



2024 Leadership Conference

FOR OPWDD EMPLOYMENT & VOCATIONAL SERVICES

TOPICS

**Employment
First**

**ACCES-VR,
OPWDD,
NYCB
Interagency
Partnership**

**Planning &
Managing
SEMP
Services**

**Full Array of
Services**

**Career
Specific
Vocational
Training**

**Customized
Employment**

Welcome



Introductions



**Office for People With
Developmental Disabilities**

New York State Employment First Executive Order 40

Ellevsity Leadership Conference
November 2024



OPWDD's goal is to increase the number of people gaining and retaining competitive integrated employment.

Employment First Process

- 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 drafted a set of Employment First principles, and the Executive Order intended to prioritize employment services for people with disabilities and increase employment rates statewide.
- Future work includes continuing to develop share resources across NY state agencies and updates to OPWDD's Memorandums of Interagency Agreements (MOIAs) with state agency partners.



No. 40

EXECUTIVE ORDER

COMMITTING NEW YORK TO BE AN EMPLOYMENT FIRST STATE TO INCREASE COMPETITIVE INTEGRATED EMPLOYMENT FOR NEW YORKERS WITH DISABILITIES

WHEREAS, the State of New York has a vested interest in eliminating barriers to employment and recognizes that economic stability including gainful employment is a social determinant of health and an individual's employment results in tangible and intangible benefits, including the enhancement of independence and economic self-sufficiency, as well as purpose, dignity, self-esteem, and a sense of accomplishment and pride; and

WHEREAS, the State of New York recognizes intermediate steps and services, such as career planning, training, career exploration, internships, community experiences, soft skills development, career-specific training, and general workforce preparation activities, may be needed to assist persons with disabilities along the path to their desired employment outcome or to honor the choices and goals of the individual;

WHEREAS, the State of New York supports the expectation that working-aged people with disabilities will gain competitive integrated employment and contribute to the state's economy, with or without supports; and

WHEREAS, the State of New York recognizes the importance of informed choice and person-centered planning where the person fully participates in planning, preparing, and seeking employment opportunities; and

WHEREAS, the State of New York recognizes that young people with disabilities need educational, vocational, and pre-employment transition services and supports to help them succeed in the workforce; and

WHEREAS, the State of New York values businesses that recognize the talents and skills people with disabilities bring to their workforce; and

WHEREAS, the State of New York will adopt and implement the Employment First Principles set forth in this Order as part of a national movement to prioritize competitive integrated employment as the preferred outcome when planning or providing services and supports to New Yorkers with disabilities who are of working age;

NOW, THEREFORE, I, KATHY HOCHUL, Governor of the State of New York, by virtue of the authority vested in me by the Constitution of the State of New York, do hereby order as follows:

Executive Order 40

- The ***Governor's Chief Disability Office (CDO)*** is leading E1st related activities and initiatives
- New York State agencies ***will adopt Employment First Principles*** and develop a plan to incorporate these principles into service delivery and practice
- The CDO will establish an ***E1st Steering Committee*** comprised of agencies with a primary responsibility of providing direct service or financial needs-based assistance
- The CDO will form two groups: a ***State Advisory Group*** and a ***Stakeholder/Community Advisory Group***
- ***Existing collaborations and initiatives will be incorporated into E1st*** activities wherever possible: MISCC Employment Subcommittee, EO 31 State as Model Employer

E1st: A National Movement

- Employment First is a national systems change framework centered on the premise that all individuals, including those with the most significant disabilities, are capable of full participation in Competitive Integrated Employment (CIE) and community life
(<https://www.dol.gov/agencies/odep/initiatives/employment-first>).
- In practice, this means that *competitive integrated employment is considered as the first option and preferred outcome in the planning and the delivery of services* and supports to New Yorkers with disabilities who are of working age;
- This acknowledges that our services system needs to change and improve services, supports and systems to prioritize career planning and to increase the number of people employed.

New York's Employment First Principles

- Disability in no way diminishes the rights of people to live independently in their communities
- Dignified workforce participation is a fundamental aspect of life for people with and without disabilities
- People with disabilities, including those with the most significant disabilities, can obtain competitive integrated employment within the general workforce
- Competitive integrated employment is the intended and expected outcome for all working age New Yorkers with disabilities
- All students with disabilities should receive the education, training, and services necessary to achieve competitive integrated employment as adults

New York's Employment First Principles

- Person-centered planning and valuing of individual voice are priorities and should be incorporated into policy, program design, implementation and service delivery
- The workforce should reflect the diverse makeup of the community in which it resides
- Public awareness of the value of employing people with disabilities should be increased, including engagement with the New York business community
- Informed choice, respect for privacy and confidentiality, availability of assistive technology, and the inclusion of evidence-based practices in the pursuit of competitive integrated employment are essential
- People with disabilities receiving public benefits should be supported in efforts to work toward financial independence

What Happens Next?

- New York State agencies and Advisory Groups will designate an Employment First Liaison
- Guidance to New York State agencies providing an Overview of Responsibilities
- Development of Tools for state agencies to evaluate current practices and align with E1st Principles
- Scheduling of Steering Committee meetings and Advisory Group meetings
- Review of currently collected data and outcome measures
- Development of training

Funding

- \$28.5 million – 2022 State of the State
 - Career Specific Vocational Training
 - Culture and Business Model Change
 - Day Habilitation Staff Training
 - Develop Flexible Service Models
- \$20 million – Employment First 2024
 - OPWDD Developing Flexible Service Models – Incentivize Employment
 - Cross-Agency Projects for Employment First

National Disability Employment Awareness (NDEAM) OPWDD's New Business Engagement Resources

We are excited to share Commissioner Baer's video message to New York State businesses in recognition of National Disability Employment Awareness Month (NDEAM).

The link to the video is
<https://youtu.be/rtJFM6eRWdU>.



This message is exclusively for employment services agencies to share with businesses, stakeholders and employment services professionals.

National Disability Employment Awareness (NDEAM) OPWDD's New Business Engagement Resources

OPWDD has released [two new EmployAbility videos](#) that illustrate the impact that hiring employees with disabilities has on people with disabilities, their employers, and the workforce. You are invited to share these videos widely this month and throughout the year to promote a more diverse and inclusive workforce.

IT'S TIME TO EMPLOYABILITY



EMPLOYING PEOPLE WITH DEVELOPMENTAL DISABILITIES: EMPLOYERS' PERSPECTIVE



National Disability Employment Awareness (NDEAM) OPWDD's New Business Engagement Resources



- OPWDD's [online Employability Toolkit](#) provides resources to help businesses benefit from diversifying their workforce and explains how OPWDD can provide resources and support businesses to hire people with developmental disabilities.
- Employers in New York State are urged to take the [Employability Pledge](#) and let everyone know that they believe in the value of a diverse workforce and the contributions that can be made by employees with disabilities.
- All signers receive a window decal and digital badge for their website to show their commitment, and their names are highlighted on OPWDD's [EmployAbility Honor Roll](#).



**Office for People With
Developmental Disabilities**

Interagency Partnership to Leverage Resources & Enhance Service Delivery

**ACCES-VR
Commission for the Blind
Office for People With Disabilities**

Agenda

- Increase Interagency Collaboration & Shared Resources
- Improve Transitions Between Agencies
- Implement Best Practices and New Projects

Increase Interagency Collaboration & Shared Resources

Increase Collaboration to Customize Employment Services

- To date, most ACCES-VR or CB and OPWDD services have been provided/funded in sequential order. However, based on recent federal guidance, some services may be provided/funded concurrently.
- Concurrent services must be complementary, projected to improve or enhance the individual's employment outcome, and do not duplicate the primary activity of the service being provided by the other state agency.
- Services that are duplicative should not be provided concurrently.
- In situations where a service could be provided by multiple agencies, ACCES-VR or CB and OPWDD will review requests for regulatory conformity.

Share Services and Resources Across State Agencies

When a person and their support team identify ACCES-VR or CB and OPWDD concurrent services or resources, review the following:

- Are these services complementary?
 - Do they duplicate primary activities?
 - Are services projected to improve employment outcomes?
 - Are services person-centered?
- Contact their ACCES-VR or CB Regional Coordinators and OPWDD Regional Liaison to discuss the request.
- The ACCES-VR or CB and OPWDD Liaisons will evaluate the requests and make timely recommendations and elevate requests for additional review when needed.
- **Service providers/vendors need to clearly document the distinctive primary activities in service plans.**

Process to Determine Allowable Concurrent Services

Once a request has been submitted to ACCES-VR or CB and/or OPWDD Regional Liaisons/Coordinators will review with the individuals and service teams to make a recommendation or elevate if needed.

1. If one agency offers a service that is targeted with planned activities that is not duplicative with services from the other agency, the request will need Regional Liaison/Coordinator review but may not need second level review prior to decision making.
2. If both agencies offer services where there is likely crossover that may result in duplication, the request will need second level (higher level) review and may or may not be approved.

Examples of Concurrent Services

- ❖ A person who is working at a job with job coaching funded by OPWDD Extended SEMP receives ACCES-VR assistive technology services.
- ❖ A person attends college funded through ACCES-VR and receives job coaching funded by OPWDD Extended SEMP at a part-time job while they attend college.
- ❖ A person is receiving job coaching at an OPWDD funded Employment Training Program (ETP) internship and CB provides assessment and purchases visual aids needed for employment.
- ❖ A person receives ACCES-VR or CB supported employment services to obtain employment. The individual also receives OPWDD community based prevocational services to enhance their job-related skills and work experiences in different occupations.
- ❖ A person has an entry level job funded through OPWDD Extended SEMP. They need driver training to maintain, advance or gain a new job which may be funded through ACCES-VR.

Improve Transitions Between Agencies

Transitions Between Agencies

- ACCES-VR and Commission for the Blind application and new contract updates (Extended SEMP)
- OPWDD eligibility and enrollment updates
 - Eligibility Review Process (ESAL timelines)
 - Electronic Service Amendment Request Tool (SART)

Implement Best Practices and New Projects

ACCES-VR, CB and OPWDD Interagency Projects

- National Expansion of Employment Opportunities Network (NEON) – Cross Agency Project
- Subminimum Wage to Competitive Integrated Employment (SWTCIE) – ACCES-VR Lead
- EmployAbility trainings – OPWDD Lead
- Regional Business Consortia (2025) – Cross Agency Project

Next Steps

- ❖ Complete the Memorandum of Interagency Agreements (MOIA).
- ❖ Regional Liaisons/Coordinators (and other management) will meet periodically to review joint service requests, transitions between agencies challenges and interagency initiative updates.
- ❖ Share points of contact for consultation and collaboration.
- ❖ Develop a list of training topics to gain a general understanding of ACCES-VR, NYSCB, and OPWDD eligibility, enrollment, services, and documentation requirements.
- ❖ Identify outcomes and challenges.

Contacts

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Engaging Businesses

Video

Employing People with Developmental Disabilities: Employers' Perspective

Planning and/or Managing SEMP Services

OPWDD:

JULIA KELLY

DIRECTOR, EMPLOYMENT AND MEANINGFUL COMMUNITY ACTIVITIES

KERRY ZAJAC

EMPLOYMENT AND VOCATIONAL SERVICES LIAISON, REGION 1

New Training for Managers:

Strategies for Programmatic Success

SEMP consists of the following allowable services provided to and/or on behalf of an individual, including remote services, if they are not the only service delivery method:

- (i) vocational assessment, person-centered employment planning and job-related experiential learning;
 - (ii) assessment and instruction in the use of remote and assistive technology to increase independence in the workplace;
 - (iii) job development, analysis, customization, and carving, including negotiating and creating potential jobs with prospective employers on behalf of an individual or group of individuals;
 - (iv) training, orientation, and systematic instruction prior to employment;
 - (v) job coaching, training, and planning within the work environment;
 - (vi) development and review of a business plan (for individuals who are pursuing self-employment or are self-employed);
 - (vii) travel time to allowable SEMP activities when delivering services on behalf of an individual and to and from allowable activities when the individual is present;
 - (viii) travel training;
 - (ix) development of soft skills and job retention strategies (e.g., social interaction, maintaining relationships with co-workers and supervisory personnel);
 - (x) benefits support, advisement, and asset development;
 - (xi) 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);
 - (xii) 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 and career advancement services;
 - (xiii) communication with the individual, 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;
 - (xiv) meetings, reports, and communication with OPWDD staff regarding progress and outcomes for individuals receiving SEMP services;
 - (xv) documentation of the delivery and support of all allowable SEMP services;
 - (xvi) planning the delivery of all allowable SEMP services [other activities previously approved by OPWDD.];
 - (xvii) managing the delivery of all allowable SEMP services;
 - (xviii) preparation and review of documents, reports, and other required information in support of SEMP allowable services as required by OPWDD;
- ... Innovations Training; and

H. Billing for Planning the Delivery of All Allowable SEMP Services and Managing the Delivery of All Allowable SEMP Services

SEMP staff may bill individual or group in the allowable service titled "Planning the delivery of all allowable SEMP services" when planning for SEMP services.

A manager, supervisor, or director may bill individual or group in the allowable service titled "Managing the Delivery of All Allowable SEMP Services".

When a manager, supervisor or director meets one-on-one with a SEMP staff person to provide direction for services, the manager, supervisor or director and the staff each must bill for a different SEMP service. The manager, supervisor or director would bill the service "Managing the Delivery of All Allowable SEMP services" and the staff would bill "Planning the Delivery of All Allowable SEMP services".

"Managing the Delivery of All Allowable SEMP services" may not be billed when a manager, supervisor, or director is meeting with *multiple* staff. Meetings with more than two people are covered under Billing for Meetings. (See Section G: Billing for Meetings).

When a manager, supervisor, or director spends time without other staff present determining, assessing, and/or assigning resources to meet the needs of individuals receiving SEMP services, the manager may bill "Managing the Delivery of All Allowable SEMP Services."

For example:

1. The SEMP director, manager, supervisor, or employment specialist reviews records, files, and reports, without other staff present, to plan appropriate services to be delivered to the individual(s). This time may be billed as either "group" if reviewing documentation for multiple individuals, or "individual" if reviewing for one individual. The SEMP director, supervisor, or employment staff may bill "Planning the Delivery of All Allowable SEMP Services."
2. The SEMP director/supervisor has a one-to-one planning session with an employment staff where the SEMP director provides guidance and direction to the employment staff regarding service delivery. Both the SEMP director and the employment staff may bill for this meeting, but they must bill for a different allowable service. The SEMP director may bill "Managing the Delivery of all Allowable SEMP Services" and the staff person may bill "Planning the Delivery of all Allowable Services".

SEMP REGULATIONS & ADM

Criteria to Consider for Planning and Managing SEMP Services Effective 1/2/24

- (xvi) Planning the delivery of all allowable SEMP services
OR
(xvii) Managing the delivery of all allowable SEMP services

This document provides examples of the standards set forth in SEMP ADM 2023-09. These examples are not all-inclusive. There may be other billing or programmatic situations not captured here. Agencies and their QA departments should refer to the SEMP ADM and regulation available on the OPWDD website at: <https://opwdd.ny.gov/regulations-guidance>.

Considerations for SEMP agencies and their QA departments, prior to billing for Planning and/or Managing the delivery of SEMP services:

*For the purposes of this document the term Manager includes supervisors, directors or staff with other titles that have managerial responsibilities.

Managers, supervisors, directors and/or staff with managerial responsibilities have met the SEMP staff training requirements.

Planning and/or managing activities directly relate to the delivery of quality SEMP services to the person(s).

Management tasks not directly related to the provision of SEMP services are not billable (e.g. onboarding staff, general staff training and staff evaluations).

Only managers* may bill for Managing SEMP services. Both managers* or SEMP staff may bill for Planning SEMP services, as long as they aren't billing the same services at the same time.

The most applicable allowable SEMP service is billed when a manager* and SEMP staff person meet related to a specific person(s) SEMP service. In the meeting, the manager may bill for Managing SEMP services if they are providing guidance, support, and/or instruction related to a specific person(s) SEMP services or Planning SEMP services if they are providing coordination or planning activities.

- a. The manager* may bill for Planning or Managing SEMP services while the SEMP staff bills one of the other allowable SEMP services.
- b. If no other allowable SEMP service applies, the manager* may bill Managing SEMP services, while the SEMP staff bills Planning allowable SEMP services.

When the person receiving services is present, only one staff can bill an allowable service(s). Two direct services cannot be delivered simultaneously.

Planning and/or Managing SEMP services must relate to the person's Staff Action Plan.

Planning and/or Managing SEMP services may be delivered for an individual or group.

Managing the Delivery of All Allowable SEMP services may not be billed when a manager, supervisor, or director is meeting with *multiple* staff. Meetings with more than two people are covered under Billing for Meetings.

Who is considered an Employment Support Professional (ESP)?

A supported employment staff person who assists individuals in obtaining and maintaining competitive integrated employment. Common titles include but are not limited to:

Job Coach	Job Developer	Employment Specialist
Job Trainer		

Who is considered a Manager?

Staff employed by the SEMP program who are assigned managerial tasks such as guidance, support, instruction, coordination, planning services, etc. Common titles include but are not limited to:

Director of Vocational Services	Assistant Coordinator	Business Relationship Manager
Director of Employment Services	Team Leader	Senior Job Developer
Senior Employment Staff	Manager	

Billing Examples

Scenario 1

An employment support professional (ESP) submits a completed Discovery Report to their supervisor for review. The supervisor reviews the Discovery Report prior to meeting with the ESP and determines that the assessments completed match the person's skills, but not the person's stated interests. The supervisor meets with the ESP to identify an additional assessment that aligns with the person's stated interests to create a more comprehensive Discovery Report and Job Development Plan. The supervisor may bill "Managing the Delivery of all Allowable SEMP Services" and the ESP may bill "Planning the Delivery of all Allowable Services."

Scenario 2

A director reviews the ETP Monthly Job Development Report to ensure that the ESP has followed up with identified businesses, allocated sufficient time for job development and developed appropriate short-term goals. The director determines that an additional staff needs to be assigned to schedule sufficient services to help the person gain employment in a timely manner. The director begins to coordinate a second staff person's availability to provide additional SEMP services to the person. The director may bill for "Managing the Delivery of all Allowable SEMP Services."

Scenario 3

An ESP requests assistance from a senior job developer to attend a meeting with a potential employer regarding a specific person to discuss the businesses' hiring needs. The ESP and senior job developer meet with the business to discuss a potential candidate that could meet the businesses' unmet needs through part-time employment. The person receiving services is not present. The senior job developer may bill "Managing the Delivery of all Allowable SEMP Services" and the ESP may bill "Job Development, Analysis, Customization and Carving."

Scenario 4

A person was just hired by a local warehouse for an overnight shift. The current ESP assigned to provide job coaching is unavailable for those hours. The SEMP manager reviews staff schedules and determines that 2 other ESPs can split the job coaching duties for several weeks while the person is learning the job. The manager may bill "Planning the Delivery of all Allowable SEMP Services."

For additional information, contact the Employment and Meaningful Community Activities (EMCA) Unit at employment.vocational.services@opwdd.ny.gov.

PLANNING AND/OR MANAGING SEMP SERVICES

Considerations for SEMP agencies and their QA departments, prior to billing for Planning and/or Managing the delivery of SEMP services:

Managers, supervisors, directors and/or staff with managerial responsibilities have met the SEMP staff training requirements.

Planning and/or managing activities directly relate to the delivery of quality SEMP services to the person(s).

Management tasks not directly related to the provision of SEMP services are not billable (e.g. onboarding staff, general staff training and staff evaluations).

Only managers* may bill for Managing SEMP services. Both managers* or SEMP staff may bill for Planning SEMP services, as long as they aren't billing the same services at the same time.

*FOR THE PURPOSES OF THIS DOCUMENT THE TERM MANAGER INCLUDES SUPERVISORS, DIRECTORS OR STAFF WITH OTHER TITLES THAT HAVE MANAGERIAL RESPONSIBILITIES.

PLANNING AND/OR MANAGING SEMP SERVICES

The most applicable allowable SEMP service is billed when a manager* and SEMP staff person meet related to a specific person(s) SEMP service.

In the meeting, the manager may bill for Managing SEMP services if they are providing guidance, support, and/or instruction related to a specific person(s) SEMP services or Planning SEMP services if they are providing coordination or planning activities.

- The manager* may bill for Planning or Managing SEMP services while the SEMP staff bills one of the other allowable SEMP services.
- If no other allowable SEMP service applies, the manager* may bill Managing SEMP services, while the SEMP staff bills Planning allowable SEMP services.

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When the person receiving services is present, only one staff can bill an allowable service(s). Two direct services cannot be delivered simultaneously.

Planning and/or Managing SEMP services must relate to the person's Staff Action Plan.

Planning and/or Managing SEMP services may be delivered for an individual or group.

Managing the Delivery of All Allowable SEMP services may not be billed when a manager, supervisor, or director is meeting with *multiple* staff.

Meetings with more than two people are covered under Billing for Meetings.

PLANNING AND/OR MANAGING SEMP SERVICES

PROVIDER AGENCY STAFF



Who is considered an Employment Support Professional (ESP)?

A supported employment staff person who assists individuals in obtaining and maintaining competitive integrated employment.

Common titles include but are not limited to:

- ✓ Job Coach
- ✓ Job Developer
- ✓ Employment Specialist
- ✓ Job Trainer

Who is considered a Manager?

Staff employed by the SEMP program who are assigned managerial tasks such as guidance, support, instruction, coordination, planning services, etc.

Common titles include but are not limited to:

- ✓ Director of Vocational Services
- ✓ Assistant Coordinator
- ✓ Business Relationship Manager
- ✓ Director of Employment Services
- ✓ Team Leader
- ✓ Senior Job Developer
- ✓ Senior Employment Staff

BILLING EXAMPLES



▶ Scenario 1

- ▶ An employment support professional (ESP) submits a completed Discovery Report to their supervisor for review. The supervisor reviews the Discovery Report prior to meeting with the ESP and determines that the assessments completed match the person's skills, but not the person's stated interests. The supervisor meets with the ESP to identify an additional assessment that aligns with the person's stated interests to create a more comprehensive Discovery Report and Job Development Plan.
- ▶ The supervisor may bill "Managing the Delivery of all Allowable SEMP Services", and the ESP may bill "Planning the Delivery of all Allowable Services."

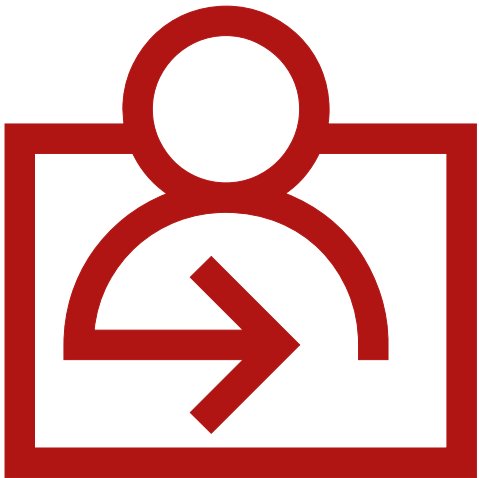
BILLING EXAMPLES

Scenario 2

- A director reviews the ETP Monthly Job Development Report to ensure that the ESP has followed up with identified businesses, allocated sufficient time for job development and developed appropriate short-term goals. The director determines that an additional staff needs to be assigned to schedule sufficient services to help the person gain employment in a timely manner. The director begins to coordinate a second staff person's availability to provide additional SEMP services to the person.
- The director may bill for “Managing the Delivery of all Allowable SEMP Services.”



BILLING EXAMPLES



Scenario 3

- An ESP requests assistance from a senior job developer to attend a meeting with a potential employer regarding a specific person to discuss the businesses' hiring needs. The ESP and senior job developer meet with the business to discuss a potential candidate that could meet the businesses' unmet needs through part-time employment. The person receiving services is not present.
- The senior job developer may bill "Managing the Delivery of all Allowable SEMP Services" and the ESP may bill "Job Development, Analysis, Customization and Carving."

BILLING EXAMPLES

Scenario 4

- A person was just hired by a local warehouse for an overnight shift. The current ESP assigned to provide job coaching is unavailable for those hours. The SEMP manager reviews staff schedules and determines that 2 other ESPs can split the job coaching duties for several weeks while the person is learning the job.
- The manager may bill “Planning the Delivery of all Allowable SEMP Services.”





Share your plans with us.

AGENCY FEEDBACK

Agency Name:



What steps has your agency taken to realign allowable activities involving planning and/or managing SEMP services?

QUESTIONS
COMMENTS
FEEDBACK



employment.vocational.services@opwdd.ny.gov

BREAK



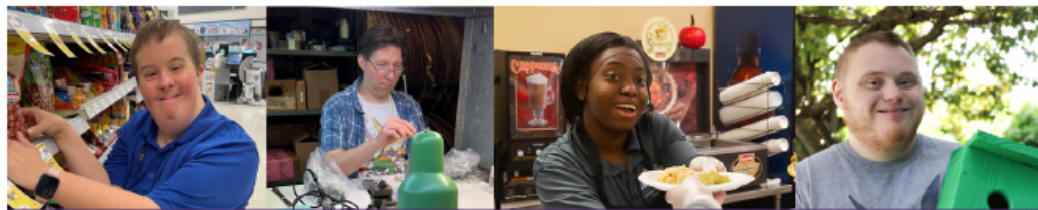
15 MINUTES

Full Array of Employment and Vocational Services

Getting a Job and Participating In Your Community Brochure

Office for People With Developmental Disabilities

OPWDD.NY.GOV



Getting a Job and Participating In Your Community

Types of Services

OPWDD service providers support and empower people with developmental disabilities to reach their goals. For some people, that may mean having a job and a career. For others, it may mean learning new skills and taking part in their communities, or both. OPWDD services can help people find the right combination of work and community activities to meet their goals and interests.

The following services may be used separately or together to help people reach their goals and take part in their community.

Pathway to Employment helps people figure out what they are good at and what they are interested in. Pathway to Employment also helps people get work-related experiences, learn job skills and make a career plan. Pathway to Employment services can be scheduled around a person's other activities.

Community Based Prevocational services provide work-related skill training and vocational experiences. Prevocational services can include volunteer work where people can develop general, work-related skills that will help them prepare for and succeed in a job. Community Based Prevocational services can also help people develop new skills that will prepare them to get a new job.

Employment Training Program offers paid Internships that lead to employment. Interns explore different kinds of jobs, plan their career and try different work experiences. Based on these experiences, an Internship is developed with a local business. While on the job, the Intern is supported by an employment support professional. When an Intern learns the job tasks as required by the employer, they are hired directly by the business. After successfully completing an Internship, people can continue to receive Supported Employment services.

Supported Employment services help people get, keep and grow in their chosen careers. Employment support professionals help people find jobs that meet their skills and interests. In Supported Employment services, people learn job skills, build independence and achieve success in the workplace.

Community Habilitation services help people build skills in the areas of safety, independence, communication, money management, social skills, community inclusion and personal care. Community Habilitation services are designed to support people in reaching their personal goals.

Day Habilitation services help people build skills and be active in their community. People can volunteer, take adult education classes and join clubs and other organizations. Services help people become more independent, build safety skills, explore interests, achieve goals or prepare for employment.

Connecting to OPWDD Supports & Services



Scan to learn how to apply for OPWDD eligibility and services, or visit <https://opwdd.ny.gov/get-started/front-door>.

Questions about OPWDD's Employment and Community Services?

Email: employment.vocational.services@opwdd.ny.gov or day.community.services@opwdd.ny.gov



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



Office for People With Developmental Disabilities

Quick Reference – Employment & Voc Services

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.

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

Purpose of Pathway to Employment

Career Plan

- Develop a formal, written Career, Vocational and Transition Plan

Vocational Experiences

- Provide community-based vocational experiences that identify strengths, skills and career interests

Exploration

- Provide an opportunity for people to continue in current services while exploring career options

Job Readiness

- Increase job-readiness skills through training and experiences

Transition

- Transition people to competitive integrated employment (CIE)

CSVT

- ▶ 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.

Why Combine Programs for Employment Success?

Most OPWDD services may be combined to achieve person-centered outcomes.

- 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

- ▶ **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 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.
- ▶ **Supported Employment (SEMP)** - may be combined with other services. When employed, other services should wrap around the job, which is the priority.
- ▶ **Employment Training Program (ETP)** – may be combined with other services.

*See full billing limitations in specific service regulations

Which
Programs
May Be
Combined?



Panel Introduction

KERRI FLOOD

PROGRAM MANAGER
HALO NETWORK

MISHA CARREL-THOMAS

EMPLOYMENT PROGRAM COORDINATOR
BIRCH FAMILY SERVICES

JULIE BELL

ASSISTANT EXECUTIVE DIRECTOR EMPLOYMENT SERVICES
THE ARC GREATER HUDSON VALLEY

BRYAN BISCHOFF

ASST. STATEWIDE EMPLOYMENT AND VOCATIONAL SERVICES COORD.
OPWDD



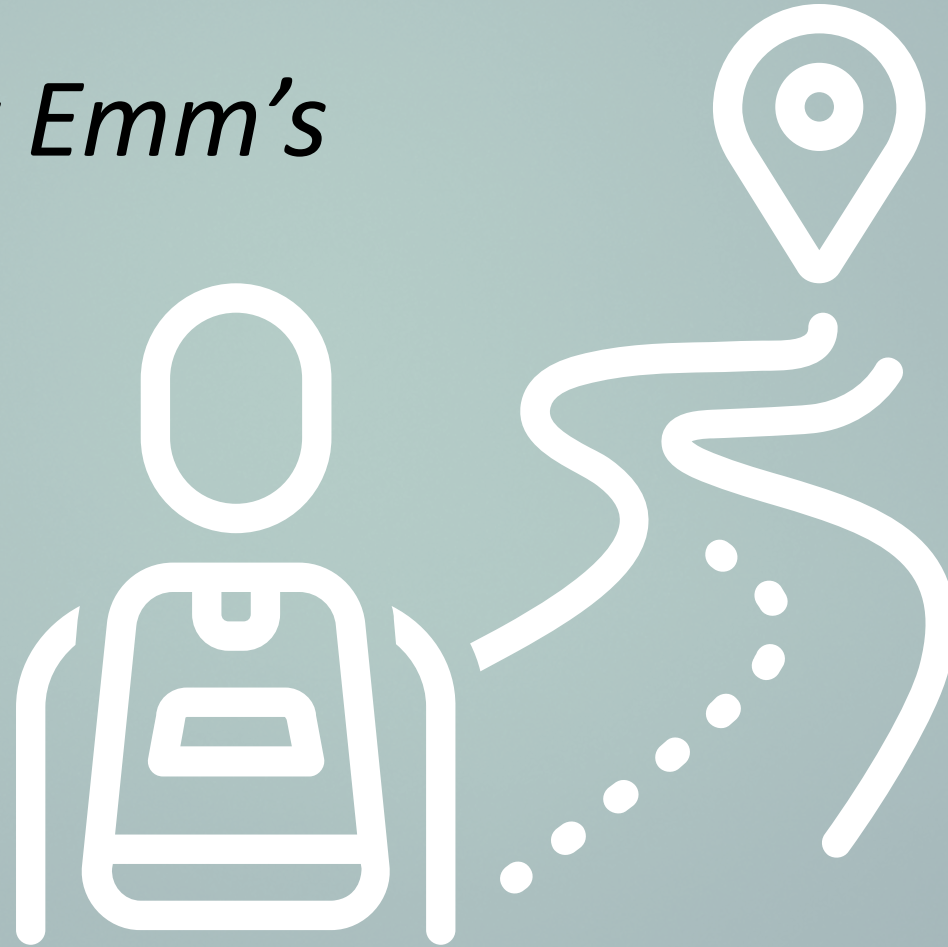
Success Stories

FROM PROVIDER AGENCIES

The ARC Greater Hudson Valley

My Journey to Employment

Matthew Emm's Story



The Journey to Employment

01 Work Readiness skills



People learn about essential work skills including professional behavior, timekeeping, customer service and more. Practical experience is gained through volunteer experiences

02 Discovery & Exploration



People are supported to explore a wide variety of work locations and industries to identify their interest and skills and set up a career path

03 Work



From application support, to employer support around ADA accommodations, people receive support to excel in the workplace

04 Ongoing career support



Once a person is established in their job the supports provided will vary. Some will establish career growth goals, and others will establish short term



01

Work Readiness skills



September 2006 school to work started, to develop and hone skills for employment

Upon graduation, he joined Day Training and Day Hab, doing a half day of each

This provided an opportunity to mature, further develop social skills and prepare for the world of work.



02

Discovery & Exploration



Matthew explored a variety of vocations, achieving certifications in IT 1 and IT 2 from BOCES, using ACCES-VR funding

In 2013 he moved to ETP (Employment Training Program). This allowed him to explore careers of interest from IT, automotive, retail, manufacturing and warehouse.

Matt discovered his joy for warehouse work, achieving his forklift driver certification, and landing a job at UNFI when it opened in 2014



03

Work



Matthew began as a damaged goods sorter.

Very quickly his supervisors realized he was capable of much more. Matthew was given opportunities to take on an ever widening variety of responsibilities.

He became an order picker, and go to resource for his team on site.



04

Ongoing career support



For the next 10 years, Matt received supports to maintain his position, adjust to expanded responsibilities, and negotiate the social jungle of the workplace.

Supports varied according to the needs of the day.



Setbacks Happen

Finding a job you love can be a challenge, as can keeping it. As technology alters the way we live and work, it impacts people of all abilities.

Recently, Matt Emm and 49 of his colleagues at UNFI were impacted by automation. Their roles as pickers were eliminated and replaced by automated processes.



...We're here to help



After 10 years at UNFI this was devastating news. Matt was unable to transfer to open roles with the company, and so turned to his team for support.

He found some work as gig driver for doordash and some light assembly work, while searching for a more permanent role.

Because Matt possesses a Drivers License he had options. He now works as a courier for 20 hours a week in a permanent position.




04

Ongoing career support

Thankfully, Matt was able to secure a job that aligns with his skills and interests. But that does not mean that discovery stops.

Matt discovered that in his new position he has the opportunity to drive buses that require a Commercial Driver's License.

Through conversation and support, he has signed up for an Entry Level Driver Training Program (ELDT) which will provide training and support, on the job, to achieve CDL certification with passenger endorsements.



Halo Network

Halo Network



Birch Family Services

Michael

- High School: 2015
 - Grandparents + family job
-
- Day Hab
 - Social Skills + Pre-Voc
 - 2022 restart
 - ETP / CSVT



Full Array of Services

Q&A

**Is your agency
interested in adding or
expanding programs?**

CONTACT: EMPLOYMENT.VOCATIONAL.SERVICES@OPWDD.NY.GOV

LUNCH
&
NETWORKING



1 HOUR

Career Specific Vocational Training

CSVT Background

- ▶ September 2023 - Governor Hochul announced \$13 million in grants awarded to OPWDD service providers to fund career-specific vocational training opportunities for people with I/DD.
- ▶ CSVT is a time-limited opportunity that addresses an existing gap in the HCBS Waiver to help increase the number of people with developmental disabilities in competitive, integrated employment.
- ▶ The programs operate free-of-charge and require no more than five months to complete, with a minimum of 75 hours of training provided in each class session.
- ▶ Classes provide industry driven instruction and hands-on learning, while offering participants opportunities to boost their job readiness and confidence and attain certificates to enhance their resume.
- ▶ Contract period - March 17, 2023 – March 31, 2026

CSVT Program Design

Grant Funded
Classroom
Instruction

+

**HCBS Waiver
Funded**
Community
Vocational
Experiences

=

Career Specific
Vocational
Training

CSVT Program Overview

Region	Training Topic(s)	Agencies
1	Hospitality	Community Services for Every1 in partnership with The Arc Erie County
2	Janitorial Food Service	Access CNY and Upstate Caring Partners (UCP) in partnership with Pathfinder Village, Unity House and LAUNCH
3	Service & Hospitality Retail	ACCESS: Supports for Living Jawonio
4	Environmental Services	AHRC in partnership with Goodwill
5	Office Skills Custodial	FREE in partnership with ACLD, AHRC Nassau and Life's WORC

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 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
- ✓ 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

Maximizing Utilization of CSVT

- ☆ Marketing
- ☆ Recruitment
- ☆ Collaboration
- ☆ Flexibility



Introductions

OPWDD LIAISONS

KRISTINE SNYDER, LMSW

STATEWIDE EMPLOYMENT AND VOCATIONAL SERVICES COORDINATOR
REGION 2 CSVT LIAISON

EDELE ST. JEAN-PIERRE

EMPLOYMENT AND VOCATIONAL SERVICES LIAISON, REGION 4

ETP SUPERVISORS – REGION 4 | METRO, BROOKLYN, STATEN ISLAND & BERNARD FINESON

TEMESIA GRAHAM-WILLIAMS
ANDREW ARCHER

WILLIAM MILLER-BOCCASINI

EMPLOYMENT AND VOCATIONAL SERVICES LIAISON, REGION 5

ETP SUPERVISORS – REGION 5 | LONG ISLAND

ALSANNE IVERY

EMCA/ETP SUPERVISOR DIRECTORY

[HTTPS://EIVERSITY.ORG/WP-CONTENT/UPLOADS/2024/10/ETP-EMCA-AT-A-GLANCE-9.24-V2.PDF](https://eiversity.org/wp-content/uploads/2024/10/ETP-EMCA-AT-A-GLANCE-9.24-V2.PDF)

CSVT PROVIDER AGENCIES

FRANCKLIN MOROSE
PROGRAM DIRECTOR
AHRC NYC

JOHN GALLAGHER
SENIOR DIRECTOR OF COMMUNITY SERVICES
FAMILY RESIDENCES AND ESSENTIAL ENTERPRISES, INC. (FREE)

AHRC

CSVT Program



TRANSFORMATIVE
INITIATIVE SHAPING LIVES



PATHWAY TO A
BRIGHTER FUTURE



BEACON OF HOPE FOR
JOB SEEKERS

Program's Purpose



Program's Impact



Encourages collaborative learning



Cultivates mutual support among participants



Helps forge lasting bonds between peers




Assists in the pursuit of growth, excellence and empowerment for all

CSVT Brings Communities Together

Unites agencies, employers,
support personnel, and parents

Creates a shared mission for
meaningful employment
opportunities

Leverages resources and support
for workforce transition



Words from Graduates

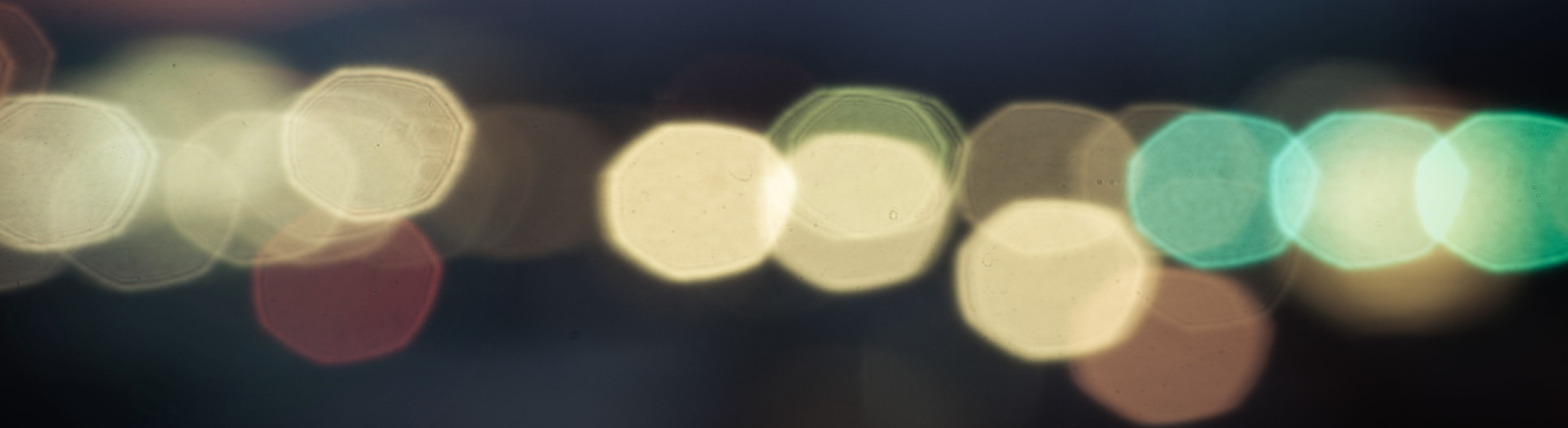
- Jose Herrera
Yankee Stadium
- Bill Stroe-Patterson
Hudson River Services
- Jesus Cornielle
Yankee Stadium

Employed Graduates
Jose, Bill, and Jesus

CSVT Program Year I

AHRC CSVT VIDEO

<https://www.youtube.com/watch?v=3Xs39djUfO4>



FREE

How CSVT has helped us grow

**Aligning with
our vision
and plan**

...

**For this year, our
main focus at FREE.
has been to put a
strong emphasis on
vocational services.**

...

**We felt like this was
something that was
not prioritized
amongst FREE's
programming.**

...

How CSVT has helped us grow

Implementation of Programs

- ▶ In June of 2023, we launched our Community Pre-Vocational Program with 4 participants.
- ▶ CBPV would serve as a funnel for CSVT referrals and fund our Community Vocational Experiences.
- ▶ We are now close to 60 participants enrolled in Community Pre-Voc, and many have enrolled or will enroll in one of our two CSVT programs.

Unique Challenges

Amongst all agencies in the downstate region, FREE was the only agency to answer two RFAs.

We were awarded with two separate grants-one for CSVT in Basic Office Skills, and one in Basic Custodial Skills.

Unique Challenges



STAFFING, LOCATIONS,
PROGRAM SUPPLIES NOW
BECAME PRIORITY FOR
TWO SEPARATE
PROGRAMS.



CRAFTING CURRICULA
FOR TWO VERY
DIFFERENT AREAS OF
WORK.



WORKING ON CVES
AND CONTRACTS WITH
BUSINESS FOR BOTH
DISCIPLINES.

Metrics of Success

- ▶ The first thing we think about in terms of measuring success-jobs, jobs, and more jobs, which of course is the ultimate goal!
- ▶ We should also consider the amount of people moving through the pipeline of services that have been at square one.

Metrics of Success

- ▶ In addition to skill training and development, CSVT participants are finding their way into new services such as Community Pre-Voc, SEMP, and Pathways to Employment.
- ▶ ETP enrollment has increased within our agency.
- ▶ Participants are showing improvement in communication, social skills, time management/pacing, interview skills, and overall confidence when participating in work-based skill development

CSVT Testimonial-Natalie

Natalie is a prototypical case for our CSVT in Basic Office Skills

Was referred to FREE by another agency (ACLD), went through the coursework, participated in her CVEs, and was hired by a Daycare, doing clerical work, which she, in her own words, “absolutely adores doing.”

After completion, Natalie wanted to continue working with the team, as she became very connected to her peers and instructors.

We enrolled her in Community Pre-Voc, but she felt like it was not beneficial to her...so what did we do?

CSV T Testimonial-Natalie

Natalie became our first ever Teachers Assistant in our Basic Office Skills program. She now assists the new cohort of students with material that she has already studied and mastered.

“The clerical training program was one of the best things I ever did, I am so happy in my new job, and I love coming back and helping my old teacher train the new students so that they can have the same success that I did.”-Natalie



CSVT Testimonial - AJ

VIDEO

CSVT Resources

OPWDD Website

[Create a Career Plan and Get Training to Work | Office for People With Developmental Disabilities](#)



Eleversity Website

[OPWDD Innovations Resources - Eleversity Innovations-training-OPWDD](#)

Governor's Press Office

[Governor Hochul Announces \\$13 Million in Grants Awarded to Nonprofit Service Providers to Provide Career Training Opportunities for People With Developmental Disabilities | Governor Kathy Hochul](#)



CSVT : Q&A

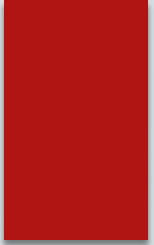
BREAK



15 MINUTES

Eleversity
NEXT-LEVEL WORKFORCE EDUCATION

Customized Employment



“Customized employment creates a job for tomorrow that might not exist today!”

Discovery with the Person

Creative Job Development Plan

Discovery with the Business

Negotiate a Creative Employment Arrangement

Centers for Medicaid Services (CMS) Customized Employment Definition

- ▶ Based on an individualized determination of the strengths, needs, and interests of the person
- ▶ Designed to meet the specific needs of the employer
- ▶ May include employment developed through job carving, self-employment, entrepreneurial initiatives, restructuring job descriptions, etc.
- ▶ Negotiated to fit the needs of individuals and the business
- ▶ May include reasonable accommodations

(Federal Register, June 26, 2002, Vol. 67. No. 123 pp 43154 -43149).

Customized Employment

Discovery with the Person

- ▶ Discovery to identify ideal working conditions, their experience and strengths, and other preferences or considerations.
- ▶ The Discovery tool is very useful in developing a deep understanding of the person.
- ▶ Person-centered planning helps the team achieve better employment outcomes.
- ▶ The completed Discovery needs to be shared with the team for planning purposes and available for career growth.

Creative Job Development

- ▶ Requires the Employment Support Professional (ESP) to identify skills the person may offer to an employer
- ▶ Use creative thinking to imagine how those skills match a business need.
- ▶ Collaborate with businesses to create a position or employment opportunity that has value to the business.
- ▶ May involve long-term positive marketing, relationship building, and negotiation.

Sign Up for Eleversity's Job

Development Trainings for More Info



Eleversity
NEXT-LEVEL WORKFORCE EDUCATION

Customized Employment

Discovery with the Business

- ▶ Are there duties that take time away from employee's main job?
- ▶ Are there busy times when you could use extra help?
- ▶ Are there tasks that could be completed more efficiently as a separate job?
- ▶ Are you able to meet productivity goals regularly?
- ▶ Are there tasks that could be done more often?
- ▶ How can you collect this information, tour a business, observe business operations, ask questions, and build a relationship over time.

Negotiate an Employment Arrangement

Develop proposals may target customers, create new products or services, and/or increase workflow efficiencies.

Negotiate employment that both utilizes the employment-seeker's skills and capacities and addresses business needs.

Consider self-employment and micro-enterprise development in addition to wage employment.

When possible, present a cost-benefit analysis.

Examples of Allowable SEMP Services that Align with Customized Employment

(i) vocational assessment, person-centered employment planning and job-related experiential learning;

(iii) job development, analysis, customization, and carving, including negotiating and creating potential jobs with prospective employers on behalf of an individual or group of individuals;

(v) job coaching, training, and planning within the work environment;

(vi) development and review of a business plan (for individuals who are pursuing self-employment or are self-employed);

(xi) 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);

Why Customized Employment is Important?

- ▶ To develop employment options for:
 - ▶ People with complex needs
 - ▶ People moving from day services to employment and vocational services; and
 - ▶ Young adults transitioning from school
- ▶ Customized Employment often leads to increased job satisfaction and improved employment outcomes.



Panel Introduction

AARON SHMUELI

ASSISTANT VICE PRESIDENT OF MISSION SERVICES
GOODWILL NY NJ

ABBY SCHATTEN

DIRECTOR OF EMPLOYMENT SERVICES
JOB PATH

EDELE ST. JEAN PIERRE

EMPLOYMENT AND VOCATIONAL LIAISON, REGION 4

WILLIAM MILLER-BOCCASINI

EMPLOYMENT AND VOCATIONAL LIAISON, REGION 5
OPWDD

DANIEL PRINCE

ETP STATEWIDE MANAGER
OPWDD



Success Stories

FROM PROVIDER AGENCIES

Job Path

APPLYING CUSTOMIZED
EMPLOYMENT STRATEGIES
TO SECURE QUALITY JOB
MATCHES

▶ Randy Richardson has received employment services from Job Path since 2012.

▶ He applied for services when he wanted assistance finding employment. Randy participated in the full Discovery process, had a Vocational Profile completed, and an Employment Planning Meeting.

▶ During the Pandemic he lost his job and when he was ready to return to work Job Path staff organized a mini-discovery.

▶ He applied for services when he wanted assistance finding employment. Randy participated in the full Discovery process, had a Vocational Profile completed, and an Employment Planning Meeting.



Central Park is one of Randy's favorite places. In his spare time Randy also enjoys riding his bike.

Randy has a passion for helping others and wants a job he can be proud of.

- ▶ Randy is punctual and dependable
- ▶ He has a great work ethic
- ▶ Friendly and polite
- ▶ He works at a consistent, steady pace





Randy worked at a disability law firm, Mayerson, for over 7 years.

He used a computer and scanner to digitize office files.

He then labeled each file by client name.

Initial tasks:

Digitized case files using a scanner

Added file names to scanned documents

Uploaded them to a shared folder

Disposed of files once digitized using shredder

Additional Tasks:

Reorganized active case files in cabinet

Maintain workspace, clear desk, take out trash

Inventory

Work
experience

A Better
Chance

Ali Malik, Assistant Manager of IT at
A Better Chance

“In about 8 months Randy scanned and digitally organized about 10,000 documents. The job was too big to handle internally, and too small to be cost-effective for an outside contract. Randy’s schedule worked perfectly.”

Goodwill Industries

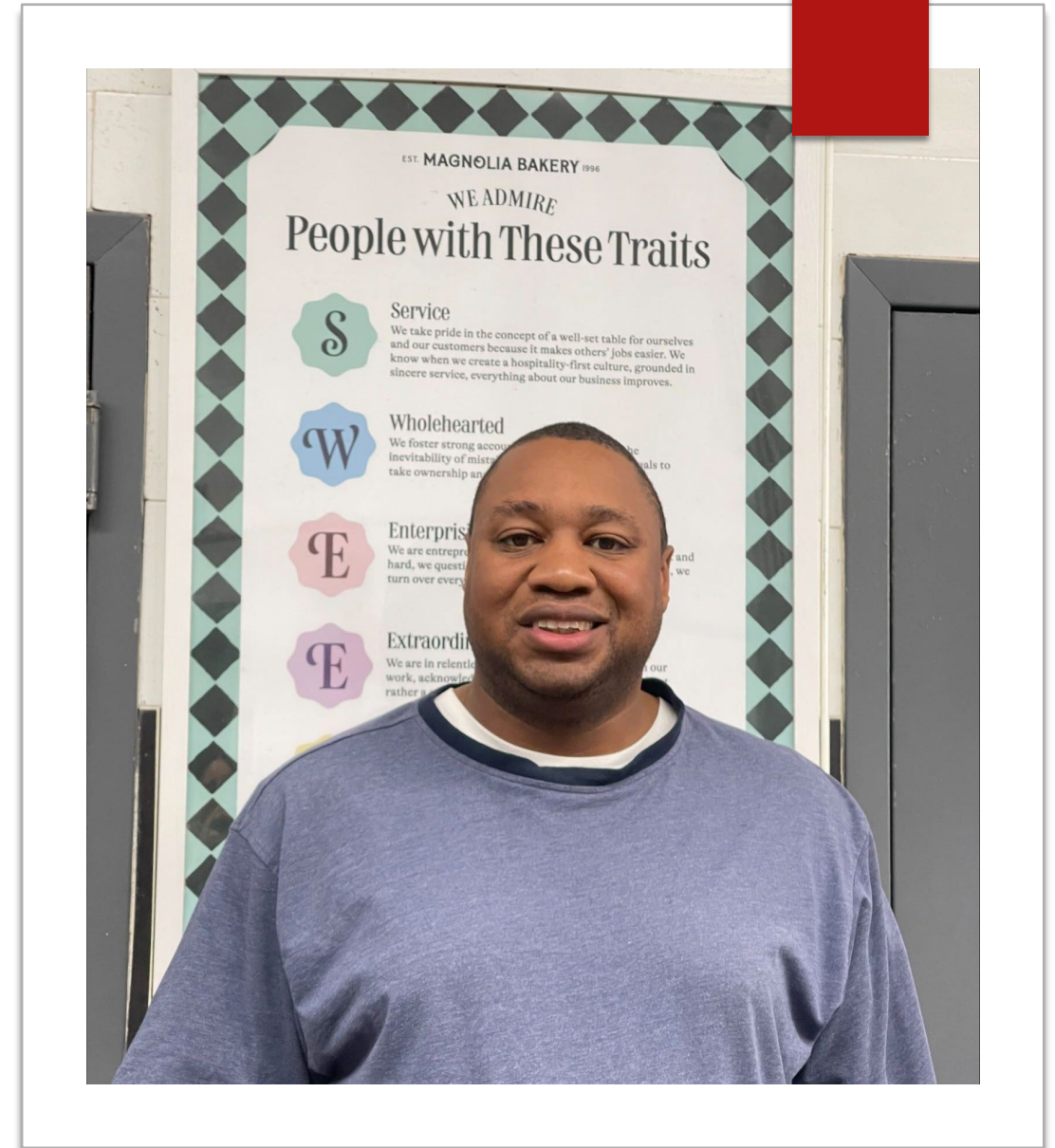
A CASE OF HOW
DISCOVERY LEADS TO
CUSTOMIZED
EMPLOYMENT FOR
EMPLOYMENT SUCCESS

Lamont Smalls joined Goodwill's Supported Employment Program (SEMP) in December 2014. is known for his hardworking, dependable nature and strong work ethic.

Employment History:

- ▶ Food Service Worker at Madison Square Garden – Handled food displays, took customer orders, and restocked coolers.
- ▶ Lot Associate at Home Depot – Assisted customers with merchandise loading, managed carts, and provided exceptional customer service.

During his time at Madison Square Garden, Lamont enjoyed his team, but the post-COVID-19 environment became stressful due to long hours and job demands, affecting his benefits.



Through Customized Employment approach, Goodwill helped him transition to a new role with a better work environment, manageable hours, and less stress by tailoring tasks to his skills, ensuring long-term success.

Current Role:

Production Worker at Magnolia Bakery since February 2023 (Long Island City, NY)

Key Responsibilities:

- ▶ Packaging sweet products and applying logo stickers
- ▶ Using a heat sealer to package cookies and brownies
- ▶ Counting and dispensing wafer cookies for pudding
- ▶ Preparation
- ▶ Conducting quality checks, meeting safety measures, and achieving production targets
- ▶ Maintaining and sanitizing work areas to prevent cross-contamination
- ▶ Adhering to all food safety standards and protocols





Customized Employment

Q&A

Share Your Input Exercise

SHARE YOUR INPUT



What training do you provide to increase understanding of the full array of services available and to whom do you provide this training?



How do you identify when someone needs customized employment and assure that staff adhere to best practices?



What responsibilities and tasks can you assign to managerial staff to facilitate planning and managing the delivery of allowable SEMP services?

SHARE YOUR INPUT



What are the challenges to referring people to CSVT classes?



What priorities would you like to see Employment First initiatives address?



What other training topics would you like the EMCA unit and Eleversity to address in the future?

THANK YOU



Please Complete Survey



Eleiversity

NEXT-LEVEL WORKFORCE EDUCATION



Contact Information



Info@Eleiversity.org



www.Eleiversity.org



585-340-2051