

# Vocational Services: Then and Now Class Manual



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# Innovations Training Engagement Protocol

**Thank you for being on-time and ready to learn using zoom functions.**

Late arrivals or unprepared learners will need to reschedule. [*prepared* means you have all technology required and the ability to use it]

- Choose a quiet space that will allow for listening and sharing.
  - Use headphones as needed.
- Set up your equipment at a desk or table and sit within arm's reach of your computer so that you can easily engage when prompted.
  - Do not lay down or sit far from your equipment.
  - Tablets must be propped up and in landscape view.
  - Keep the camera centered on your face and avoid walking around.
- **Limit multitasking and outside distractions:**
  - You will get a 10-minute break mid-way through, please use that time to address outside matters.
  - Do not make or take calls during class, including texting or scrolling.
  - Avoid having conversations with those around you, including others in the office taking the same training.
- Whether you are billing or not, you must fully participate and follow protocol.
- Must attend each course as scheduled and, in its entirety, to receive credit.
  - Be mindful of your time off camera.
- **Training cannot be completed on a cellphone.**
- Only 1 person per device.
- 100% participation is required (chat discussions, poll questions, unmute and share, breakout rooms, etc.)
- Look alive!

# Innovations Training Engagement Strategies for Success

- Unfamiliar with zoom?
  - Seek instruction and support from your manager, co-workers, IT, kids, or any other experienced zoom user.
  - Access Zoom tutorials via Zoom website.
- Use the Zoom app and be sure to update regularly.
- Have you downloaded the class materials?
  - Go to Eleversity.org-> Resources-> OPWDD Innovations Resource -> [Scroll down to the desired class]
- Having an **unexpected emergency**? [flood in the kitchen, sick baby/pet, work related crisis, computer died].
  - If it can be resolved quickly, notify the TA in the chat box.
  - If it cannot be resolved, notify the TA in the chat box, remove yourself, and reschedule. If needed, call 585-340-2051.
- Need a bio-break?
  - Can you wait for the break or end of class?
    - Yes – sit tight
    - No – message the TA that you will be right back
- Feeling sleepy or tired?
  - Stand up and stretch – move your body but stay in view of camera.
  - Grab some water, coffee, soda.
- Have you lost connection with zoom?
  - If you still have internet, use the link to return to the class
  - If you're having trouble resolving the issue, call 585-340-2051. If you do not reach a person, be sure to leave your name and the name of the class.
  - If the issue is not quickly resolved, you will need to reschedule for the course.

## Employment Specialist Onboarding

### GLOSSARY OF COMMON EMPLOYMENT SERVICE TERMINOLOGY

**ADM:** OPWDD issues Administrative Directive Memoranda to assist regulated parties in complying with applicable statutes, rules, or other legal requirements.

**ABILITIES:** Abilities is one of the primary employment factors. Abilities include the individual's existing physical, mental, or functional capacity to successfully engage in employment through natural aptitude or acquired proficiency.

**BENEFITS COUNSELING:** Benefits counseling is a resource for an individual to obtain benefits, understand the impact of work on their benefits, and/or to understand and use work incentives available through the Social Security Administration and other public or private programs.

**CAPABILITIES:** Capabilities is one of the primary employment factors. Capabilities include the potential for an individual to develop the skills necessary for employment through the provision of vocational rehabilitation services.

**EMPLOYMENT FACTORS:** Employment factors include strengths, resources, priorities, concerns, abilities, capabilities, interest, and informed choice.

**EMPLOYMENT GOAL:** The employment goal is described as the profession or occupation that the individual is expected to achieve as a result of the services provided.

**EMPLOYMENT NETWORK (EN):** Any qualified entity that has entered into an agreement with the Social Security Administration (SSA) to deliver employment, vocational rehabilitation, and support services to beneficiaries of SSI and/or SSDI who have assigned their Tickets to them.

<https://yourtickettowork.com/web/ttw/en-home>

**ENCLAVE MODEL:** Enclave models consist of a small group of approximately five to eight individuals with most severe disabilities who work in a local industry with training, supervision and ongoing support provided by a staff from a provider agency. [AKA – Group Employment]

**EXTENDED SERVICES:** Extended Supported Services is defined as the long-term support service required by individuals whose goal is supported employment.

**FUNCTIONAL LIMITATION:** Functional Limitation means a measurable impediment directly related to an employment outcome resulting from the person's disability, in areas such as communication, interpersonal skills, mobility, self-care, self-direction, work tolerance, or work skills.

**INFORMED CHOICE:** Informed choice is the active involvement of consumers contributing to the success of and satisfaction with their employment outcomes and in the selection of, a long-term vocational goal, rehabilitation objectives, and vocational rehabilitation services including assessment services.

**INTEGRATED WORK SETTING:** An integrated work setting is one where the individual with a disability interacts regularly with persons who do not have disabilities and who are not paid caregivers.

**INTENSIVE SUPPORTED EMPLOYMENT SERVICES:** Intensive Supported Employment (SEMP) Services include intensive job development and/or job coaching services.

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**MOBILE CREW MODELS:** Mobile Crew models are set up as small, single purpose service business enterprises whose employees move from site to site in the community rather than operating as an extension of a large organization with many missions. A general manager is responsible for small crews with eight or fewer employees, and there is one supervisor/job coach per crew. [AKA – Group Employment]

**MOBILITY:** Mobility means a person's ability to move to and from work or within a work environment, including walking, climbing, coordination, accessing and using transportation, as well as use of special and perceptual relationships.

**MOST SIGNIFICANT DISABILITY:** An individual with a most significant disability means an individual:

- who has one or more physical or mental disabilities determined by an assessment of eligibility and vocational rehabilitation needs to cause substantial functional limitations;
- and who has a physical or mental impairment which seriously limits three or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome;
- and whose vocational rehabilitation will require multiple vocational rehabilitation services over an extended period of time.

**MOU:** Memorandum of Understanding is a formal agreement between two or more parties. Companies and organizations can use MOUs to establish official partnerships. MOUs are not legally binding, but they carry a degree of seriousness and mutual respect, stronger than a gentlemen's agreement.

**SOCIAL SECURITY DISABILITY INSURANCE:** SSDI provides benefits to disabled or blind individuals who are "insured" by workers' contributions to the Social Security trust fund. These contributions are the Federal Insurance Contributions Act (FICA) social security tax paid on their earnings or those of their spouses or parents. Title II of the Social Security Act authorizes SSDI benefits. For more information, visit SSA.GOV

**SUPPLEMENTAL SECURITY INCOME PROGRAM:** SSI makes cash assistance payments to aged, blind and disabled people (including children under age 18) who have limited income and resources. The Federal government funds SSI from general tax revenues. Some States, like New York State, pay benefits to some individuals to supplement their federal benefits. In New York State, the Social Security Administration combines the state supplementary payment with the Federal payment into one monthly check. For more information, visit <https://www.ssa.gov/disability/>

**TICKET TO WORK PROGRAM:** Most working age individuals with disabilities who receive benefits from the Social Security Administration are eligible to participate in an initiative from the Social Security Administration called the Ticket to Work and Self-Sufficiency Program. The "Ticket to Work Program" allows SSDI and SSI beneficiaries to seek the employment services, vocational rehabilitation services and other support services needed to obtain, regain or maintain employment and reduce their dependence on cash benefit programs. For more information go to: <https://www.ssa.gov/disability/>

**VOCATIONAL ASSESSMENT:** Vocational assessment is an ongoing process involving the systematic collection of information about a student's vocational aptitudes, abilities, expressed interests and occupational awareness.

**WAIVER SERVICES / HCBS -** Medicaid waivers are **for people with disabilities and chronic health conditions**. The waivers allow healthcare professionals to provide care in a person's home or community instead of a long-term care facility

## Employment Specialist Onboarding

### Common Acronyms for New Employment Specialists

ABS	Adaptive Behavior Scale
ACCES-VR	Adult Career & Continuing Education Services – Vocational Rehabilitation
ADA	Americans with Disabilities Act
ADM	Administrative Directive Memorandum
ADHD	Attention Deficit Hyperactivity Disorder
APSE	Association for People Supporting Employment First (APSE.org)
ASD	Autism Spectrum Disorder
ASL	American Sign Language
BP	Benefits Practitioners
CBI	Community Based Instruction
CC	Care Coordinator
CDOS	Career Development and Occupational Studies
CM	Care Manager
CP	Cerebral Palsy
CPV	Community Pre-Vocational (AKA CBPV)
CRP	Community Rehabilitation Program
CWBA	Community Work Based Assessment
DDPC	Development Disabilities Planning Council
DDRO	Developmental Disabilities Regional Office (local office of OPWDD)
DOH	Department of Health
DOL	Department of Labor
DSS	Department of Social Services
DVE	Diagnostic Vocational Evaluation
ED	Emotional Disturbance
ETP	Employment Training Program
FLSA	Fair Labor Standards Act
HCBS WAIVER	Home and Community Based Services Waiver
HIPAA	Health Insurance Portability and Accountability Act
IDD	Intellectual Development Disability
IRWE	Impairment Related Work Expense

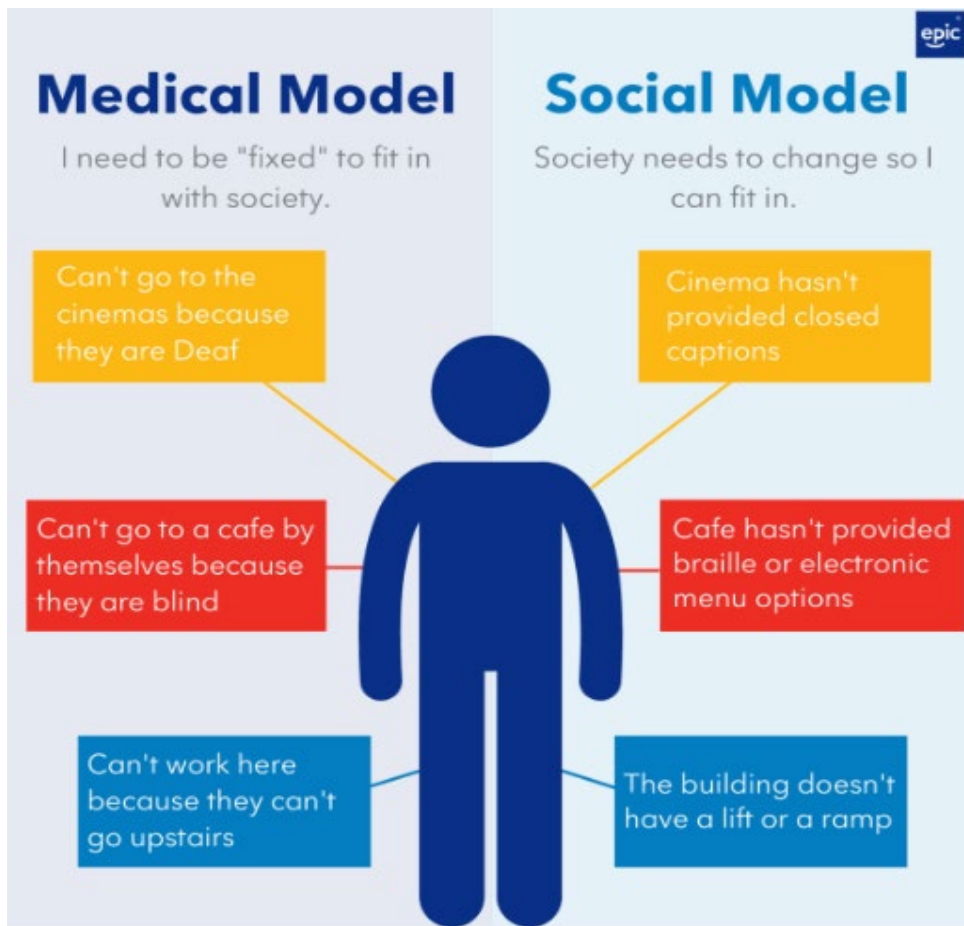
## Employment Specialist Onboarding

### Common Acronyms for New Employment Specialists

JAN	Job Accommodation Network
JC	Job Coaching
JD	Job Development
IDEA	Individuals with Disabilities Education Act
IEP	Individualized Education Program (School Based)
ILC	Independent Living Center
IPE	Individualized Plan for Employment (ACCES-VR)
IPOP/POPO	Individualized Plan of Protective Oversight
IRA	Individualized Residential Alternative
LCED	Level of Care Determination
LD	Learning Disability
MH	Mental Health
MOU	Memorandum of Understanding
NYSED	New York State Education Department
OASAS	Office of Addiction Services and Supports
OJT	On the Job Training
OMH	Office of Mental Health
OPWDD	Office for People with Developmental Disabilities
PASS Plan	Plan for Achieving Self Sufficiency
PCP	Person Centered Planning
PDD-NOS	Pervasive Developmental Disorder -Not Otherwise Specified
PT	Physical Therapy
REHAB ACT	Rehabilitation Act
RSA	Rehabilitation Services Administration
SACC	Skills and Achievement Credential Commencement
SGA	Substantial Gainful Activity
SEMP	OPWDD Supported Employment
SNA	Safety Net Assistance
SSA	Social Security Administration
SSDI	Supplemental Security Disability Insurance

SSI	Supplemental Security Income
TBI	Traumatic Brain Injury
TtW	Ticket to Work
TWP	Trial Work Period
VR	Vocational Rehabilitation
WBL	Work Based Learning
WIOA	Workforce Innovation and Opportunity Act
WIP	Work Incentives Planning





- **The Medical Model** states that disability is a problem with the person and is caused by disease, trauma, or other health condition and let's solve the problem. It focuses on the individual's impairment as the source of the disability. It focuses on that should be "fixed" in order to eliminate the impairment, through treatment and intervention. The medical model believes that society should invest in resources, health care, and related services to improve quality of life for PWD. The Medical Model overlooks the value that PWD bring to their community and forgo the responsibility to adjust and/or accommodate PWD. Because of this, many disability rights activists reject this model.
- The **Social Model** considers the problem is with society. For example, society creates the problem so let's make things more accessible. The Social Model of disability suggests that the disability is caused by the way that society is organized, instead of the individual's impairment. It also states that society make modifications to make room for and support people with disabilities to fully participate within that society. Disability scholar Paul Longmore once explained the Social Model "I use a wheelchair, but my friend who can climb stairs, does not. Up until we both approach a staircase, we are both equal in our ability. But the minute he starts to move forward, up the stairs, and I cannot, an inequality is created." Therefore the staircase is the issue that made one person disabled. Had there been a ramp, they would have remained "equal".

(Resource: <https://now.aapmr.org> – *Conceptual Models of Disability by Prateek Grover, MD PhD MHA.*)

# RESOURCES

<b>THE JOB ACCOMMODATION NETWORK</b>	<a href="https://askjan.org/">https://askjan.org/</a>
<b>EPIC – MODELS OF DISABILITY</b>	<a href="https://epicassist.org/">https://epicassist.org/</a>
<b>WIOA</b>	<a href="https://www.dol.gov/agencies/eta/wioa">https://www.dol.gov/agencies/eta/wioa</a>
<b>THE OLMSTERAD DECISION</b>	<a href="https://www.olmsteadrights.org/about-olmstead/">https://www.olmsteadrights.org/about-olmstead/</a>
<b>NYS EMPLOYMENT FIRST</b>	<a href="https://nyess.ny.gov/employment-first.html">https://nyess.ny.gov/employment-first.html</a>
<b>OPWDD SUPPORTED EMPLOYMENT: DOCUMENTATION, BILLING AND REPORTING GUIDE</b>	<a href="https://eiversity.org/wp-content/uploads/2022/04/SEMP-Doc-Billing-Full-Guidebook-9.9.19.pdf">https://eiversity.org/wp-content/uploads/2022/04/SEMP-Doc-Billing-Full-Guidebook-9.9.19.pdf</a>
<b>ETP SUPERVISOR DIRECTORY (11/2022)</b>	<a href="https://eiversityorg/wp-content/uploads/2022/11/ETP-Supervisor-Directory-Final-11.2022.pdf">https://eiversityorg/wp-content/uploads/2022/11/ETP-Supervisor-Directory-Final-11.2022.pdf</a>

## **Important Information You May need**

**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](mailto:employment.technical.assistance.questions@opwdd.ny.gov)

### **Contact Eleversity:**

Phone: (585) 340-2051

Email: [info@eleversity.org](mailto:info@eleversity.org)

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### **Access class materials:**

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