INNOVATIONS IN EMPLOYMENT SUPPORTS

Employment Training Program 101

About today

- Today’s schedule
- Sign in and sign out
- Site details
- Engage!

INNOVATIONS TRAININGS

More information is available on our website at: https://humanservicesed.org/

1. Introduction to Employment
2. Discovery: Assessment and Planning
3. Beyond Discovery
4. Creating Connections: Developing Opportunities and Engaging Business
5. Advanced Job Coaching Skills
6. How to Deliver the OPWDD Designed Work Readiness Curriculum
7. Pathway to Employment
8. Employment Training Program (ETP) 101
9. Community Prevocational Services
10. Management Skills for SEMP Leaders
11. Vocational Connections
TODAY...

**Purpose:** Discover the Employment Training Program (ETP)

**Process:** Discussion, practice and application

**Payoff:**
- Increase knowledge of ETP
- Gain confidence in presenting ETP to prospective job seekers
- Greater understanding of the partnership with ETP Supervisors

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**OPWDD’s Philosophy**

- Employment is considered as the first option
- Employment services are person-centered
- Employment service providers are well trained
- OPWDD is committed to partnering with providers to provide quality employment services

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OPWDD Supported Employment
Number of Individuals in Competitive Employment
2013-2019

The Tools in our Toolbox

<table>
<thead>
<tr>
<th>Community Prevoc</th>
<th>Pathway to Employment</th>
<th>Employment Training Program (ETP)</th>
<th>Supported Employment (SEMP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiver service: Prepare people for paid employment or meaningful activities in 1 year or more</td>
<td>Waiver Service: Prepares people for paid work in approximately 1 year</td>
<td>Program: Employed in 1 year or less</td>
<td>Waiver Service: Coaching, Job Development, Life Long Support on a Job</td>
</tr>
<tr>
<td>Community based opportunities</td>
<td>Activities to introduce the possibility of work and to develop a vocational goal</td>
<td>Internship opportunity</td>
<td>Community based, competitive, integrated employment</td>
</tr>
<tr>
<td>Unpaid or Paid Experiences</td>
<td>Unpaid/ Volunteer Experiences</td>
<td>Wages paid by OPWDD</td>
<td>Paid by business at minimum wage or higher</td>
</tr>
</tbody>
</table>

Day Habilitation, Workshops, Other

ACCES-VR
Adult Career and Continuing Education Services – Vocational Rehabilitation

Other Waiver services
Residential
Community Hub

Compasion = Dignity = Diversity = Excellence = Honesty
Which Services Fit the Person’s Skills, Experience and Support Needs?

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

Compassion | Dignity | Diversity | Excellence | Honesty

Medicaid is the funding of last resort.
The History of ETP

Why did ETP begin?

ETP by the Numbers...

2016

312 exited ETP
65 never participated in internship
164 successfully placed

Success happens when discovery, targeted job development, and internship completed
ETP Process

Pre-Application Process
Intern to Employee
The Internship
Intern-Site Job Development
Application Process
Discovery

Compassion
eDignity
eDiversity
eExcellence
eHonesty

Pre-Application Process
Intern to Employee
The Internship
Intern-Site Job Development
Application Process
Discovery

Learn
Unlearn  Relearn

ETP is...
- A program where supports are provided under SEMP services
- An internship opportunity
- A process
- A partnership with the business
- A path to a competitive job!

ETP is not...
- A waiver service
- A reimbursement program
- Just a goal
- Volunteer opportunity
- Free labor
Choosing a candidate

VERACITY

ETP Process

Intern to Employee
Pre-Application Process
Application Process
The Internship
Intern-Site Job Development
Discovery
Candidate Selection

- Does the individual have established OPWDD eligibility?
- Do they have Medicaid eligibility to participate in Waiver services?
- Contact local ETP Supervisor for application

Application Process

- Staff and applicant complete
- Submit application to the ETP Supervisor
- ETP Supervisor will review application
- ETP Supervisor will send application for approval
This must accompany all applications.

This is KEY information for ETP Supervisor in order to start the ETP process.

Print legibly
• This is the application for anyone who is applying for a job in New York State.
• ETP interns are part time, hourly paid, temporary New York State employees.
• ETP Intern Candidates must sign this application.

These sections must be filled out
Can be paid or volunteer

People that can speak to the professionalism of the individual

This is where you want to add any additional information that will support this person entering the ETP Program.

The individual applying MUST sign this form

The individual applying MUST sign this form
• This should be completed by the Intern Candidate to the best of their ability.

• Anyone can assist with completing the survey.
The individual and anyone that assists them must sign on this page.

OPWDD recommends:
- A personal reference should be the 1st recommendation.
- A vocational reference should be the 2nd recommendation.

OPWDD recommends:
• A personal reference should be the 1st recommendation.
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Do you have a Personal Caregiver?  Yes  Yes
Who supports, accommodates, and advocates for you as a resident?

Do you have a driver/housemate?  Yes  Yes
Who is your main source of transportation?

Do you consider your transportation reliable?  Yes  Yes
Will you use this program to participate in the program?

Does the program provide transportation?

Send the above to:

Top left:

Compassion  e  Dignity  e  Diversity  e  Excellence  e  Honesty
You want to make sure you get 2 references to submit with the application.

Be sure to complete this form!
GO - Application is submitted to the ETP Supervisor.

If the application is complete and ETP is the right fit, the ETP Supervisor will forward the application for approval.

ETP Supervisor Approval

Application is reviewed for approval.
• The application is forwarded to Albany

• Then the applicant will be scheduled for an interview with the ETP Supervisor

AFTER approval, the Intern Candidate will interview with the ETP Supervisor
Compassion

Dignity

Diversity

Excellence

Honesty
• **GO** – the interview is complete and ETP Supervisor contacts with a preliminary “OK” and sends for fingerprinting

• **Pause** – If issues arise during interview.

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## Post Interview

- Fingerprint process completed
- The OPWDD onboarding process
  - Complete new hire paperwork
  - Attend OPWDD pre-ETP orientation
  - Sign the Memorandum of Understanding (MOU)
- If needed, SEMP agency may do an intake

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Submission of approval for intensive services

Explains authorization to provide and bill for services.
Job Readiness Training Classes

- Facilitated by ETP Supervisor
- Mandatory

ETP Process

Discovery!

“If a person has no, or limited experience, it can be hard to make informed choices about what job will bring the most satisfaction. Situational assessments can eliminate some of the guess work.” (NCDA – Kelley, 2016)
Why Discovery?

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

Components of Good Discovery

- File review
- Interviews
- Observations
- Community Based Skills Assessments

- The Discovery Report is available online as a writable form.
- OPWDD recommended hours for each step.
File Review

- Program and experience history
- Test scores and assessments
- Medical history
- Safeguards

Discovery Status Update

- Will do monthly to keep ETP Supervisor up to date with how Discovery Process is going.

Interviews

- Who are you talking to?
- Are you creating conversations?
- Is it relevant?
Observations

How are your observation skills?

Community Based, Work Related, Situational Assessment

- Where are you doing the assessments?
- What are you seeking to learn?
- What is the individual learning?
- Remember the 6 E’s
Discovery Status Update

- Done throughout the ETP Discovery process
- Due by the 10th of the month

SEMP Manager Approval

When the Discovery Report is completed, the SEMP Manager reviews the entire report

Why?

- What if the Intern-Candidate is not ready for work at this time?
- Discuss the Discovery Report and what the next steps are.
- If the ETP Supervisor approves Discovery Report, they will provide written approval to begin Internship Site Development.

Discussions before proceeding......
The Discovery Report?

Review the Discovery Report to create a job development strategy

Key considerations:
- What skills have been identified?
- What business can utilize?
- Can the identified skills be used in that business?
- Are the individuals skills consistent with the recommended career?
- Do we need to create a new business relationship?
- What is our marketing approach?
The ETP Pitch

- How is the pitch for ETP different from a job when the employer pays the wages?
- Can ETP add value for a business?

Is this a Job?

Words Have Power
• Begin completing the Job Development Report
• Complete and submit to ETP Office by 10th of each month during job site development.
• Ensure the sites you develop match the career interests from the Discovery process.

The Match

- Shows the site developed matches career interests from Discovery
- Shows that the employer is willing to hire for this position
• **GO** – when Internship site is approved by the ETP Supervisor
  
  • Discuss other site opportunities if the first site not approved
Day 1

Create a framework for success:
- Establish goals – Day 1, Week 1, etc.
- Create progress measures
- Design troubleshooting plans
- Document, document, document
- Set expectations of the Job Coach

Day 90

- Quarterly Progress Meeting
- Stop, start, continue
- Workplace culture

Day 180...

Is the intern earning the job?

work hard now. it'll pay off later.
• How is the progress?
• Is the Intern grasping the job and its’ tasks?
• Is the Intern having issues? If so, can they be supported?
Time to Transition?

- Have goals been met?
- Is the business on board?
- Communicated with ETP Supervisor?

Logistics

**Intern** → **Employee**

- Complete the business onboarding process
- Create an extended service plan
  - Maintain current position for retention
  - Ongoing career development

Document, Document, Document

- Let’s talk about documentation for Medicaid
- Requirements for documenting a service
- Monthly summary
What if...

IF “Plan A” Didn’t Work.
The alphabet has 25 more letters!
Stay Cool.

Contact Information

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