Life Plans and Staff Action Plans for Vocational Services

Agenda

• Intro to OPWDD Employment Services
• Care Manager and Employment Services Collaboration
• Enrollment Process for Employment Services
• Required Documentation

Introduction to OPWDD Employment Services
OPWDD Employment Services

Community Based Prevocational (CBPV) – career planning, community work experiences, and building work skills.

Pathway to Employment (Pathway) – career planning, community work experiences, and developing a career/vocational plan.

Employment Training Program (ETP) – career planning, work experiences, and job internships that lead to employment (SEMP funded).

Supported Employment (SEMP) – gain and maintain employment. Intensive SEMP services are provided when the person is not employed and Extended SEMP when the person is employed.

What does it take to be successful in community employment?

Key Ingredients for Success in Competitive Employment

**Discovery** - Learning all we can about the person
Where do we do that? CBPV/PTE/ETP

**Developing Good Job Matches** - Fitting the individual’s skills and personality to the employer’s needs and culture
Where do we do that? ETP/SEMP

**Job Coaching Support** - Supporting the individual as they learn new tasks, supporting the employer and building up natural supports
Where do we do that? SEMP
How do Employment Services Staff Provide Discovery Services?

- Person-centered career planning
- Learning about an individual (current activities, past experiences, interests, social skills, learning style, history, family culture, etc.)
- Community work experiences (unpaid or paid)
- Teaching work-related skills
- Career development/exploration activities
- Discovery/Employment Plan to develop next steps and job match criteria (if job development is recommended)

Why Discovery?

- Employment success and retention
- Improved coaching supports and strategies
- Stronger job development and match
- Get to know the job seeker

How Can we Address the Reasons Why Individuals Terminate Jobs?

- Lack of Transportation: 13%
- Layoff/Budget: 8%
- Medical: 3%
- Insufficient Disincentives: 12%
- Layoff/Budget: 8%
- Frailty/Disability: 12%
- Cannot Master Skills: 18%
- Retired/Challenges: 13%
- No Longer Needed to Work: 19%
- Other: 8%
Which Services Include Discovery?

- **Employment Training Program (ETP)** - 55 to 85 hours. Discovery process includes at least 2 community work experiences.
- **Pathway to Employment** - up to 278 hours or 1 year. Discovery process includes 3 community work experiences.
- **Community Based Prevocational Services** - on-going, as services are needed. Discovery process includes ongoing community work experiences (volunteer or paid).

How do Employment Services Staff Provide Job Matching Services?

- Discovery outcomes are used to create a list the job seekers’ choices, strengths, interpersonal skills, work skills, work experiences, environmental preferences, supervisory needs, stamina, transportation options, etc. as a guide for job development.
- The person and their care planning team are involved in job match development.
- Alternative job possibilities are identified.
- Job development activities consistently follow the job match criteria.
- Job developers seek to understand business needs in order to develop successful job matches.

How do Employment Services Staff Provide Job Coaching Services?

- Provide coaching at work experiences and paid jobs.
- Develop clear instructional strategies and assist the person to meet job performance and interpersonal skill standards.
- Focus on building independence and slowly fading supports as person progresses.
- Intentionally build positive relationships at work.
- Assist the person to understand specific work policies and procedures.
- Meet regularly with work supervisors to evaluate the employee’s performance and job coach services.
- Communicate and plan regularly with the person and their care planning team to build external job supports.
**Tools in the Toolbox**

<table>
<thead>
<tr>
<th>Community Based Prevocational</th>
<th>Pathway to Employment</th>
<th>Employment Training Program (ETP)</th>
<th>Supported Employment (SEMP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepares people for paid community employment or more independent meaningful activities for 1 year or more (transition to Pathway or ETP/SEMP)</td>
<td>Creating a Career and Vocational Plan (278 hours in 1 year) to determine if job development is the right service (transition to ACRES-VR or ETP/SEMP)</td>
<td>Discovery, job development and intensive SEMP Services</td>
<td>Job Coaching, Job Development and Life-Long Supports on a Job</td>
</tr>
<tr>
<td>Discovery, community work experiences, volunteer opportunities and career planning</td>
<td>Discovery, community work experiences, and develop a vocational goal</td>
<td>Internship opportunity at a community business</td>
<td>Community based, competitive, integrated employment</td>
</tr>
</tbody>
</table>

| Unpaid or Paid Work Experiences or Volunteer | Unpaid or Paid Work Experiences or Volunteer | Wages paid by OPWDD until business hires if successful | Paid by business at minimum wage or higher |

**OPWDD Supported Employment**

Number of Individuals in Competitive Employment 2013-2018

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<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>7,000</td>
</tr>
<tr>
<td>2014</td>
<td>7,800</td>
</tr>
<tr>
<td>2015</td>
<td>8,200</td>
</tr>
<tr>
<td>2016</td>
<td>8,600</td>
</tr>
<tr>
<td>2017</td>
<td>9,000</td>
</tr>
<tr>
<td>2018</td>
<td>9,200</td>
</tr>
</tbody>
</table>
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**Career Manager and Employment Services Collaboration**
Care Manager Role and Employment-Related Services

Through person-centered planning, the person, care manager, and their care planning team complete the following:

1. Identify the vocational or employment service that matches the individual's need related to prior vocational experiences, career exposure, work experiences, interests, and demonstrated skills.

2. Identify and facilitate enrollment in programs, services and resources that best meet the individual's vocational needs, as available.

3. Work with the identified program to submit the Request for Service Authorization or Service Amendment Request Form.

4. Update the Life Plan, as required.

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

OPWDD Career and Employment Services Options

<table>
<thead>
<tr>
<th>Person has no community or work experiences and no Discovery</th>
<th>Person has limited community or work experiences and no Discovery</th>
<th>Person has community and work experiences and has completed Discovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pathway to Employment or Community Prevocational Services</td>
<td>Pathway to Employment or Employment Training Program (ETP)</td>
<td>Employment Training Program (ETP), ACCES-VR or SEMP</td>
</tr>
</tbody>
</table>

Which programs may be combined?

- **Community Based Prevocational Services** – 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. Pathway services are typically part-time.

- **Employment Training Program (ETP)** – wrap around service and may be combined with other services. ETP services are typically 12-14 hours a week.

- **Supported Employment (SEMP)** – wrap around service and may be combined with other services.

*See full billing limitations in specific service regulations.*
Why Combine Programs for Employment Success?

- To address barriers to employment such as task focus, interpersonal skills, flexibility, etc.
- To build social and community relationships outside of work
- To build stamina and healthy habits
- To develop transportation skills
- To build independence and safety skills
- To gain experience in new career paths

ACCES-VR and OPWDD Letter of Agreement

ACCES-VR has agreed with the use of the following criteria in order to distinguish among individuals to be served by Pathway to Employment, Employment Training Program (ETP) or Prevocational Services and those who will be served by ACCES-VR:

- Individuals who have expressed an interest in employment but who are limited to working for short periods of time.
- Individuals who, due to their support needs, will require a highly intensive set of program, behavioral, transportation and/or other supports.
- Individual participants will require a longer period of program, behavioral, and/or other supports to develop their work capacity before it can be determined that the individuals are able to achieve employment.

Enrollment Process for Employment Services
**Enrollment Process for Employment Services**

- Care Manager completes planning with the person and the care planning team.
- Care Manager submits the Request for Service Authorization or Service Amendment Request Form.
- Care Manager submits the most current Life Plan to support service request.
- Employment service agency submits DDP1 through CHOICES.

**OPWDD Service Request Forms**

When completing the Service Amendment Request Form, the employment services agency will provide the Care Manager with an OPWDD Central Office approval number for the following requests.

- A Pathway to Employment extension (when need to re-enroll the person after one year)
- Intensive SEMP services when the person is NOT employed.

**Service Amendment Request Form Excerpt**

*Site Based Prevocational Services*
Service Amendment Request Form Excerpt
Community Based Prevocational Services

PREVOCATIONAL SERVICES – Community Based (CBPV)

- Request Type:
  - This request is to ADD this as a new service
  - This request is to REMOVE this service
- Annual Billing Units
  - Annual Service Units
  - Requested
  - Calculated
- Adjustment

Service Amendment Request Form Excerpt
Pathway to Employment

PATHWAY TO EMPLOYMENT

- Request Type:
  - This request is to ADD this as a new service
  - This request is to REMOVE this service
- Individual
- Employment

Service Amendment Request Form Excerpt
Supported Employment

SUPPORTED EMPLOYMENT (OPWDD HCBS waiver SEMP)

- Request Type:
  - This request is to ADD this as a new service
  - This request is to REMOVE this service
- Annual Billing Units
  - Annual Service Units
  - Requested
  - Calculated
  - Adjustment

Office for People with Developmental Disabilities
Required Documentation

The Life Planning Process Cycle - Essential Components

Life Plan Sections
How are the provider assigned goals determined in Sections II and III of the Life Plan?

Using a person-centered planning process, the members of the care planning team and the individual work together to identify the individual’s goals/valued outcomes and the provider assigned goals and the frequency, quantity, and timeframe in which the provider assigned goals/supports will be delivered.

Valued Outcomes in the Life Plan

(Valued Outcomes may be listed in either Section(s) I, II and III.)

<table>
<thead>
<tr>
<th>Service</th>
<th>Valued Outcome/Goals (closely reference the specific ADM requirements listed below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day Habilitation</td>
<td>Relates to communication, transportation training, acquisition of skills, appropriate behavior, greater independence, community inclusion, relationship building, self-advocacy and informed choice</td>
</tr>
<tr>
<td>Community Based</td>
<td>Interest in obtaining pre-employment skills; preparation for employment or job readiness</td>
</tr>
<tr>
<td>Prevocational Services</td>
<td>Interest in obtaining pre-employment skills; preparation for employment or job readiness</td>
</tr>
<tr>
<td>Pathway to Employment</td>
<td>Interest in obtaining pre-employment skills; preparation for employment or job readiness</td>
</tr>
<tr>
<td>Supported Employment</td>
<td>Interest in competitive employment or self-employment</td>
</tr>
</tbody>
</table>

Life Plan Section III (or II)

Goals and Valued Outcomes

Developed through the completion of the comprehensive assessment tool in collaboration with the person and care planning team

- Goal/Valued Outcome
- Provider Assigned Goal
- Provider/Location
- Service Type
- Frequency (relates to implementing goals NOT the service)
- Quantity (relates to implementing goals NOT the service)
- Timeframe (relates to implementing goals NOT the service)
- Special Considerations (may listed additional information as needed)
Life Plan Section III

• What the individual needs to achieve the goals and valued outcomes.

• Individual safeguard supports and plan of protective oversight measures needed for the individual to maintain his/her desired personal health and safety as well as comfort across all settings.

• Are person focused, not unique to a program. An individual’s needs may be different in different settings, described in the safeguard section. For instance, a person may not travel the community alone, however, they may travel to and from work alone because they have been trained to take that specific bus and related safety precautions. (Can be assigned to multiple services, if needed)

• Habilitative service providers must ensure that Staff Action Plans and internal guidance such as Behavior Support Plans or Travel Plans are consistent with the Life Plan Safeguards.

Section IV of the Life Plan

HCBS Waiver Services

Requirements Listed in Service ADM’s

• Effective Dates – Date of the Life Plan or service start date, if in between the Life Plan effective dates

• Unit = Frequency (See chart next page)

• Duration (See chart next page)

• Total Units – List the number of units listed in the Service Authorization Letter or 99999 if unknown

• Comments – may list additional information as needed

<table>
<thead>
<tr>
<th>Service</th>
<th>Unit = Frequency</th>
<th>Duration Acceptable Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day Habilitation</td>
<td>Day</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Community Based</td>
<td>Hour or Hourly</td>
<td>Ongoing or Ongoing as Authorized</td>
</tr>
<tr>
<td>Prevocational Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pathway to Employment</td>
<td>Hour or Hourly</td>
<td>Time-limited or 12 months or 278 hours, whichever comes first</td>
</tr>
<tr>
<td>Supported Employment</td>
<td>Hour or Hourly</td>
<td>Ongoing or Ongoing as Authorized</td>
</tr>
</tbody>
</table>
The Life Plan Goals and Valued Outcomes are Included in the Related Service’s Staff Action Plan

Goal (G)
- “Teach”
  - e.g., “Teach the person to take public transportation”

Support (S)
- “Provide”
  - e.g., “Provide diet counseling for healthy food selections”

Task (T)
- A one-time activity (does not meet definition of habilitation and is not billable)
  - e.g., “Take the person to view different types of apartments”

Staff Action Plan Required Sections

1. Identifying Information
   - Name
   - Medicaid ID
   - Habilitation Provider
   - ID
   - Habilitation Service
   - Date of Life Plan and/or Staff Action Plan meeting

2. Individual Habilitation Goals/Valued Outcomes and Provider Assigned Goals
   - Task Acquisition/detection
   - Staff Supports
   - Exploration of New Experiences

3. Individual Safeguards
   - Staff Action Plan providers can add more detail to clarify the meaning and intent of the provider assigned goal and/or support.

Staff Action Plans Must Contain
https://opwdd.ny.gov/opwdd_regulations_guidance/adm_memoranda
(OPWDD ADM #2018-09)

- Identification of the habilitation “My Goal/Valued Outcome”.
- Provider assigned goal(s) and/or support(s) as they are stated in the individual’s Life Plan.
- Safeguards as listed in the Life Plan within the context of the service.
- Staff Action Plan providers can add more detail to clarify the meaning and intent of the provider assigned goal and/or support.
More Questions?

For vocational and employment services questions, visit OPWDD’s communication link at:

Employment.technical.assistance.questions@opwdd.ny.gov

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