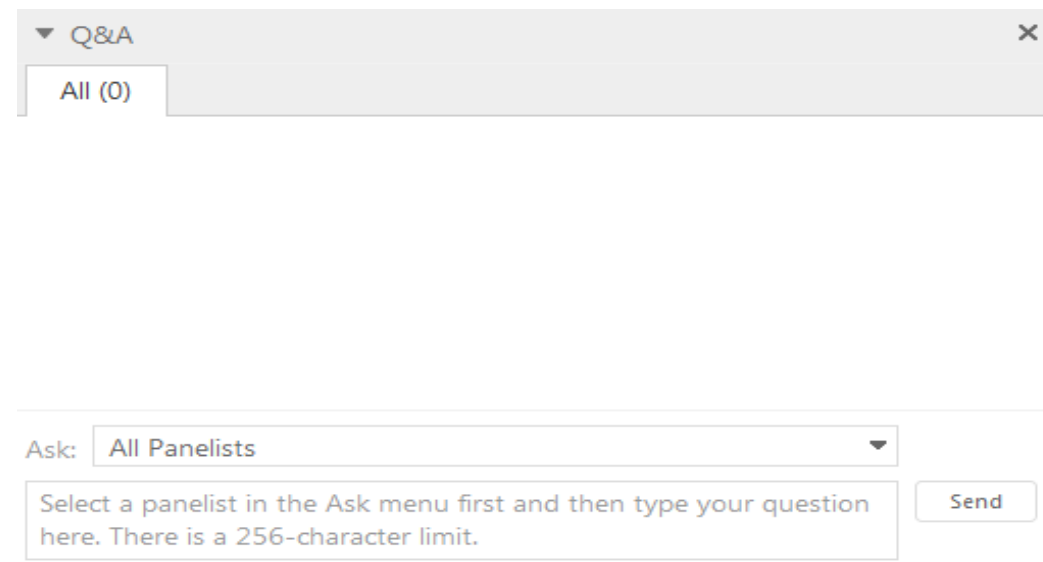




Support Planning Professional Learning Community (SPP LC)

February 28, 2018

To ask a question during the presentation use the Q&A Panel in WebEx



The screenshot shows a WebEx Q&A panel window. At the top, there is a header bar with a dropdown arrow and the text "Q&A" on the left, and a close button "X" on the right. Below the header, there is a tab labeled "All (0)". The main area of the panel is currently empty. At the bottom of the panel, there is a section for asking a question. It features a dropdown menu labeled "Ask:" with "All Panelists" selected. Below the dropdown is a text input field with the placeholder text "Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit." To the right of the text input field is a "Send" button.

Select “All Panelists”, type your question, and click Send.

Announcement

Supporting Employment as a Case Manager

Person-centered support planning: Jump start planning with 8 simple elements

- Offered state-wide and recently rolled out in metro lead agencies
- Discuss how to successfully incorporate person-centered skills and planning elements evaluated by the Lead Agency Review (LAR) team into support planning
- Introduce Communities of Practice
- Contact your RRS for details (DSD.RRS@state.mn.us)

Case Management Training Survey

- Purpose: for case managers and care coordinators to prioritize training topics core to their work.
- Open from February 2nd through 17th
- Sent via eList (DSD and Aging) and through Regional Resource Specialists' mailing lists
- 1042 respondents
- Thank you for completing the survey!



DEPARTMENT OF
HUMAN SERVICES

Supporting Employment as a Case Manager

Support Planning Professionals Learning Community – 2.28.18

Goals for this Webinar

At the end of this webinar, participants will learn:

- **Best practices** for supporting employment
- How to hold **engaging conversations** about work with people on your caseload
- **Resources** available through DHS to support employment
- Information about upcoming **employment services** being added to HCBS waivers

Agenda

- Introduction (Right now) (5 min)
- Best Practices – Employment (30 min)
- Talking about Employment (10 min)
- Regional Communities of Practice (15 min)
- Employment Services Update (10 min)

Note: We have built in time to answer questions that come in through the chat at the end of each section

Webinar Hosts

- **Andrew Johnson** – Regional Resource Specialist, Disability Services Division, DHS
- **Jessica Philbrook** – Program Manager/DD case manager Dakota County, Thomas Allen Inc.
- **Ryan Merz** – Employment Coordinator, Disability Services Division, DHS



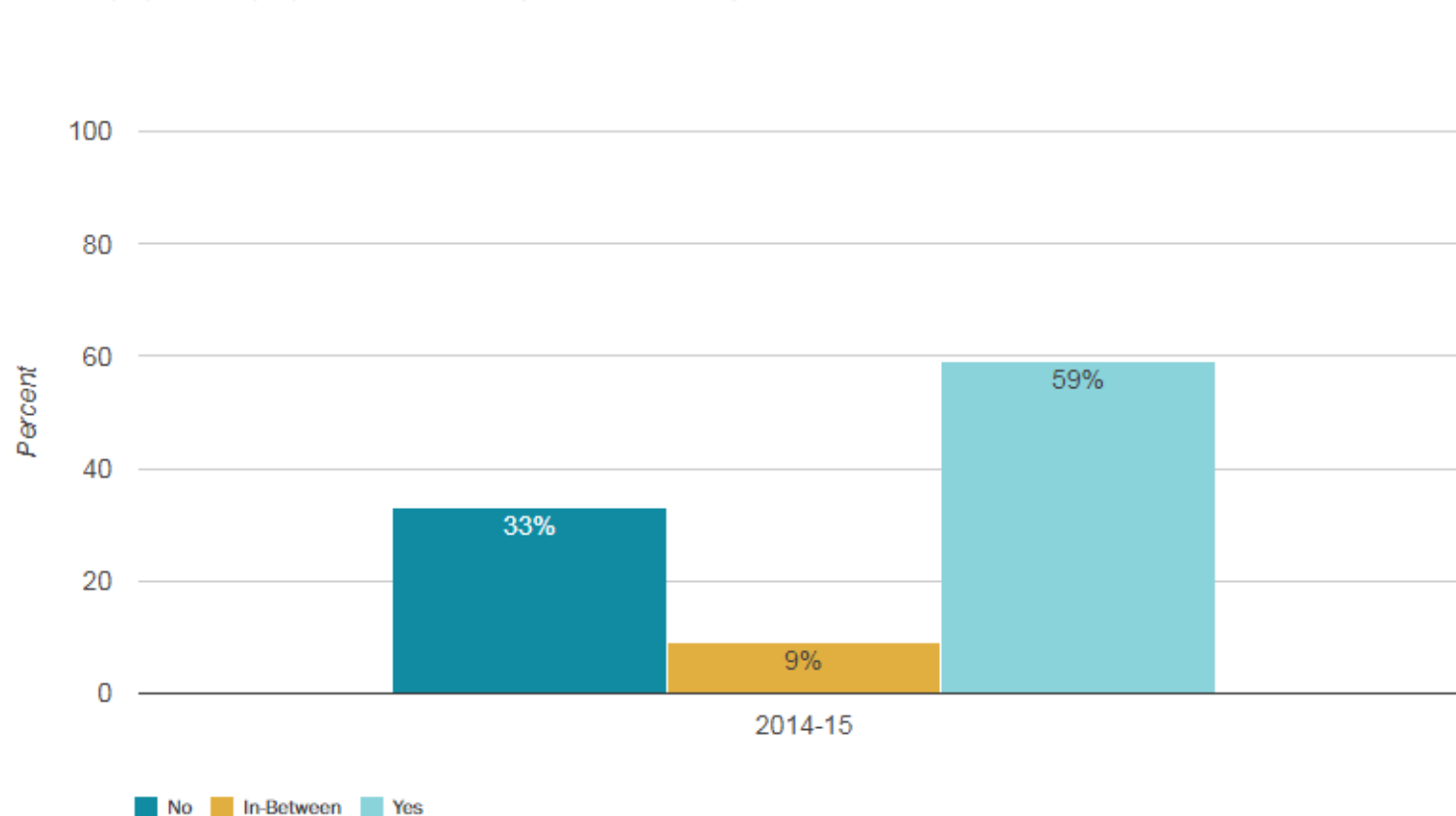
Principles Propelling System Change

- **Employment First:** Raises expectations and ensures all people with disabilities have the opportunity to work in competitive, integrated employment
- **Person Centered Practices:** Listen to people about what is important to them and for them, and match employment to their interests, strengths and skills.
- **Integration:** People are living, learning, working and enjoying life in the most integrated setting.
- **Informed Choice:** People get information, support and experience to make decisions and weigh risks and responsibilities.

Minnesota Chooses Employment

Would Like to Have a Paid Job in the Community

The proportion of people who do not have a job in the community but would like to have one.



Survey data demonstrate strong demand for competitive, integrated employment.

Note: Data is from the 2014-2015 Minnesota National Core Indicators survey. A community job refers to paid work, either individual or group employment, but does not include volunteer or center based work.

<https://www.nationalcoreindicators.org>



Questions?

DSD.ResponseCenter@state.mn.us

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Best Practices to Support Employment

Stories of Success





Questions?

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Holding Engaging Conversations About Employment

The Big Picture

- Conversations about employment look different for each **individual**.
- Employment situations and conversations are an **evolving process** – re-evaluate on an annual basis
- You have to “**meet people where they are at**” in discussing employment
- **Listen to and respect** people’s hopes and dreams – the person has the voice in their life



The Big Picture (2)

- Work is a **regular part of life** and **equally important** for people with disabilities – it is not a separate part of life or an adjunct service
- *The door might not be locked, it just may be stuck:* With the right tools, and help we can open the door to employment.
- Assume people **can and want to work** – expectations and optimism are important

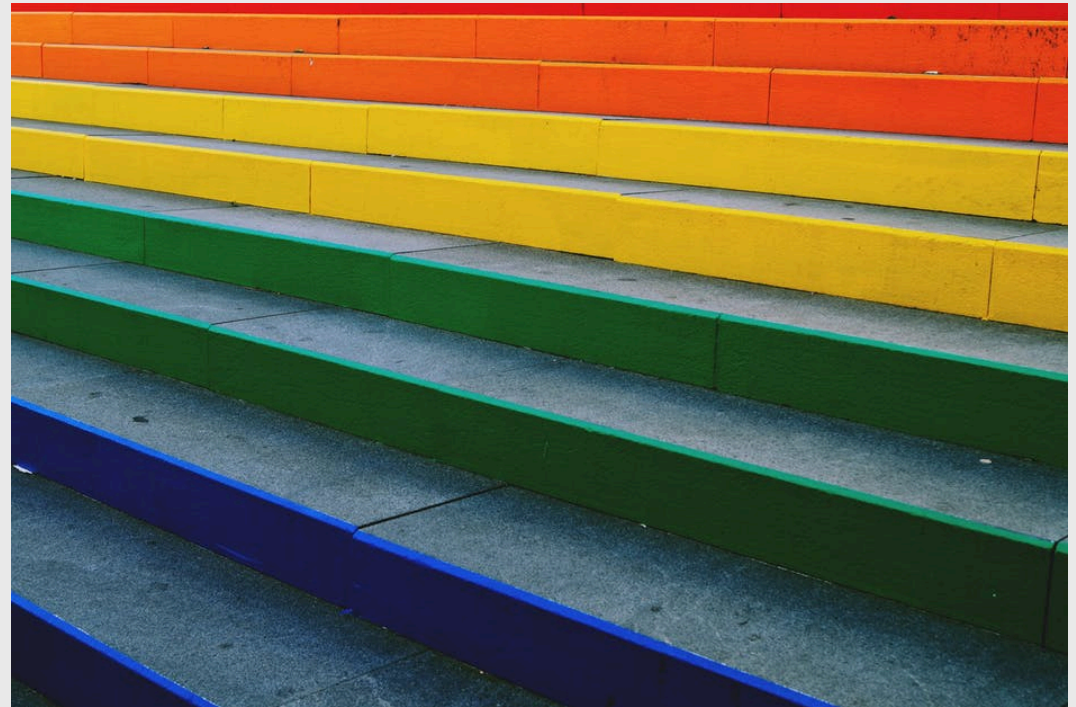


Tips for Engaging Conversations

- Try to avoid asking questions that will potentially result in a yes/no answer
 - For example: “What jobs have you had in the past” instead of “have you had a job”
- Reflect back to validate concerns and check your understanding
 - For example: So, if you had been able to flex your work schedule a little and come in at 9:00 in the morning instead of 7:00 – that would have worked better for you?”
 - For example: I’ve noticed that you call in sick to your DTH a lot. Why is this? Is there something that you would prefer to do with your day?
- Address the concerns and barriers that you identify
 - For example: “You can find employment with afternoon or evening hours. Or even negotiate start time with a job”

5 Stages in People's Employment Conversations

1. Work is **NOT an option** for me
2. I'm **interested** in work
3. I'm **preparing** for work
4. I'm **looking** for a job
5. I'm **working**



1. Work is NOT an option for me

- **Where they are at:** A person may feel that they cannot work or may have had a previous bad experience working. They may be concerned about their benefits, transportation, being hired, or the severity of their disability
- **Things to Try:** Understand the barriers a person has and find solutions to those barriers.
 - Is it benefits? Consider an [estimator session](#). In most cases, people are financially better off working than not working
 - Is it fear of being hired or able to work? Identify strengths and find a good match. Use [success stories](#) to communicate that everyone can work.
 - Is it transportation? Look at public transit options, waiver services, or building informal supports
 - Is it fear of losing friends? Look at other times and options to stay connected with friends. Look forward to making new friends at your new job. Can have some days in a center and some days at work.

2. I'm interested in work

- **Where they are at:** A person may have just started thinking about work and may be moving between wanting to work and not wanting to work.
- **Things to Try:** Help someone learn about work and decide what type of careers they are interested in. Help them identify providers that support their interest in competitive integrated employment and arrange introductions with these providers.
 - Help them explore dreams and interests: Ask open ended questions about their hobbies, motivations, activities they enjoy, how they spend their time, previous work experiences, etc. Use past positive experiences to build to employment.
 - Help address barriers: A person may have barriers to employment, discuss those barriers and address them. Or, find a provider who will help address them. If a person's current provider is unable to resolve the barriers, consider other options and introductions with other providers who may be able to address.

3. I'm preparing for work

- **Where they are at:** A person wants to work in competitive employment. They may also have some lingering doubts about competitive employment. They may have taken some steps towards employment or have an employment goal, but have not started a serious job search
- **Things to Try:** Support them in identifying the supports that they have. Help them identify or refine their work goal.
 - Benefits planning: Help them set up a [myDB101 account](#) and run an [estimator session](#) to see how benefits and work go together
 - Supports: Consider workplace learning experiences, customized employment. If a person does not have unpaid supports, help them identify people or direct their provider to help them develop. VRS can help people in job searches and in supported employment – generally services are less intensive and shorter duration than waiver services.

4. I'm looking for a job

- **Where they are at:** A person likely has an employment goal and wants a job. They may have conducted some job search activity or have been looking for a job for a long time.
- **Things to Try:** Help them identify paid supports that will address barriers and concerns that may arise. Make sure that support providers are up to the task and know what your person wants and how to help. Ask about philosophy and how provider looks at work readiness models.
 - Consider: Have service providers give examples and tell you how many people they helped get a direct hire or start their own business last week.

5. I'm working

- **Where they are at:** A person is working (and may have been working for awhile). They might want a promotion or they might have anxiety about a work problem. They may also be limiting work to keep benefits from changing.
- **Things to Try:** If they are considering a change in work hours or wages ask their employment supports provider to do an [estimator session](#). If they have issues with reporting wages, [talk to an expert](#) through the Disability Hub MN. Encourage growth in career and make sure support providers are addressing barriers as they arise.

Common Concerns

Clients Worry	Your Options
If I work I will lose my health care coverage.	<ul style="list-style-type: none">• There are work incentives that help people maintain or access needed health care benefits while working.• Lots of people work and keep their medical benefits.
If I work I will be worse off financially.	<ul style="list-style-type: none">• There are ways to be better off financially by working.• While it is true that some costs may go up (like housing), many people earn enough money to be better off. And there are tools to show how that's possible.
It's too risky to work. I might fail.	<ul style="list-style-type: none">• There are work incentives to try working to see how it goes.• There are resources to help people find and keep a job.

Resources For Having Conversations

- [Informed Choice Toolkit](#): This toolkit has step-by-step information on how to hold informed choice conversations about employment. It includes how to follow up on people's decisions about employment and has links to various resources in talking about employment.
- [Holding Engaging Conversations with People about Employment](#): This two page document provides conversation tips with examples on how to incorporate the tips into your conversations
- [Meeting the Person Where They Are](#): This document provides an overview of five different stages in a person's employment search as well as thoughts or questions people may have and quick responses to them.
- [Interviewer Companion Guide](#): This document provides a narrative description to think about when having employment conversations



Questions?

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What is a community of practice?

- A group of people with shared interests that come together to do something better
- The group typically has regular meetings and interactions

Adding value, not just time

- Peer consultation
- Person-centered skill development
- Resource sharing
- Relationship building
- Leadership opportunities

Where are we today?



Community of Practice

1. Skill development
2. Resource sharing
3. Relationship building
4. Peer consultation
5. New possibilities through stories of success

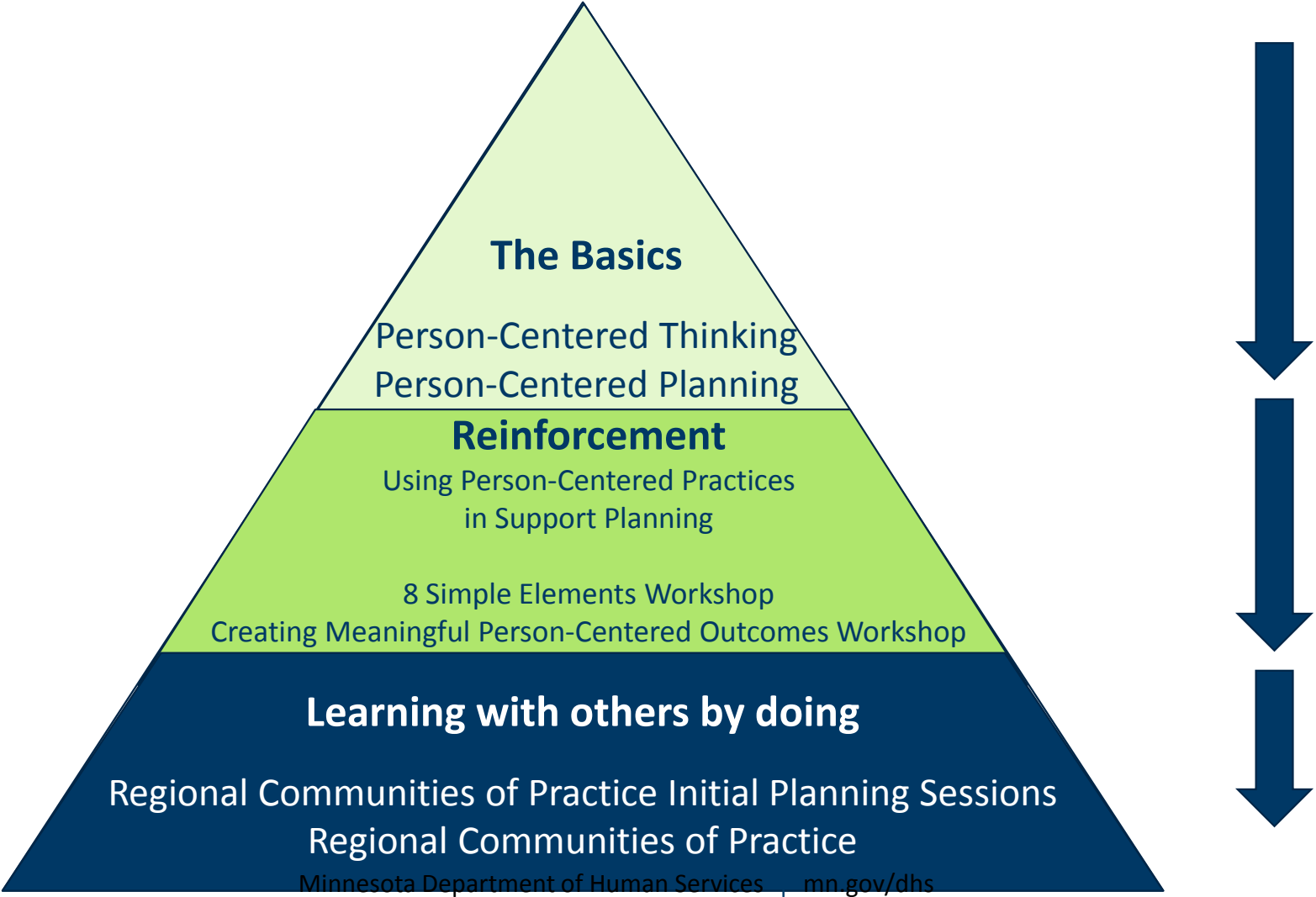
Person-centered Training

1. Person-centered Thinking
2. Person-centered Planning
3. Using Person-centered Practices in Support Planning
4. Person-centered Support Planning: Jump Start with 8 Simple Elements Workshop
5. Creating Meaningful Person-centered Outcomes Workshop

The work we do

1. Assessment
2. Coordination and access to supports
3. Development of support plans
4. Informed choice
5. And much more

Process for Developing Person-Centered Skills



How do communities of practice start?

- Initiatives and the efforts of support planners
- Initial planning meeting
- Forming an agenda

Sample Agenda

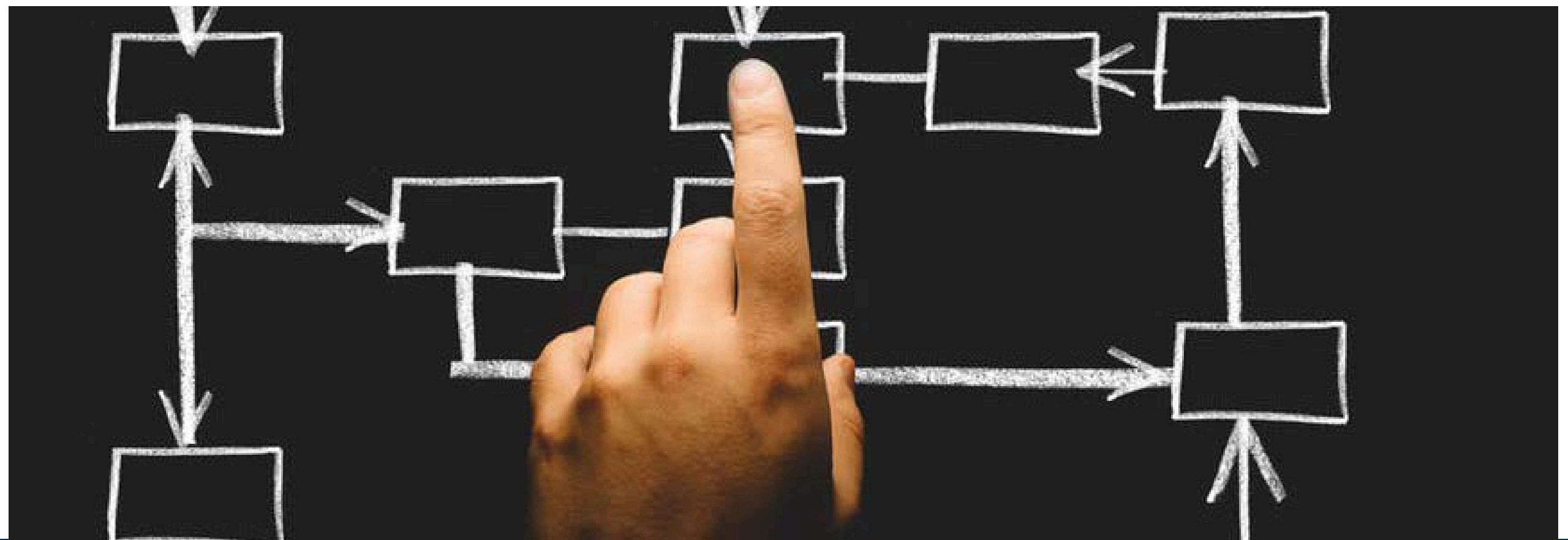
Agenda Item	Time (Loosely)	Actions/Details	Person Responsible
Introductions	10:30 – 10:40	Opening round question	Facilitator
Assign Roles and Expectations	10:40 – 10:45	Decide on note-taker, time-keeper	Everyone
Last Month's Highs and Lows	10:45 – 10:50	Brief discussion	Facilitator
How to create consistent buy-in and spread person-centered practices	10:50 – 11:15	Provider perspective: successes and challenges of Implementing Person-centered plans	Insert provider name here
Systems Change – How it ties together	11:15-11:30	Discussion: What can we do in our different roles to support and empower teams to implement person-centered plans?	Everyone
Successes/Challenges	11:30-11:50	1. What are some tools we could use to address challenges? 2. What tools were used to create success?	Everyone
Announcements, Next Month, Highs and Lows	11:50-12:00	Nominate/select a facilitator for next month, decide on discussion topic, complete highs and lows	Everyone

How do I learn more?

Contact your local Regional Resource Specialist at:

DSD.RRS@state.mn.us

Questions?



Employment Services Status Update

New Employment Services

- **Employment Exploration Services:** Community-based services that introduce and explore employment, such as work experiences. Service assists people in making an informed choice about working in competitive, integrated employment.
- **Employment Development Services:** Individualized services that help people find competitive, integrated employment or attain self employment.
- **Employment Support Services:** Individualized services and supports that assist people with maintaining community employment in an individual or group arrangement.

What These Services Do

- Separate community based employment from Day Training & Habilitation (DT&H)
 - Enclave or crew work shifts to Support
 - Center based work activities remain under DT&H
- Replaces Supported Employment Services with Development and Support
- Exploration allows for experiences to strengthen informed choice decisions

Employment Services Timeline

- **June, 2017:** Employment services pass in the Omnibus Health and Human Services Bill during Special Session ([S.F. No. 2, Article 1, Sec. 2](#))
- **October 31, 2017:** Waiver services amendment submitted to CMS
- **March, 2018 (?):** Receive CMS approval
- **July 1st, 2018:** On this date, participants begin transitioning to employment services at their annual review
- **July 1st, 2019:** By this date, all participants have transitioned to new employment services

What we have heard from CMS so far...

- CMS asked “formal” questions on the waiver amendment package around the end of January
 - These questions reset the 90 day timeline for CMS response
- Continued confidence in CMS approval of employment services

What Lead Agencies can do now

- Encourage individuals that you work with to think about working in competitive integrated employment
- Educate case managers and MnChoices Assessors about employment and also on upcoming changes for the new employment services
- Talk with your day and employment service provider partner organizations and discuss the upcoming changes. Begin preliminary conversations on transition planning.
- Want more information? See the [waiver amendment language](#) that went out for public comment

SPP LC Future Topic: Employment Services

- The **June 27th SPP LC Webinar** will be all about the new employment services
- We will cover more detailed information on transitioning to the employment services and how to effectively use them
- Look for the announcement and stay tuned in



Thank You!

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Where to find help now

- Person Centered Thinking 2-day Trainings
 - <http://rtc3.umn.edu/pctp/training/newdates1.asp?training=1>
- Person Centered Practices Webpage
 - <http://mn.gov/dhs/partners-and-providers/continuing-care/provider-information/person-centered-practices/>
- Olmstead Plan Webpage
 - <http://mn.gov/dhs/general-public/featured-programs-initiatives/olmstead-plan/>
- DHS Training Archive page
 - http://www.dhs.state.mn.us/main/dhs16_143138
- Bulletins
 - http://www.dhs.state.mn.us/main/id_000305
- Lead Agency Review Website
 - <http://www.minnesotahcbs.info/>
- E-List Announcements
 - http://www.dhs.state.mn.us/main/id_000677#
- CBSM Main Page
 - http://www.dhs.state.mn.us/main/id_000402
- Disability Hub MN
 - <http://disabilityhubmn.org/>
- Positive Supports Minnesota
 - <https://mnpssp.org/>

Please take a moment to let us know your thoughts.

- Take our [Survey](#):
- <http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=151967836304>

Audio from today's session will be available beginning tomorrow morning by dialing:

855-859-2056

Conference ID:

2359638

If you have questions following the session, email to
DSD.ResponseCenter@state.mn.us

Thank you for attending!