DISTANCE LEARNING PROTOCOL
(SAME EXPECTATIONS AS IN-PERSON)

• Be on-time. Late arrivals will not be admitted.
• Choose an appropriate place to set up your webcam (e.g. not lying down or in bed, driving, in front of a window)
• Keep the camera centered and avoid moving around
• Minimize background noise and visual distractions
• Please only 1 person per device
• Must attend the training as scheduled to receive credit
• 100% participation is required (chat, poll questions, etc.)
• No cell phones & tablets must be in landscape mode
• No smoking/vaping on camera

Important information from OPWDD

• OPWDD is open for business! ETP Supervisors are available to answer questions and assist you.
• Please submit any employment and vocational service questions you may have to:
  employment.technical.assistance.questions@opwdd.ny.gov
• Please be aware of the unique situations and difficult circumstances of the people you work with.
• Know who is on your roster and what services could benefit them. What can they be working on now
  • Discovery?
  • Work Readiness?
• Will they be ready to get back to work if they’ve been furloughed or terminated? Are they maintaining or learning new skills?
• What services do you need to request now in order to be ready to support people returning to work? Requests to bill Intensive and Extended SEMP hours are being processed regularly.
INNOVATIONS TRAININGS
MORE INFORMATION IS AVAILABLE ON OUR WEBSITE AT:WWW.ELIVERSITY.ORG

Core Classes
- Introduction to Employment
- Discovery: Assessment and Planning
- Effective Job Coaching
- Basics of Business Engagement

Beyond Discovery
- Job Development
- Community Prevocational Services
- Employment Training Program (ETP) 101
- Management Skills for SEMP Leaders

Quick Bites
- Technology for Vocational Services
- Demonstrating the Benefits of Supported Employment to Businesses
- A Case Study in Discovery

TODAY
Purpose - Discover the Employment Training Program
Process - Discussion, practice and application

Payoff | Payoff | Payoff
-------|-------|-------
Increase knowledge of ETP | Gain confidence in presenting ETP to prospective job seekers | Greater understanding of the partnership with ETP Supervisors

OPWDD’s Philosophy
- Employment is considered as the first option
- Employment services are person-centered
- Employment service providers are well trained
- OPWDD is committed to partnering with providers to provide quality employment services
OPWDD Supported Employment
Number of Individuals in Competitive Employment 2013-2021

*All numbers represent December annually

Job Match
Targeted Job
Development
Plan

Job Coaching
Individualized
Supports

Discovery
Interviews
Observations
Assessments

The Tools in our Toolbox

Program:
• Employed in 1 year or less
• Internship opportunity after
• Discovery and targeted Job-site Development
• Wages paid by OPWDD

Supported Employment
SEMP

Waiver Service:
• Coaching,
Job Development,
Life-long support on a job
• Community based, competitive, included employment
• Wages paid by business at minimum wage or higher.
“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn”

ETP…

TRUE OR FALSE

Choosing a candidate
Candidate Selection

- Does the individual have established OPWDD eligibility?
- Do they have Medicaid eligibility to participate in Waiver services?
- Contact local ETP Supervisor for application
ETP Application Process

- Staff and applicant complete
- Submit application to the ETP Supervisor
- ETP Supervisor will review application
- ETP Supervisor will send application for approval

The Application

ETP Application Checklist

- Complete Application
- Use Review Checklist
- Submit to ETP Supervisor
Application

- Application is submitted to the ETP Supervisor
- The application is forwarded to Albany
- Then the applicant will be scheduled for an interview with the ETP Supervisor

The ETP Interview

Preparation:
- How to dress
- Practice answering job related questions
- Bring Photo ID and Social Security Card
- Treat it just like any job interview

Post Interview

- Fingerprint process completed
- The OPWDD onboarding process
  - Complete new hire paperwork
  - Attend OPWDD pre-ETP orientation
  - Sign the Memorandum of Understanding (MOU)
- If needed, SEMP agency may do an intake
Intern to Employee
Pre-Application
Application
Job Development Plan for Intern Site
Intern Site Development
Discovery
Approval
Approval
Approval
Approval
Approval
Discovery First
Approved
Internship

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**Job Readiness Training Classes**

- Facilitated by ETP Supervisor
- Mandatory
- Intern is paid to attend

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**ETP Discovery**

- Discovery Status Update
- Discovery Report

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• The Discovery Report is available online as a writable form.
• OPWDD recommended hours for each step.

File Review
- Program and experience history
- Test scores and assessments
- Medical history
- Safeguards

Interviews
- Who are you talking to?
- Are you creating conversations?
- Are you getting different perspectives?
- Is it relevant?
Job Settings:
Individuals in SEMP(Blue) vs. ETP(Read) in 2019

<table>
<thead>
<tr>
<th>Segment</th>
<th>SEMP</th>
<th>ETP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government/Public Administration</td>
<td>20</td>
<td>15</td>
</tr>
<tr>
<td>Office/Clerical</td>
<td>25</td>
<td>20</td>
</tr>
<tr>
<td>Educational/School</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td>Recreation/Entertainment</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Manufacturing/Production</td>
<td>15</td>
<td>10</td>
</tr>
<tr>
<td>Janitorial/Maintenance</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Hospital/Health Care/Nursing Home</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>Food Service</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Social Services/Human Services</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td>Retail/Grocery/Department Store</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Percent (%) of Jobs

Observations

- Look for the obvious and subtle details
- Observe:
  - Interpersonal interactions
  - Interaction with physical environment
  - Level of independence
  - Skill demonstration

Community Based, Work Related, Situational Assessment

- Where are you doing the assessments?
- What are you seeking to learn?
- What is the individual learning?
- Remember the E’s of Discovery
How are your Discovery skills?

Discovery Works

Get to know the job seeker

Stronger job development and match

Improved coaching supports and strategies

Employment success and retention

Reasons Individuals Quit Jobs:
Individuais in SEMP in 2019

- Dissatisfaction with Job Tasks: 39%
- Dissatisfaction with Hours: 16%
- Loss of Benefits: 8%
- Family Issues: 8%
- Lack of Interest: 29%
Reasons Individuals were Fired: Individuals in SEMP in 2019

- Poor Performance 22%
- Inability to Perform 22%
- Behavioral 22%
- Poor Attitude 13%
- Productivity 8%
- Violation of Rules 14%

Discovery Report Findings

- Review Discovery Report
- Notice and Wonder
- What career areas have been identified?
- Research the jobs in those career areas

Career Research

O-Net Online

Build your future with O-Net Online.

- Descriptions of careers
- Salary info
- Education requirements
- Work environment
- Job outlook
- Skills needed
- Additional resources

I want to be a...
Discovery Report

- Discovery Report is completed
- Refer to Discovery Report Checklist (provided in Discovery)
- Send to SEMP Manager for approval

Discovery Report Decision Points

- The report did NOT give clear information
  - Send the report back to author
  - Request clarification
  - Review the report again

- The report did give clear information
  - Job Development is NOT recommended
    - Schedule Stakeholder Meeting

- The report did give clear information
  - Job Development is recommended
  - ETP Supervisor Approves
    - Write Vocational Development Plan
      - Write Job Development Plan and submit for approval
      - Schedule Stakeholder Meeting (Recommended but Optional)

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Discovery Report Recommendation

- 7. RECOMMENDATION
- 1. The individual is NOT recommended for Job Development and employment in the community.
- 2. The individual is recommended for Job Development for competitive employment in the community.

Discovery Report Recommendation

Not Ready for Job Development
Ready for Job Development
Key Considerations

- What skills have been identified in Discovery?
- What businesses can utilize those skills?
- Do these align with Discovery Career Areas?
- Do we have an existing business relationship?
- Do we need to create a new business relationship?
- What are the “Non-Negotiables”
- Submit to ETPS for approval

Job Development Plan

Create the Job Development Plan to:
- Design a scope and process to this plan
- Ensure the plan creates a targeted plan based on the Discovery Report Findings
- Create a plan that can achieve timely results
- Adapt the plan as needed!
Utilize the Job Development Plan to:
- Focus on Career Areas recommended in Discovery
- Contact existing business relationships in those career areas
- Develop new businesses relationships in identified career areas

Benefits of ETP
Show that ETP adds value for a business:
- Longer period to learn job for individual
- Business sees the intern has skills to do the job.
- Intern Workers Comp is covered under NYS-OPWDD.
• How is the pitch for ETP different from a job when the employer pays the wages?

• How can ETP add value for a business?

How do you discuss ETP?

Pre-Placement

• Identifies the person with approval to hire staff
• Highlights the job tasks that match the Discovery activities
• Verifies the non-negotiables of the business and intern align

Reasons the Internship may not be approved:

✓ Not a match to Job Development Plan and Discovery
✓ Past history with Business
✓ Conflict with needs of the business and needs of the intern
ETP Process

Worksite Placement Meeting
ETPS completes Worksite Placement Form
Meeting at internship site
Review expectations of business to participate in ETP
Hours of work/coaching finalized
Job duties identified
Emergency Contact form completed
JRT Schedule provided
Coach, intern, ETPS, Site supervisor attend

Job Coaching for ETP
- Customize supports to match intern and the workplace
- Facilitate communication on the worksite
- Identify workplace expectations and reinforce them
- Create a plan for submitting ETP Time Sheets
- Communicate challenges to ETPS
- As intern becomes more independent, create a plan to fade with ETPS
- Is the intern meeting workplace standards
- Document, document, document
Planning for Day 1

Create a Job Coaching Plan:
• Review job duties, tasks, expectations
• Discuss work and coaching schedule
• Contact Information
• Chain of command in the workplace
• Job Coach Expectations
  - Update ETP Supervisor of challenges and progress
  - Create a plan
  - Seek supervisor input

Quarterly Progress Meeting

• Is Intern doing tasks on Worksite Placement form?
• Are you facilitating independence in the job?
• Are they ready to be hired?
• Standards for Quarterly Progress Meeting
• What can the intern stop, start and continue doing?
• Workplace culture
• Held after first 90 days
Is the intern earning the job?

work hard now. it'll pay off later.

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ETP Process

- Internship
- Intern to Employee
- Pre-Application
- Application
- Discovery
- Intern Site Development
- Job Development Plan for Intern Site
- Approval

Time to Transition

- Complete the businesses onboarding process
- Create an extended service plan
  - Coaching for retention
  - Ongoing career development

HIRED!
- Benefits individual, agency, and ETP Supervisor due to less paperwork and processing
- Broadens the opportunity for individuals interested in employment to participate in Discovery
- Did not want to give individuals false hope that they would be placed in a job.
- Provides agencies with Intensive SEMP hours.
Discovery First

Criterial looked at
- The individual’s work history
- Does the candidate have any legal implications
- Level of independence in the community
- Participation in Discovery activities
- Transportation

Discovery First

- ETP Supervisor is contacted by SEMP Agency or Care Manager regarding ETP Candidate
- ETP Supervisor will gather information regarding potential candidate to consider
- Based on information gathered, ETPS makes determination of ETP with Wages or ETP Discovery First

Discovery First

- Application includes:
  - Information Sheet
  - Consent for Release of Information
  - Most Recent Psychological Assessment
  - The Life Plan
- Sent to ETP Supervisor for approval
- Once approved, authorization is provided for Intensive SEMP Hours to complete Discovery
- Candidate is not on NYS Payroll
Discovery First Expectations

- Timeliness – Complete in 3 – 4 months time
- Communication – Relationship with ETP Supervisor
- Prove it out – What is next step? WHY?
- Did your Discovery answer all the questions?
- Discovery Recommendation

Discovery Report Decision Points

- If the report did NOT give clear information
  - Send the report back to author
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- If the report gave clear information
  - Job Development is NOT recommended
  - Write Vocational Development Plan
  - Schedule Stakeholder Meeting

- If the report did give clear information
  - Job Development is recommended
  - ETP Supervisor Approves
  - Write Job Development Plan AND complete ETP Application
  - Schedule Stakeholder Meeting (Recommended but Optional)

Discovery First ETP Process

- Internship
  - Approval
  - Intern Site Development
    - Approval
  - Pre-Application
    - Discovery First
      - Approval
  - Job Development Plan for Intern Site
  - Application
WHAT IS THE SERVICE?

- Medicaid Documentation
  - It's not about quantity of writing...
  - It's about quality of writing and incorporating all aspects of service provision

MONTHLY SUMMARY

- Requirements for documenting a service

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Eleversity
NEXT-LEVEL WORKFORCE EDUCATION

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