

# Leadership Series

Increasing employment outcomes by providing the full array of employment, vocational and day services.

Innovations in Employment Supports

Session 2

June 5, 2024

**Eleversity**  
NEXT-LEVEL WORKFORCE EDUCATION



# Welcome



3 Hour Session



10 Minute Break

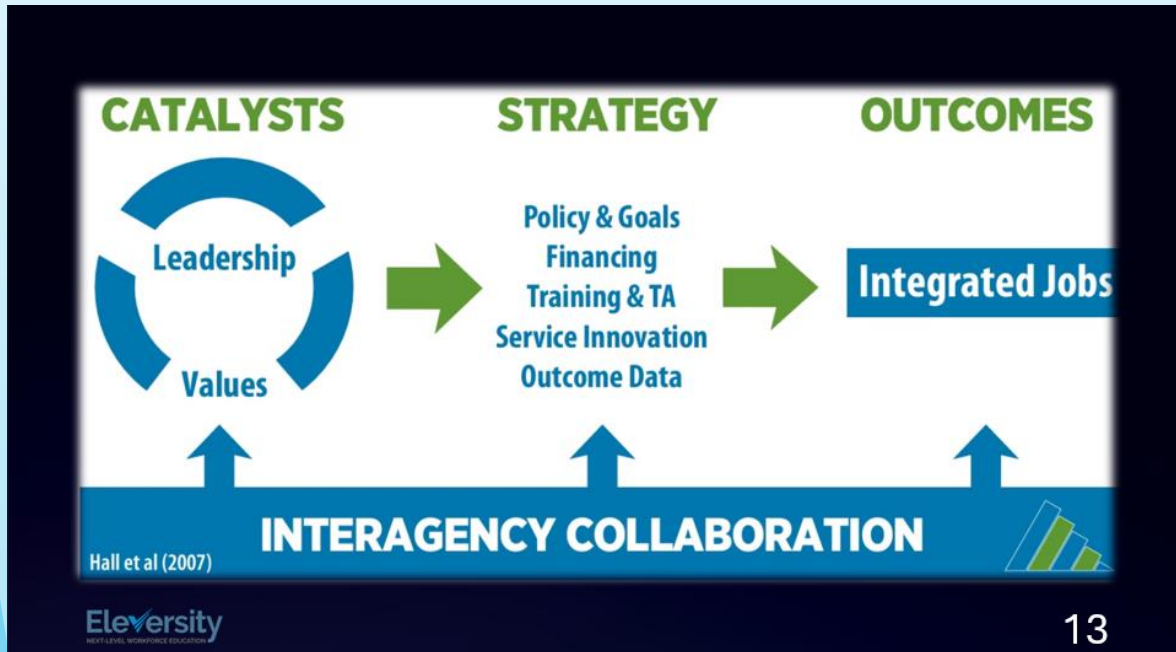


Innovations Credits

# Agenda

- ▶ **Recap! Session 1**
- ▶ **OPWDD's Strategic Plan for Employment & Community Services**
- ▶ **Full Array of Employment & Vocational Services**
  - ❑ **OPWDD Services available (PTE, CBPV, SEMP / ETP and CSVT)**
  - ❑ **Pathway to Employment Updates**
  - ❑ **Benefits of Community Based Prevocational Services**
- ▶ **Q & A with NY State Provider Agencies**

# Leadership Series Session 1



Session one of this series painted the picture for what leadership and providers are doing at the national level to expand

## *Competitive Integrated Employment*

Today we will focus on the strategies and practices utilized by providers in our state currently providing the full array of services and hear how they impact successful employment outcomes.

# OPWDD Strategic Plan for Employment and Community Services (2023-2027)

- ▶ Change the culture and business model with provider agencies to create a more flexible, responsive and employment-focused service system.
- ▶ Identify new and innovative program models that are community-based and move people toward employment.
- ▶ Increase career specific training for people with I/DD.

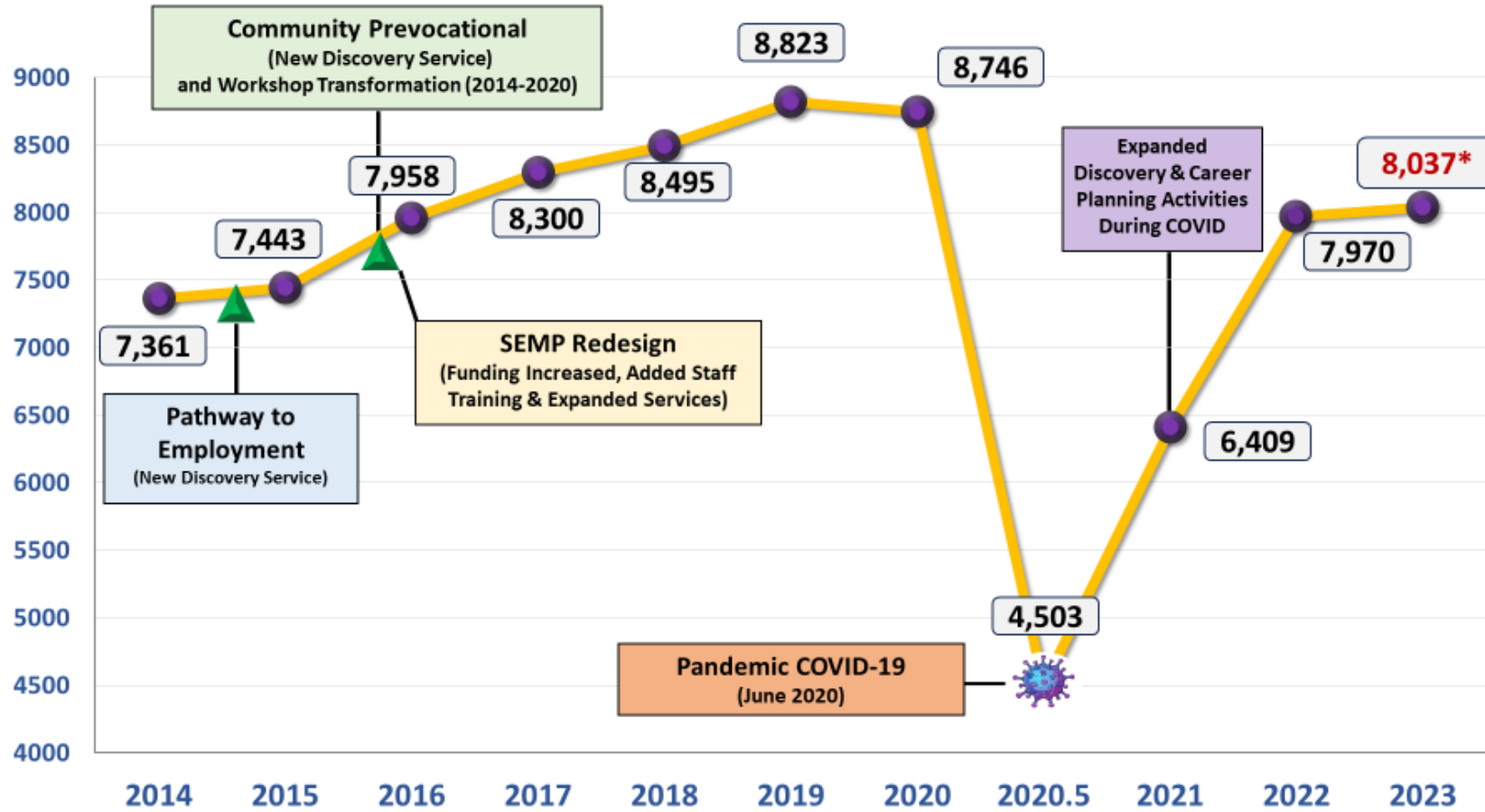
# OPWDD Strategic Plan for Employment and Community Services (2023-2027)

- ▶ Improve processes to allow people to move easily and quickly into new services.
- ▶ Improve and incentivize staff training for all employment, vocational and day services to improve employment, career development and community engagement outcomes.
- ▶ Increase business engagement and education.

# NYS Employment First Updates

- ▶ March 2023 - OPWDD announced it is participating in a new cross-agency technical assistance opportunity through the National Expansion of Employment Opportunities Network (NEON) to support a multi-agency effort in support of competitive integrated employment for people with disabilities.
- ▶ The multi-agency group has drafted a set of Employment First principles and other proposed policies that prioritize employment services for people with disabilities and increase employment rates statewide.
- ▶ State agency partners are developing cross systems resource/service matrices and updating Memorandums of Understanding (MOUs) with OPWDD.

# OPWDD SEMP Placements



\*All data points are based on December 31<sup>st</sup> annually, unless otherwise indicated



# 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

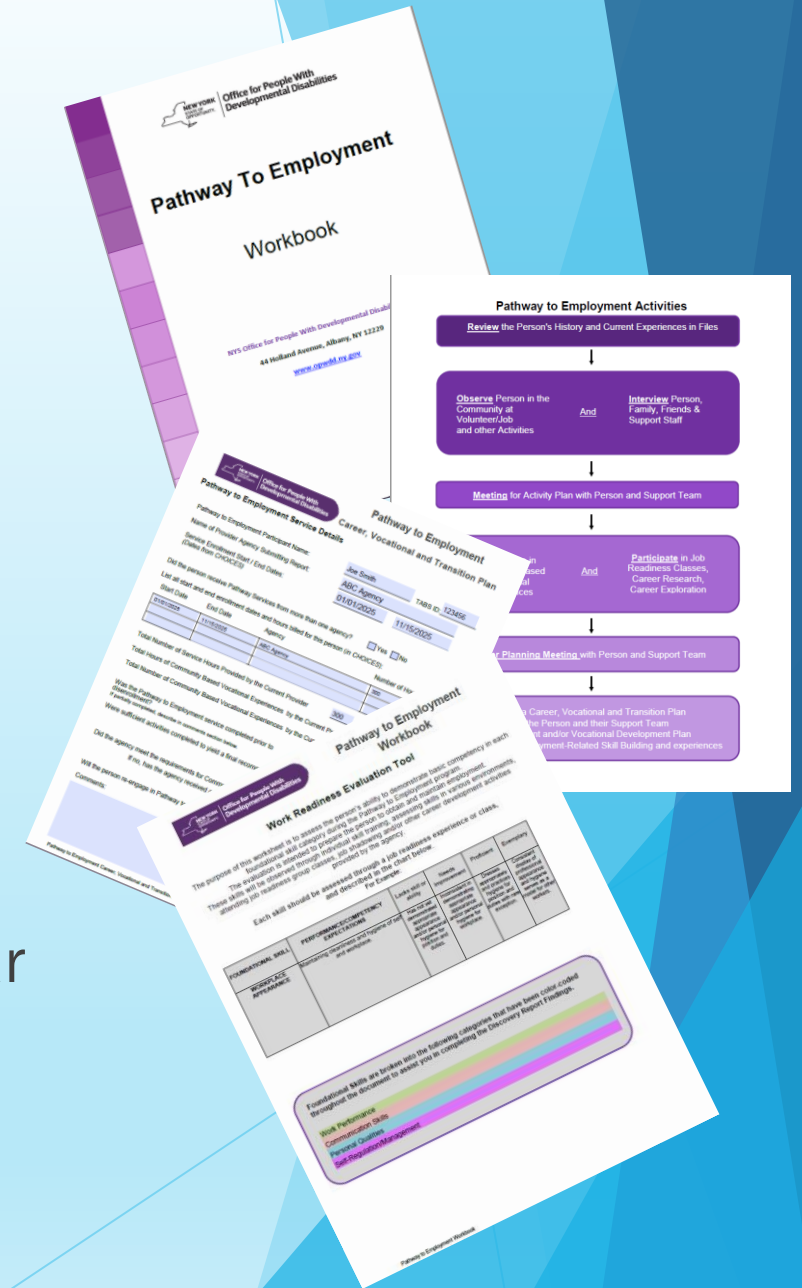


**Has Community and  
Work Experience  
Discovery Completed**

Employment Training Program  
ACCES-VR  
Supported Employment

# Pathway to Employment Updates

- ▶ New Pathway to Employment Regs and ADM will be released soon, date TBD.
- ▶ Forms and Worksheets have been updated.
- ▶ More resources available for activities and guidance.
- ▶ PDF is fillable electronically with no need to print or scan.
- ▶ Streamlined formatting will be recognizable and familiar to providers.



# Benefits of Community Based Prevocational Services

- ▶ Community Based Prevocational (CBPV) services can help build interpersonal skills, teach workplace policies, and increase work experiences needed to be successful in employment and build careers. CBPV programs can prepare people for employment and provide auxiliary supports for people working to retain their job and build a career.
- ▶ CBPV services are designed to:

Develop job-related skills and experiences for people new to employment

Bridge day services to employment

Enhance job-related skills such customer service, time management, stress management, etc.

Build a career ladder by developing a career plan, learning new skills, and participating in new vocational experiences that lead to a person's preferred career goal

Address targeted job-related skills and experiences for people struggling with job retention

# Career Specific Vocational Training

- ▶ People participating in the state-funded career specific vocational training classes are required to also participate in HCBS funded community vocational experiences.
- ▶ This required combination is intended to:
  - ▶ Increase marketable skills based on classroom and experiential learning
  - ▶ Provide job-specific skill training
  - ▶ Increase the number of people with I/DD employed
  - ▶ Braid services to help people build careers
- ▶ 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.

# CSV T Project Information now on Eleversity.org



## OPWDD FORMS AND FILLABLE DOCUMENTS

- SEMP FORMS AND DOCUMENTS** +
- ETP FORMS AND DOCUMENTS** +
- PATHWAY TO EMPLOYMENT FORMS AND DOCUMENTS** +
- PREVOCATIONAL SERVICES FORMS AND DOCUMENTS** +
- CAREER SPECIFIC VOCATIONAL TRAINING (CSV T)** -

Press release by the Governor's Press Office – 09/22/2023

Region 1 CSV T Flyer -CSEVERY1 Hospitality CSV T Candidates + CMs

Region 2 CSV T Brochure – Access CNY, Upstate Caring Partners, etc. Janitorial and Food Service

Region 3 CSV T Flyer – Jawonio Retail

Region 3 CSV T Flyer – ASFL Hospitality

Region 4 CSV T Flyer – AHRC Custodial

Region 5 CSV T Flyer – FREE Custodial

Region 5 CSV T Flyer – FREE Office Skills

# **NY State Provider Agency Speakers**

**Region 1 - Beyond Support Network – Nicole Stolzman**

**Region 2 - Exceptional Family Resources – Lawton Williamson**

**Region 3 - ARC Mid-Hudson – Julie Steffen & Jennifer Beisswenger**

**Region 4/5 - YAI – Bonnie Holtzman**

# NY State Provider Agency Speakers

## Introductions and Q & A

**NY State Provider Agency Speakers**

# **Success Stories**



# Beyond Support Network



Asho







Asho

# Beyond Support Network



# Exceptional Family Resources

## Success Stories

Tom,  
Chris,  
&  
Jeff

Success is best  
when it's shared.

- *Howard Schultz*



Tom came to us right out of high school. I met with Tom and his mom and they had no idea of where to begin. I explained all of the resources we had to offer and Tom and his mom picked community hab and community prevocational services.

The whole process was overwhelming for Tom as everything he had done outside of school involved mom. He had no other interest than going to the store with mom, going for walks with mom, watching tv with mom, etc.

Tom was very reluctant to explore any activities in the community and to think about work-related topics.

One day we had a company picnic and staff invited Tom to attend. The staff was playing a game of kickball and they invited Tom to play. Tom had so much fun and he completely became a new person!

After that day he wanted to try new things in the community. He did some assessments at area businesses and he was hired as a Helping Hands cart collector in a grocery store. He got his driver's license and drove to work on his own. Then he decided to get a job at a large home improvement store.

Tom has maintained his new job for several years with support from his job coach. He has a good relationship with his mom and he has made several new friends!

Tom went from community prevocational services to SEMP in a matter of months! All after the motivation from a game of kickball!



*Success is the key to happiness.  
Happiness is the key to success.  
If you love what you are doing,  
you will be successful!*

*Albert Schweitzer*






Chris came to us through the Employment Training Program (ETP). Chris had so much anxiety that he couldn't sit through our initial intake meeting with his mom.

Through ETP Chris tried out different jobs as assessments. He was hired as a NYS intern and he worked at a company scanning documents. He did very well! Then the pandemic hit. Chris stayed home and was very worried that his elderly parents would get COVID and die and then he would have no place to live. While at home Chris' anxiety heightened. When Chris was able to return to work he wanted to do something different. His employment specialist helped him find an internship at a drug store. At first it was a struggle to get Chris to come to work as scheduled and to stay his entire four hour shift due to his anxiety. Eventually his attendance improved, his attention to detail stocking shelves and rotating stock became exceptional.

One day the store manager came to Chris and told him that he was going to teach him to run the register. Chris replied, "Oh, I could never do that." The manager patiently worked with Chris near the end of each shift until Chris learned how to run the cash register. Now Chris runs the cash register as his primary job duty.

I saw the manager a few weeks ago and I asked him how Chris was doing. The manager replied, "Well...I guess I taught Chris too well. Now that he knows how to stock shelves, rotate stock and run the register he has applied for a position as a pharmacy technician trainee!"

Chris went from ETP services to SEMP extended services. Currently, Chris has chosen to end all services (including care management) as he feels that he doesn't need support anymore and he wants to navigate the world on his own. He now drives to work in his own vehicle.

A large group of skydivers in various colorful suits (red, blue, green, yellow, black) are falling in formation against a clear blue sky. The skydivers are arranged in a large, roughly circular pattern, with some in the foreground and others further back, creating a sense of depth and movement. The sky is a uniform, clear blue.

*Sometimes things aren't clear right away.  
That's where you need to be patient and  
persevere and see where things lead.*

*Mary Pierce*



I met Jeff and his mom and stepdad in their rural home. Jeff had graduated from high school a few years early and had not received any services. I sat at the kitchen table with Jeff's family and explained the services our agency offered while Jeff stayed in his room with his door ajar listening but too overwhelmed with anxiety to sit at the table with us.

After a few meetings Jeff was able to sit at the kitchen table and express his feelings. Jeff chose to do community hab but he wouldn't go out in the community with staff. Jeff wasn't interested in community based prevoc as well. Jeff expressed he wanted to get a paid job. Jeff finally accepted Acces-VR services. Our employment specialist was able to help him get a part-time job answering phones at a very small and laid back office. Though his attendance wasn't very good he was able to maintain that job and he transitioned to SEMP extended services. When that job came to an end four years later due to the position being eliminated I thought, "Oh, no! Will Jeff regress and go back to staying in his room and not being part of the community?" To my surprise Jeff and his employment specialist found a job for Jeff in a retail store. He runs the register, stocks shelves, is outgoing and found his niche!

I learned that everyone's employment journey is truly unique!

# ARC Mid Hudson

Vanessa has been at PARC for over 10 years, While here at PARC she is active in the Recreation Program, she cleans the Giliad Church as part of the Putnam Industries Cleaning Crew and she participates in Pre-Vocational Program.

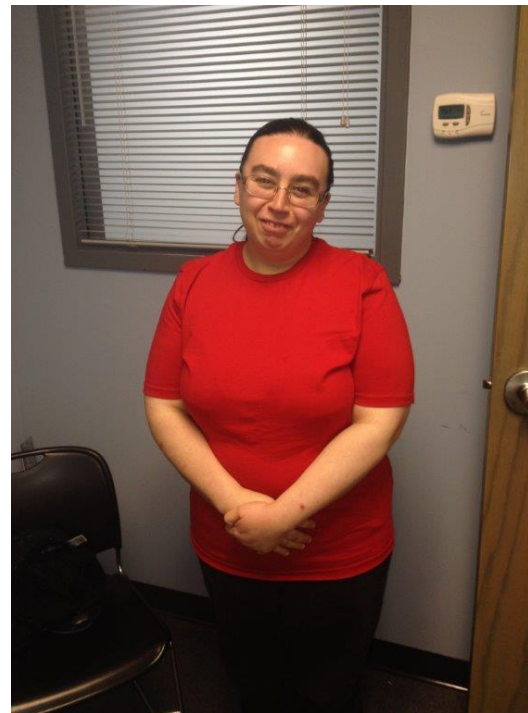
I began working with Vanessa and one of the first things I can remember her ever saying to me is that she was never going to leave PARC, the building would need to burn down around her before she left. I took that up as a challenge because I knew Vanessa was doing such a good job cleaning the church and was ready to show area employers how she could be an asset to their workplace.

A few months later while looking for a job for someone, I came across a job posting for a cleaning position at New York Sports Club, right next to PARC Center. I realized that the position was during the week from 9 am to 3 pm and he was looking for a female cleaner. I immediately thought how perfect this job would be for Vanessa. She agreed, very reluctantly, to go over and look at the gym and would go to ask questions, but she would not give me a firm yes or no about working. Vanessa was unsure about working outside of PARC so she agreed to work two days on a trial basis for a few weeks before she would commit.

In the beginning she was taken to and from PARC by her job coach, who stayed with her the whole time. Slowly, her job coach began to leave her on her own for a little more time each week. Now Vanessa is beginning to walk to and from work on her own and is able to be at the gym by herself without her job coach. Vanessa has shown such growth in such a short period of time. From going from not wanting to leave PARC to working independently in the community.

Vanessa is enjoying the extra money that she is making and her increased independence, and now she won't have to wait for PARC to burn down around her!!!

Vanessa







YAI

Dan

# NY State Provider Agency Speakers

Q & A

# Adding or Expanding Vocational Services

- ▶ Providers interested in adding or expanding their services to include Pathway to Employment or Community Prevocational services, should contact [employment.vocational.services@opwdd.ny.gov](mailto:employment.vocational.services@opwdd.ny.gov)
- ▶ Providers who are not currently participating with the Employment Training Program may contact their local ETP Supervisor
  - ▶ Directory located at [Eleversity.org](http://Eleversity.org)
    - ▶ Resources > OPWDD Innovations > ETP Forms & Documents > EMCA / ETP Supervisor Directory



## Contact Us



[Info@eleversity.org](mailto:Info@eleversity.org)



**(585) 340-2051**

# OPWDD Contacts

Julia Kelly, M.S. Ed.

Director of Employment and Meaningful Community Activities

[Julia.A.Kelly@opwdd.ny.gov](mailto:Julia.A.Kelly@opwdd.ny.gov)

Kristine Snyder, LMSW

Statewide Coordinator of Employment and Vocational Services

[Kristine.Snyder@opwdd.ny.gov](mailto:Kristine.Snyder@opwdd.ny.gov)

# Provider Panel Contacts

## Beyond Support Network

Nicole Stolzman

Coordinator of Supported Employment

[nstolzman@beyondwny.org](mailto:nstolzman@beyondwny.org)

## Exceptional Family Resources (EFR)

Lawton Williamson

Director, Employment Services

[lwilliamson@contactefr.org](mailto:lwilliamson@contactefr.org)

## Mid-Hudson ARC

Julie Steffen

Director of Employment Services

[julies@arcmh.org](mailto:julies@arcmh.org)

Jennifer Beisswenger

Assistant Director of Employment Services

[jennifer.beisswenger@arcmh.org](mailto:jennifer.beisswenger@arcmh.org)

## YAI

Bonnie Holtzman

Deputy Director Day and Employment Services

[bonnie.holtzman@yai.org](mailto:bonnie.holtzman@yai.org)



# Questions

## Web:

- ▶ [www.opwdd.ny.gov](http://www.opwdd.ny.gov)

## Technical Assistance Emails:

- ▶ [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)