

SELF-DIRECTION AND EMPLOYMENT SERVICES

INNOVATIONS IN EMPLOYMENT SUPPORTS

Eleversity
NEXT-LEVEL WORKFORCE EDUCATION

Key Ingredients for Success in Competitive 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**

Key Ingredients for Employment





What is Discovery?

- Person-centered career planning
- Learning about an individual (current activities, past experiences, interests, social skills, learning style, history, family culture, etc.)
- Community work experiences (unpaid or paid)
- Learning work-related skills
- Career development/exploration activities
- Discovery/Employment Plan to develop next steps and job match criteria (if job development is recommended)

Job-Related Skills Training for Today's Workforce

1. Learning to respond to supervision
2. Learning to manage stress in the workplace
3. Learning to build positive relationships with coworkers
4. Learning to meet productivity standards
5. Learning technology
6. Cross training
7. Building stamina



Community Volunteer or Work Experiences

Volunteer or Time Limited Work Experiences:

- Must meet **Department of Labor** regulations.
- Are multifaceted and assess **various work-related skills** in the areas of physical abilities, academic abilities, social skills, response to supervision, stamina, creativity, safety skills, etc.
- Allow the person to demonstrate their skills and abilities in various work environments.
- Allow staff to identify the **person's learning style**, individualized instructional strategies and motivators.
- Occur in a **variety of career environments** based on the person's current and potential interests.

Criteria for Unpaid Work Experiences

1. Competitive employment at or above the minimum wage level is not immediately obtainable and who, because of their disability, will need intensive ongoing support to perform in a work setting.
2. Vocational exploration, assessment or training in a community-based work site under the general supervision of rehabilitation organization personnel or public school personnel.
3. Community-based placements must be clearly defined components of individual rehabilitation programs.
4. Documentation that this enrollment is voluntary and that there is no expectation of remuneration.
5. Activities do not result in an immediate advantage to the business.
6. The number of hours spent in each activity are not to exist the following limitations: ***Vocational explorations - 5 hours per job experienced, Vocational assessment - 90 hours per job experienced and Vocational training - 120 hours per job experienced***
7. Individuals are not entitled to employment at the business at the conclusion, however, if an individual is hired, they are not longer a trainee and are hired under typical DOL standards

See DOL regulations-FOH 64c08(c)

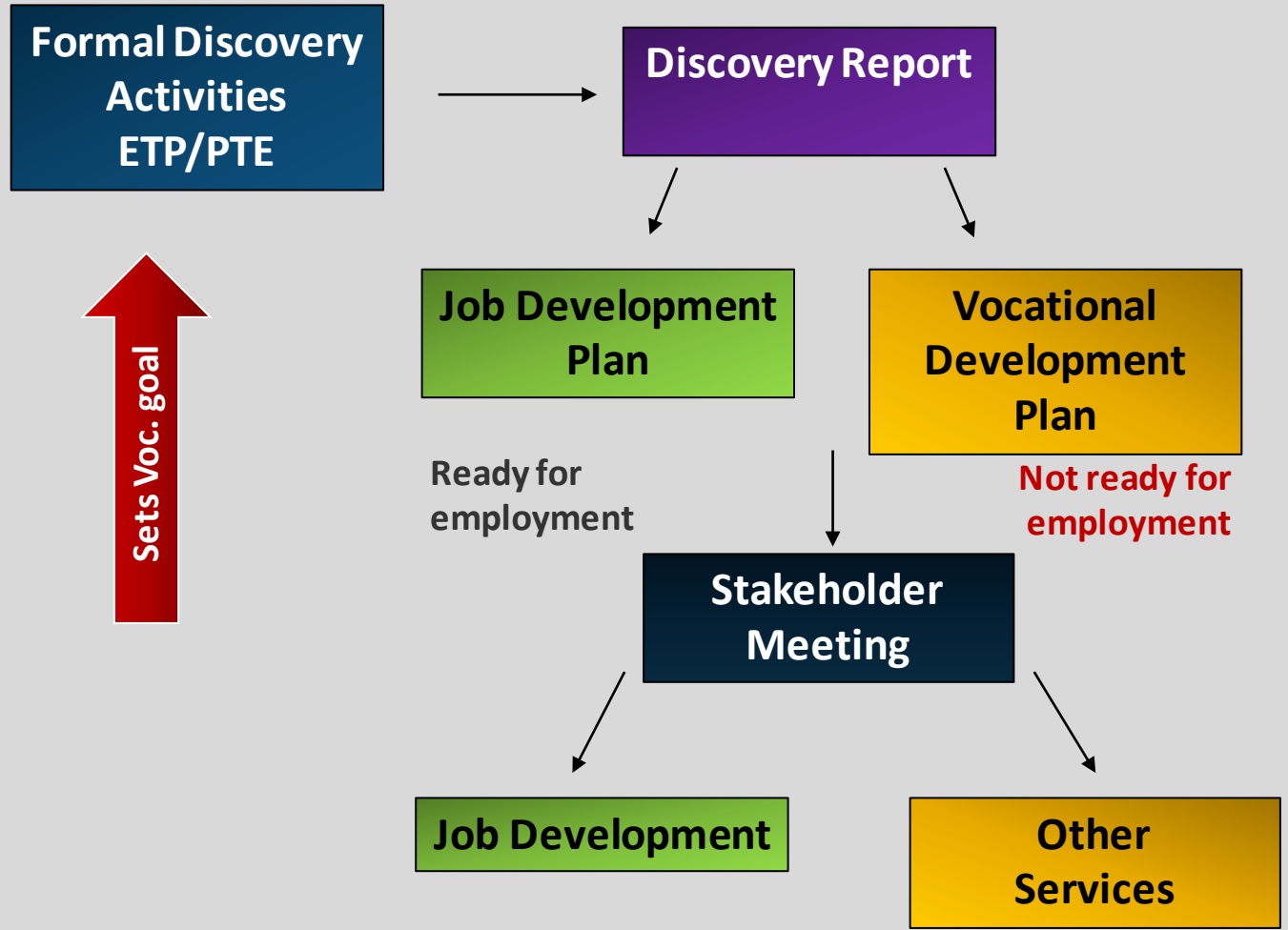
Public Benefits Planning Includes:

- 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>

Job Development Plan & Vocational Development Plan



Which Services Include Discovery?

- ✓ **Community Based Prevocational Services:** on-going, as services are needed. Discovery process includes ongoing community work experiences (volunteer or paid). **(Direct Provider Purchased)**
- ✓ **Pathway to Employment:** up to 278 hours or 1 year. Discovery process includes 3 community work experiences. **(Direct Provider Purchased)**
- ✓ **Employment Training Program (ETP):** up to 90 hours Intensive OPWDD SEMP. Discovery process includes at least 2 community work experiences. **(Direct Provider Purchased, Agency Supported or Self-Directed)**

Community Based Prevocational Services



Waiver Service

Prepares people for employment or meaningful activities

Individuals that need more than one year to prepare for employment

Provides discovery, community work experiences, volunteer opportunities and career planning

Unpaid volunteer or 14c paid opportunities

Pathway to Employment



Waiver Service

Creates a Vocational Plan and prepares for paid work in 278 hours in 1 year.

Wrap around service

Provides discovery, community work experiences, and development of a vocational goal

Unpaid volunteer activities or paid at Minimum Wage

Employment Training Program - ETP



Program

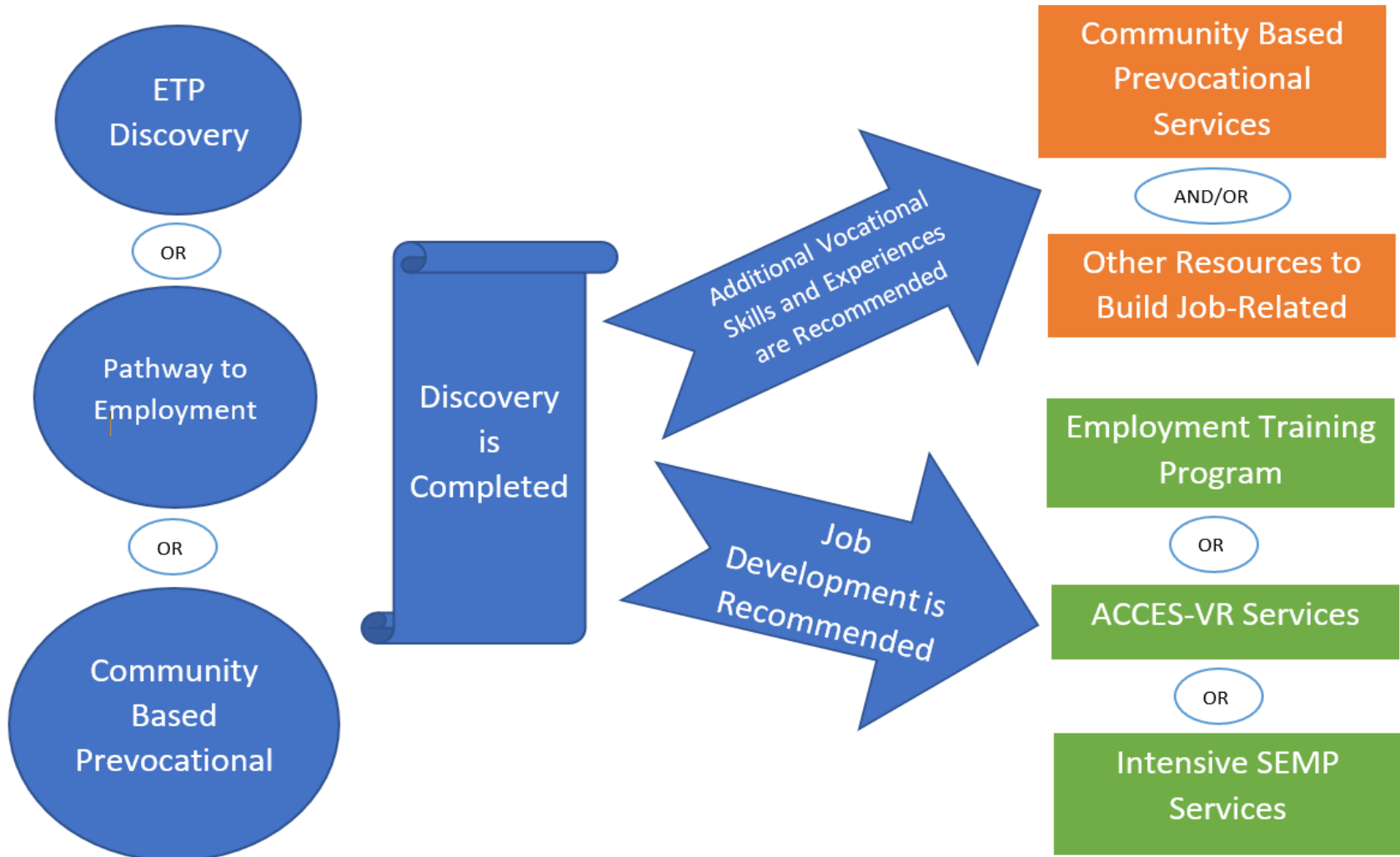
Provides a time limited paid work experience after Discovery and targeted job development in 1 year or less.

Job supports funded by OPWDD SEMP

Provides discovery, targeted job development and internship/work opportunity at a community based business that agrees to hire the individual

Wages paid by OPWDD at Minimum Wage until business hires the individual

Beyond Discovery





What is the Job Match Process?

- Job coach/developers **review the Discovery and Job Development Plan** to understand the person's choices, strengths, interpersonal skills, work skills, work experiences, environmental preferences, supervisory needs, stamina, and transportation options.
- The **person and their support team are involved** in job match development.
- **A primary and secondary job interest are identified for more possibilities to find a quality job match.**
- **Job coach/developers seek to understand business needs** in order to develop successful job matches.
- Jobs are identified that meet the job match requirements in order to **maximize the person's potential.**

Choosing a Job That Matches the Person's Interests and Skills

The goal is to find an appropriate job match where the person can maximize their skills and independence and contribute to the business' bottom line. .

- Job coach instruction is slowly faded as the individual meets the performance standards of the job. The job should match the person's skill level in order to maximize independence. The supports provided on the job need to be aligned with the SEMP allowable services. (not for mismatched job or job coach schedule purposes)
- Job coaches are not allowed to perform the work after initial training or provide on going supervision.
- Studies show that having a job coach with the person at the job site can impede naturally developing worksite relationships and supports which is why promoting independent and fading are an important part of job matching and coaching.

What are Natural Supports?

Natural Supports utilize the work environment, human resources and coworkers to successfully complete job duties and participate in the work culture. Job coaches facilitate natural supports which promote independence and inclusion in the workplace.

- Using resources available at the job to learn new tasks (supervisor instruction, lists/pictures, environmental cues, videos/training modules, coworker) in addition to job coaching
- Having lunch with coworkers (without job coach)
- Mutual assistance (assisting coworkers and coworkers assisting you) *What are some ways coworkers help you at your job?*
- Coworker/supervisor prompts and reminders
- Participating in holiday parties and work events
- Coworkers helping each other through work challenges
- Accessing company benefits and resources

Transportation Resources

Transportation options should be independent from the job coach. Why is this important? (Discuss)

Examples of transportation options:

- Public transportation (bus or subway)
- Publicly-funded ambulatory transportation
- Residential staff
- Coworker
- Ride Share Apps
- Family, neighbor or friend
- Uber/Lyft
- Taxi/Cab
- Day habilitation or other agency program vans
- Other non-profit van system (senior or mental health programs)



What are Job Coaching Supports?

- Training the person at their job after the initial orientation from the person's supervisor/employer.
- Developing clear instructional strategies and assisting the person to meet job performance and interpersonal job standards.
- Building independence and slowly fading supports.
- Assisting the person to build positive relationships at work.
- Assisting the person to understand work policies and procedures.
- Meeting regularly with work supervisors to evaluate the employee's performance and job coach services.
- Communicating and planning regularly with the person and their support team to build external job supports.

How do Staff Provide Quality Job Coaching?

- Job coaching is focused on **building independence and natural supports.**
- The job coach collects data, to **periodically analyze the individual's progress and performance.**
- **Job coach supports fade** to periodic or intermittent, flexible and individualized supports.
- Job coaches **intentionally facilitate positive and mutually beneficial relationships** at work.
- Job coaches (and SEMP Supervisors) **meet regularly with employers** to evaluate the employee's performance and SEMP services.
- Job coaches **communicate and plan** regularly with the person and their support team.

How do Staff Help Individuals Retain Jobs?

- Provide **as needed, on-going SEMP services** at the job.
- Provide on-going, as needed supports to assist the employee in participating in **workplace culture**.
- **Periodically evaluate** work performance with employer feedback.
- **Regularly communicate** with the person and their support team.
- Assist the person with their **evolving career goals**.
- If the person is requesting new employment or experiencing work challenges that may not be resolved, proactively initiate Discovery/job development.

Which Services Include Job Development & Job Coaching?

- ✓ **Employment Training Program (ETP):** Approximately, 6 -12 months. Discovery, job development, job coaching, and paid internships that transition to paid community employment. Services transition to ongoing OPWDD Extended SEMP services. **(Direct Provider Purchased or Self-Directed)**
- ✓ **ACCES-VR:** Approximately, 4-6 months. Job development, job placement, job coaching then transition to ongoing OPWDD Extended SEMP services. **(Direct Provider Purchased – Non-Waiver service)**
- ✓ **Supported Employment (SEMP):** On-going services. Job coaching, job retention and job replacement, if needed. **(Direct Provider Purchased, Agency Supported or Self-Directed)**

Employment Training Program - ETP



Program

Provides a time limited paid work experience after Discovery and targeted job development in 1 year or less.

Job supports funded by OPWDD Supported Employment (SEMP)

Provides discovery, targeted job development and internship/work opportunity at a community based business that agrees to hire the individual

Wages paid by OPWDD at Minimum Wage until business hires the individual

Supported Employment - SEMP



Waiver Service

Provides job coaching, job development and supports on a job

On-going

Community based, competitive, integrated employment

Paid by business at Minimum Wage or higher

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.
- Once someone has stabilized in their job with ACCES-VR, they transition to OPWDD SEMP funding and **can bill OPWDD SEMP 90 days after stabilization.**

ACCES-VR Versus ETP

ACCES VR

- Ready to work with less job coaching to stabilize
- Can work longer periods of time
- More independence on the job from start
- Has vocational experience and is ready for job development
- Can learn job quickly and business hires person from the date of employment

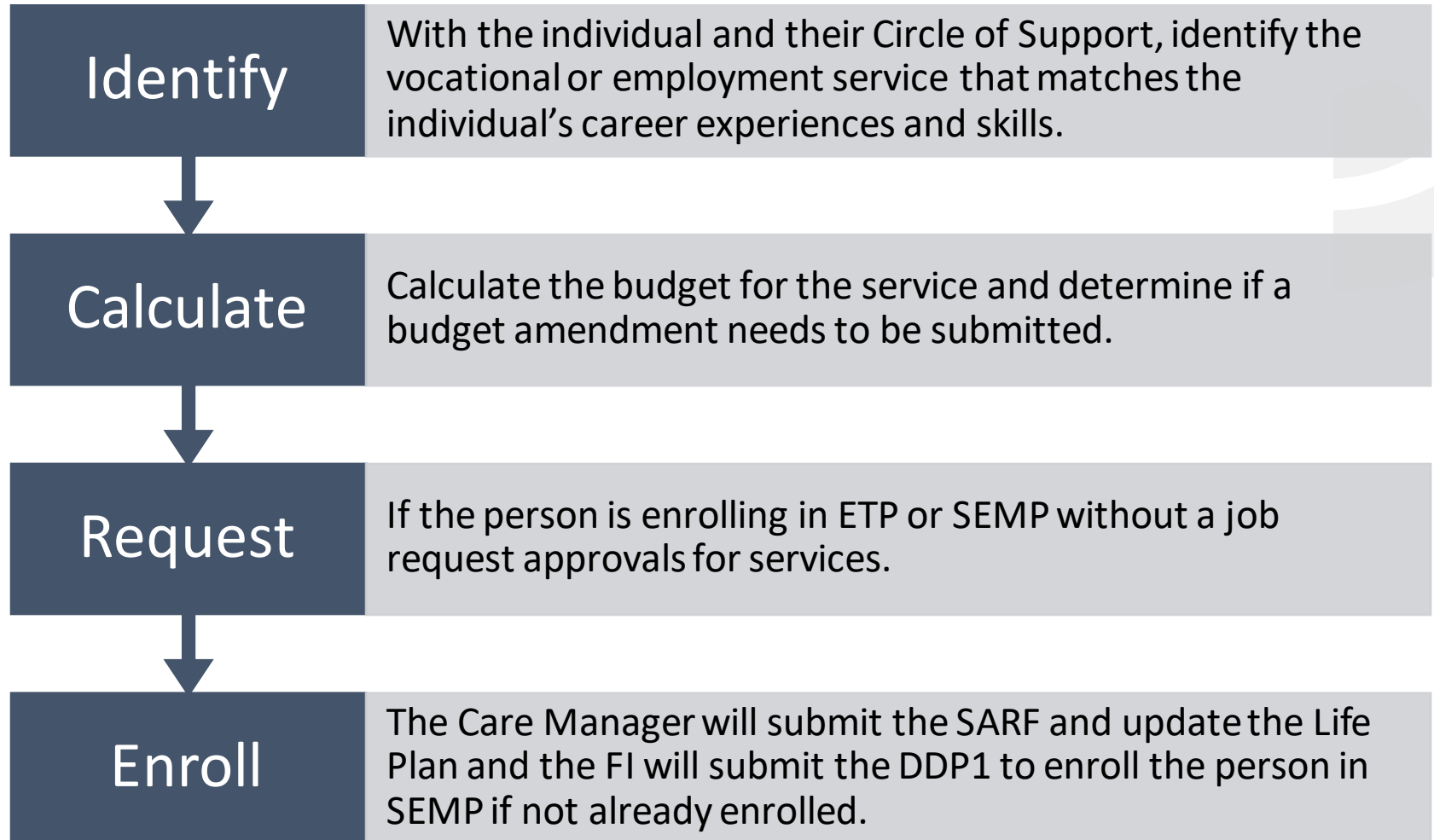
ETP

- Needs more intensive job coaching up front to be successful on the job
- Limited to working short periods of time
- ETP requires 100% for first 3 months on a job
- Complete Discovery and Job Development Plan prior to beginning Job Development
- Would benefit from wages paid while individual learns the job

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 SEMPServices	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

SEMP Service Approval and Budget Process



Budget Considerations for SEMP

- **Review with the person and their Circle of Support what supports and services the person needs to meet their goals.**
- Which services makes the most sense? Direct Provider Purchased SEMP, Agency Supported or Self-Hired SEMP? (see handout)
- **If Agency Supported or Direct Provider Purchased, ensure there is enough money in the budget for SEMP with the chosen provider agency identified.**
- If a budget amendment is needed, SEMP services may need to be approved before the start of service, otherwise the delivery of service is delayed.
- All Self-Directed SEMP services must adhere to the same SEMP regulations and ADM.

Determining the Number of SEMP Hours Needed to Fund the Self-Directed, Self-Hire Budget

- Calculate the “Total Cost of SEMP Services” by identifying the number of staff hours needed to support the person at the job (include fading as person learns the job) multiplied by the job coach rate of pay, then add mileage, staff training time, documentation time, overhead, etc.
- Divide the “Total Cost of SEMP Services” by the regional hourly SEMP fee to determine how many SEMP hours are needed to fund the SEMP budget. (See SEMP Fees & Regions slide)
- If the person is NOT Employed, submit a Request to Bill Intensive SEMP Services for the # of SEMP hours needed to fund the budget each year. If the person is Employed, submit a Request to Bill Additional Extended SEMP ONLY if the person will need more than 200 Extended SEMP hours to fund the SEMP budget.

SEMP Fees & Regions

Up to date Regional SEMP fees may be found at:

http://www.health.ny.gov/health_care/medicaid/rates/mental_hygiene

April 1, 2020

WDD REGION	UNIT OF SERVICE	INDIVIDUAL SESSION (SERVING 1)	GROUP SESSION (SERVING 2+)
1	Hourly	\$76.98	\$30.04
2	Hourly	\$80.81	\$27.58
3	Hourly	\$85.14	\$24.15

- Region 1 (New York, Bronx, Richmond, Kings, Queens)
- Region 2 (Nassau, Suffolk, Westchester, Putnam, Rockland)
- Region 3 (The Rest of State)

Intensive Versus Extended SEMP

Intensive SEMP = Not
Employed

Extended SEMP =
Employed

**ETP services are funded
by Intensive SEMP
services*

Requests to Bill Intensive SEMP Services

Individual is NOT Working

- Did the individual complete ETP or ACCES-VR at least 1x in the past and has documentation on file?
 - **If no**, apply to ETP or ACCES-VR. The ETP Supervisor will approve the Intensive SEMP hours while the person is in ETP.
 - **If yes**, is the person ready to work or return to work? If yes, **submit a Request to Bill Intensive SEMP** for the SEMP enrollment year.
- Additional Intensive SEMP hours may be requested to complete each phase (updating Discovery, job development plan, job development, etc).
- If the individual did not complete a formal Discovery in the past, they may be required to apply to ETP to complete a Discovery prior to job development.
- All approved Intensive SEMP hours expire at the end of the SEMP enrollment year. If the person is still not employed, a new request must be submitted and approved.

Requests to Bill Extended SEMP Services

Individual is Employed

- Job is integrated in the community and individual is earning at least minimum wage. Job is well-matched to the individual's skills and abilities to maximize their potential.
- If the individual needs more than 200 SEMP hours x the Regional SEMP fee to fund the SEMP budget, submit a Request to Bill Additional Extended SEMP Services.
- If the person loses their job, the Support Broker (or designee) has up to 45 days to request Intensive SEMP services and must stop billing unless approved for Intensive SEMP services.
- All approved Extended SEMP hours expire at the end of the SEMP enrollment year. If the person will need more than 200 hours to fund the SEMP budget, a new request must be submitted.

Tracking and Submitting Requests to Bill SEMP Services.

- Find the person's SEMP enrollment date in CHOICES. The SEMP Enrollment year is based on the person's SEMP enrollment date (or 7/1/15, if the person was enrolled prior to 7/1/15).
- All hours expire annually based on the SEMP enrollment year anniversary. For example, if the person was enrolled in SEMP on 8/12/18, all approved hours expire on 8/11 every year.
- Forms are located at www.Eleversity.com and submitted to semp.pe.billing.requests@opwdd.ny.gov at least 3 weeks in advance.

Sample Budget Calculation for Person Who is NOT EMPLOYED

- When a person is accepted in ETP or is not employed, they will typically need approximately \$18,000 for the first year (inclusive of training, travel hours, staff hours, benefits, etc.).
- For example, if the Total Cost of SEMP Services in the Self-Directed budget is \$20,202 divided by \$80.81* (Regional SEMP Fee), the SEMP hours needed to fund the budget would be 250.
- **The Support Broker will submit a Request to Bill Intensive SEMP Services for 250 hours.**
- The budget will likely decrease after the person is employed and has learned the job.

**Long Island SEMP fee used as example.*

Sample Budget Calculation for Person Who is EMPLOYED

- An individual is employed. S/he works 24 hours a week and the job coach provides an average of 12 hours of SEMP services per week (job supports, travel, documentation, training, etc.)
- For example, if the Self-Directed budget includes 12 hours of job coach hours per week x \$15 an hour wage x 52 weeks per year = \$9,360 plus \$3,510 overhead = \$12,870. The number of SEMP hours needed to fund the budget is \$12,870 divided by the regional SEMP fee \$80.81* = **160 Extended SEMP hours**.
- The Support Broker will submit a Request to Bill Extended SEMP Services **ONLY** if the Extended SEMP hours are over 200 each year. In this example, the hours do not exceed 200.

**Long Island SEMP fee used as example.*

Staff Action Plans Must Contain the Following:

https://opwdd.ny.gov/opwdd_regulations_guidance/adm_memoranda (OPWDD ADM #2018-09)

- 1) Individual's name;
- 2) Individual's Medicaid Client Identification Number (CIN)
- 3) Habilitation service provider's agency name;
- 4) Name of habilitation service(s) provided (e.g., Residential Habilitation or Day Habilitation);
- 5) Date of the Life Plan meeting, or Staff Action Plan review
- 6) Identification of the goals/valued outcomes from the individual's Life Plan;
- 7) Identification of the provider assigned (habilitative/safeguard) goal(s) from Life Plan;

Staff Action Plans Must Contain the Following:

https://opwdd.ny.gov/opwdd_regulations_guidance/adm_memoranda (OPWDD ADM #2018-09)

- 8) Description and frequency of the service(s) and support(s) (e.g., teaching laundry skills weekly) the habilitation staff will provide to the individual;
- 9) Safeguards (i.e., compilation of all supports and services needed for an individual to remain safe, healthy and comfortable across all settings)
- 10) Printed name, signature and title of the staff who wrote the Staff Action Plan;
- 11) Date that staff signed the Staff Action Plan; and
- 12) Evidence demonstrating the Staff Action Plan was distributed no later than 60 days after: the start of the habilitation services; the life plan review date; or the development of a revised/updated Staff Action Plan, whichever comes first.

SEMP Service Documentation – Checklist

- Required service documentation elements for this service are:
- 1 Individual's name and Medicaid number (CIN).
- 2. Name of the agency providing the Supported Employment (SEMP) service.
- 3. Identification of the category of waiver service provided. (i.e., Supported Employment or SEMP service).
- 4. Documentation of start and stop times. Document the service start time and service stop time for each continuous period of service provision.
- 5. The ratio of individual(s) to staff. (i.e., individual or: group).
- 6. Description of services. Each documented session must list at least one allowable service delivered in accordance with the individual's SEMP Service Delivery Plan. The location of the service does not need to be documented.
- 7. The date the service was provided.
- 8. Verification of service provision by the staff person delivering the service. Initials are permitted if a "key" is provided which identifies the title, signature, and full name associated with the staff initials.
- 9. Signature of the Supported Employment staff person documenting the service and date the service was documented (or initials as referenced in item #8).

SEMP Service Documentation Monthly Summary Note

A narrative monthly summary note must include a summary of the following:

- 1. The implementation of the individual's SEMH Habilitation Plan for the month;*
- 2. A description of the individual's vocational progress;*
- 3. A description of some of the actions of staff to address vocational challenges;*
- 4. A description of the individual's response;
and*
- 5. Any issues or concerns.*

The narrative monthly summary note must be completed, signed, and dated no later than the 30th day after the month of service.



RESOURCES

Self-Direction Questions:

Contact your DDRO Self-Direction Liaison

Employment Questions:

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

Employment Services Training

www.Eleversity.org

Employment Services Forms

<https://eleversity.org/resources/opwdd-innovations-resources>