

DORS Supported Employment Program Updates

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Supported Employment Fundamentals Building Bridges



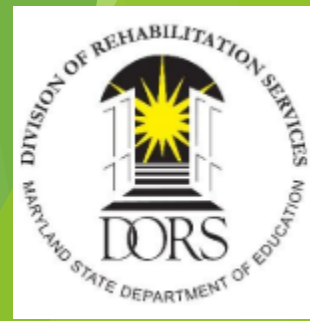


The “New” Fundamentals

Key Concept:

DORS may provide Supported Employment Services for individuals who previously may have not been able to receive them.

1. Because DORS may prepare IPEs with supported employment goals with individuals requiring supported employment even when a source of long-term funding is not known, **on the reasonable expectation that natural supports will be available when the individual is ready to transition** from intensive to extended services.
2. Because DORS may provide funding for extended services for youth with most significant disabilities. While DORS funding is being provided for youth extended services, the case may not be closed-rehabilitated.

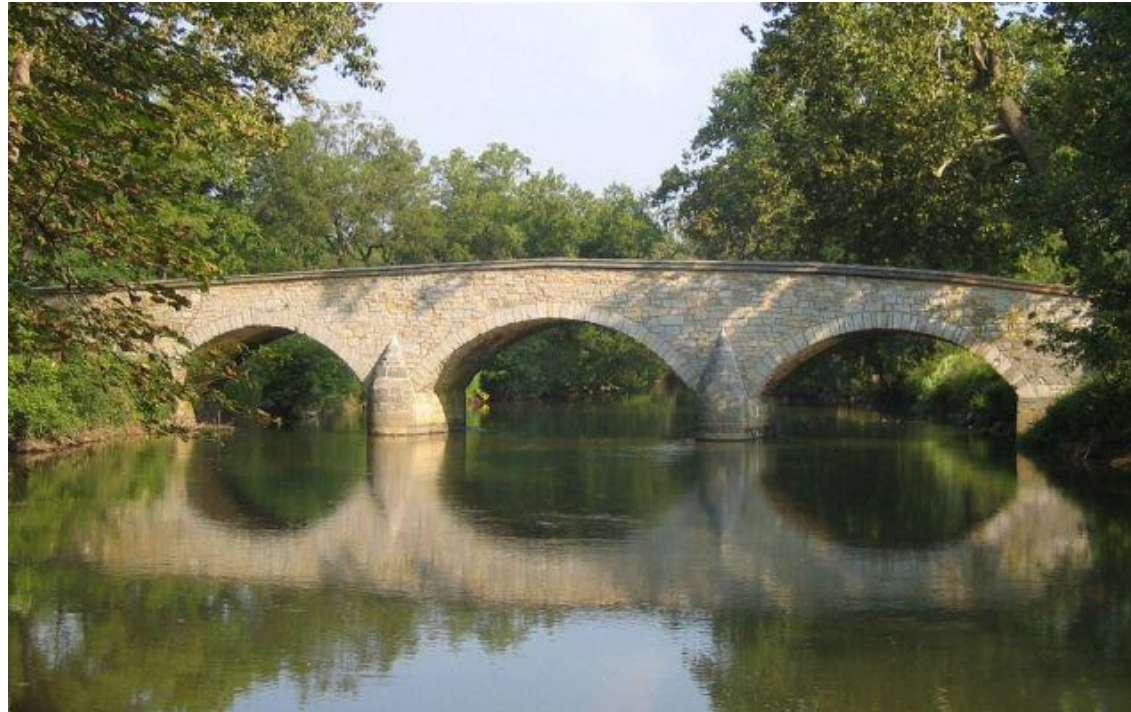




Supported Employment Fundamentals

The “Short” List

- ▶ Getting on the same page
- ▶ Covering all the details





Supported Employment Fundamentals

Getting on the same page



DEFINITIONS

- Supported Employment
- Extended Services
- Ongoing Supports
- Job Stabilization
- Natural Supports





Definitions

“Supported Employment”

Key concept:

Supported employment is an **outcome involving ongoing supports** for individuals with most significant disabilities meeting specific criteria.

361.5(c)(53) Supported Employment means: Competitive integrated employment (CIE) or customized employment that is consistent with the unique strengths, abilities, interests, and informed choice of the individual including **with ongoing support services** for individuals with the MSD -

- (A) For whom CIE **has not historically occurred or for whom CIE has been interrupted or intermittent as a result of a significant disability**; and
- (B) Who, because of the nature and severity of their disabilities, **need intensive supported employment services and extended services after the transition from support** provided by the DSU, in order to perform this work.





- Ongoing support services and other appropriate services that are—

(i) **Needed to support and maintain an individual with a most significant disability** including a youth with a most significant disability, in supported employment;

(ii) Organized or made available, singly or in combination, in such a way as to assist an eligible individual **in maintaining supported employment**;

(iii) Based on the needs of an eligible individual, as specified in an individualized plan for employment;

(iv) Provided by a State agency, a private nonprofit organization, employer, or any other appropriate resource, **after an individual has made the transition from support from the designated State unit**; and

(v) **Provided to a youth with a most significant disability by the designated State unit in** accordance with requirements set forth in this part and part 363 for a period not to exceed four years, or at such time that a youth reaches age 25 and no longer meets the definition of a youth with a disability under paragraph (c)(58) of this section, whichever occurs first. **The designated State unit may not provide extended services to an individual with a most significant disability who is not a youth with a most significant disability.**

Definitions

“Extended Services”

Key concept:

Ongoing supported employment services provided after the individual is stable in employment.





Definitions

“Ongoing support services”

Key concept:

The need for ongoing support services is a determination made by the DORS, the “designated state agency”.

361.5(c)(37) Ongoing support services, as used in the definition of supported employment, means services that—

- (i) Are needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability, in supported employment;
- (ii) Are **identified based on a determination by the designated State unit** of the individual’s need as specified in an individualized plan for employment;
- (iii) Are furnished by the designated State unit **from the time of job placement until transition to extended services**, unless post-employment services are provided following transition, **and thereafter by one or more extended services providers throughout the individual’s term of employment in a particular job placement**;
- (iv) **Include an assessment of employment stability** and provision of specific services or the coordination of services at or away from the worksite that are needed to maintain stability . . .





Examples of

“Ongoing support services”



- ▶ The provision of skilled job trainers who accompany the individual for **intensive job skill training** at the work site;
- ▶ **Social skills training**;
- ▶ **Regular observation or supervision of the individual**;
- ▶ **Follow-up services** including regular contact with the employers, the individuals, the parents, family members, guardians, advocates or authorized representatives of the individuals, and other suitable professional and informed advisors, in order **to reinforce and stabilize the job placement**;
- ▶ Facilitation of **natural supports** at the worksite



Definitions

“Job stabilization”

Key Concept:

The “stable date” entered in AWARE indicates the date at which the employment is stable and the start of the “90 Day Clock”

- ▶ Job stabilization is the point where transition to extended, long term support funded by other than VR (or by VR in limited circumstances with youth) or to natural supports ideally happens.
- ▶ Stabilization in employment will be part of the conversation from the beginning of IPE development so that everyone on the team understands and recognizes job stabilization for participant. The team, recognizing that stabilization in employment is close can facilitate timely transfer to extended services.
- ▶ For consumers that receive supported employment services, stabilization is considered the point in time where the consumer has reached his/her highest level of independence on the job after an appropriate period of supported employment services (i.e., up to 24 months) and is jointly agreed to by the consumer and the VR counselor. With supported employment services, there is an expectation that fading of supports occurs prior to stabilization.



Definitions

“Job stabilization”

Key Concept:

When to enter the “Stable Date” in the employment record:

1. The individual is employed in competitive integrated employment and has reached a maximum level of work performance, consistent with his or her unique strengths, priorities, concerns, abilities, capabilities, interests, and informed choice, and
2. The hours worked per week is consistent with the individual’s preferred approximate number of work hours as agreed upon on the IPE, and
3. The consumer’s need for benefits counseling and worksite accommodations have been addressed, and
4. DORS services are no longer needed to “stabilize” the employment outcome or to address consumer and/or employer concerns, and
5. Supported employment job coaching, specifically, has decreased to a predictable level of support which may be provided via extended services, including natural support, and,
6. The individual has transitioned from intensive supported employment job coaching to either:
 - A. Extended services for youth with most significant disabilities funded by DORS, or
 - B. Extended services for either a youth or an adult with most significant disabilities funded by another provider, or
 - C. Natural supports





Definitions

“Natural Supports”

Key concepts

- Use what is there
- Adapt what is there
- Supplement what is there

Natural supports include

- Training support
- Social skills support
- Health support
- Community support
- Job retention support

Which may be provided by

- Coworkers
- Mentors
- Management
- Supervisors
- Family members
- Friends

To foster an individual's independence and integration in the workplace.



Key Characteristics

Natural Supports



- ▶ Support that **originates from within the workplace or community system**
- ▶ Support that is **consistent with the culture of the workplace** or community system
- ▶ Support that is **typically available** and/or **perceived as usual**
- ▶ Support which **can occur automatically** in the workplace, or which **can be facilitated by the job coach**
- ▶ Supports **inherent in community environments** that can be used to help a consumer keep, learn, or improve skills and functioning for daily living.
- ▶ **Supports which increase the employees' social inclusion at the workplace.**



Examples

Natural Supports
available in most
workplaces.

- ▶ **Training supports:** assistance from coworkers, mentors, management, supervisors
- ▶ **Social skills supports:** workplace buddy schemes, human resources staff, social rituals in the workplace
- ▶ **Health supports:** access to employee assistance programs, wellness programs
- ▶ **Community supports:** accessing public transportation to get to/from work, utilizing a guide dog for commuting independently, and accessing community agencies and services available to the public at large
- ▶ **Job retention supports:** performance reviews, professional development, skill building and workshops

By understanding all of the various forms of support available to them, a person with disabilities is more likely to enjoy the independence, freedom and dignity that having a job can provide.





Key Benefits:

Natural Supports

- Reduce dependence on long-term job coach supports.
 - Increase the likelihood of long-term success.
 - Increase the capacity of the workplace culture to integrate the employee with the disability.
- ▶ A goal for supported employment is that natural supports replace job coaching to the maximum extent possible. Even those who require onsite job coaching ideally develop some natural supports at the worksite. **The expectation is that the job coach will, to the maximum extent possible, include development of natural supports in every participant's job coaching plan.**
 - ▶ Natural Supports development requires an intentional effort to:
 - ▶ Minimize the job coach presence by helping the individual use available support from coworkers, friends, family, mentors and volunteers.
 - ▶ Redefine the job coach position and responsibilities so that the coach serves as a consultant to the employer.



Supported Employment Fundamentals

Covering all the details

C h e c k l i s t



Knowing when an individual requires supported employment services.

- ▶ Supported employment is available for
 - (A) Individuals eligible for VR services
 - (B) With Most Significant Disabilities
 - (C) For whom CIE has not historically occurred or for whom CIE has been interrupted or intermittent as a result of a significant disability; and
 - (D) Who, because of the nature and severity of their disabilities, need intensive supported employment services and extended services after the transition from support provided by the DSU, in order to perform this work.



Knowing when an individual requires supported employment services.



- ▶ Depending on the extent of their disability and complexity of the job, a person might only need support when initially entering the workplace or they may require ongoing support.
- The former may require only short-term job coaching.
- The latter may require supported employment services.



Comprehensive Assessment of Needs

What it is NOT...

- ▶ Standardized assessment conducted by a CRP

What it is...

- ▶ Data gathering & review to determine individual's rehabilitation needs

Knowing how to provide supported employment services.

► Key Concept:

The decision as to whether an individual requires supported employment services is not dependent on whether he or she already has or can apply and be made eligible for long-term funding.

Identify the sources of extended services funding which can reasonably be expected to be available to this individual:

- Developmental Disabilities Administration (DDA)
- Behavioral Health Administration (BHA)
- DORS for youth only (requires administrative approval before including on amended IPE)
- Natural Supports (requires administrative approval before including on amended IPE):
 - Co-workers:
 - Family and/or friends:
 - Employment Network (EN):
 - Other:





Knowing how to provide supported employment services.

► Administrative Approval requirements related to supported employment for youth or adults

- Amending IPE to include supported employment for natural supports development during or after provision of short-term job coaching.
- Developing an SE IPE for DORS-funded intensive hours when the source for ongoing supports is unknown and there is a reasonable expectation of natural supports availability.
- Providing additional intensive job coaching, including development of natural supports, for up to 3 more months, when the employment is not stable after the first 60 days employed.
- Amending SE IPE to include DORS funded extended services for up to one year (youth only).
- Amending SE IPE to include transition to extended services provided by natural supports to maintain current employment for an adult who previously received DORS funding for extended services as a youth.





The Essentials

Required: When developing a supported employment plan, the documented discussion should include:

VR Plan Development case note elements:

- ▶ Conversation regarding employment goal including review of labor market information and employment-related services consumer has received that may have defined consumer's job interests and the kind of work they want.
- ▶ Discussion of maximizing employment. Begin the discussion at working at least 20 hours/week. (This hourly goal makes a hand-off to Employment Networks more likely for Social Security beneficiaries.)
- ▶ A description of the supported employment services needed by participant, including for how long and consumer's provider choice.
- ▶ A description of the extended services needed and how they will be funded.





The Essentials

Required in a Supported Employment Plan

- Employment goal
 - Check off Supported Employment box
- Mandatory separate planned services:
 1. Job Development
 - Targeted number of hours per week
 2. Intensive Job Coaching
 - On or off-site job coaching
 - Intensive Fading Schedule explained
 - Estimated Agency Cost (Based on fading schedule)
 3. Extended Services
 - Provided by Long-Term Funding (indicate comparable benefit source)
 - Extended Services provided by natural supports (indicate comparable benefit source)
 - If natural supports, describe the reasonable expectation that NS will be available
- Other steps:
 - Guidance and counseling (Default)
 - Benefits planning services, if individual is Social Security recipient (Default)
 - Treatment, applicable especially for BHA. (if not on IPE, explain in VR Plan Development note)
 - Job Skills Training may be concurrent with SEP





Knowing and documenting the reasonable expectation of natural supports availability on the IPE:

- The employment goal is available in a work culture where natural supports are likely to be developed.
- The consumer consents for the employment goal to include development of natural supports.
- The individual's experiences demonstrate that natural supports can be developed in the time allowed for supported employment services, including youth extended services, if applicable.
- Other rationale that may be present:
 - The consumer can use technology, job accommodations, on-the-job training, and job coaching support during the time specified on the IPE to stay employed while developing natural supports.
 - The consumer is a SSA recipient whose IPE indicates that the hourly goal is at least 20 hours per week and the individual is willing to receive benefits counseling and be referred to an Employment Network.

Preparing for the transition to natural supports.

When an individual who does not have long-term funding for supported employment decides to rely only on natural supports to sustain employment, the DORS counselor's role includes:

- ▶ Before job development begins, alerting the job developer to the need to identify job openings in work cultures where, for example, management is supportive of employees helping one another.
- ▶ Routinely discussing natural supports development with the job coach regarding the job coaching plan and job stabilization.
- ▶ Reviewing job coaching reports for documentation regarding natural supports development during intensive job coaching or, for youth, during DORS funded extended services.



Short-term Job Coaching Fading Scale

		Fading Schedule for Short-Term Job Coaching for Individuals Not Requiring Ongoing Supports						
Weekly Hour Work Goal		Week 1: Up to 75%	Week 2: Up to 50%	Week 3: Up to 25%	Week 4: Up to 10%	Total Hours	Estimated Agency Cost for IPE (\$47 per hour)	Estimated Agency Cost for IPE (\$38 per hour)
40		30	20	10	4	64	\$3,008	\$2,432
35		26	18	9	4	56	\$2,632	\$2,128
30		23	15	8	3	48	\$2,256	\$1,824
25		19	13	6	3	40	\$1,880	\$1,520
20		15	10	5	2	32	\$1,504	\$1,216
15		11	8	4	2	24	\$1,128	\$912
10		8	5	3	1	16	\$752	\$608
5		4	3	1	1	8	\$376	\$304



Intensive Job Coaching Fading Scale Before Long-Term Funding

	Level of Intensity/Fading Schedule for Supported Employment Plans Including a Transition to Long-Term Funding									
Weekly Hour Work Goal		Week 1: Up to 100%	Week 2: Up to 85%	Week 3: Up to 70%	Week 4: Up to 55%	Week 5: Up to 40%	Week 6: Up to 25%	Total Hours	Estimated Agency Cost for IPE (\$47 per hour)	Estimated Agency Cost for IPE (\$38 per hour)
40		40	34	28	22	16	10	150	\$7,050	\$5,700
35		35	30	25	19	14	9	131	\$6,169	\$4,988
30		30	26	21	17	12	8	113	\$5,288	\$4,275
25		25	21	18	14	10	6	94	\$4,406	\$3,563
20		20	17	14	11	8	5	75	\$3,525	\$2,850
15		15	13	11	8	6	4	56	\$2,644	\$2,138
10		10	9	7	6	4	3	38	\$1,763	\$1,425
5		5	4	4	3	2	1	19	\$881	\$713



Intensive Job Coaching Fading Scale Before Transition to Natural Supports

		Level of Intensity/Fading Schedule for Supported Employment Plans Including Expectation to Transition to Natural Supports										
Weekly Hour Work Goal		Week 1: Up to 100%	Week 2: Up to 85%	Week 3: Up to 70%	Week 4: Up to 55%	Week 5: Up to 40%	Week 6: Up to 25%	Week 7: Up to 20%	Week 8: Up to 20%	Total Hours	Estimated Agency Cost for IPE (\$47 per hour)	Estimated Agency Cost for IPE (\$38 per hour)
40		40	34	28	22	16	10	8	8	166	\$7,802	\$6,308
35		35	30	25	19	14	9	7	7	145	\$6,827	\$5,520
30		30	26	21	17	12	8	6	6	125	\$5,852	\$4,731
25		25	21	18	14	10	6	5	5	104	\$4,876	\$3,943
20		20	17	14	11	8	5	4	4	83	\$3,901	\$3,154
15		15	13	11	8	6	4	3	3	62	\$2,926	\$2,366
10		10	9	7	6	4	3	2	2	42	\$1,951	\$1,577
5		5	4	4	3	2	1	1	1	21	\$975	\$789

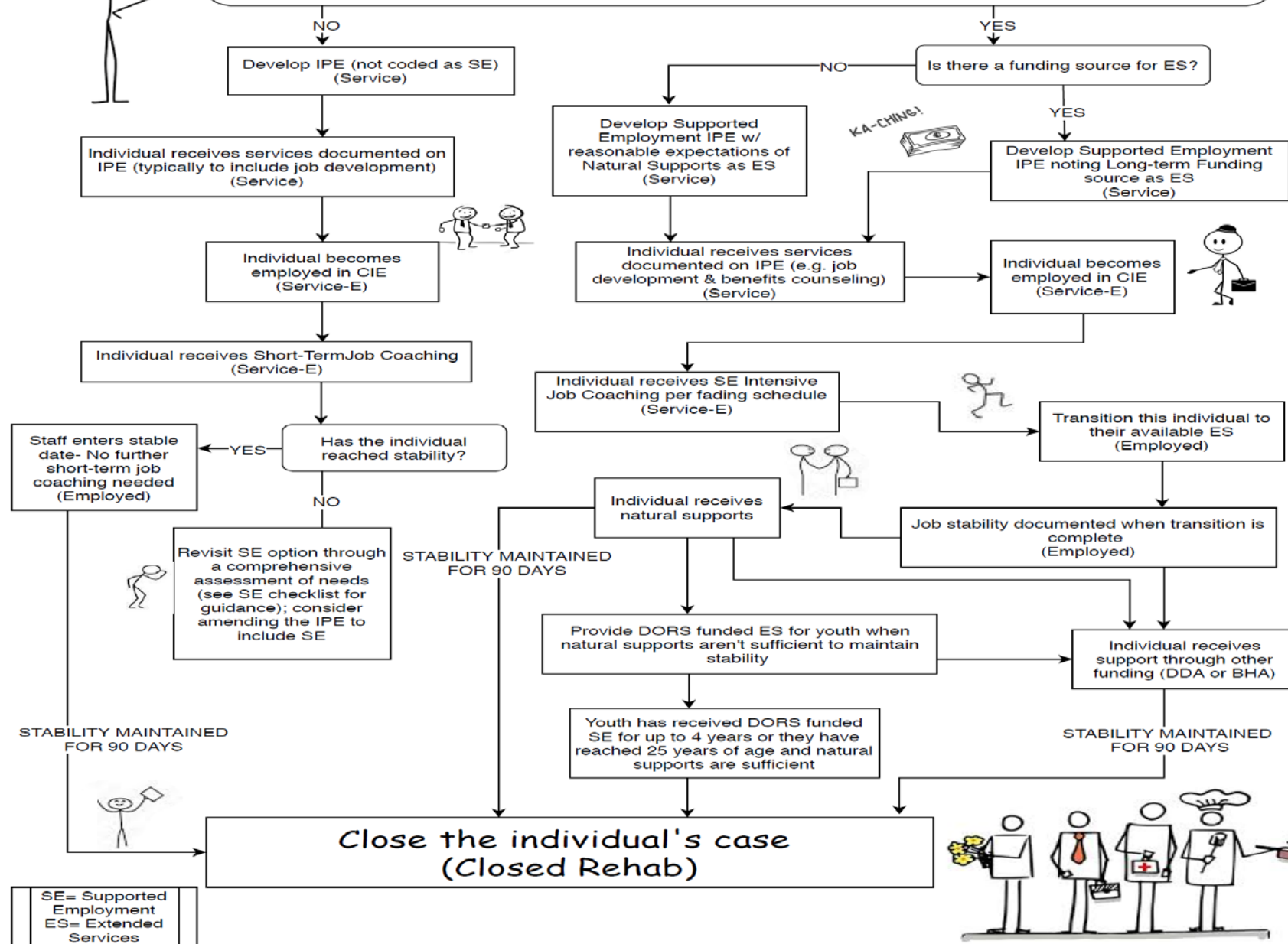
Supported Employment Services Case Studies:

- ▶ Youth (Individual with a disability not older than 24 years old)
 - ▶ DORS may be the extended services provider for supported employment services, including extended services, to youth with the most significant disabilities, for up to 4 years, or until the youth reaches age 25, or until funding is available from a long-term provider (BHA or DDA) or via natural supports, whichever comes first.
 - ▶ ALWAYS attempt natural supports first!
- ▶ Adults with no extended services funding
 - ▶ Transition must take place no later than 24 months after the individual enters supported employment, unless a longer period of time is established in the IPE or an IPE amendment to extend the time as agreed between the individual and the DORS counselor (Cite 363.54)
 - ▶ Use of natural supports
- ▶ Adults with extended services funding





Through a comprehensive assessment of needs (see SE check list for guidance), does individual require SE services? (Eligible)





Ticket to Work and Employment Networks



The Ticket to Work Program

What is the Ticket?

What is its role?

- ▶ Who does it serve?
- ▶ How is the Ticket used?
 - ▶ One time only?
- ▶ EN, VR, and CRP Roles

The Ticket to Work Program

EN Models

EN Services

- ▶ What is an:
 - ▶ Administrative EN
 - ▶ Traditional EN
- ▶ Service Provision
 - ▶ Benefits planning, job development/coaching, career advancement, accommodations, job jeopardy, peer support, wage reporting, referral and community linkage = long-term and natural supports
 - ▶ Serve diverse populations. Flexible: in person, remote, in community. Coordination with the household, parents, rep payee

The Ticket to Work Program

Why consider taking on an Employment Network Role?

- ▶ \$\$\$ - But can it overlap with other funding?
 - ▶ Provision of distinct services
 - ▶ Example: Admin EN to provide benefits planning and Ticket coordination; CRP staff to provide job supports. Share \$
- ▶ Continuity of services
 - ▶ Continued funding stream for existing consumers
 - ▶ New funding stream once VR is complete or for non-VR and non-BHA/DDA funded consumers

The Ticket to Work Program

More on ENs

(And a preview on fee-for-service benefits planning changes)

- ▶ How to find one?
 - ▶ For CRPs/public
 - ▶ For DORS staff
- ▶ The benefits
 - ▶ \$\$\$ for DORS, ENs and CRPs
 - ▶ Maintaining and advancing employment = less recidivism, greater self-sufficiency, WIOA performance measures over 6 and 12 months.
 - ▶ ***Offering continuity between fee-for-service benefits planning and an EN provider after VR closure - familiarity and trust**

The Ticket to Work Program

Room for all?

- ▶ YES!
 - ▶ Partnership and Ticket offer additional funding to continue to serve those most in need of longitudinal support.
- ▶ Collaboration not competition
 - ▶ Develop a plan that provides services when and where the individual needs them. Now and into the future.
 - ▶ Build a team.
 - ▶ Create a universal message.