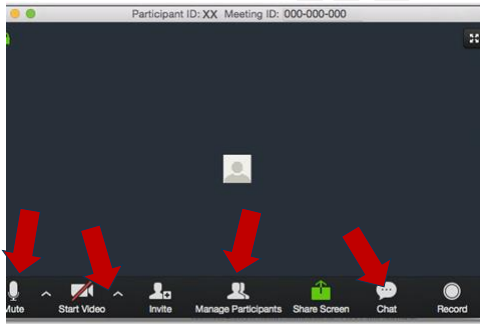


CARE MANAGER TRAINING: OPWDD EMPLOYMENT & VOCATIONAL SERVICES

INNOVATIONS IN EMPLOYMENT SUPPORTS



Zoom Features





Speaker View



- What Does It Take To Be Employed
- Key Ingredients for Competitive Employment
- Introduction to OPWDD Employment Services
- Care Manager Role/Other Considerations
- Authorization and Enrollment
- Required Documentation

Agenda

ABOUT TODAY

What Does It Take To Be Employed?



What does it take to be successful in community employment?

Five horizontal lines for writing an answer to the question above.

Who do you currently work with that has expressed interest in working?

Who is currently working?

Who are you currently working with that recently lost a job?

Who is enrolled in Community Based Prevoc and may be ready for employment?

Five horizontal lines for writing answers to the four questions above.

Examples of Who May Want to Work?

o Tim has been enrolled in Community Prevocational services for three years and has experienced many different community volunteer experiences. He has excelled in food service and is interested in pursuing a part time job at his community diner.

o 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.

o Anthony has been attending Community Prevocational services for one year. He keeps telling 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.

o Heidi has had two jobs in the community. She worked at a movie theater for over a year until it closed. She then held a job at her local grocery store stocking shelves and cleaning for three years until she had surgery last year. After her surgery, she was enrolled in community prevocational services three days/week and volunteered the other two days a week with support from her community habilitation staff. She feels ready to get back out into the work force.

Five horizontal lines for writing notes or reflections on the examples provided.



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



Discovery Includes

- 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)

Why Discovery?

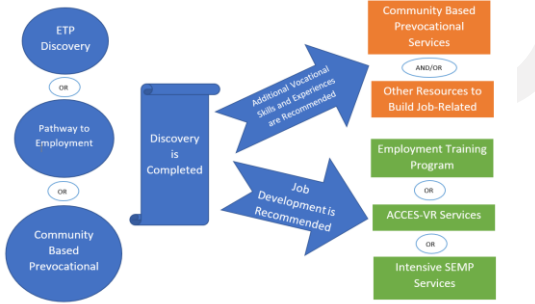


Job Development or Vocational Plan?

The Discovery will have the answers to the following questions. Based on the answers, determine if the individual should:

- Seek Competitive Employment
 - Pursue Vocational Services to prepare for Competitive Employment
- ✓ Can the person be alone in the community safely?
 - ✓ Does the person have the skills to match their job interest?
 - ✓ Does the person have transportation to a job?
 - ✓ Did the person follow through with tasks and work experiences?
 - ✓ Is the person willing to accept constructive criticism from job coaches and employers?

Beyond Discovery



What is the Job Match Process?

- Employment staff assess the job seeker’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
- Alternative job possibilities are identified
- Job development activities consistently follow the job match criteria
- Job developers seek to understand business needs in order to develop successful job matches

What are Job Coaching Supports?

- Training for the person on their job
- Developing clear instructional strategies and assisting the person to meet job performance and interpersonal standards
- Focusing on building independence and slowly fading supports as person progresses
- Assisting the person to build positive relationships at work
- Assisting the person to understand specific 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



Introduction to OPWDD Employment Services

The Tools in our Toolbox

Community Based Prevoc

Pathway to Employment

Employment Training Program (ETP)

Supported Employment (SEMP)



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, work-related skills training, travel training and career planning
Unpaid volunteer or 14c paid opportunities

What do we do in Community Based Prevocational Services?

TEACH THE FOLLOWING SKILLS:

- Responding to supervision
- Managing stress in the workplace
- Attending to task, appropriate work habits and attitudes
- Instructing the individual to adhere to generally accepted workplace policies, conduct and dress
- Travel training
- Assessing the individual to determine his/her work interests and skills
- Safety awareness and skills
- Effective communication with others

Pathway to Employment



Waiver Service
Prepares people for employment through the development of a Career & Vocational Plan. Service is provided in 278 hours within 1 year.
Wrap around service
Provides discovery, community work experiences, job readiness training, career planning and development of a vocational goal
Community Situational Assessments / Community Work Experiences

What do we do in Pathway to Employment?

- Developing a Career and Vocational Plan at the completion of the service
- Person-centered planning with the individual, family, friends, and support staff to develop a Plan of Action
- Learning about the individual's history, community experiences, interests, skills and preferences to identify vocational strengths, skills, and interests
- Experiencing three varied community work experiences
- Participating in job-related skills training and strengthen work-readiness skills
- Preparing individuals for competitive employment in jobs that pay minimum wage in an integrated setting
- Teaching safety awareness and skills

Employment Training Program - ETP



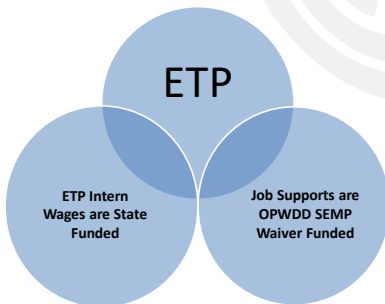
Program
Provides a time limited paid work experience after Discovery and targeted job development in 1 year or less.
Job supports funded by OPWDD SEMP
Provides discovery, targeted job development and internship/work opportunity at a community business that agrees to hire the individual
Wages paid by OPWDD at Minimum Wage until business hires the individual

What do we do in ETP?

(Employment Training Program)

- Discovery with Job Development Plan or Vocational Development Plan
- Job Development / Job Matching
- Wages paid (state funded) by NYS while Intern is learning the job
- Job Readiness Training (JRT) monthly
- Intensive Job Coaching
- ETP Supervisor provides technical assistance and administration of the program
- Services are funded by OPWDD SEMP services (Waiver service)

How is ETP Funded?



Supported Employment - SEMP



Waiver Service
Provides job coaching, job development and support on a job
On-going supports and services, as needed. Supports are faded, as individuals build independence
The outcome is community based, competitive, integrated employment
Paid by business at minimum wage or higher

What do we do in Supported Employment?

- Job development (after ACCES-VR or ETP)
- Job coaching, training and planning within the work environment
- Improving communication skills with supervisors, co-workers and customers
- Teach job retention strategies
- Developing natural supports
- Negotiating with employers
- Benefits planning
- Career advancement strategies
- Foster independence on the job

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.

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 SEMPS Services	Job Coaching, Job Development and Life-Long Supports on a Job
Discovery, community work experiences, volunteer opportunities and career planning	Discovery, community work experiences, and develop a vocational goal	Internship opportunity at a community business	Community based, competitive, integrated employment
Unpaid or Paid Work Experiences or Volunteer	Unpaid or Paid Work Experiences or Volunteer	Wages paid by OPWDD until business hires if successful	Paid by business at minimum wage or higher

Case Studies



What Service is Best for Kara?

Kara has attended the workshop for 15 years. She recently stated that she wants to work, but only wants to cook in a restaurant. She has experience helping her mom cook at home and has no paid or volunteer work experiences outside of the workshop which offers only production work.

What would be the next steps?

1. Discuss both **Community Based Prevocational Services and Pathway to Employment** and explain that there are various types and environments and tasks in food service and restaurants.
2. Kara can visit, explore and research food services possibilities, as well as other career options she may not have considered yet. Upon Kara's approval, staff would enroll Kara in the appropriate service.

Care Manager Role and Employment-Related Services

1. Coordinate person-centered planning with the person and their support team
2. Identify the vocational or employment service that matches the individual's need related to prior vocational experiences, career exposure, work experiences, interests, and demonstrated skills
3. Identify and facilitate enrollment in services that best meet the individual's vocational needs, as available
4. Work with the identified program to submit the [Request for Service Authorization](#) or [Service Amendment Request Form](#)
5. Send the Notice of Decision (NOD.09) to the provider agency when approved. Otherwise, the agency does not know if service was approved.
6. Update the Life Plan, as required

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

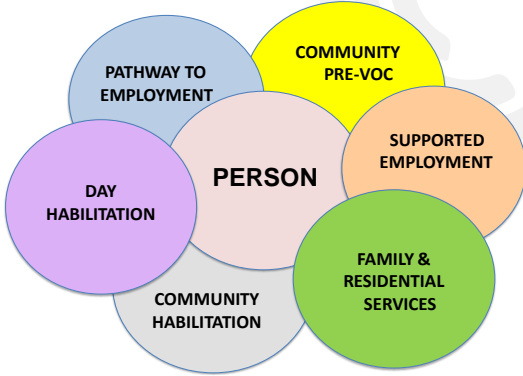
- Has the person participated in a Discovery service (ETP, Pathway to Employment or Community Based Prevocational services)? **If no, refer to a Discovery service.**
- Does the person have community volunteer and work experience? Were they successful and satisfied with those experiences? **If yes, refer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

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

Employment-Related Planning



What Current Supports Does The Individual Have?



To Summarize:
Which Services Fit the Person's Skills,
Experience and Support Needs?



Care Manager Role/Other Considerations

Which Programs May Be Combined?

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

**See full billing limitations in specific service regulations*

Why Combine Programs for Employment Success?

- To address barriers to employment such as task focus, interpersonal skills, flexibility, etc.
- To build social and community relationships outside of work
- To build stamina and healthy habits
- To develop transportation skills
- To build independence and safety skills
- To gain experience in new career paths



How Can Community Habilitation Reinforce Vocational Activities?

- Improving personal care and health through experiences focused on well being
- Enhancing communication and social skills
- Building relationships in the individual's community
- Understanding money management
- Exploring volunteer activities

Which Programs May or May Not be Combined

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

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

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 & Federal Requirements

❖ Medicaid is the payor of last resort.

o In order to meet this requirement:

- Individuals need to receive Intensive supported employment (job development/job coaching) services **at least once through ACCES-VR,**

OR

- If an individual requires higher level of supports, ACCES-VR has agreed that OPWDD's Employment Training Program (ETP) may be an alternative for ACCES-VR (See OPWDD and ACCES-VR Letter of Agreement)

When Can You Enroll Someone in SEMP?

- ❖ After the individual has completed ACCES-VR and is employed, they may transition to OPWDD's Extended SEMP services 90 days after agreed upon stabilization date.
- ❖ If the individual already has a job and is requesting OPWDD SEMP, they can be enrolled into OPWDD Extended SEMP.
- ❖ If the individual does not have a job and is not enrolled in SEMP, the SEMP agency requests approval for Intensive SEMP. The SEMP agency shares the approval number with the Care Manager to list on the SARF.

Self-Direction

- Ensure there is enough money in the budget for SEMP and the funding is discussed with the SEMP provider or Fiscal Intermediary.
- Direct Provider Purchased SEMP vs Self-Hired SEMP? (handout provided)
- Budget for SEMP needs to be in place before the start of service, otherwise the delivery of service is delayed.
- Be aware of the length of time to amend a budget.

Public Benefits Planning

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

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

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

SLMS TRAINING BENEFITS AND ENTITLEMENT

- OPWDD’s Revenue Support Field Operations and Offices offer Benefits and Entitlements and Personal Allowance trainings. All courses are offered via WebEx and available for registration in SLMS. Benefits and Entitlements is comprised of four separate modules: Medicaid, Medicare, Supplemental Security Income (SSI) and Social Security.
- Benefits and Entitlements SLMS Trainings:
 - BE – Medicaid: search OPWDD-BE-MA.
 - BE – Medicare: search OPWDD-BE-MCR.
 - BE – Supplemental Security Income: search OPWDD-BE-SSI.
 - BE – Social Security: search OPWDD-BE-SS.



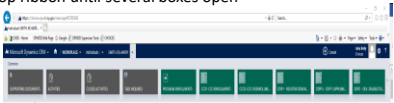
REQUEST FOR SERVICES (RSA/SARF) Important Points to Consider

- Identify service needs with individual/support team
- Determine if individual is in need of Front Door Authorization (RSA). If not, submit SARF
- Submit RSA/SARF properly along with justification and explain WHY individuals need the support/service. When completing these forms:
 - Use correct wording of service requested
 - Enter number of UNITS not hours or 99999 if not known (use reference guide from DDRO)
 - When stating justification, explain WHY the individual needs the service (do not state what the service provides)
 - Provide Life Plan or in-process Life Plan for RSA (if emergency need and there is not yet a Life Plan, notify Regional Office)
 - Ensure the documents are COMPLETE (cannot be processed if not)

REQUEST FOR SERVICES (RSA/SARF) Important Points to Consider

- Upload supporting documents and additional justification in CHOICES
- If unsure on how to complete accurately, consult Supervisor, Provider or RO
- Notify the SEMP program when SARF and Life Plans are submitted to OPWDD
- Front Door Facilitator (FDF) or Waiver Service Liaison (WSL) reviews and if there are any additional questions, provide quick response.
- The request will be presented at Quality Review Team (QRT).
- Based on the outcome:
 - If authorized, need to inform provider and secure the service
 - If not authorized, pursue alternative service recommended by QRT
 - Provide additional information if requested

Individual Inquiry in CHOICES

1. Log into CHOICES
 2. Search an individual by Last Name or TABS#
 3. Click on the **individual's name**
 4. Hover over the arrow to the right of the individual's name on the top ribbon until several boxes open
- 
5. Choose "TABS Inquiry", then in the "Choose an Inquiry" drop down select "Individual".
 6. Choose the correct "DDSO" in the next drop down, then "Open PDF".
 7. Select **Print** to File/Save As, print or email Individual Inquiry.

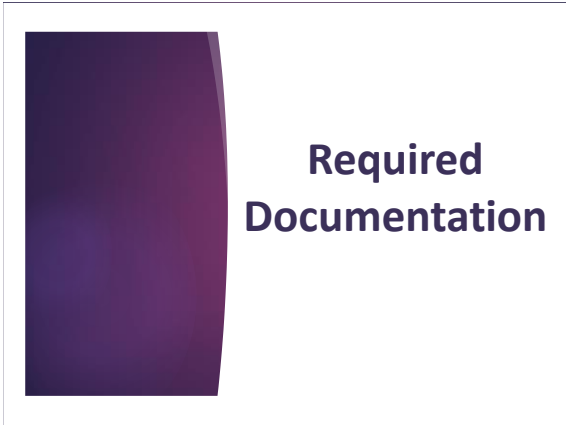
EMPLOYMENT SERVICES Wording of Services

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

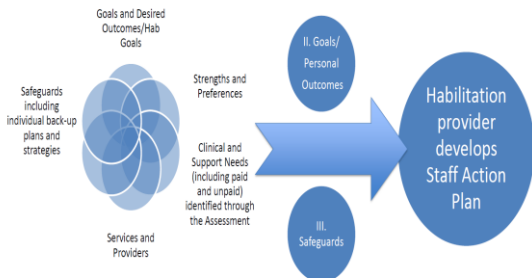
Service Amendment Request Forms and Central Office Approvals

For the following services, the Care Manager will obtain the approval number from the provider agency to complete the SARF:

- Pathway to Employment extension, only when the person needs to be re-enrolled after one year or requires additional hours
- Intensive SEMP services when the person is NOT employed or accepted into ETP



Care Managers Assign Life Plan Goals to Providers



Prevocational Services

Must have at least one goal/valued outcome identified in Sections II or III. If specific language needed to met regulatory requirements is not included, the Care Manager may edit the appropriate section OR list in a comments section.

Section IV HCBS Waiver and Medicaid State Plan Authorized Services							
Authorized Service	Provider/Facility	Effective Dates	Qty	Unit	Per	Total Units	Comments
Site Based Prevocational Services (SBPV), if site based Community Based Prevocational Services (CBPV), if community based	Name of the agency providing the service	Effective date (i.e. review date) of the Life Plan or new service start date) Duration: Ongoing	This field is to assist in calculating the total units and may or may not be used by the CCO.	SBPV - "A day" CBPV- "Hour" or "hourly"	This field is to assist in calculating the total units and may or may not be used by the CCO.	Per NOD.09	Other required or pertinent information.

Pathway to Employment

Must have at least one goal/valued outcome identified in Sections II or III. If specific language needed to met regulatory requirements is not included, the Care Manager may edit the appropriate section OR list in a comments section.

Section IV HCBS Waiver and Medicaid State Plan Authorized Services							
Authorized Service	Provider/Facility	Effective Dates	Qty	Unit	Per	Total Units	Comments
Pathway to Employment	Name of the agency providing the service	Effective date (i.e. review date) of the Life Plan or new service start date) Duration: Time Limited	This field is to assist in calculating the total units and may or may not be used by the CCO.	Hour or hourly	This field is to assist in calculating the total units and may or may not be used by the CCO.	Per NOD.09	Other required or pertinent information.

Life Plan Section V

Includes OPWDD state-paid services, other Medicaid services not authorized by OPWDD, health care providers, natural supports, and community resources.

Examples related to employment services:

- OPWDD state-funded SEMP (individuals are grandfathered prior to 7/1/15)
- ACCES-VR services (Supported Employment, Assessments, Benefits Advisement, Assistive Technology, Driver Rehabilitation, Post-Secondary Education Coaching, etc.)
- ETP Wages are 100% OPWDD state-funded. (ETP services are funded by HCBS Waiver OPWDD SEMP and must be listed in Life Plan Section IV)

Challenges and Recommendations

Cannot start waiver service until SARF/RSA is authorized by the Regional Office.

- Submit forms timely.
- Make sure forms are completed accurately.
- Share NOD.09 as soon as it is received.

Service needs to be on Life Plan before service begins.

- Update Life Plan as soon as service has been approved by Regional Office.

Challenges and Recommendations

The units on the Life Plan are incorrect.

- List the number of units listed on NOD.09. Not listed for SEMP - use 99999 if unknown for SEMP.

Safeguards in Life Plan are not appropriate for employment services.

- Identify appropriate needs in different settings. Discuss with provider agency of service.

Unsure if individual is enrolled in ACCES-VR.

- Contact ACCES-VR to verify.
- List ACCES-VR in Section V of Life Plan.
- Prepare to transition the individual to OPWDD SEMP when employed (by 90 days after stabilization).

RESOURCES

OPWDD Care Management Life Planning and Service Delivery Process: Connecting the Dots: <https://youtu.be/d0UzboNE5U4>

Innovation Training: www.eleversity.org

Employment Questions:

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

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

Questions?

Thank you!

info@elevatorcity.org

Elevatorcity.org
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