

QUICK REFERENCE GUIDE

CARE MANAGER TRAINING:

OPWDD EMPLOYMENT & VOCATIONAL SERVICES

Innovations in Employment Supports

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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

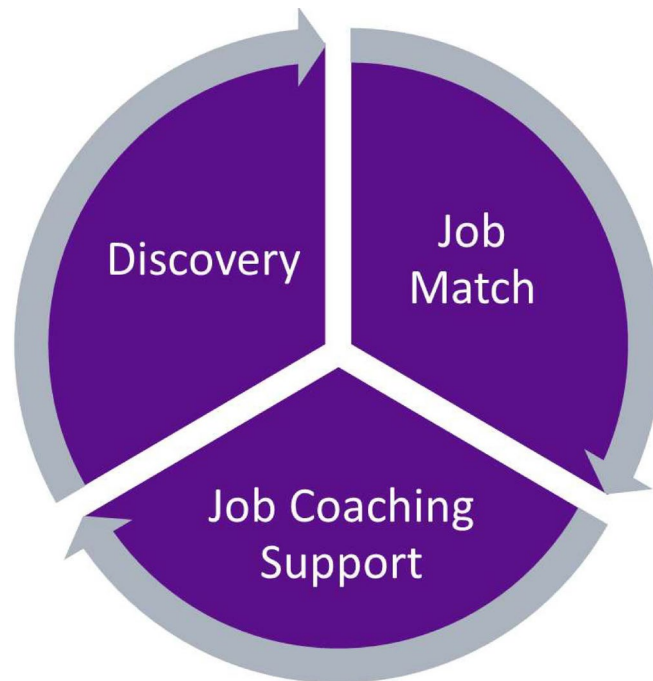
Pathway to Employment
Employment Training Program



Has Community and Work Experience
Discovery Completed

Employment Training Program
ACCES-VR
Supported Employment

Key Ingredients for Employment



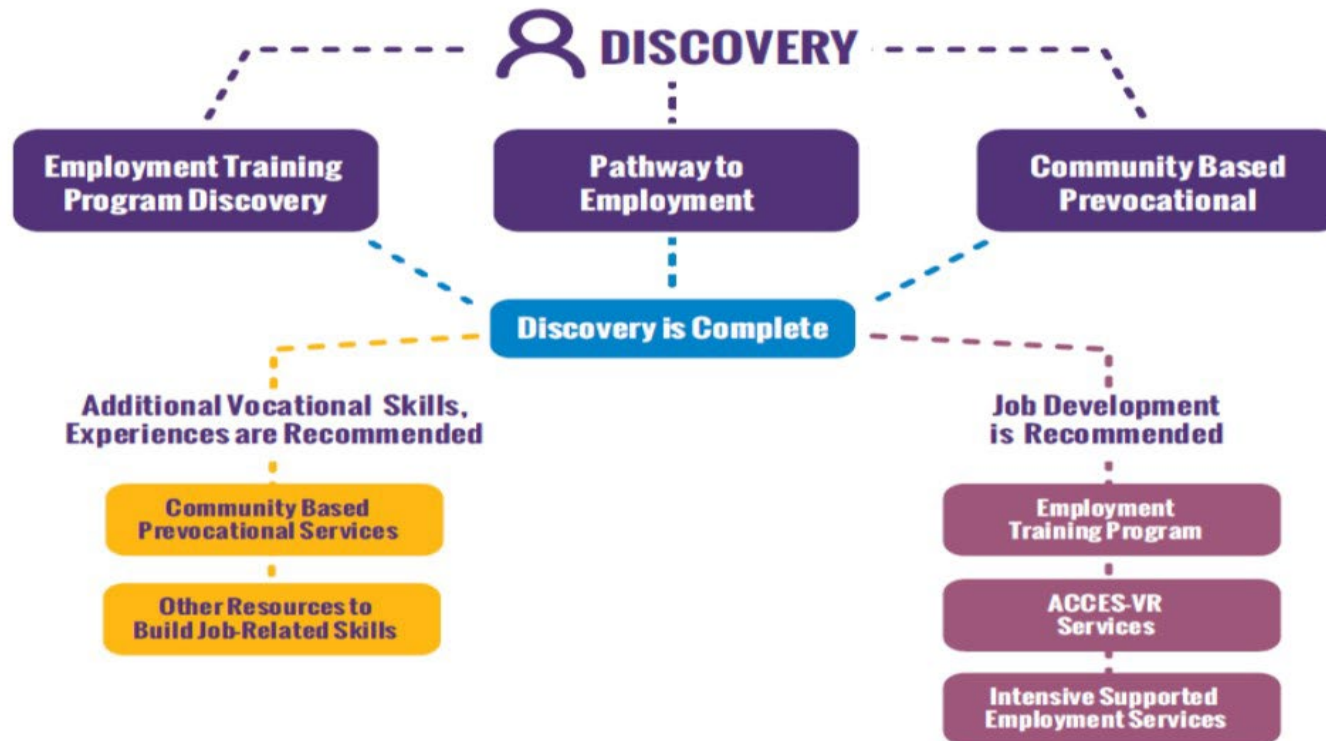
- **Discovery-** Learning all we can about the person
 - Community-Based Prevocational Services (CBPV)
 - Pathway to Employment (PE)
 - Employment Training Program (ETP)
- **Developing Good Job Matches-** Fitting the person's skills and personality to the employer's needs and culture.
 - Employment Training Program (ETP)
 - Supported Employment (SEMP)
- **Job Coaching Support-** Supporting the individual as they learn new tasks, supporting the employer and building natural supports.
 - Supported Employment (SEMP)

Comparing Discovery Services

	ETP Discovery	Pathway to Employment	Community Based Prevocational
Who	Individuals have some work/volunteer experiences, job retention challenges, no prior Discovery, <u>or</u> want a new career	Individuals have limited work/volunteer experiences but no Discovery	Individuals have higher support needs, limited work/volunteer experiences, need to build work skills
What	Planning, Discovery, job-readiness skills, 2 work experiences, ETP Discovery Packet	Planning, Discovery, job-readiness skills, 3 work experiences, travel training, benefits planning, community/vocational Plan	Work-related skills training, Discovery, community volunteer opportunities, health/safety skills, travel training, benefits planning, annual assessment
Where	All services are in the community except observations	Primarily in the community (no workshop/day hab sites)	Primarily in the community, may use a hub site on limited basis
Why	Complete Discovery to guide job development if recommended	Create a career/vocational plan with a goal of employment in the shorter-term future, if recommended	Develop skills and experiences to gain or retain employment which may take more than 1 year
When	Typically, 10-12 hours a week up to 90 hours within 3 months to complete Discovery	Typically, 5-10 hours a week and wraps around current services	Up to 30 hours a week, on-going as supported by annual assessment



Beyond Discovery?



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.

Pathway to Employment Services

A career planning service designed to help people identify vocational skills, interests and strengths

Time-limited service.

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

Employment Training Program (ETP) *Funded by SEMP*

Paid internships in businesses that lead to competitive, integrated employment if the person's performance meets business standards

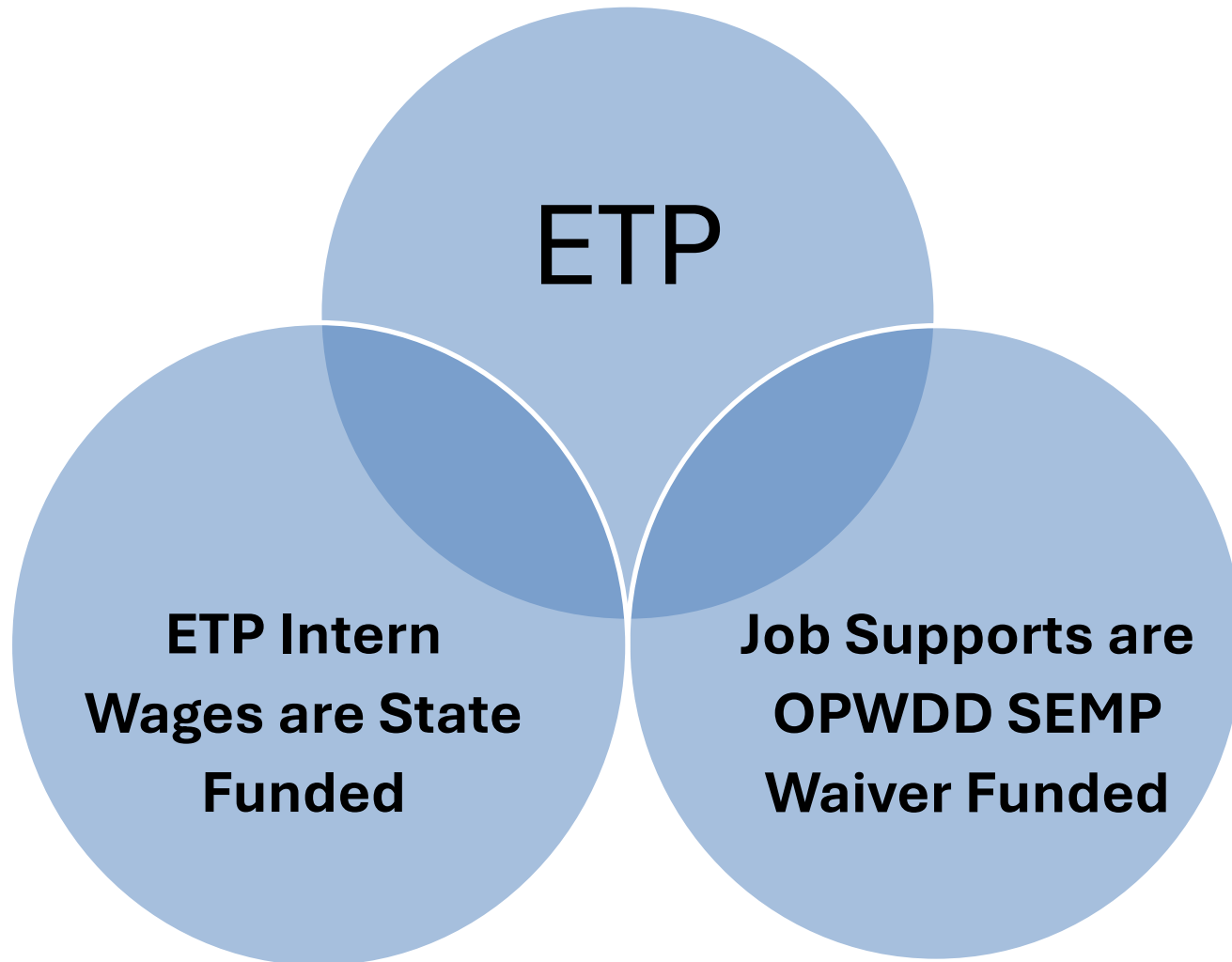
Internships vary in length. People receive job supports from SEMP.

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.

How is ETP Funded?



Employment Training Program or Pathway to Employment

Employment Training Program (ETP)

- Application to ETP and enrollment in OPWDD Intensive SEMP.
- Individual has some positive work or community experiences.
- Discovery is up to 90 hours and activities are done in 3-5 months.
- Focus is on proving the good job match and the internship to provide a longer period of intensive coaching supports.

or

Pathway to Employment

- Time limited waiver service that wraps around the individual's current activities.
- Individual has limited or no work experiences in the community.
- Individual requires a longer period to assess readiness for competitive employment .
- Focus is on Career, Vocational and Transition Plan.

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.



OPWDD's Employment Training Program

Introduction

The **Employment Training Program** helps people with developmental disabilities plan for their careers and get jobs in their communities. The program helps people explore different jobs through paid internships in which they learn new skills. Interns who are successful are often hired by the business.

Program Overview:

- **Who can take part in the Employment Training Program?** People who are looking for their first job or a different job can apply to the Employment Training Program. If they are accepted into the program, the person will choose a service provider agency to help them in the internship.
- **Ongoing Help** - The service provider agency will offer job coaching through Supported Employment services. Job coaching helps interns learn to perform the job duties the way the employer wants them done. When interns are hired by the business, job coaching will continue to help the new employee succeed on the job.
- **Career Planning** - An Employment Training Program Supervisor who works for OPWDD will also help the intern succeed in the internship. They will help people plan their careers and identify their skills, job interests and training needs. The intern's career plan describes what is needed to develop an internship that is right for the intern and an employer.
- **Job Readiness Classes** - Interns attend classes that help them learn time management, customer service, flexibility, communication, human resource policies and other skills needed to be successful in the workplace.

- **Earning a Paycheck** - OPWDD will pay the intern minimum wage during the initial training period.
 - Interns are considered temporary, part-time New York State employees and are covered by Workers' Compensation and General Liability Insurance.
 - The internship is time limited, usually lasting from three to six months.
 - It is expected that once interns demonstrate they can fulfill the job duties the business will hire the intern.

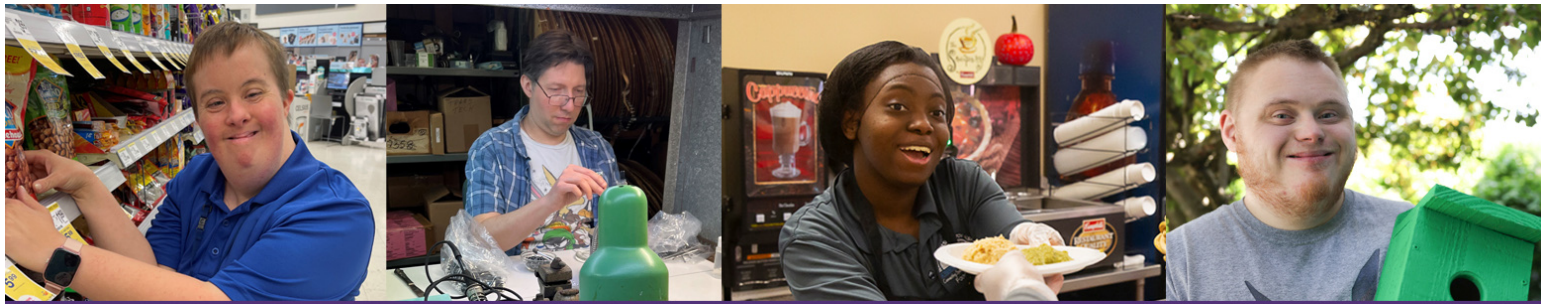
To Get Started:

To learn more about the Employment Training Program, contact your Care Manager.

- For general information, contact: Employment.vocational.services@opwdd.ny.gov



**Office for People With
Developmental Disabilities**



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**

Adult Continuing Career and Education Services- Vocational Rehabilitation (ACCES-VR)

- ACCES-VR is another state agency that assists people with disabilities to achieve and maintain employment and to support independent living through training, education, rehabilitation and career development.
- Vocational Rehabilitation Counselors guide individuals through service programs they need to reach their employment goal.
- ACCES-VR services are time-limited and may be requested at any time.
- You do not need a denial from ACCES-VR to request pathway to employment, CBPV or ETP on behalf of a person seeking these intensive pre-employment services.

Sample Questions for Person-Centered Planning and Identifying a Vocational or Employment Service?

Has the person participated in a Discovery service (ETP, Pathway to Employment or Community Based Prevocational services)?

If no, refer to a Discovery service.

Does the person have community volunteer and work experience? Were they successful and satisfied with those experiences?

If yes, refer to an employment service.

If no, refer for Discovery service.

Does the person have a clear job goal? Do they have positive experiences with that career goal?

If yes, refer to an employment service.

If no, refer for Discovery service.

Does the person fully or partially participate in the community independently?

If no, refer to skill development services (CBPV, DH, Pathway, other, etc.)

What supports can the support team provide to help the person be successful in employment?

Are there additional supports or services that may be added to assist the person to be more success (see what programs may be combined)?

Which Services 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 (PE)** – wrap around service that 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 Regulations and ADM for full billing limitations**

When Can You Request SEMP on Behalf of the Person?

- 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.

COMPARISON OF DIRECT PROVIDER PURCHASED AND SELF-HIRED SEMP

<i>Direct Provider Purchased SEMP Services</i>	<i>Self-Hired SEMP Services</i>
<p><u>COST</u>- Statewide average of \$90/ hour multiplied by approximately 250 hours a year. (See Waiver rates for exact hourly cost)</p>	<p><u>COST</u> –Approximately \$21,000 - \$24,000 for the first year (inclusive of training, travel time hours, staff hours, benefits, etc.).</p>
<p><u>STAFFING</u> - Agency offers trained and experienced staff that are supervised by agency. Agency will provide a backup staff if needed to assure the continuum of services.</p>	<p><u>STAFFING</u> – Individual, family and Circle of Support are responsible for hiring, training and supervising staff. Team should also have a trained back up staff for times when regular employment staff is unavailable.</p>
<p><u>STAFF TRAINING</u> – Agency is responsible for scheduling mandatory initial 24 hours of training in first year and maintain annual 6 hours of staff training. Agency supervisors provide internal SEMP services training and supports.</p>	<p><u>STAFF TRAINING</u> – Self-Hired employment staff must meet the initial 24 hours of training in first year and maintain yearly mandatory of 6 hours of staff training, including ETP 101. Staff must provide Fiscal Intermediary with training records.</p>
<p><u>DISCOVERY & JOB DEVELOPMENT</u> – Agency offers established community business connections for assessments, internship placements and jobs. Agency continues to develop new business contacts for individualized experiences too.</p>	<p><u>DISCOVERY & JOB DEVELOPMENT</u> – Self-Hired employment staff must create new community business connections for assessments, which are required prior to developing internship placements.</p>
<p><u>JOB COACHING</u> – Agency offers a cadre of trained staff experienced and/or familiar with job coaching techniques, skills assessment, job accommodations, job/task analysis, interpersonal skills training, job readiness training, building natural supports, promoting independence on the job.</p>	<p><u>JOB COACHING</u> – Self-Hired employment staff is often familiar with the person. Self-Hired employment staff needs to know job coaching techniques, skills assessment, job accommodations, job/task analysis, interpersonal skills training, job readiness training, building natural supports, and promoting independence on the job.</p>
<p><u>DOCUMENTATION</u> - Agency quality assurance staff review all SEMP documentation for accuracy. Agency submits ETP documentation to ETP Supervisor for monthly review and billable hours tracking. Agency requests Intensive and Additional SEMP billing hours from OPWDD, as needed.</p>	<p><u>DOCUMENTATION</u> – Fiscal Intermediary reviews all SEMP documentation for accuracy. Self-Hired employment staff submits ETP documentation to ETP Supervisor for monthly review and Fiscal Intermediary submits billable hours tracking to ETP. Support Broker or Fiscal Intermediary requests Intensive and Additional SEMP billing hours from OPWDD, as needed.</p>
<p><u>RECORD KEEPING</u> - Agency is responsible for keeping SEMP/ETP records and meeting all SEMP ADM and regulations and other employment-related regulations such as NYS, DOL, Medicaid, Social Security, IRS, etc. Agency is responsible for all OPWDD required reporting.</p>	<p><u>RECORD KEEPING</u> – Fiscal Intermediary, Support Broker and Self-Hired employment staff are responsible for keeping SEMP/ETP records and meeting all the requirements set in ADM and regulations. In addition, Fiscal Intermediary, Support Broker and Self-Hired employment staff must know, follow and report other employment-related regulations such as: NYS DOL, Medicaid, Social Security, IRS, etc. FI is responsible for all OPWDD required reporting.</p>

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

Example:

- Job obtained through ACCES-VR on April 28, 2023
- Date of ACCES-VR Stabilization: July 23, 2023
- Agency will qualify for the ACCES-VR Job Retention Payment on October 23, 2023
- Date agency can enroll and/or bill OPWDD SEMP services (91st day after ACCES-VR Stabilization): October 24, 2023.

SART SCREENSHOTS FOR EMPLOYMENT SERVICES

SEMP Request Type Options

Supported Employment

Request Type (Purpose of submission) *

ADD SEMP as a new service for a person who is employed.
ADD SEMP as a new service for a person who is not employed.
ADD SEMP as a new service for a person who is not employed and is formally accepted into th
ADD SEMP as a new service for a person who is not employed and is formally accepted into the Employment Training Program (ETP).



New SART Service Request

General

General

Select appropriate SEMP Service here.

SART Form

SART for HAGOPIAN,HADIYAH I

Individual

HAGOPIAN,HADIYAH I

Service Type *

Supported Employment (SEMP) - Direct Provider Purchased

Has this service been previously authorized? *

No

Answer 'yes' to the question 'Has this service already been authorized?' if the service has been authorized on previous form (for example, an EAA form). Answer 'no' if this is a new service request. New service requests will be shown in section 8 of the SART form and previously authorized services will be shown in section 7 of the SART form.

Unit Conversion



Example for “ADD SEMP as a new service for a person who is employed.

Supported Employment	
Request Type (Purpose of submission) *	
ADD SEMP as a new service for a person who is not employed.	
<input type="checkbox"/> The person is enrolled in ACCES-VR and their supports and funding will transition to OPWDD SEMP	<input type="checkbox"/> The person is not enrolled in ACCES-VR
Approval Number *	Date Approved *
123456	3/25/2024

Example for requesting “Add SEMP as a new service for a person who is not employed and is formally accepted into the ETP Program.”

Supported Employment	
Request Type (Purpose of submission) *	
ADD SEMP as a new service for a person who is not employed and is formally accepted into the Employment Training Program (ETP).	
<input type="checkbox"/> The person is enrolled in ACCES-VR and their supports and funding will transition to OPWDD SEMP	<input type="checkbox"/> The person is not enrolled in ACCES-VR
Approval Number	Date Approved
<input type="text"/>	<input type="text"/>

Example for Requesting Prevocational Services- Community Based

New SART Service Request

General

General

SART Form

 SART for OBLANSKI,ZHEN-CHENG

Individual

 OBLANSKI,ZHEN-CHENG

Service Type*

Prevocational Services – Community Based

Has this service been previously authorized?*

No

Answer 'yes' to the question 'Has this service already been authorized?' if the service has been authorized on previous form (for example, an EAA form). Answer 'no' if this is a new service request. New service requests will be shown in section 8 of the SART form and previously authorized services will be shown in section 7 of the SART form.

Unit Conversion

1 Service Unit = 1 Hour

Section 8: New OPWDD Service Request

Annual Number of Service Units Requested*

 Enter amount seeking here

Requested Provider Name (if known)

 Enter Prevocational Agency Name Here or check this box >>>>

If provider is not known at this time, check here

Requested Second Provider Name (if known)

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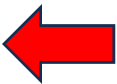
Requested Third Provider Name (if known)

.....

Justification for service and description of how it supports the individual's goals*

Enter justification for Community-Based Prevocational Services request here.

Example for Requesting Prevocational Services- Community Based- Existing Service

General	
SART Form SART for OBLANSKI,ZHEN-CHENG	Individual OBLANSKI,ZHEN-CHENG
Service Type* Prevocational Services – Community Based	Has this service been previously authorized? * Yes
Answer 'yes' to the question 'Has this service already been authorized?' if the service has been authorized on previous form (for example, an EAA form). Answer 'no' if this is a new service request. New service requests will be shown in section 8 of the SART form and previously authorized services will be shown in section 7 of the SART form.	
Unit Conversion	1 Service Unit = 1 Hour
Section 7: Current OPWDD Service Authorized and Receiving	
Current Annual Number of Service Units Authorized* 100.00	Current Annual Number of Service Units Receiving* 100.00
Current Provider Name* <input type="text" value="Enter Current Prevocational Agency Here"/>	Current Second Provider Name (if any)
	Current Third Provider Name (if any)
Change(s) to Service? * 	
Annual Number of Service Units Requested* <input type="text" value="Enter amount seeking here"/>	Requested Provider Name* <input type="text" value="If applicable add new Prevocational Agency Here"/>

Hover over the Change(s) to Service field to display the down arrow, click the down arrow to display the Change to Service(s) options. Only five options in addition to Select All display at once. Scroll down the list to see the remaining options. Check off the applicable option for the Service Type. Multiple options can be checked off. For example, Increase Service Amount and Change Provider. Select All is not a functional option on the SART. Please ignore that option.

Change(s) to Service? *

Enter text here


Select All 6 Items

Change Provider

Discontinue Service

Increase Service Amount

Reduce Service Amount



Change(s) to Service? *

Enter text here


Select All 6 Items

Change Provider


Discontinue Service



Increase Service Amount

Reduce Service Amount



Example for requesting Prevocational Services- Site-Based- New Service

General	
SART Form SART for OBLANSKI,ZHEN-CHENG	Individual OBLANSKI,ZHEN-CHENG
Service Type * Prevocational Services – Site Based 	Has this service been previously authorized? * No
<p>Answer 'yes' to the question 'Has this service already been authorized?' if the service has been authorized on previous form (for example, an EAA form). Answer 'no' if this is a new service request. New service requests will be shown in section 8 or the SART form and previously authorized services will be shown in section 7 of the SART form.</p>	
Unit Conversion	<u>1 Service Unit = 1 Day</u>

Section 8: New OPWDD Service Request	
Annual Number of Service Units Requested *  Enter amount seeking here	
Requested Provider Name (if known)  Enter Prevocational Agency Name Here or check this box >>>>>	If provider is not known at this time, check here <input type="checkbox"/>
Requested Second Provider Name (if known)	Requested Third Provider Name (if known)
Justification for service and description of how it supports the individual's goals * Enter justification for Site-Based Community Prevocational Services request here.	

Example for requesting Prevocational Services- Site-Based – Existing Service

General	
SART Form SART for OBLANSKI,ZHEN-CHENG	Individual OBLANSKI,ZHEN-CHENG
Service Type* Prevocational Services – Site Based	Has this service been previously authorized? * Yes
<p>Answer 'yes' to the question 'Has this service already been authorized?' if the service has been authorized on previous form (for example, an EAA form). Answer 'no' if this is a new service request. New service requests will be shown in section 8 or the SART form and previously authorized services will be shown in section 7 of the SART form.</p>	
Unit Conversion	<u>1 Service Unit = 1 Day</u>

Section 7: Current OPWDD Service Authorized and Receiving	
Current Annual Number of Service Units Authorized* 200.00	Current Annual Number of Service Units Receiving* 200.00
Current Provider Name* ✘ Enter Current Prevocational Agency Here	Current Second Provider Name (if any) -----
	Current Third Provider Name (if any) -----
Change(s) to Service? *	
Annual Number of Service Units Requested* ✘ Enter amount seeking here	Requested Provider Name* ✘ If applicable add new Prevocational Agency Here

Hover over the Change(s) to Service field to display the down arrow, click the down arrow to display the Change to Service(s) options. Only five options in addition to Select All display at once. Scroll down the list to see the remaining options. Check off the applicable option for the Service Type. Multiple options can be checked off. For example, Increase Service Amount and Change Provider. Select All is not a functional option on the SART. Please ignore that option.

Change(s) to Service? *

Enter text here

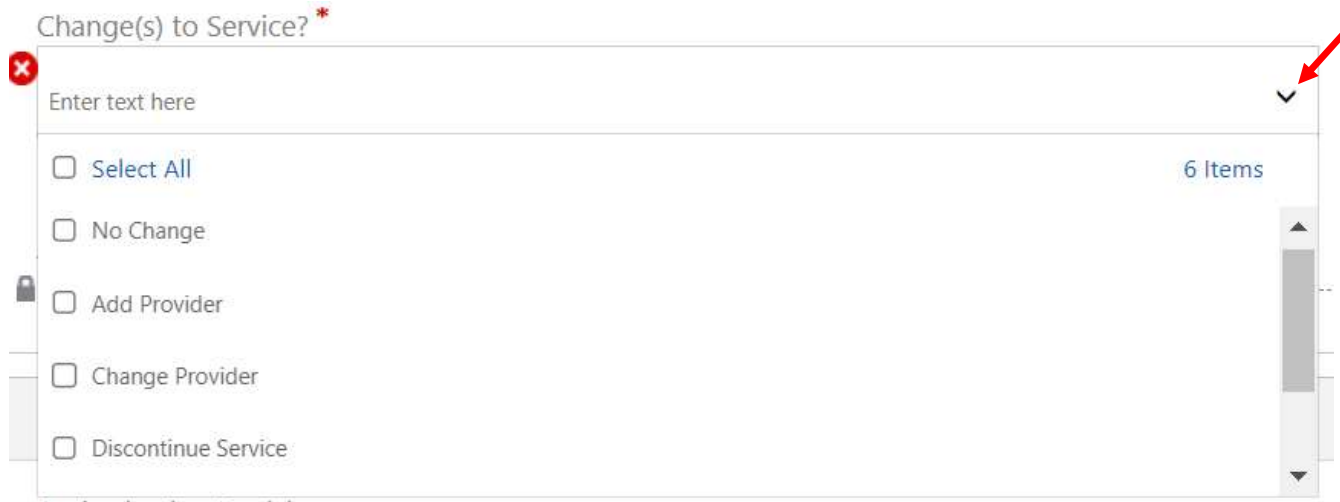
Select All 6 Items

No Change

Add Provider

Change Provider

Discontinue Service



Change(s) to Service? *

Enter text here

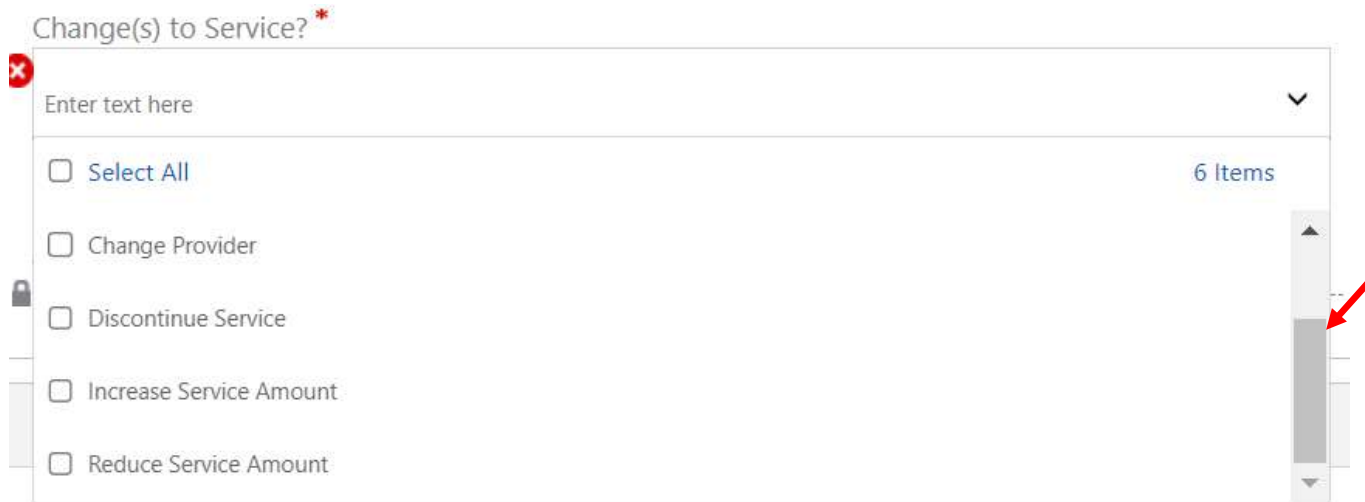
Select All 6 Items

Change Provider

Discontinue Service

Increase Service Amount

Reduce Service Amount



Pathway to Employment Request Type Options

Pathway To Employment	
Request Type (Purpose of submission)	
<ul style="list-style-type: none">ADD Pathway to Employment as a new service for a person who has not received this service before.Re-enroll a person into Pathway to Employment services within allowable service limits.Re-enroll a person into Pathway to Employment services and an extension to exceed allowable service limits has been approved by OPWDD Central Office.	Date Approved
<input type="text"/>	<input type="text"/>

Example for “ADD Pathway to Employment as a new service for a person who has not received this service before.” selection.

Pathway To Employment	
Request Type (Purpose of submission) *	
ADD Pathway to Employment as a new service for a person who has not received this service before.	
OPWDD Central Office Approval Number	Date Approved
<input type="text"/>	<input type="text"/>

Example for Requesting Pathway to Employment – Re-enrollment Requests:

New SART Service Request

General	
SART Form SART for HAGOPIAN.HADIYAH I	Individual HAGOPIAN.HADIYAH I
Service Type * Pathway to Employment	Has this service been previously authorized? * Yes
<p>Answer 'yes' to the question 'Has this service already been authorized?' if the service has been authorized on previous form (for example, an EAA form). Answer 'no' if this is a new service request. New service requests will be shown in section 8 of the SART form and previously authorized services will be shown in section 7 of the SART form.</p>	
Unit Conversion	Fixed Amount (278 hours/units)

Section 7: Current OPWDD Service Authorized and Receiving	
Current Annual Number of Service Units Authorized 278.00	Current Annual Number of Service Units Receiving 278.00
Current Provider Name * Enter Current Pathway to Employment Agency Here	Current Second Provider Name (if any)
	Current Third Provider Name (if any)
Change(s) to Service? *	
Annual Number of Service Units Requested	Requested Provider Name

Change(s) to Service? *

Enter text here

Select All 6 Items

No Change

Add Provider

Change Provider

Discontinue Service

Pathway To Employment

Request Type (Purpose of submission)

OPWDD Central Office Approval Number

Date Approved

See below for examples to complete this section based on:

- re-enrollment within allowable service limits or
- re-enrollment to exceed allowable service limits

Example for “Re-enroll a person into Pathway to Employment services within allowable service limits.” selection.

Pathway To Employment

Request Type (Purpose of submission)
Re-enroll a person into Pathway to Employment services within allowable service limits.

OPWDD Central Office Approval Number

Date Approved

Example for “Re-enroll a person into Pathway to Employment services and an extension to exceed allowable service limits has been approved by OPWDD Central Office.” selection.

Pathway To Employment	
Request Type (Purpose of submission)	
Re-enroll a person into Pathway to Employment services and an extension to exceed allowable service limits has been approved by OPWDD	
OPWDD Central Office Approval Number *	Date Approved *
987654	3/25/2024

RESOURCES

OPWDD Website: www.opwdd.ny.gov

EMCA Technical Assistance Mailboxes:

employment.vocational.services@opwdd.ny.gov

day.community.services@opwdd.ny.gov

Eleversity Trainings: www.eleversity.org

CCO Questions: care.coordination@opwdd.ny.gov

Self-Direction Questions: self.direction.redesign@opwdd.ny.gov

EMCA Directory: [ETP-EMCA-AT-A-GLANCE-EXTERNAL-1.25.pdf](#)

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