

QUICK REFERENCE GUIDE CARE MANAGER TRAINING: OPWDD EMPLOYMENT & VOCATIONAL SERVICES

Innovations in Employment Supports

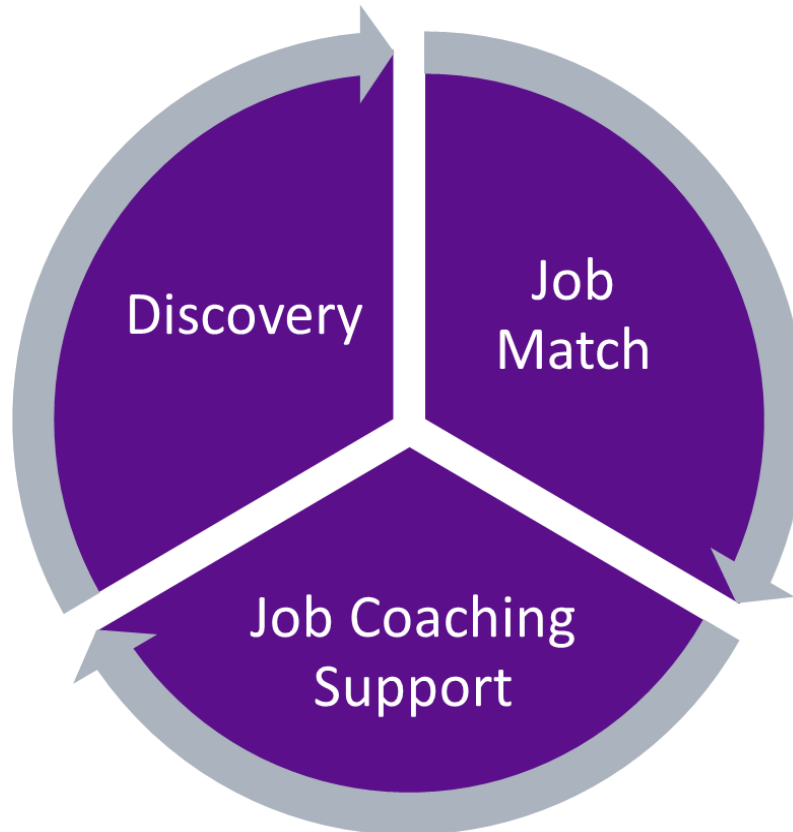
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COMPARISON OF DIRECT PROVIDER PURCHASED AND SELF-HIRED SEMP

<i>Direct Provider Purchased SEMP Services</i>	<i>Self-Hired SEMP Services</i>
<p><u>COST</u>- Statewide average of \$80/ hour multiplied by approximately 250 hours a year. (See Waiver rates for exact hourly cost)</p>	<p><u>COST</u> –Approximately \$18,000 for the first year (inclusive of training, travel time hours, staff hours, benefits, etc.).</p>
<p><u>STAFFING</u> - Agency offers trained and experienced staff that are supervised by agency. Agency will provide a backup staff if needed to assure the continuum of services.</p>	<p><u>STAFFING</u> – Individual, family and Circle of Support are responsible for hiring, training and supervising staff. Team should also have a trained back up staff for times when regular employment staff is unavailable.</p>
<p><u>STAFF TRAINING</u> – Agency is responsible for scheduling mandatory initial 24 hours of training in first year and maintain annual 6 hours of staff training. Agency supervisors provide internal SEMP services training and supports.</p>	<p><u>STAFF TRAINING</u> – Self-Hired employment staff must meet the initial 24 hours of training in first year and maintain yearly mandatory of 6 hours of staff training, including ETP 101. Staff must provide Fiscal Intermediary with training records.</p>
<p><u>DISCOVERY & JOB DEVELOPMENT</u> – Agency offers established community business connections for assessments, internship placements and jobs. Agency continues to develop new business contacts for individualized experiences too.</p>	<p><u>DISCOVERY & JOB DEVELOPMENT</u> – Self-Hired employment staff must create new community business connections for assessments, which are required prior to developing internship placements.</p>
<p><u>JOB COACHING</u> – Agency offers a cadre of trained staff experienced and/or familiar with job coaching techniques, skills assessment, job accommodations, job/task analysis, interpersonal skills training, job readiness training, building natural supports, promoting independence on the job.</p>	<p><u>JOB COACHING</u> – Self-Hired employment staff is often familiar with the person. Self-Hired employment staff needs to know job coaching techniques, skills assessment, job accommodations, job/task analysis, interpersonal skills training, job readiness training, building natural supports, and promoting independence on the job.</p>
<p><u>DOCUMENTATION</u> - Agency quality assurance staff review all SEMP documentation for accuracy. Agency submits ETP documentation to ETP Supervisor for monthly review and billable hours tracking. Agency requests Intensive and Additional SEMP billing hours from OPWDD, as needed.</p>	<p><u>DOCUMENTATION</u> – Fiscal Intermediary reviews all SEMP documentation for accuracy. Self-Hired employment staff submits ETP documentation to ETP Supervisor for monthly review and Fiscal Intermediary submits billable hours tracking to ETP. Support Broker or Fiscal Intermediary requests Intensive and Additional SEMP billing hours from OPWDD, as needed.</p>
<p><u>RECORD KEEPING</u> - Agency is responsible for keeping SEMP/ETP records and meeting all SEMP ADM and regulations and other employment-related regulations such as NYS, DOL, Medicaid, Social Security, IRS, etc. Agency is responsible for all OPWDD required reporting.</p>	<p><u>RECORD KEEPING</u> – Fiscal Intermediary, Support Broker and Self-Hired employment staff are responsible for keeping SEMP/ETP records and meeting all the requirements set in ADM and regulations. In addition, Fiscal Intermediary, Support Broker and Self-Hired employment staff must know, follow and report other employment-related regulations such as: NYS DOL, Medicaid, Social Security, IRS, etc. FI is responsible for all OPWDD required reporting.</p>

Key Ingredients for 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)



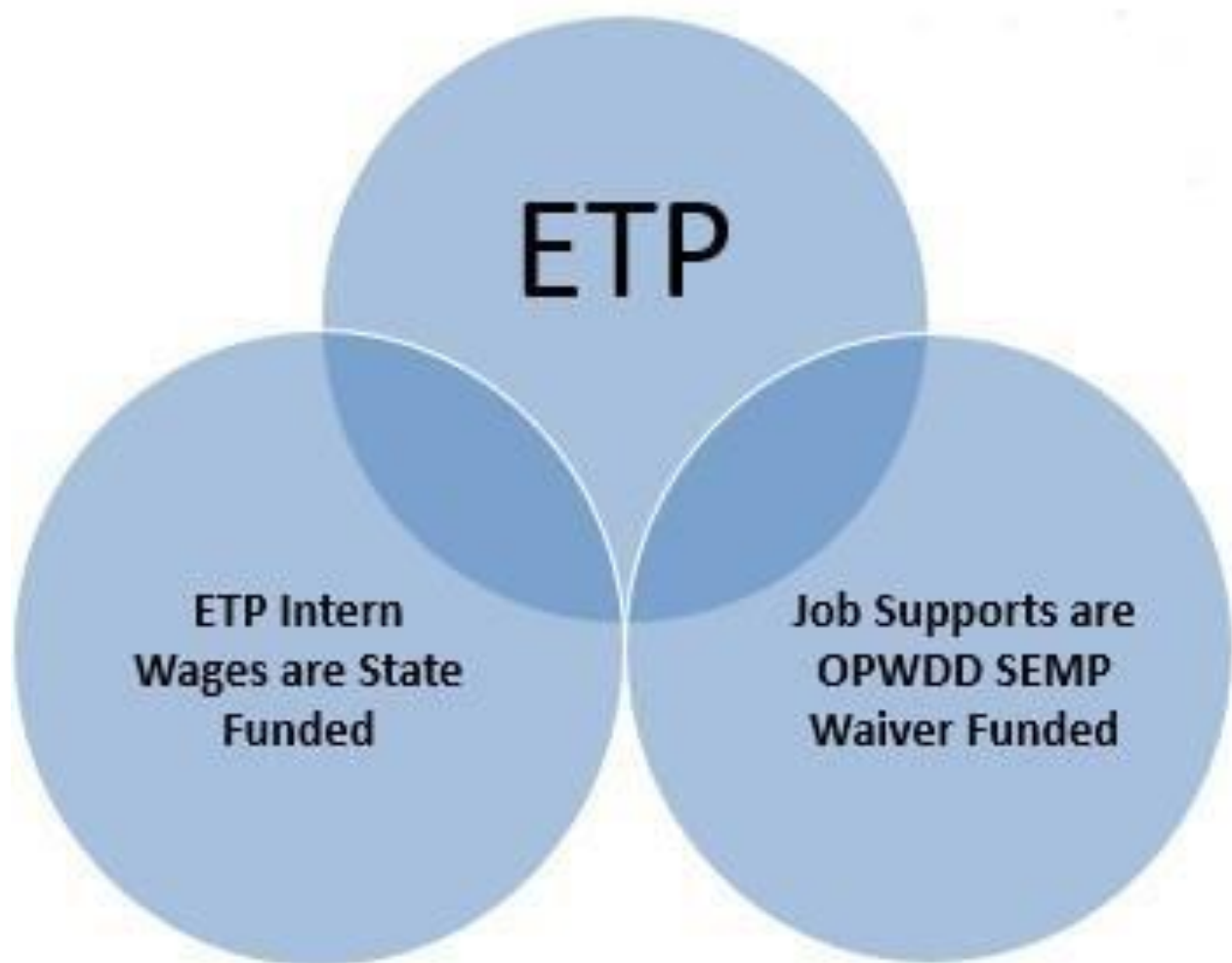
Why Discovery?

- 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

Comparing Discovery Services

	ETP Discovery	Pathway to Employment	Community Based Prevocational
Who	Individuals have some work/volunteer experiences, job retention challenges, no prior Discovery, <u>or</u> 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

How is ETP Funded?



ACCES-VR Employment Services

(Adult Continuing Career and Education Services – Vocational Rehabilitation)

- 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.

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.

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

OPWDD Employment and Vocational Service Options



No Community or Work Experience
No Discovery

Pathway to Employment
Community Prevocational



Limited Community or Work Experience
No Discovery

Pathway to Employment
Employment Training Program



Has Community and Work Experience
Discovery Completed

Employment Training Program
ACCES-VR
Supported Employment

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 EXPERIENCE LEVELS. SEE THE TOOLS IN THE TOOL BOX TO DETERMINE WHICH IS THE APPROPRIATE VOCATIONAL OR EMPLOYMENT SERVICE? DECISIONS ARE BASED ON THE PERSON'S SKILL AND

Tools in the Toolbox

Community Based Prevocational	Pathway to Employment	Employment Training Program (ETP)	Supported Employment (SEMP)
Prepares people for paid community employment or more independent meaningful activities for 1 year or more (transition to Pathway or ETP/SEMP)	Creating a Career and Vocational Plan (278 hours in 1 year) to Determine if job development is the right service (transition to ACCES-VR or ETP/SEMP)	Discovery, Job Development and Intensive SEMPServices	Job Coaching, Job Development and Life-Long Supports on a Job
Discovery, community work experiences, volunteer opportunities and career planning	Discovery, community work experiences, and develop a vocational goal	Internship opportunity at a community business	Community based, competitive, integrated employment
Unpaid or Paid Work Experiences or Volunteer	Unpaid or Paid Work Experiences or Volunteer	Wages paid by OPWDD until business hires if successful	Paid by business at minimum wage or higher

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*

Which Programs 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.*

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 SARF.

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 2020**, ICN 436900
(Español). **The Red Book (available on website)**

Request for Service Authorization RSA

Date of Birth:			
REQUESTED SERVICES			
(Please list those services identified in the person-centered conversation/assessment that the individual/family chooses to request.)			
Service Type	Enter Number of Units or Enter N/A (if applicable)	Service Provider Agency (please include provider name & contact info)	Check if Service Provider Is Not Yet Identified
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
Explanation of Need for Service			
(Please provide explanation of need for each service requested above. Please include any unmet needs and/or missing supports. If there are additional materials that will support service authorization, please provide.)			
Service Type	Explanation of Need for Service		

- Number of units equals “service units” not “billing units”.
- When discussing SEMP with individuals and families, inform them that there are additional criteria for SEMP services. What is the right service for the person ETP, SEMP or ACCES-VR? They may need

When Individual Has a Job through ACCES- VR and is Requesting SEMP Enrollment

The authorizer/enroller checks with the agency:

- What is the Stabilization date in ACCES-VR? (after job placement when person is stable in their job)
- Date that agency can bill Extended SEMP (ON DAY 91 AFTER STABLIZATION). The 91st date is often used as the enrollment date.
- If the person is enrolled prior to the ACCES-VR Stabilization date, they cannot bill until 91 days.

Information for Providers when Individual Transitions to SEMP from ACCES-VR

Example:

- Job obtained through ACCES-VR on April 28, 2021
- Date of ACCES-VR Stabilization: July 23, 2021
- Agency will qualify for the ACCES-VR Job Retention Payment on October 23, 2021
- Date agency can enroll and/or bill OPWDD SEMP services (91st day after ACCES-VR Stabilization): October 24, 2021.

Valued Outcomes/Goals in the Life Plan

SERVICE	ADM/REGULATIONS	EXAMPLES *Life Plan goal choices vary by CCO.
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.**

I Want to Maintain, Improve, or Change my Current Work Situation

NOTE: This question relates to work, meaning paid employment. Other daytime activities in support of achieving individual desired outcomes may be best identified in the My Happiness section.

If an individual is not employed and would like to pursue employment in the near future, choose “Yes”.

“I want to maintain, improve or change my current work situation”

Response = “Yes” “No”

“I would like to maintain, improve or change this”

- ASAP (goals go to Life Plan)
- Within 1 year (goals go to Life Plan)
- In three years (pdf only)
- In the future (pdf only)

I Want to Maintain, Improve, or Change my Current Work Situation: Goals

- I want to:
- Change my work situation
 - Maintain my work skills
 - Maintain my present work situation
 - Improve my work skills
 - Learn work readiness skills
 - Have a back-up in case I lose my job
 - Change Service Provider
 - Get a real job
 - Earn more money
 - Retire
 - Work with people I know
 - Volunteer
 - Go to a place that can meet my medical needs
 - Explore available options
 - Pursue integrated work
 - Have Less hours
 - Other

In Order to Change My Situation, I Need:

What are all the skills and supports a person may need to support a person in developing employment skills and/or obtaining, retaining or advancing in employment?

This will help the person develop a comprehensive plan of supports to maximize employment success.

- Actions:
- Teach Work Skills (PG)
 - Teach Work Habits (PG)
 - Provide an assessment of work skills (PS)
 - Monitor and address ongoing work performance (PS)
 - Teach travel training (PG)
 - Teach safety skills (PG)
 - Teach social Skills (PG)
 - Teach to use public transportation (PG)
 - Find and coordinate transportation (CMT)
 - Provide assessment of interests (PS)
 - Review available options to make an informed choice (CMT)
 - Other

(YES) I want to maintain, improve, or change my current work situation

Choose 4+ Goals and/or Actions to promote growth and comprehensive services.

Scenario	How I Spend My Day	Examples of Goals	Examples of Actions
Tom has a job at Walgreen's. He sometimes needs help with talking with his boss and co-workers. He also would like to learn how to use the cash register.	Supported Employment (SEMP)	<ul style="list-style-type: none"> • Maintain my work skills • Improve my work skills • Have a back-up in case I lose my job • Earn more money 	<ul style="list-style-type: none"> • Teach work skills • Teach work habits • Teach social skills • Provide an assessment of work skills • Monitor and address ongoing work performance • Teach safety skills
Cindy wants to get a job at the Mall. She has been told she needs more experience and has to continue to work on her stamina and communication skills for the next year or two.	Community Based Prevocational Services	<ul style="list-style-type: none"> • Change my work situation • Improve my work skills • Learn work readiness skills • Get a real job • Volunteer • Explore available options 	<ul style="list-style-type: none"> • Teach work skills • Teach work habits • Provide an assessment of work skills • Teach travel training • Teach social skills • Provide assessment of interests • Teach to use public transportation
Bruce is interested in working at a garden center or farm. He has participated community based prevocational services for 2 years volunteering at a community garden and animal shelter. Bruce is new to employment and applying for ETP/ SEMP.	Supported Employment (SEMP)	<ul style="list-style-type: none"> • Change my work situation • Improve my work skills • Explore available options • Get a real job • Earn more money • Have a back-up in case I lose my job Pursue integrated work 	<ul style="list-style-type: none"> • Teach work skills • Teach work habits • Provide an assessment of work skills • Monitor/address ongoing work performance • Teach travel training • Teach social skills • Teach to use public transportation

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>