

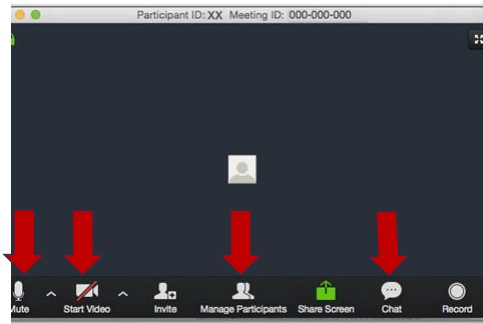
CARE MANAGER TRAINING: OPWDD EMPLOYMENT & VOCATIONAL SERVICES

INNOVATIONS IN EMPLOYMENT SUPPORTS



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Zoom Features



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Speaker View



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- 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

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What Does It Take To Be Employed?

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What does it take to be successful in community employment?

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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?

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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.

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Key Ingredients for Success in Competitive Integrated Employment



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Key Ingredients for Success in Competitive Employment

- **Discovery** - Learning all we can about the person
 - Community-Based Prevocational Services
 - Pathway to Employment
 - Employment Training Program (ETP)
- **Developing Good Job Matches**- Fitting the person's skills and personality to the employer's needs and culture
 - Employment Training Program (ETP)
 - Supported Employment (SEMP)
- **Job Coaching Support** - Supporting the individual as they learn new tasks, supporting the employer and building up natural supports
 - Supported Employment (SEMP)

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What is Discovery?

- Person-centered career planning
- Learning about a person (current activities, past experiences, interests, social skills, learning style, history, family culture, etc.)
- Learning about a person's community work experiences (unpaid or paid)
- Learning about their work-related skills
- Doing career development/exploration activities
- Making a Discovery/Employment Plan to develop next steps and job match criteria (if job development is recommended)

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Why Discovery?

- Employment success and retention
- Improved coaching supports and strategies
- Stronger job development and placement
- Learning about their work-related skills
- Get to know the person

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Which Services Include Discovery?

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

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Comparing Discovery Services

	ETP Discovery	Pathway to Employment	Community Based Prevocational
Who	Individuals have some work/volunteer experiences, job retention challenges, no prior Discovery, or want a new career	Individuals have limited work/volunteer experiences but no Discovery	Individuals have higher support needs, limited work/volunteer experiences, need to build work skills
What	Planning, Discovery, job-readiness skills, 2 work experiences, ETP Discovery Packet	Planning, Discovery, job-readiness skills, 3 work experiences, travel training, benefits planning, community/vocational Plan	Work-related skills training, Discovery, community volunteer opportunities, health/safety skills, travel training, benefits planning, annual assessment
Where	All services are in the community except observations	Primarily in the community (no workshop/day hab sites)	Primarily in the community, may use a hub site on limited basis
Why	Complete Discovery to guide job development if recommended	Create a career/vocational plan with a goal of employment in the shorter-term future, if recommended	Develop skills and experiences to gain or retain employment which may take more than 1 year
When	Typically 10-12 hours a week up to 90 hours within 3 months to complete Discovery	Typically 5-10 hours a week and wraps around current services, up to 278 hours in 1 year	Up to 30 hours a week, on-going as supported by annual assessment

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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?

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Beyond Discovery?



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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

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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

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Community-Based Prevocational Services

Provides work-related skill training to prepare people for employment or meaningful activities

Includes Discovery, community-based work experiences, volunteer opportunities, training to use available transportation options and career planning

Skill development is reviewed annually to determine when the person is prepared to move to an employment service.

Provides primarily unpaid volunteer opportunities and short-term work experiences according to DOL requirements. Subminimum wages may be paid only in approved integrated work settings.



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What happens in Community-Based Prevocational Services?

- A combination of individual and group activities
- Opportunities to develop general, non-job task specific skills (e.g. time management, following directions, stress management, communicating effectively, the ability to attend to tasks, etc.)
- Opportunities to volunteer in not-for-profit organizations or short-term work experiences in for profit businesses
- Assessing the person's work interests and skills
- Learning about various careers
- Understanding and adhering to generally accepted workplace policies
- Learning to travel to and from work independently
- Opportunities to develop safety awareness and skills



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What are the Benefits of Community Based Prevocational Services?

- Employment planning and real work experiences that provide information for targeted job development and provide a better job match
- Community work experiences that allow for informed choice
- Services to improve social and vocational skills
- Public benefits and financial planning to prepare individuals before obtaining employment
- Hourly services that may wrap around or blend with other services (up to 6 hours of all services per day)
- Assessment of readiness for Competitive Community Employment



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Pathway to Employment Services

A career planning service designed to help people identify vocational skills, interests and strengths

Time-limited, service is typically provided within 278 hours or 1 year

Includes person-centered planning, Discovery, community-based vocational experiences, job readiness training and career planning

Includes a Career, Vocational and Transition Plan which includes the next steps for achieving employment



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What happens in Pathway to Employment?

- Learning about the person's history, community experiences, interests, skills and preferences for the purpose of assessment and career planning
- Participation in at least 3 different community-based vocational experiences
- Development of social skills, job retention strategies and other workplace skills that prepare a person for competitive integrated employment
- Opportunities to develop safety awareness and skills

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What are the Benefits of Pathway to Employment?

- A completed Career and Vocational Plan with recommendations for employment and employment-related supports. If employment is not recommended in the near future, additional skills development and other services are recommended
- Employment planning and real work experiences to improve job matches
- Targeted community work experiences to allow for informed choice
- Public benefits and financial planning prior to employment
- Hourly services that may wrap around or blend with other services

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Employment Training Program (ETP) *Funded by SEMP*

Paid internships in businesses that lead to competitive, integrated employment if the person's performance meets business standards

Internships vary in length. People receive job supports from SEMP.

Includes Discovery, targeted job development and placement in a time-limited internship that is overseen by an ETP Supervisor

Wages are paid by OPWDD during the internship and assumed by the business if the person is hired.

OPWDD also partners with schools to offer ETP traineeships for students in High School.

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What happens in ETP?

- Discovery with Job Development Plan or Vocational Development Plan
- Internships are developed based on the person's interests, abilities and Discovery findings to assure a good match.
- Wages are paid by NYS at minimum wage while the intern is learning the job.
- The ETP Supervisor, Worksite Supervisor, Job Coach and other SEMP staff work together to support the internship.
- Interns attend regularly scheduled job readiness classes to enhance their work skills.
- If hired, the person continues to receive ongoing supports as needed from a SEMP agency.

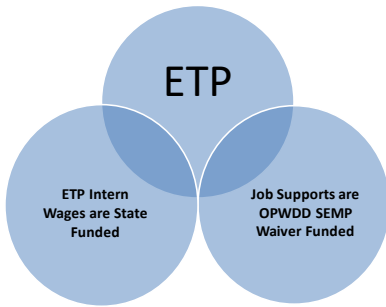
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What are the Benefits of the Employment Training Program?

- Completed ETP Discovery with vocational recommendation
- Job placement is matched to the individual based on Discovery
- OPWDD can pay the wages during the training period
- Intern builds work experience
- ETP Supervisor provides technical assistance and approvals through each step of the process
- Employers agree to hire if the individual meets the business performance and job requirements

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How is ETP Funded?



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Supported Employment (SEMP)
Job development requires networking and building relationships with businesses in the community. Jobs are skillfully matched to the person's skills and interests.
Provides job coaching, interpersonal skill training, and career advancement services. On-going supports and services are provided, as needed.
The outcome is community-based, competitive, integrated employment.
Employee is paid by business at minimum wage or higher.

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What happens in Supported Employment?

- Job development (after ACCES-VR or ETP)
- Job coaching, training and planning within the work environment
- Job coaching supports slowly fade to periodic supports, as needed.
- Communication skill development with supervisors, co-workers and customers
- Develop job retention strategies
- Develop natural supports
- Negotiate with employers
- Benefits planning
- Career advancement strategies
- Foster independence on the job

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Quick Reference

Pathway to Employment is a time limited service (typically up to 1 year) to develop a career plan through Discovery. Pathway is a great option for graduating students, people in day habilitation or those who have not completed a comprehensive career plan yet.

Community-Based Prevocational (CBPV) services provide work-related skill training and vocational experiences. CBPV can help people who are new to employment, need to improve skills, have a job and need to reinforce skills for job retention, or have a job but want to develop new skills to get a better job.

Employment Training Program (ETP) offers paid internships in the community that lead to employment. All people new to employment need to utilize with ETP's or ACCES-VR's intensive SEMP services at least once. Services include matching people to internships/jobs and job coaching. ETP is funded by Supported Employment (SEMP).

Supported Employment (SEMP) services help people who have work goals and experience, gain and retain jobs in their chosen careers. SEMP services include job development, job coaching and job retention services.

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Career Specific Vocational Training (CSVT)

- March 2023 - OPWDD issued state-funded grants to provider agencies to develop and implement Career-Specific Vocational Training (CSVT) classes for people with developmental disabilities in partnership with businesses, industries and/or educational facilities.
- September 2023 – Governor Hochul announces that more than \$13 million in grants have been awarded by OPWDD to seven provider agencies statewide to fund career-specific vocational training opportunities for people with developmental disabilities over the next four years.
- The combination of CSVT developed and delivered through the grant and community vocational experiences funded through the HCBS Waiver is intended to:
 - Increase the marketable skills of people enrolled in HCBS Waiver services
 - Provide job-specific skill training
 - Increase the number of people with I/DD in competitive integrated employment

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Career Specific Vocational Training (CSVT)

- People participate in industry-specific vocational skill training classes for up to 5 months no more than 75 hours. Classes may be offered in various locations over the next 3 years.
- Classes are targeted for people who are projected to start job development immediately following the class completion.
- Referring agencies provide community vocational experiences through CBPV, Pathway to Employment or ETP at the same time people are participating in the classes.
- After class completion, students are fast-tracked to the referring agency's Employment Training Program (ETP) which offers paid internships that lead to jobs.
- Required documentation is streamlined to allow for quick movement through the process.

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CSVT Project Overview

Region	Training Topic(s)	Lead Agency	OPWDD Liaison
1	Hospitality	Community Services for Every1	Lynne Thibdeau
2	Janitorial	Access CNY	Kristine Snyder
	Food Service	Upstate Caring Partners (UCP)	
3	Hospitality	Access: Supports for Living	Bryan Bischoff
	Retail	Jawonio	
4	Janitorial	AHRC NYC	Lynne Thibdeau
5	Office Skills Custodial	FREE	Julia Kelly

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CSVT Lead Agency Contacts

Lead Agency	Name	Email
Community Services for Every1 www.csevery1.com	Michelle Zangerle Arnecia Deik	mzangerle@csevery1.com ADeik@csevery1.com
Access CNY www.accesscny.org	Russ Gentile Erin Leahy	Russ.Gentile@accesscny.org Erin.Leahy@accesscny.org
Upstate Caring Partners (UCP) www.upstatecp.org	Dawn Gentile	Dawn.Gentile@upstatecp.org
Access: Supports for Living www.accesssupport.org	Evelyn Citron Stefanie Silvestri	ECitron@asfl.org SSilvestri@asfl.org
Jawonio www.jawonio.org	Stacey Kantrowitz Courtney Burnham	Stacey.Kantrowitz@jawonio.org Courtney.Burnham@jawonio.org
AHRC NYC www.ahrcnyc.org	Francklin Morose Edie Weber	Francklin.Morose@ahrcnyc.org Edie.Weber@ahrcnyc.org
FREE www.familyres.org	Nicole Wolf John Gallagher	NWolff@familyres.org jgallagher@familyres.org

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Case Studies



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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 a lot of experience helping her mom cook, but has not had paid, work experience outside of the workshop which offers 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 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.

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Community Based Prevoc

SART SERVICE REQUEST - INFORMATION
New SART Service Request

SART Form: SART for NAGELSHAYDAUSA S
Individual: NAGELSHAYDAUSA S
Has this service been previously authorized? No

Service Type: **Prevocational Services: Community Based**

Answer 'yes' to the question 'Has this service already been authorized?' if the service has been authorized on previous form (for example, an EAA form). Answer 'no' if this is a new service request. New service requests will be shown in section B on the SART form and previously authorized services will be shown in section T on the SART form.

Unit Conversion: 1 Service Unit ← → The correct unit conversion will be provided

Section B: New OPWDD Service Request

Annual Number of Service Units Requested *

Requested Provider Name (if known) If provider is not known at this time, check here

Requested Second Provider Name (if known) Requested Third Provider Name (if known)

Justification for service and description of how it supports the individual's goals *

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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 programs, services and resources 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 Tool
5. Update the Life Plan, as required

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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?

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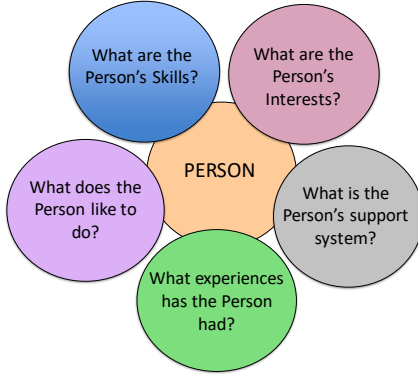
Which Services Fit the Person's Skills, Experience and Support Needs?

OPWDD Employment and Vocational Service Options



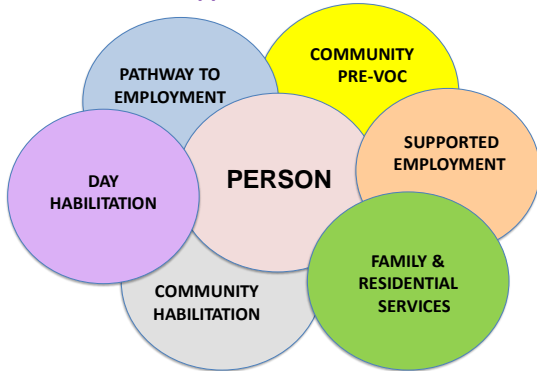
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Employment-Related Planning



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What Current Supports Does The Individual Have?



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**Care Manager
Role/Other
Considerations**

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Why Combine Programs for Employment Success?

Most OPWDD services may be combined to build person-centered outcomes. Please refer to each service policy for specifics.

- Address barriers to employment
- Build social and community relationships outside of work
- Build stamina and healthy habits
- Develop transportation skills
- Build independence and safety skills
- Gain experience in new career paths
- Career planning and prepare for next job



NEW YORK STATE
 Office for People With
 Developmental Disabilities

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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*

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ACCES-VR Employment Services

- Adult Continuing Career and Education Services–Vocational Rehabilitation (ACCES-VR) is another New York state agency that can fund provider agencies to help people with disabilities gain jobs and work experiences. ACCES-VR is not HCBS Waiver-funded.
- ACCES-VR funds initial job development and job coaching for people who can obtain and learn a job within a relatively short time span.
- ACCES-VR services are time-limited. People who are OPWDD eligible and gain jobs through ACCES-VR must transition to OPWDD SEMP services for ongoing job coaching supports, as needed.

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Which Funding Source is Appropriate for People New to Employment?

- If a person is limited to working shorter periods of time, needs several months of job coaching services to learn a job, and intensive supports with interpersonal skills, transportation and/or other supports, they may apply for OPWDD's Employment Training Program.
- You do not need a denial from ACCES-VR to apply/enroll in OPWDD's ETP/Supported Employment services if a person meets the above criteria.

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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. ACCES-VR does not provide Extended services (Follow Along services) to OPWDD eligible individuals.
- ❖ If the individual does not have a job and is not enrolled in SEMP:
 - The SEMP agency requests an approval number for Intensive SEMP from OPWDD Central Office. This may or may not be approved based on criteria.
 - The provider agency shares the approval number with the Care Manager for the SART.

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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.

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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.

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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

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Challenges and Recommendations

1. Life Plan does not correctly describe the waiver service.

Invite all service providers to meetings & provide DRAFT Life Plan for review before meeting.

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

Submit forms timely when requested and share authorization with provider agency upon receiving it from Regional Office and contact provider agency when submitted.

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Challenges and Recommendations

3. Service needs to be on Life Plan before service begins.

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

4. Valued Outcome not reflective of service requirements.

Work with individual & provider agency to ensure outcomes & goals are individualized and meet the service requirements.

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Challenges and Recommendations

5. SART is inaccurate and therefore holding up service enrollment.

If unsure how to accurately complete SART contact Regional Office for assistance.

6. The units on the Life Plan are incorrect.

List the number or units in Service Authorization letter for all services or 99999 if unknown for SEMP.

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Challenges and Recommendations

7. Safeguards in Life Plan are not appropriate for employment services.

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

8. Unsure if individual is enrolled in ACCES-VR.

If an individual is enrolled with ACCES-VR, should be listed in Section V of Life Plan.

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Self-Direction

- Ensure there is enough money in the budget for SEMP with the chosen provider agency identified.
- 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.

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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, (2013 Red Book), January 2013, ICN 436900 (Español). **The Red Book (available on website)**

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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.

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

- Identify service needs with individual/support team
- Determine if individual requires a Front Door Authorization (RSA). If not, submit SART.
 *(SEMP- If individual has already been authorized to receive SEMP services **AND** there is record of the authorization, then it is not necessary to submit a SART).
- Submit RSA/SART properly along with justification and explain WHY individual needs the support/service.
- A Life Plan or In-Process Life Plan submitted with the RSA/SART:
 - Contain detailed person-centered information describing the individual's skills, abilities, reasonable accommodations...as they relate to their home, work, relationships, health and educational profile.
 - Have at least one valued outcome/goal for each waiver service associated with the requested service(s).
 - Include, if known, safeguards and/or supports needed to support the individual while receiving the requested service(s).

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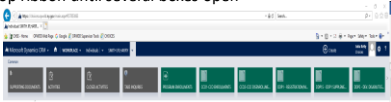
REQUEST FOR SERVICES (RSA/SART)
Important Points to Consider

- Front Door Facilitator (FDF) or Waiver Service Liaison (WSL) will return requests that are incomplete or require correction.
- Requests that are complete/correct will be presented to the Quality Review Team (QRT).
- Based on the outcome:
 - If authorized, Care Manager needs to inform provider (share NOD-09 and Life Plan/ Life Plan Addendum) and secure the service
 - If not authorized, Care Manager needs to discuss/pursue alternative service(s) recommended by QRT
 - Provide additional information if requested

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Individual Inquiry/CR-4 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" for the CR4 report.
6. Choose the correct "DDSO" in the next drop down, then "Open PDF".
7. Select Print to File/Save As, print or email CR4

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EMPLOYMENT SERVICES

Wording of Services

RSA	SART	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

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Service Amendment Request Tool (SART) and Central Office Approvals

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

- 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

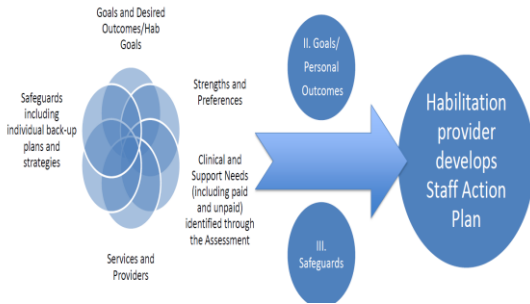
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Required Documentation

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Care Managers Assign Life Plan Goals to Providers



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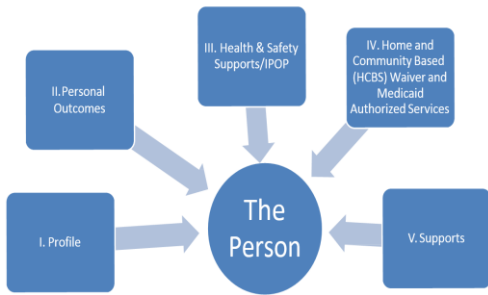
Valued Outcomes/Goals in the Life Plan

SERVICE	ADM/REGULATIONS	EXAMPLES <small>*Life Plan goal choices vary by CCO.</small>
Community Based Prevocational	Identification of preparation for competitive employment, self employment or job readiness as a valued outcome	<ul style="list-style-type: none"> Improve my work skills Learn work readiness skills Explore available options
Pathway to Employment	Competitive employment or self-employment identified as a goal. (Service is related to Career Planning and Discovery).	<ul style="list-style-type: none"> Improve my work skills Learn work readiness skills Explore available options
Supported Employment	Identification of competitive employment or self-employment as a valued outcome.	<ul style="list-style-type: none"> Pursue work in the community Get a job in the community Change my work situation Maintain my work skills Improve my work skills

***Valued Outcomes may be listed in section 1 or comments sections in the Life Plan, if sections 2 and 3 do not meet service requirements.**

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Life Plan Sections



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Life Plan Section II or III

- Frequency, quantity and timeframe – relates to **approximately** how often the goal will be implemented by the service provider
- *Ongoing is common, but an approximate time limit may be set for specific goals that will be worked on for a period of time*
- List specific Goal(s) from Staff Action Plan
- Phrasing: **Teach OR Learn Work Skills**

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Life Plan Section IV

- **Effective Dates** – date of the Life Plan or service start date, if in between the Life Plan effective dates
- **Unit = frequency** (as directed in the service-related ADM)*
- **Duration** - (as directed in the service-related ADM)*
- **Total Units** – list the number of units listed in the Service Authorization Letter or 99999 if unknown
- **Comments** – may list additional information as needed

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Supported 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
SEMP	Name of the agency or Fiscal Intermediary (FI) 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.	"Hour" or "Hourly"	This field is to assist in calculating the total units and may or may not be used by the CCO.	Per service Authorization or 99999 if unknown	Other required or pertinent information.

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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	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"	This field is to assist in calculating the total units and may or may not be used by the CCO.	Per service Authorization Letter	Other required or pertinent information.
Community Based Prevocational Services (CBPV), if community based				CBPV- "Hour" or "hourly"			

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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 service Authorization Letter	Other required or pertinent information.

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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)

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Telehealth and Employment (SEMP, Prevocational, and Pathway to Employment)

- All Life Plans **must** be updated to reflect the use of remote technology as soon as possible, but no later than **April 11, 2024**.
- The Evaluation to receive HCBS Services via Remote Technology is completed by Care Manager to determine the appropriateness of utilizing remote technology as part of an individual's service delivery plan.
 - The evaluation is in collaboration with the individual, family/representative, the provider of the service, and other members of the individual's care planning team.
- Providers can call individuals over the phone as an incidental component of service delivery to check-in with participants as allowed in the service definition or in emergency circumstances. This is different from phone calls that involve teaching/training with the staff that are considered telehealth.
- Reviewed every 6 months at Life Plan meeting.

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Staff Action Plan Required Sections



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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;

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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.

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Resources

OPWDD Website: www.opwdd.ny.gov

EMCA Technical Assistance Mailboxes:

employment.vocational.services@opwdd.ny.gov

day.community.services@opwdd.ny.gov

Eleversity Trainings: www.eleversity.org

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

Service-Specific Information:

<https://opwdd.ny.gov/types-services/employment-services>

<https://opwdd.ny.gov/types-services/employment-training-and-supports>

<https://opwdd.ny.gov/types-services/day-services>

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Questions?

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Thank you!



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