



**Office for People With
Developmental Disabilities**

OPWDD: Building Supports for Employee Growth While Improving Services

**NY STATE APSE
EMPLOYMENT FIRST TRAINING INSTITUTE
November 7, 2023**

Agenda

1. OPWDD Strategic Goals and Projects
2. What Makes Work Meaningful?
3. How New and Current SEMP Services Can Improve Employment Outcomes
4. How to Develop Opportunities for Staff to Plan and Manage Services
5. Various Roles and Functions to Enhance Services



OPWDD's goal is to increase the number of people gaining and retaining competitive integrated employment.

OPWDD Strategic Goals and Projects

Increase	the number of people competitively employed
Build	the full array of day, vocational and employment services for seamless transition to employment and careers
Develop	new and innovative models that are community-based and move people toward employment
Increase	career specific training for people with I/DD and help people build careers

OPWDD Strategic Goals and Projects

Partner

with state and federal agencies to advance and increase employment for people with I/DD

Reduce

administrative barriers and streamline processes

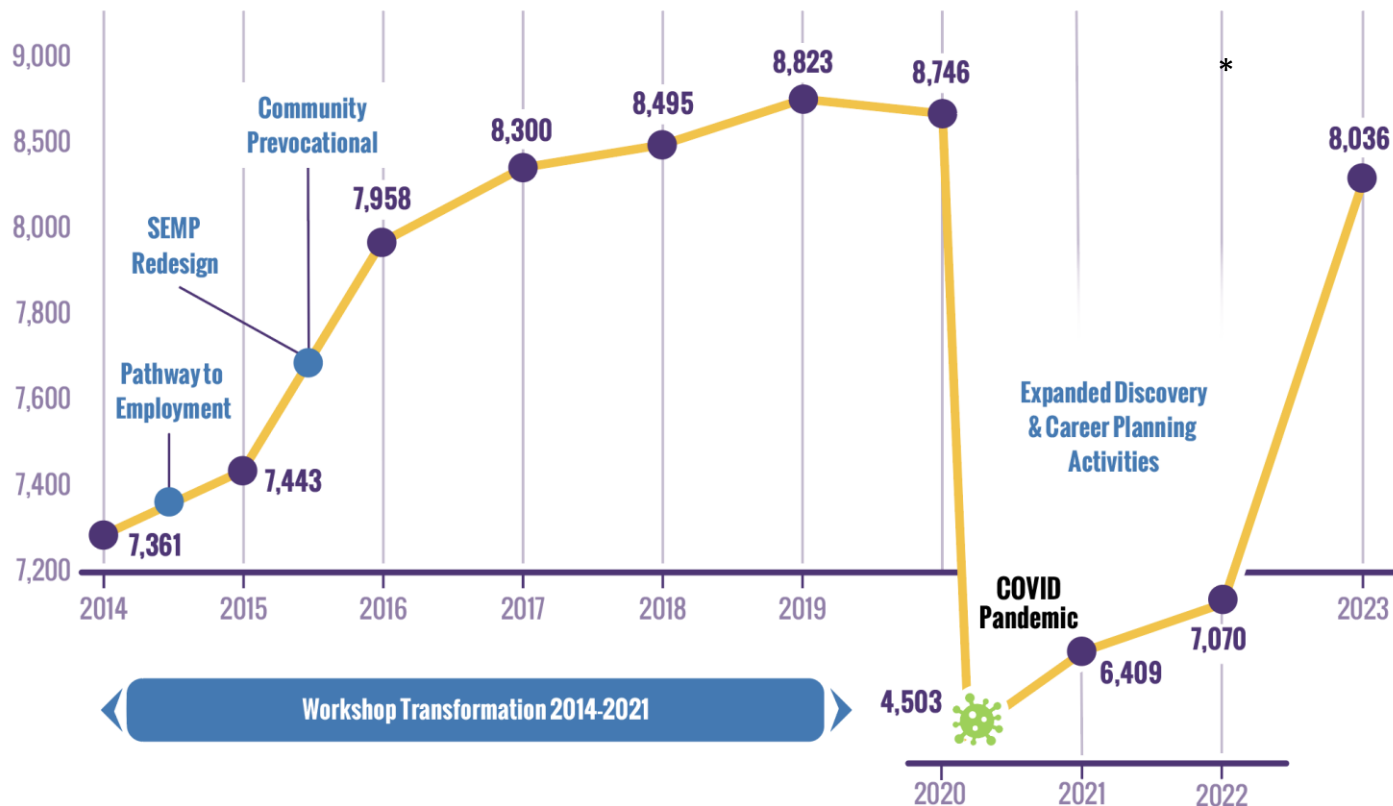
Improve

processes to allow people to move easily and quickly into and between services

Increase

engagement with NYS businesses

OPWDD Supported Employment Number of People Employed



All data points are based on December 31st annually unless otherwise indicated.
*2023 currently represents March 2023 and will be updated throughout the year.

What Makes Work Meaningful?

- 2020 McKinsey & Company survey showed **82% of employees believe it's important their company has a purpose**; ideally, one that contributes to society and creates meaningful work.
- And when a company has purpose, its people do, too. Separate McKinsey research from 2022 showed **70% of employees say their personal sense of purpose is defined by their work**, and when that work feels meaningful, they perform better, are much more committed and are about half as likely to go looking for a new job.

<https://www.bbc.com/worklife/article/20220902-the-search-for-meaning-at-work>

What Makes Work Meaningful?

The Pollack Peace Building study found that five factors lead to job satisfaction in the workplace:

- engagement
- respect (praise and appreciation)
- fair compensation
- motivation, and
- life satisfaction

While extrinsic factors like compensation are important, intrinsic factors generally contribute more to job satisfaction.

What Makes Work Meaningful?

Boston Consulting Group which surveyed over 200,000 people around the world found that the #1 factor for employee happiness on the job is to be appreciated for their work!

The top 10 factors are:

- Appreciation for your work
- **Good relationships with colleagues**
- Good work-life balance
- **Good relationships with superiors**
- Company's financial stability
- **Learning and career development**
- Job security
- Attractive fixed salary
- Interesting job content
- Company values

<https://www.forbes.com/sites/jacobmorgan/2014/12/15/the-top-10-factors-for-on-the-job-employee-happiness/?sh=1e2d64fa5afa>

What Makes Work Meaningful?

The Society of Human Resource Management article, Employees Want Additional Opportunities for Career, Skills Development includes the following quotes:

Samson, president of True North, a financial technology company based in San Francisco. "**Long-term employee happiness is created with growth opportunities,**" Samson says. "Offering a yearly education stipend isn't enough for us. We offer in-depth career mentoring as well. This allows us to get a comprehensive idea of career goals, so we can create custom training plans and promote upward mobility."

TeleTracking's Newton says, "We invest in each employee as an individual and understand that each career is different. We know that our **employees want to expand their skill sets and learn things** that will make them successful in their careers."

<https://www.shrm.org/resourcesandtools/hr-topics/organizational-and-employee-development/pages/employees-fear-employers-dont-offer-enough-career-skills-development.aspx>

Association of People Supporting Employment First's Universal Employment Competencies

These universal employment competencies represent the skills and standards of practice for providers of supported, customized and self-employment services for ALL people with disabilities.

- Assessment and Career Planning
- Marketing and Job Development
- Job Acquisition
- Job Analysis
- Worker Orientation
- Workplace Supports
- Adapting the Job Site
- Professionalism on the Job
- Retention
- Ongoing Supports
- Managing Benefits

How New and Current SEMP Services Can Improve Employment Outcomes

Proposed Supported Employment Regulations and ADM

- Adds two new allowable services: Planning and Managing SEMP services
- Changes 45 days of unemployment to 120 days. This relieves administrative burden on providers and allows for more individualized employment services
- Aligns staff training dates with calendar year
- Adds rounding to incentivize employment services. If the provider spends at least 10 minutes, they can round to 15 minutes at the end of the day of services

Proposed Supported Employment Regulations and ADM

- Allows OPWDD to approve more hours in one request. Reduces administrative burden.
- Language has been clarified in many areas based on questions and input from providers
- Sections were reordered to provide clarity and organize the regulations in a more coherent manner. For example, all paragraphs that related to Intensive SEMP were moved into one section with a separate section for Extended SEMP to assist providers.
- Clarifies that all required SEMP service documentation and reporting is an allowable service

Higher Level Allowable SEMP Services That Can Increase Quality Outcomes

- job development, analysis, customization, and carving, including negotiating and creating potential jobs with prospective employers on behalf of an individual or group of individuals;
- development and review of a business plan (for individuals who are pursuing self-employment or are self-employed);
- benefits support, advisement, and asset development;
- negotiating potential jobs with prospective employers on behalf of an individual;

Higher Level Allowable SEMP Services That Can Increase Quality Outcomes

- communication with an existing employer to review the individual's progress in meeting workforce expectations and to discuss and address any challenges the individual may have in the work environment and career advancement services;
- communication with the individual, family or other members of the individual's circle of support to discuss and address employment-related issues, such as management of benefits or challenges the individual may have in the work environment;
- meetings, **reports**, and communication with OPWDD staff including staff regarding progress and outcomes for individuals receiving SEMP services;

Higher Level Allowable SEMP Services That Can Increase Quality Outcomes

- (xvi) planning the delivery of all allowable SEMP;
- (xvii) managing the delivery of all allowable SEMP services;
- (xviii) preparation and review of documents, reports, and other required information in support of SEMP allowable services as required by OPWDD;
- (xix) staff time to attend OPWDD Innovations Training;

SEMP Services Delivered With and Without the Person Present

SEMP services delivered without the person present are services delivered on behalf of a person.

Examples of allowable SEMB services delivered without the person present include, but are not limited to:

- discussions with families about benefits planning;
- meeting with employers and potential businesses about hiring someone;
- developing the SEMB Staff Action Plan;
- documenting the delivery of SEMB services; or
- traveling to a job site to provide an allowable SEMB service.

SEMP Services Delivered With and Without the Person Present

SEMP services delivered without the person present may be delivered and billed for while a person receives another SEMP service or other OPWDD Waiver service. This is not considered double billing because the person is receiving two separate services: one face-to-face service is provided directly to the person, and the other service is provided on behalf of the person without the person being present (e.g., SEMP provider communicating with the person's employer, while the person is receiving Community Prevocational Services).

Managing Services Functions

Roles	May be a Billable Services?	Not Billable
Intake and Recruitment		X- Not Enrolled
Scheduling Staff	X- Planning Services	
Analyzing Program Data		X
Reviewing and Editing Staff Action Plans and Monthly Summaries	X- Documentation or Planning Services	
Trouble Shooting with Staff	X- Managing Services	
Communication with Person and Support Team	X	
Communication with Business	X	
Marketing & Business Relations	X- If Specific to Person or Group	X- If not Specific

Employee Roles to Plan and Manage Services

Mentor

Vocational Coordinator

Senior Job Coach

Job Developer

Assistant Manager

Manager

Assistant Coordinator

Coordinator

Senior Job Developer

Habilitation Specialist

Business Developer

Business Relationship Manager

Customer Service Manager

Job Retention Specialist

Questions

Web:

www.opwdd.ny.gov

Sign up to receive updates and information from OPWDD:

www.opwdd.ny.gov/form/email-sign-up

Technical Assistance Emails:

EmployAbility@opwdd.ny.gov

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