

OPWDD Employment and Vocational Services

**by invitation only*



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Agenda

- Overview of OPWDD Funding and Employment Supports
- How to Provide Quality Employment Services
- How to Staff Employment Services for Program Stability
- How to Manage Quality and Compliance
- SEMP Documentation and Reporting Requirements

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Introductions & Housekeeping



3

Overview of OPWDD Employment and Vocational Services

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What is OPWDD'S Vision for Employment Services?

OPWDD has a goal to increase the number of people gaining and retaining employment, earning minimum wage or more, working in community jobs.



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OPWDD State of the State Initiatives and EMCA

- Policy and Regulation Revisions
- Career-Specific Vocational Training for I/DD
- Culture/Business Model Change
- Development of DSP Trainings
- New York State as a Model Employer
- Increasing Employment and Community Engagement

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How are OPWDD Employment Services Funded?




Centers for Medicare and Medicaid Services (CMS) funds the majority of OPWDD employment and vocational services through NYS Home and Community Based Services (HCBS) Medicaid Waiver.



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CMS Core Service Definitions CMS Guidance September 16, 2011

-  Career Planning (OPWDD's Pathway to Employment, new 2014)
-  Prevocational Services (OPWDD's Community-Based Prevocational Services, new 2015)
-  Supported Employment (OPWDD's SEMP Services, redesigned 2015)

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CMS Waiver Integrated Settings Definition

- **Freedom to move** around the setting
- **Located in the community** and afford inclusion with the greater community
- Offer **interaction with the greater community** (aside from paid staff)
- Access to and training on the use of **public transportation**
- Access to tasks and activities **comparable** to tasks and activities that **people without disabilities** engage
- **Not co-located** with a public or private institution, or located on the grounds of a public institution (hospital, nursing facilities, ICF, etc.)

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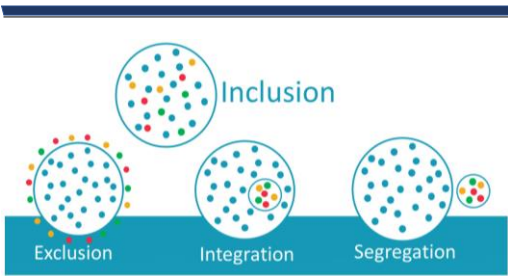
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CMS and OPWDD Guidance for Integrated Settings in SEMP

- **CMS Integrated Settings Guidance** – “For example, for individuals seeking supports for competitive employment, the state should consider whether the right service is being appropriately provided to achieve its goal, including the duration of the service and the expected outcomes of the service, or whether the provision of a different type of service would more fully achieve competitive employment in an integrated setting for the individual, in addition to whether the setting meets the HCB settings requirements.”
- **OPWDD’s training guidance**, “Work settings where workers with developmental disabilities have opportunities to interact with, and work alongside, co-workers who do not have disabilities are considered integrated. If supervisors, job coaches and other staff are the only people without disabilities that workers interact with, then the setting does not meet the definition of integrated.”
- Complete the “**Verification that Job Meets SEMP Criteria**” which includes questions to describe how each job meets the OPWDD and CMS integrated settings requirements.



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OPWDD Employment and Vocational Services

- **Community Based Prevocational (CBPV)** – career planning, community work experiences, and building work skills.
- **Pathway to Employment (Pathway)** – career planning, community work experiences, and developing a career/vocational plan.
- **Employment Training Program (ETP)** – career planning, work experiences, and job internships that lead to employment (SEMP funded).
- **Supported Employment (SEMP)** – gain and maintain employment. **Intensive** SEMP services are provided when the person is not employed and **Extended** SEMP when the person is employed.

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OPWDD by the Numbers

Number of Individuals Competitively Employed - 7,790

Day Habilitation	42,241
Work-related Services (Pathways to Employment; Prevocational Services)	5,982
Supported Employment	9,529

How many more individuals in other services could be employed?

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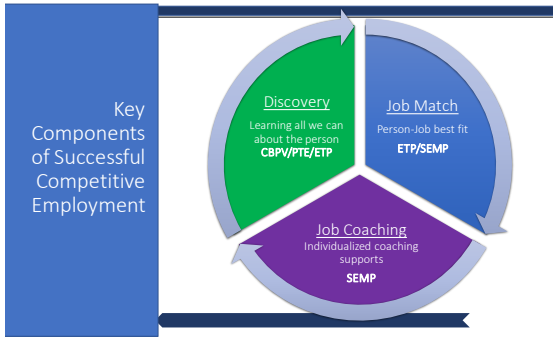
OPWDD Supported Employment Numbers



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What does it take to be successful in community employment?

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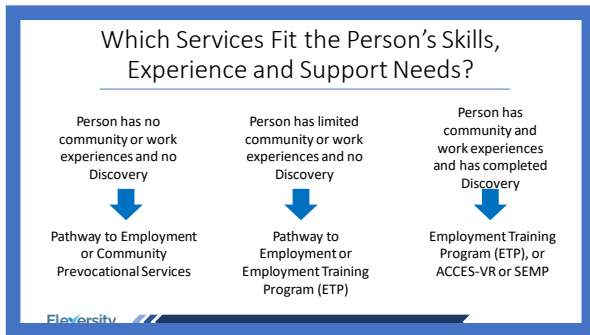


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How to Provide Quality Discovery Services



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What is Discovery?

- ❑ Person-centered career planning with the individual and their support team
- ❑ 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
- ❑ Assessing the individual's learning style and support needs
- ❑ Identifying supports and resources needed for employment success such as transportation options, benefits planning, etc.
- ❑ Career development/exploration activities
- ❑ Discovery/Employment Plan with recommendations for the next steps toward employment
 - Develop a job development plan with specific job match criteria (if job development is recommended)

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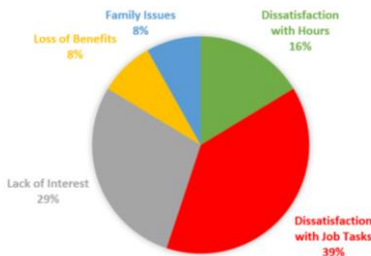
How Can we Address the Reasons Why Individuals Terminate Jobs?



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Reasons Individuals Quit Jobs: Individuals in SEMP in 2019



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Reasons Individuals were Fired: Individuals in SEMP in 2019



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Learning about the Individual

We can learn information that will help the person be successful in employment through:

- Through interviews with the person, their family, friends and support staff
- Reviewing of past records
- Observing the person in various places/activities



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Community Volunteer or Work Experiences

Volunteer or Time Limited Work Experiences:

- Must meet Department of Labor regulations.
- Are multifaceted and assess various work-related skills in the areas of physical abilities, academic abilities, social skills, response to supervision, stamina, creativity, safety skills, etc.
- Allow the person to demonstrate their skills and abilities in various work environments.
- Allow staff to identify the person's learning style, individualized instructional strategies and motivators.
- Occur in a variety of career environments based on the person's current and potential

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Job-Related Skills Training for Today's Workforce

- 1. Learning to respond to supervision
- 2. Learning to manage stress in the workplace
- 3. Learning to build positive relationships with coworkers
- 4. Learning to meet productivity standards
- 5. Learning technology
- 6. Cross training
- 7. Building stamina

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Job Readiness Training

- Personal hygiene
- Interviewing skills
- Dressing for success
- Positive communication
- Listening skills
- Teamwork
- Conflict in the workplace
- Helping coworkers
- Coping with stress
- Health and wellness
- Self-confidence at work
- Professional behavior
- Overcoming challenges at work
- Safety at the workplace
- Setting goals
- Asking for help

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Career Development Tools



- Vocational Skills Assessments
- Career Interest Assessments
- Job-Readiness Classes
- Vocational Skill Classes
- Job Shadowing
- Researching Career Options
- Resume and/or Job Interviewing Classes
- Benefits Counseling
- Other Career Exposure and Skill Learning Opportunities

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Criteria for Unpaid Work Experiences

- Participants are individuals with physical and/or mental disabilities for whom competitive employment at or above the minimum wage level is not immediately obtainable and who, because of their disability, will need intensive ongoing support to perform in a work setting.
- Participation is for vocational exploration, assessment or training in a community-based work site under the general supervision of rehabilitation organization personnel or public-school personnel.
- Community-based placements must be clearly defined components of individual rehabilitation programs developed and designed for the benefit of each individual.
- Documentation that the individual is enrolled in the community-based placement program, that this enrollment is voluntary and that there is no expectation of remuneration.

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Criteria for Unpaid Work Experiences

- The activities of the individuals with disabilities (participants) at the community-based placement site do not result in an immediate advantage to the business.
- The number of hours spent in each activity, as a general rule, an employment relationship is presumed not to exist when experiences do not exceed the following limitations:
 - Vocational explorations - 5 hours per job experienced
 - Vocational assessment - 90 hours per job experienced
 - Vocational training - 120 hours per job experienced
- Individuals are not entitled to employment at the business at the conclusion of the IEP or IPE. However, if an individual becomes an employee, he or she cannot be considered a trainee at that particular community-based placement unless in a different, clearly distinguishable occupation.

See DOL regulations-FOH 64c08(c)

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Public Benefits Planning Includes:

- Assisting individuals and their support teams in **considering the impact of wages** on public benefits prior to employment.
- Learning about **work incentives** such as Impairment Related Work Expenses (IRWE) and PASS (Plan for Achieving Self Sufficiency).

Resources Available:

- SSA Publication No. 64-030, **The Red Book** can be found at: <http://www.ssa.gov/redbook>
- The New York Region's Work Incentives Network (WIN): <http://www.ssa.gov/my/win-intro.htm>
- State Independent Living Centers (Funding dependent)
- Automated SSI Calculations worksheet, Yang-Tan Institute on Employment and Disability Institute: <https://ytionline.org/ssi-calculation-worksheet>

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Community Based Prevocational Services



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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

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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

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Pathway to Employment



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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

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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



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Employment Training Program ETP



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



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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 (IRT) monthly
- Intensive Job Coaching
- ETP Supervisor provides technical assistance and administration of the program
- Services are funded by OPWDD SEMP services (Waiver service)



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How Can You Describe Discovery in Everyday Language?

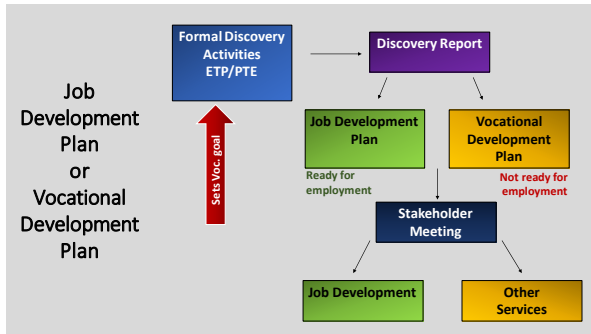
When explaining Discovery to individuals, you do not need to use the term, "Discovery".

How would you describe Discovery in everyday language, so individuals understand what we are asking them to do to prepare for quality job development?

Write your suggestions in the chat box.



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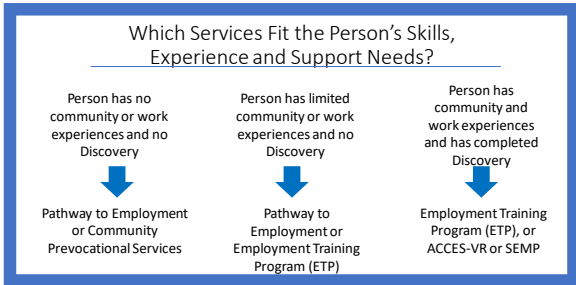
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How to Provide Quality Employment Services

Section 3



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Employment Training Program (ETP)



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What is the ETP Supervisor's Role?

- Provide technical assistance and support.
- Review and approve ETP applications.
- Prepare and submit the Request for SEMP Intensive Services for ETP.
- Approve next steps After Discovery is completed.
- Provide on-going Job Readiness Training (JRT) classes.
- Approve internships and coordinate quarterly progress reviews.
- Coordinate hiring, training and temporary wages through New York State.
- Meet periodically with agencies and businesses to monitor progress and provide support.

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ACCES-VR and OPWDD Letter of Agreement

- Individuals who have expressed an interest in employment but who are **limited to working for short periods of time.**
- Individuals who, due to their support needs, will require a **highly intensive set of program, behavioral, transportation and/or other supports.**
- Individual participants will **require a longer period of program, behavioral, and/or other supports to develop their work capacity before it can be determined that the individuals are able to achieve employment.**

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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



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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



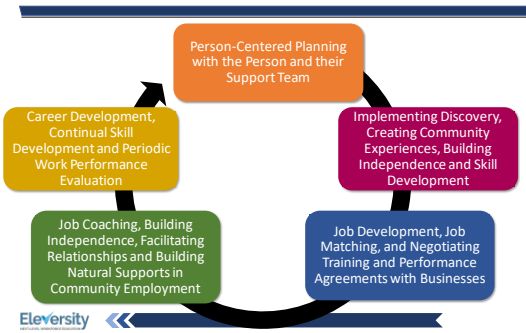
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OPWDD SEM Employment Criteria

- The individual must be employed in the **general workforce** community, **earning minimum wage or more**, in an **integrated setting**. The SEM Provider or Fiscal Intermediary (FI) maintains documentation verifying that the job meets SEM criteria.
- The VERIFICATION THAT JOB MEETS OPWDD SEM CRITERIA form is located at www.eleversity.org.



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How Discovery Informs Job Development & Job Coaching? Coaching?

- Discovery provides specific job match criteria is identified including geographical region, work atmosphere, learning styles, etc.
- Discovery provides specific job interests have been explored.
- Individual has experience in specific job interests.
- Transportation resources are identified.
- Specific skill training needed for successful employment is identified.
- Resources to support the person outside of employment are identified.
- The person and family have engaged in benefits planning.

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How To Determine a Quality Job Match

- 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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How Do Staff Develop Jobs?

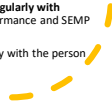
- Job developing planning
- Making business contacts
- Alternative job possibilities
- Job match extends from Discovery and Job Development Plan
- Job developer is well trained to understand business needs
- Job developer familiar with labor market information and different employment options



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How To Provide Quality Job Coaching Quality Job Coaching?

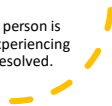
- Job coaches are **trained** and evaluated in the provision of quality job coaching supports.
- Employment **training plans have measurable outcomes** and clear instructional strategies to meet job performance criteria.
- Job coaching is focused on **building independence and natural supports**.
- **Fading** is progressive, individualized and analyzed periodically. Job coaches does not assist with production or supervisor the employee.
- Job coaches **intentionally facilitate positive and mutually rewarding relationships** at work.
- Job coaches (and SEMP Supervisors) **meet regularly with employers** to evaluate the employee's performance and SEMP services.
- Job coaches **communicate and plan** regularly with the person and their support team.



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How do Staff Help Individuals Retain Jobs?

- Provide **on-going, job-related supports** as agreed upon with the business.
- Provide on-going supports to assist the employee in participating in **workplace culture**.
- **Periodically evaluate** work performance with employer feedback.
- **Regularly communicate** with the person and their support team.
- Assist the person with their **evolving career goals**.
- **Proactive job development**, if the person is requesting new employment or experiencing work challenges that may not be resolved.



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A successful job match includes transportation options independent from the job coach.

Why is this important?
What are some of the various transportation options available depending upon the person, their skills and geographic location?

- Public transportation (bus or subway)
- Publicly-funded ambulatory transportation
- Residential staff
- Family, neighbor or friend
- Uber/Lyft
- Taxi/Cab
- Day habilitation or other agency vans
- Other non-profit van system (senior or mental health programs)

What are other options?
When are these opportunities identified?
How are various transportation options paid for?

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SEMP consists of the following allowable activities provided to and/or on behalf of an individual (SEMP Regulations):

- (i) vocational assessment;
- (ii) person-centered employment planning;
- (iii) job-related discovery;
- (iv) job development, analysis, customization, and carving;
- (v) training and systematic instruction prior to employment;
- (vi) job placement;
- (vii) job coaching, training, and planning within the work environment;
- (viii) development and review of a business plan (for individuals who are pursuing self-employment or are self-employed);
- (ix) transportation between activities;



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SEMP consists of the following allowable activities provided to and/or on behalf of an individual (SEMP Regulations):

- (x) travel training;
- (xi) development of soft skills and job retention strategies (e.g., social interaction, maintaining relationships with co-workers and supervisory personnel);
- (xii) benefits support and asset development;
- (xiii) career advancement services;
- (xiv) other workplace support services including services that enable the individual to be successfully integrated into the job setting (e.g., development of natural supports in the work environment);
- (xv) negotiating potential jobs with prospective employers on behalf of an individual;



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SEMP consists of the following allowable activities provided to and/or on behalf of an individual (SEMP Regulations):

- (xvi) 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;
- (xvii) communication with 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; and/or
- (xviii) meetings and communications with staff providing other OPWDD approved services that impact an individual's ability to successfully achieve employment goals;
- (xix) documentation of the delivery of SEMP services; and
- (xx) other activities previously approved by OPWDD.



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Billing for Staff Training

Service provider paid staff time spent participating in OPWDD's Innovations in Employment Supports Trainings can be billed as "other activities previously approved by OPWDD."

Such staff time must be billed using the group fee for up to five individuals.

If more than one staff person participates in the Innovations Trainings, each staff person can bill for up to five individuals, but they cannot bill for the same individuals.

Staff do not bill for lunch at trainings. Typically, staff will bill 5 hours for a 6-hour class.

Providers must document staff training. Staff may print out a transcript at www.eleversity.org.

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

Person has no community or work experiences and no Discovery



Pathway to Employment or Community Prevocational Services

Person has limited community or work experiences and no Discovery



Pathway to Employment or Employment Training Program (ETP)

Person has community and work experiences and has completed Discovery



Employment Training Program (ETP), or ACCES-VR or SEMP



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Which Programs May Be Combined?

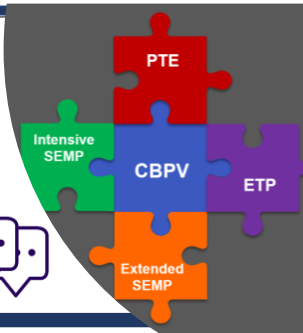
- **Community Based Prevocational Services (CBPV)*** – up to 4 hours a day may be combined with ½ unit of day habilitation or ½ unit of site based prevocational programs. No limits on SEMP/ETP and Pathway.
- **Pathway to Employment** – wrap around service (278 hours in one year) and may be combined with 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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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



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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.

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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)

You do not need a denial from ACCES-VR to enroll in ETP/SEMP services



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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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Tools in the Employment Toolbox

Community Prevocational Services	Pathway to Employment	Employment Training Program	Supported Employment
Prepares people for paid employment or meaningful activities (2 years or more)	Creates a Vocational Plan and prepares people for paid work (1 year)	Provides time-limited paid work experience after Discovery and targeted job development (1 year or less)	Provides Job Coaching, Job Development, (re-Placement), and Supports on a Job (On-Going, As Needed)
Discovery, community vocational & volunteer experiences, work-related skills development and career planning	Discovery, community work experiences, and develop a vocational goal	Discovery, job development, job coaching at a paid internship, at a community business that agrees to hire the person	Community-based, competitive, integrated employment
Most activities are unpaid community vocational experiences or volunteer work. If work activities are paid, must be subminimum wage according to DOL requirements	Most activities are unpaid community vocational experiences or volunteer work. If work activities are paid, must be paid at least minimum wage	Services are funded by Supported Employment (SEMP). Wages paid by OPWDD at minimum wage until the business hires	Paid by business at minimum wage or higher



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How to Staff Employment Services for Program Stability



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Poll Questions

How often do managers meet with job coaches as a team?

- 1x a week
- Every 2 weeks
- 1x a month
- None

How often do you collect staff schedules and compare them to billing?

- 1x a week
- Every 2 weeks
- 1x a month
- None

How often do managers survey businesses to check on the quality of services?

- 1x a month
- Every 6 months
- 1x a year
- None

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How Many Staff will You Need?

- What are each person's specific support needs (assess periodically with the person and support team).
- How many staff will you need to provide supports?
- How many people do you project serving each year?





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Staff Service Hours Required to Provide SEMP Services Each Person Per Week including Staff Travel														
SEMP ENROLLMENT	Geographical Region (see State codes)	Current Job Assigned	Employed or Not Employed	SE or NE	Job Site	Primary SEMP Services Provided	Hours	Travel	Meal	Training	Holiday	Sick/Leave	Document & Coordinate Time Blended to Service	Total SEMP Hours Needed to Provide SEMP
John Smith	Illinois	Unemployed	SE	Home	SEMP Services	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Mary Jones	Illinois	Employed	SE	Home	SEMP Services	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00
James Brown	Illinois	Employed	SE	Home	SEMP Services	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00
John Smith	Illinois	Employed	SE	Home	SEMP Services	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Mary Jones	Illinois	Employed	SE	Home	SEMP Services	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00
James Brown	Illinois	Employed	SE	Home	SEMP Services	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00
John Smith	Illinois	Employed	SE	Home	SEMP Services	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Mary Jones	Illinois	Employed	SE	Home	SEMP Services	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00
James Brown	Illinois	Employed	SE	Home	SEMP Services	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00
John Smith	Illinois	Employed	SE	Home	SEMP Services	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Mary Jones	Illinois	Employed	SE	Home	SEMP Services	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00
James Brown	Illinois	Employed	SE	Home	SEMP Services	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00
John Smith	Illinois	Employed	SE	Home	SEMP Services	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Mary Jones	Illinois	Employed	SE	Home	SEMP Services	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00
James Brown	Illinois	Employed	SE	Home	SEMP Services	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.00
TOTAL							39.00	0.00	0.00	0.00	0.00	0.00	0.00	39.00

FTC Calculations:
 Number of Hours Per Week Each Staff is Required to Bill SEMP Services: 32 (Enter number in yellow cell)
 Average Non-Billable Work Hours Per Week (Lunch, time off, training, non-billable meetings, etc.): 8 (Enter number in yellow cell)
 Total Staff Work Hours (only billable and non-billable hours): 40 Automatically calculates
 Total Staff Hours Needed to Provide SEMP Services @ 32: 127 Automatically calculates
 Total Staff Hours Needed to Provide SEMP Services Per Week (32 divided by 34): 3.735 Automatically calculates

* Each agency determines the target number of hours staff are required to provide SEMP services and for non-billable services.
 **192 Full Time Equivalent (FTE)



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How Do I Develop Staffing Structures?

- Individual supports are based on the person's needs and not staff availability or solely based on caseload assignments.
- Can I hire part-time or full-time staff with **specialty skills** to supplement regular staff (job development, benefits planning, assessment, employment-related skills training)?
- How can I create caseloads based on geographical, support needs, time of day and other efficiencies?
- Who are the back up staff for each person served?
- Are staff cross trained in all Employment Services?
- How do I schedule for days off, training, staff leaving the job, etc.?
- Is management able to bill for some services?

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Staff Schedules

Some providers schedule staff while others allow staff to create their own schedules. It is important that management have access to all schedules.

Staff schedules are used for:

1. Planning tasks and activities in a coordinated, purposeful manner.
2. Scheduling unexpected staff time off.
3. Rescheduling activities when crisis or unexpected events arise.
4. Measuring staff efficiency.
5. Tracking scheduled services versus services provided.
6. Staff supervision.
7. Back up audit or quality assurance tools.

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Staff Schedule Sample

Tamika's Schedule

Week of 7/1/17-7/8/17

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
9-10:30 Bob - Home Depot	9-12 Update Discovery - Rafael	9-11 Social Security office w Bob	9-9:30 Angela - Phoenix Insurance	9-10:30 Bob - Home Depot		
11-1 Carol - Stewarts	12-12:30 lunch	11-1 Carol - Stewarts	10 - 12 Review stress mgmt with Carol	11-1 Carol - Stewarts		
1-1:30 lunch	12:30-2 Set up work experiences for Rafael	1-1:30 lunch	12-12:30 lunch	1-1:30 lunch		
2-4 Carol Stewarts	2-5 Documentation, phone calls and Monthly Summaries	2-4 Carol -Stewarts	1:30-3 Staff Meeting	1-2 Lester -Agway		4- 9 pm Bob Home Depot Staff Mtg
4-5 office -documentation		4-5 office - documentation	3-4 schedule/ calls/documentation	2-3 Luanne - Costco		

Contingency Tasks - Discovery with Bob, Customer Satisfaction surveys with businesses, set up work experiences for Bob

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Staffing Challenges & Solutions

A SEMP job coach works with an average of 5-6 billable SEMP hours per day and supports 11 people throughout the month. Once a week, the staff person runs a 2-hour career planning session with 4 people from various caseloads who are interested in potential new jobs/careers.

- What are some strategies if an individual calls out sick?
- What are some strategies if Alex wants a new job and may quit her job soon?
- What are some strategies if Kathy is asked to work 2 evenings per week?

Eleversity

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Staff Retention Strategies

- Regular individual and group supervision
- Clear understanding of roles
- Staff training
- Reasonable work hours
- Positive relationship with supervisor

Eleversity

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Staff Training

- SEMP staff are required to attend 24 hours of Innovations in Employment Supports trainings within the first year of being hired for SEMP services.
- After the first year, 6 hours per year of Innovations in Employment Supports is required.

Eleversity

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INNOVATIONS IN EMPLOYMENT SUPPORTS

New York State OPWDD is pleased to offer the Innovations in Employment Supports training series at locations across the state. The series is designed to give staff an opportunity to enhance their skills to better support individuals with developmental disabilities through person-centered plans that focus on meaningful activities and employment opportunities.

Calendar and Registration Online at: <http://eleversity.org>

For questions you can email: info@eleversity.org



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SEMP Staff Requirements

- have at least a high school equivalency diploma or one year of work experience providing vocational or pre-vocational services to individuals with disabilities;
- and
- complete 24 hours of OPWDD's Innovations in Employment Supports training within 1st year of employment. Staff hired prior to 7/1/15 will have 2 years to complete required training. Six hours of annual training thereafter.

https://opwdd.ny.gov/sites/default/files/documents/ADM-2016-01_Supported_Employment.pdf



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How to Manage Quality and Compliance

Section 4



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Referral Sources

Provider agencies need to maintain a steady referral stream. Referral and public relations planning is important.

- Schools
- OPWDD programs (DH, CBPV, SBPV, Pathway to Employment, etc.)
- Families
- Care Managers
- ACCES-VR/NYCB
- Businesses
- Other Community Organizations
- Self Referrals
- Other DD Agencies



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Billing Systems

- Coordinate with the business office efficient systems to submit billing.
- Automate documentation and billing systems when possible.
- Track and follow up with claims are not paid
- Are people enrolled in SEMP in a timely manner?
- What are everyone's roles in managing billing systems?

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Benefits of Automating Documentation

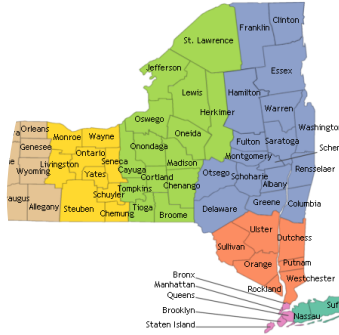


- Increase compliance
- Reduce staff time reviewing documentation
- Increase efficiency
- Increase flexibility
- Timely documentation
- Link documentation to billing

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Department of Health Regions for OPWDD Billing

- Region 1 (New York, Bronx, Richmond, Kings, Queens)
- Region 2 (Nassau, Suffolk, Westchester, Putnam, Rockland)
- Region 3 (The Rest of State)



Up to date Regional SEMP fees may be found at:
http://www.health.ny.gov/health_care/medicaid/rates/mental_hygiene

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Billing SEMP in eMedNY		https://emex.emedny.org
Intensive	Individual	4790-SEMP
Intensive	Group	4791-SEMP
Intensive	Individual, Agency Supported, Self-Directed	4759-SEMP
Intensive	Group, Agency Supported, Self-Directed	4760-SEMP
Intensive	Individual, Self-Hire, Self-Directed	4769-SEMP
Intensive	Group, Self-Hire, Self-Directed	4770-SEMP
Extended	Individual	4792-SEMP
Extended	Group	4793-SEMP
Extended	Individual, Agency Supported, Self-Directed	4761-SEMP
Extended	Group, Agency Supported, Self-Directed	4762-SEMP
Extended	Individual, Self-Hire, Self-Directed	4771-SEMP
Extended	Group, Self-Hire, Self-Directed	4772-SEMP

*Fee Regions correspond to the county TABS SEMP code

**Loop 2310F / Segment REF02 When submitting the 837 Institutional (837I) claim submission to Medicaid, the provider ID used to bill for services will need to be input in the following loop/segment of your claim submission – Loop 2310F / Segment REF02

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Medicaid Timely Billing

- Providers must comply with DOH timely billing rules (claim submission within 90 days from date of service)
- If claims submitted beyond 90 days, provider must determine appropriate delay reason code and retain documentation to support the delayed claim submission

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What Does the Data Tell Us?

What do you notice about this scenario?
What questions might you ask?

Staff	Hours Scheduled (week)	Hours Billed (week)	Training	Supervision
Tom	32	23	0	2
Jane	32	12	0	0
Sam	34	28	6	2



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What Does the Data Tell Us?

- Do staff activities get cancelled frequently?
- Do staff have back up contingency tasks?
- Do staff understand and bill for all allowable services?
- Do we have efficient systems to transfer information from documented services to billed services?
- Do the hours billed cover program costs



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SEMP Documentation and Reporting Requirements

Section 5



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Enrollment Process for Employment Services

Care Manager completes planning with the person and the care planning team.

Care Manager submits the Request for Service Authorization or Service Amendment Request Form.

Care Manager submits the most current Life Plan to support service request.

Employment service agency submits DDP1 through CHOICES.

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OPWDD Service Amendment Request Form

When completing the Service Amendment Request Form, the employment services agency will provide the Care Manager with an OPWDD Central Office approval number for the following requests.

A Pathway to Employment extension (when need to re-enroll the person after one year)

Intensive SEMP services when the person is NOT employed.

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Intensive SEMP Services for Individuals Who are Unemployed:

- The individual has had Discovery, some work or volunteer experiences, and employment planning.
- Barriers and challenges to employment have been addressed with new strategies or resources.
- The individual previously participated in ACCES-VR or ETP, and the agency has documentation in the person's file.
- All SEMP Intensive services must have prior approval. Agencies submit a Request to Bill SEMP Intensive Services form to receive approval for job development.
- SEMP Intensive services may be approved in increments up to 250 hours, in multiple requests as needed to fund SEMP services.
- The number of SEMP Intensive hours approved depends upon the person's work history, Discovery, and new strategies/resources available to address work challenges.

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Extended SEMP Services for Individuals Who are Employed:

- The job tasks match the individual's skill level and interests.
- SEMP staff are building competency and independence on the job.
- SEMP agencies may bill up to 200 Extended SEMP hours every SEMP enrollment year. If the agency needs more than 200 hours, they will submit a Request to Bill Additional SEMP Extended Services form.
- If the person loses a job, the SEMP agency may bill Extended SEMP for 45 days to plan, update Discovery, address work barriers and begin job development. Intensive SEMP hours must be approved to continue services after 45 days.
- Job Development and career planning may be provided while a person is employed through Extended SEMP services.

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SEMP Request Forms Process

- The SEMP enrollment anniversary date (for billing approval purposes) is based on the SEMP enrollment date as listed in **CHANGES** with the current SEMP provider agency or Fiscal Intermediary (FI). If the person was enrolled in SEMP prior to 7/1/15, the SEMP enrollment anniversary date is 7/1.
- All approved SEMP hours (Intensive and Extended) expire 365 days after the SEMP enrollment anniversary date.
For example, a person who is enrolled in SEMP on 2/1/11 would have an annual SEMP enrollment year of 7/1 to 6/30. If a person was enrolled in SEMP on 8/1/16, the annual SEMP enrollment year would be 8/1 to 7/31.
- The forms are located at www.eleversfy.org under Resource Materials/Innovations in Employment Supports.
- Completed forms are sent attached (NOT SCANNED) via secure email to semp.pe.billing.requests@opwdd.ny.gov.
- The SEMP Agency/Fiscal Intermediary must retain a copy of all approvals in their records.
- For Self-Directed Self-Hire, the Fiscal Intermediary is listed as the SEMP Agency.

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Self-Directed SEMP

- All Self-Directed SEMP services follow current SEMP regulations and processes.
- The Fiscal Intermediary maintains documentation and records for compliance.
- The Fiscal Intermediary bills for SEMP services and must maintain all documentation related to billing.
- Self-Directed Self-Hired SEMP support brokers must submit Request to Bill for services forms and list the Fiscal Intermediary as the SEMP Agency.
- Self-Directed Self-Hired SEMP funding hours are based on the Total Cost of SEMP Services, as listed in the budget / divided by the regional SEMP fee.
- Self-Directed Agency Purchased and Agency Supported SEMP services follow same standard SEMP procedures.

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Life Plan Development

Life Plan Sample

Derived from the "I Am" assessment and Life Plan meeting

CAL POMS:
Example: People choose personal goals

My Goal/Valued Outcome:
Example: Be more independent

Sample Provider Assigned Goal

Example: (G) Gain competitive employment

Staff Action Plan Sample

(G) Gain competitive employment
Add Staff Action(s) with more detail.....

Example: Staff will assist John in gaining a job that meets his top two interests (outdoor maintenance or vehicle repair assistant). See Discovery packet and Job Development Plan for specific job match criteria.

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Valued Outcomes in the Life Plan

HCBS Waiver Requirements as Listed in Service ADM's
Valued Outcomes may be listed in either Section(s) I, II and III of the Life Plan.

Service	Valued Outcome/Goals (must closely reference the specific ADM requirements listed below)
Community Based Prevocational	Interest in obtaining pre-employment skills; preparation for employment or job readiness
Site Based Prevocational	Interest in obtaining pre-employment skills; preparation for employment or job readiness
Pathway to Employment	Interest in obtaining pre-employment skills; preparation for employment or job readiness
Supported Employment	Interest in competitive employment or self-employment

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Sample Life Plan Section II or III

Goal/Valued Outcome	Provider Assigned Goal	Provider/ Location	Service Type	Frequency	Quantity	Time Frame	Special Considerations
Instructions: What does the person want out of life? What do they want to achieve? May be generated from I AM or planning meetings.	Specifies what the provider is expected to do as it relates to the person's goal/valued outcome.	List the agency name and location	List the specific service	How often the goal or support will be provided? Estimate	Within the frequency—how often? Estimate	When the goal is expected to be achieved. Estimate.	As needed, list info regarding health /safety concerns or other pertinent info.
Sample: I want to improve or maintain my work skills	(G) Teach work skills	ABC Agency	Supported Employment	As needed	Ongoing	Ongoing	None

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Life Plan Section IV HCBS Waiver Services and Medicaid State Plan Authorized Services

How are OPWDD Service Regulations and ADM Requirements Listed in the Life Plan?

Valued Outcomes as required by specific service ADM's may be listed in sections I, II, III. See valued outcomes as listed in service ADM's chart.

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

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 SEMP 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.	99999 or as instructed by the CCO agency	Other required or pertinent information



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Life Plan Section V

All Supports and Services; Funded and Natural & Community Resources

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)
- ACES-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).
- Community transportation provider or supports (taxi, Uber, coworker, etc.)



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Example: How to List the Employment Training Program (ETP) on the Life Plan

ETP/SEMP Services – Section IV:

Service	Provider/ Facility	Effective Dates	Qty	Unit	Per	Total Units	Comments
SEMP	Name of the SEMP agency/ 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	Person currently participates in ETP

ETP Wages – Section V:

Name	Role	Address	Phone
NYS OPWDD/Employment Training Program (ETP)	Wages paid for ETP internship	Intern/Trainee is paid wages for internship through NYS OPWDD for a limited period of time.	List ETP Supervisor Name & Number

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Staff Action Plan Required Sections

All Goals/Valued Outcomes assigned to the provider must be included in the Staff Action Plan



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Staff Action Verbs to Describe Medicaid-Funded Services

Use language to justify Medicaid-funded services. Avoid passive verbs or judgmental language.

Skill Acquisition	Staff Supports	Exploration of New Experiences
<ul style="list-style-type: none"> • Teach • Instruct • Reinforce • Increase • Enhance • Role play • Prompt • Fade supports • Others? 	<ul style="list-style-type: none"> • Remind • Monitor • Provide • Prompt • Assist • Network • Communicate • Develop • Others? 	<ul style="list-style-type: none"> • Explore • Assess • Evaluate • Test • Identify • Others?



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Staff Action Plans

How are Allowable Services Listed in the Staff Action Plan?

In order to bill for the range of services related to specific goals/valued outcomes, the Staff Action Plan should list all the allowable services as stated in the regulations or a general statement such as, "Staff may provide any of the allowable services to support this goal."



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SEMP Service Documentation – Checklist

Required service documentation elements for this service are:

1. Individual's name and Medicaid number (CIN).
2. Name of the agency providing the Supported Employment (SEMP) service.
3. Identification of the category of waiver service provided. (i.e., Supported Employment or SEMP service).
4. Documentation of start and stop times for each contiguous period of service.
5. The ratio of individual(s) to staff. (i.e., individual or: group).
6. Description of services. Each documented session must list at least one allowable service delivered in accordance with the individual's SEMP Service Delivery Plan. The location of the service does not need to be documented.
7. The date the service was provided.
8. Verification of service provision by the staff person delivering the service. Initials are permitted if a "key" is provided which identifies the title, signature, and full name associated with the staff initials.

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SEMP Service Documentation Monthly Summary Note

A narrative monthly summary note must include a summary of the following:

1. The implementation of the individual's SEMP Habilitation Plan for the month;
2. A description of the individual's vocational progress;
3. A description of some of the actions of staff to address vocational challenges;
4. A description of the individual's response; and
5. Any issues or concerns.

The narrative monthly summary note must be completed, signed, and dated no later than the 30th day after the month of service.



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OPWDD Quarterly SEMP Reporting Overview

Meet Reporting Requirements for Stakeholders:

- CMS – Centers for Medicaid Services
- NYS Governor's Office
- Statewide and National Research Centers (data outcomes only)
- OPWDD Training and Transformation Initiatives

Analysis for Quality Service Improvements:

- Increase employment outcomes for individuals funded by OPWDD
- Identify factors that contribute to job retention
- Identify other factors that contribute to successful employment outcomes



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Quarterly SEMP Reports Overview

- OPWDD requires that SEMP providers submit quarterly reports.
- There are 2 report forms submitted each quarter:
 - OPWDD Quarterly SEMP Report 2018/2019
 - ACCES-VR Quarterly Projection Report 2018/2019 (if ACCES-VR services are provided)
- Agencies update and submit the quarterly reports in a secure manner to: supported_employment_data@opwdd.ny.gov
- The Quarterly SEMP Reports will be automated later this year. SEMP Directors will receive updates.



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Quarterly ACCES-VR Projection Report

- There have been no changes to the ACCES-VR Report form.
- You will receive a blank ACCES-VR Projection Report. You may continue to use your current report from March 2018 going forward or create a new report with the blank form.
- If you continue to use last year's report form, manually delete anyone who is NOT active in your ACCES-VR program as of 4/1/19 to start the new OPWDD fiscal year.



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Other Regulations that Impact SEMP Services

Section 6



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Department of Labor (DOL) Regulations that Impact SEMP

- > Unpaid work experiences
- > Wages & Hours
- > Workplace Safety & Health
- > Workers' Compensation
- > Employee Benefits
- > Unions & their Members
- > Family Medical Leave Act
- > Transportation

<https://www.dol.gov>



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Workforce Innovation and Opportunity Act (WIOA)

- WIOA increases individuals with disabilities' access to workforce services in integrated settings.
- AICs will provide physical and programmatic accessibility to employment and training services for individuals with disabilities.
- Youth with disabilities will receive extensive pre-employment transition services so they can successfully obtain competitive integrated employment.
- Fact Sheet #39H: Limitations on the Payment of Subminimum Wages under Rehabilitation Act Section 511 | U.S. Department of Labor (dol.gov)
- Fact Sheet #39H(a): Pre-Employment Requirements for Youth with Disabilities under Rehabilitation Act Section 511 | U.S. Department of Labor (dol.gov)
- Fact Sheet #39H(b): Limitations on the Payment of Subminimum Wages for All Employees under Rehabilitation Act Section 511 | U.S. Department of Labor (dol.gov)



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Workers Age 24 or Younger, Hired After July 22, 2016

Section 511 prohibits section 14(C) certificate holder from hiring and paying subminimum wages to any individual with a disability who is 24 years of age or younger, unless the employer has completed all 3 requirements:

1. Transition services under the Individuals with Disabilities Act (IDEA) and/or pre-employment transition services under section 113 of the Rehab Act;
2. Vocational rehabilitation (VR), as follows:
 1. The youth applied for VR services and was found ineligible OR
 2. The youth applied for VR services and was found eligible AND
 1. had an individualized plan for employment (IPE) AND
 2. worked toward an IPE employment outcome for a reasonable period without success AND
 3. the VR case was closed; and
3. Career counseling, including information and referrals to Federal and State programs and other resources in the employer's geographic area.



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Contact Information

Web: www.opwdd.ny.gov

Technical Assistance Email:

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

Contacts:

Julia Kelly, Acting Director of Employment and Meaningful Community Activities (EMCA)
julia.a.kelly@opwdd.ny.gov
(518) 473-7030

Kristine Snyder, Statewide Coordinator of Employment & Vocational Services
kristine.snyder@opwdd.ny.gov
(585) 241-5852



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