

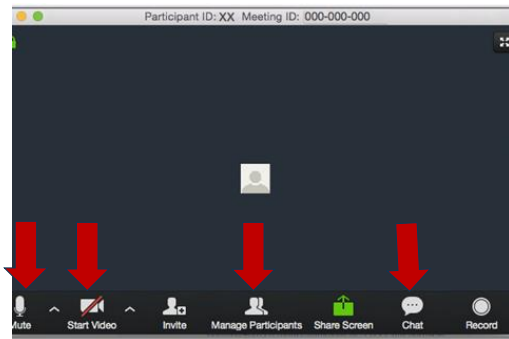
# CARE MANAGER TRAINING: OPWDD EMPLOYMENT & VOCATIONAL SERVICES

INNOVATIONS IN EMPLOYMENT SUPPORTS

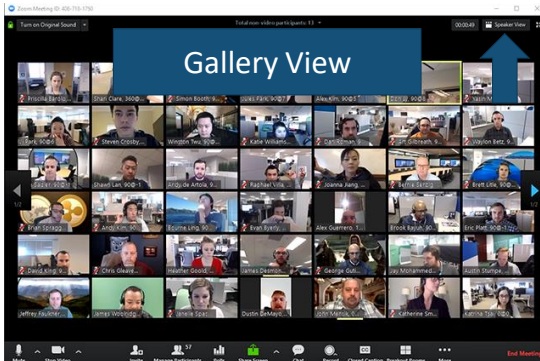


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## Zoom Features



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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
- Career Specific Vocational Training (CSVT)
- 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?

8

### 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
<b>Who</b>	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
<b>What</b>	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
<b>Where</b>	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
<b>Why</b>	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
<b>When</b>	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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<b>Employment Training Program (ETP)</b> <i>Funded by SEMP</i>
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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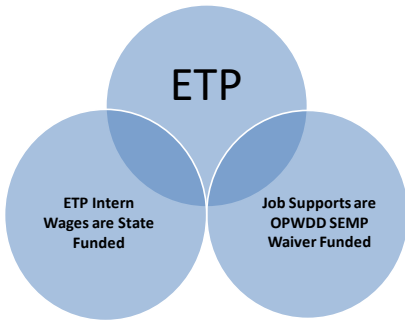
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### How is ETP Funded?




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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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## What are the Benefits of Supported Employment?

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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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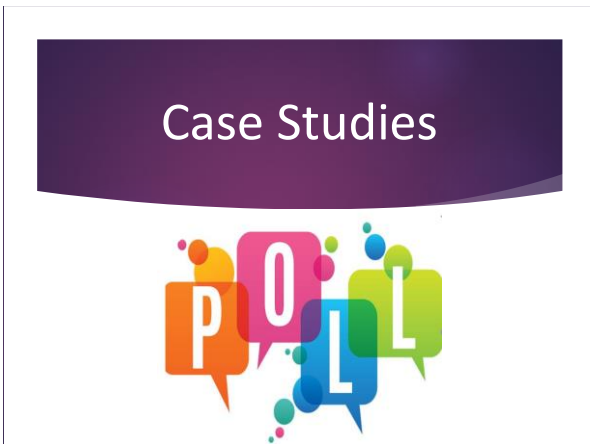
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## What Service is Best for Kara?

Kara has attended Site Based Prevoc (previously 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 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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### Example for "Add Community-Based Prevocas a new service

41

## What Service is Best for Astrid?

Astrid was employed as a laundromat attendant for 12 years 3 blocks from her home. The laundromat recently closed, and Astrid needed to pursue new employment. She needs to continue working to pay for her apartment and daughter's daycare, and Astrid wanted to work in retail either stocking or customer service.

Astrid was accepted by ACCES-VR and began working at Staples earning minimum wage stocking shelves and various customer service duties. Astrid has stabilized through ACCES-VR services and is currently enrolled in the OPWDD Waiver.

### What would be the next steps?

- 1) The Care Manager can submit the SART for **OPWDD Extended SEMP** because Astrid has a job earning minimum wage in an integrated setting.
- 2) Astrid can be enrolled in OPWDD SEMP services 90 days after her ACCES-VR stabilization date.

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## CSVT Project Design



**Length of class series** – no more than 5 months  
**Hours per class series** – minimum 75 | maximum 100  
**Participants per class series** – minimum 50 | maximum 75

46

## Goal

- People receiving career specific vocational training are required to participate in community vocational experiences to supplement their classroom training.
- This required combination is intended to:
  - Increase the marketable skills of people enrolled in HCBS Waiver services
  - Provide job-specific skill training
  - Increase the number of people in competitive integrated employment
- People who complete the classes and community vocational experiences will be fast-tracked to OPWDD's Employment Training Program which offers paid internships that lead to jobs.

47

## Candidate Selection

Ideal Candidates	Potential Candidates
Enrolled in SEMP	In group employment, seeking individual employment
Unemployed	Employed in agency operated integrated business, seeking employment elsewhere
Stated interest in CSVT topic	Seeking career advancement
Completed Discovery	Seeking career change
Written career and vocational plan	History of employment, seeking return to workforce
Enrolled in Community Based Prevocational or Pathway to Employment	Students leaving high school

48



## Service Planning Considerations

Person must have employment-related goals and valued outcomes in their Life Plan

Person must have documented interest in the training topic

Person and team understand that participation in CSVT will temporarily alter the person's weekly schedule

Person and team understand and agree to support competitive integrated employment following completion of CSVT

Person must be enrolled in a HCBS Waiver-funded employment and vocational service prior to starting CSVT classes to fund their involvement in community vocational experiences

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## Care Manager Role

Inform person and their team about CSVT and participation requirements

Verify that person's authorized service amounts and schedule allow for participation

Submit service amendments, if applicable

Ensure that person has a current CAS/CANS

Consider referral to a Disability Resource Coordinator (DRC) to obtain credentialed benefits advisement

Referral to CSVT, provide input/complete CSVT Candidate Selection Form

Monitor participation and assist with ETP application

Review person's CSVT Transition Plan

Facilitate service linkage upon transition from CSVT

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## Questions for CSVT Agencies

- What do you need from potential candidates and their Care Managers for screening and selection?
- Which industries, businesses, educational partners and/or agencies do you partner with?
- Where are classes held – business space or agency space?
- What is the class schedule?
- How is transportation handled?
- How do you coordinate with other agencies to ensure CSVT participants complete Community Vocational Experiences?
- Can I receive the CSVT Transition Plan to support service planning for CSVT participants?
- What will CSVT participants exit the program with – certificate, industry-recognized credential, portfolio, resume, etc.?
- How many CSVT participants have aligned with ETP and/or secured employment post-graduation?

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## CSVT Project Overview

Region	Training Topic(s)	Lead Agency	OPWDD Liaison
1	Hospitality	Community Services for Every1	Lynne Thibdeau <a href="mailto:Lynne.Thibdeau@opwdd.ny.gov">Lynne.Thibdeau@opwdd.ny.gov</a>
2	Janitorial Food Service	Access CNY Upstate Caring Partners (UCP)	Kristine Snyder <a href="mailto:Kristine.Snyder@opwdd.ny.gov">Kristine.Snyder@opwdd.ny.gov</a>
3	Hospitality Retail	Access: Supports for Living Jawonio	Bryan Bischoff <a href="mailto:Bryan.L.Bischoff@opwdd.ny.gov">Bryan.L.Bischoff@opwdd.ny.gov</a>
4	Janitorial	AHRC NYC	Lynne Thibdeau <a href="mailto:Lynne.Thibdeau@opwdd.ny.gov">Lynne.Thibdeau@opwdd.ny.gov</a>
5	Office Skills Custodial	FREE	Julia Kelly <a href="mailto:Julia.A.Kelly@opwdd.ny.gov">Julia.A.Kelly@opwdd.ny.gov</a>

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## CSVT Agency Contacts

Agency	Contact Person(s)	Email
Community Services for Every1 <a href="http://www.csevery1.com">www.csevery1.com</a>	Amecia Delk	<a href="mailto:ADelk@csevery1.com">ADelk@csevery1.com</a>
Access CNY <a href="http://www.accesscny.org">www.accesscny.org</a> Career Skills Training - AccessCNY	Russ Gentile Erin Leahey	<a href="mailto:Russ.Gentile@accesscny.org">Russ.Gentile@accesscny.org</a> <a href="mailto:Erin.Leahey@accesscny.org">Erin.Leahey@accesscny.org</a>
Upstate Caring Partners (UCP) <a href="http://www.upstatecp.org">www.upstatecp.org</a> Career Skills Training - AccessCNY	Dawn Gentile	<a href="mailto:Dawn.Gentile@upstatecp.org">Dawn.Gentile@upstatecp.org</a>

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## CSVT Agency Contacts

Agency	Contact Person(s)	Email
Access: Supports for Living <a href="http://www.accesssupportsof.org">www.accesssupportsof.org</a>	Ashleigh Vandermeulen	<a href="mailto:avandermeulen@asfl.org">avandermeulen@asfl.org</a>
Jawonio <a href="https://jawonio.org/">https://jawonio.org/</a> Vocational Training   Jawonio Organization	Stacey Kantrowitz Courtney Burnham	<a href="mailto:Stacey.Katrowitz@jawonio.org">Stacey.Katrowitz@jawonio.org</a> <a href="mailto:Courtney.Burnham@jawonio.org">Courtney.Burnham@jawonio.org</a>

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## CSVT Agency Contacts

Agency	Contact Person(s)	Email
AHRC NYC <a href="http://www.ahrcnyc.org">www.ahrcnyc.org</a>	Franklin Morose	<a href="mailto:Franklin.Morose@ahrcnyc.org">Franklin.Morose@ahrcnyc.org</a>
	Edie Weber	<a href="mailto:Edie.Weber@ahrcnyc.org">Edie.Weber@ahrcnyc.org</a>
	Wilson Perrin	<a href="mailto:WPerrin@goodwillny.org">WPerrin@goodwillny.org</a> <a href="mailto:JanitorialTraining@GoodwillNY.org">JanitorialTraining@GoodwillNY.org</a>
FREE <a href="http://www.familyres.org">www.familyres.org</a>	John Gallagher	<a href="mailto:Jgallagher@familyres.org">Jgallagher@familyres.org</a> <a href="mailto:CommunityServicesIntake@FamilyRes.org">CommunityServicesIntake@FamilyRes.org</a>

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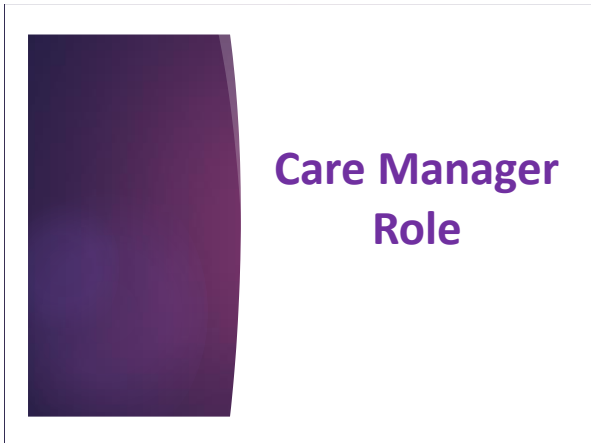
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### Care Manager Role and Employment-Related Services

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

OPWDD Employment and Vocational Service Options




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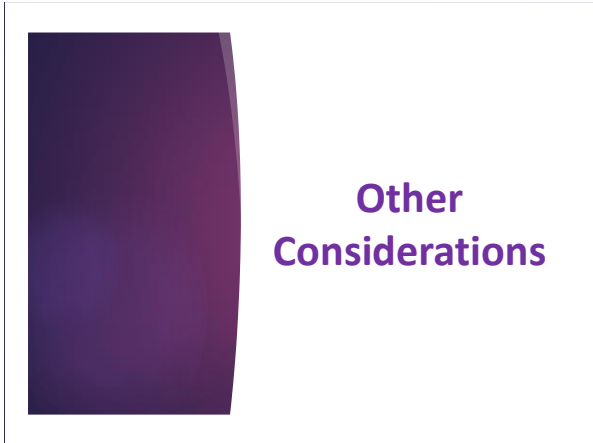
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## Why Combine Programs for Employment Success?

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

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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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62

## 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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63

## 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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64

## 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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67

## Challenges and Recommendations

1. **Cannot start waiver service until service is authorized by the Regional Office (SART/RSA).**
  - Submit SART/RSA in advance of the service starting.
  - Ensure a CAS has been completed within 2 years. If not, request CAS prior to SART submission.
  - If SART returned, follow up on corrections and resubmit timely.
  - Provide NOD-09 to provider agency upon approval of the agency.

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68

## Challenges and Recommendations

2. **Service needs to be on Life Plan before service begins.**
  - [\*Life Plans and Service Authorization Memorandum 3/15/2022\*](#)
3. **Safeguards in Life Plan are not appropriate for employment services.**
  - *Identify appropriate needs in different settings.*
  - *Discuss with provider agency of service.*

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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 2023 Red Book, [The Red Book](#)

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73

## 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).
  - If provider is known, they should be listed in section. If the provider is unknown, then the provider should be listed as pending.

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76

## 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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77

## 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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78





## 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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85

## 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  Community Based Prevocational Services (CBPV), if community 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"  CBPV- "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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86

## 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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87

## 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)

88

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

- The requirements of [21-ADM-03R](#) apply when a person (or provider on behalf of a person) notifies the Care Manager they would like to use remote technology for **teaching or training** habilitative services delivered **directly to them**.
  - The Care Manager evaluates the use of technology to assure that remote delivery of services for the person is appropriate and collaboration with the provider has occurred.
  - Care Managers will update the Life Plan accordingly.
  - Service providers will reference remote service delivery as needed in the Staff Action Plan.
- [End of the Appendix K Coverage and ADM Revisions Presentation Q & A | Office for People With Developmental Disabilities \(ny.gov\)](#)

89

## Resources

**OPWDD Website:** [www.opwdd.ny.gov](http://www.opwdd.ny.gov)

**EMCA Technical Assistance Mailboxes:**

[employment.vocational.services@opwdd.ny.gov](mailto:employment.vocational.services@opwdd.ny.gov)

[day.community.services@opwdd.ny.gov](mailto:day.community.services@opwdd.ny.gov)

**Eleversity Trainings:** [www.eleversity.org](http://www.eleversity.org)

**CCO Questions:** [care.coordination@opwdd.ny.gov](mailto:care.coordination@opwdd.ny.gov)

**EMCA Directory:** <https://eleversity.org/wp-content/uploads/2024/04/1-ETP-EMCA-ATA-GLANCE-EXTERNAL-4-4-24.pdf>

90

# Questions?

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## Thank you!



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92