</table>
Questions?
Thank you!

info@eleversity.org

Eleversity.org

(585) 340-2051