

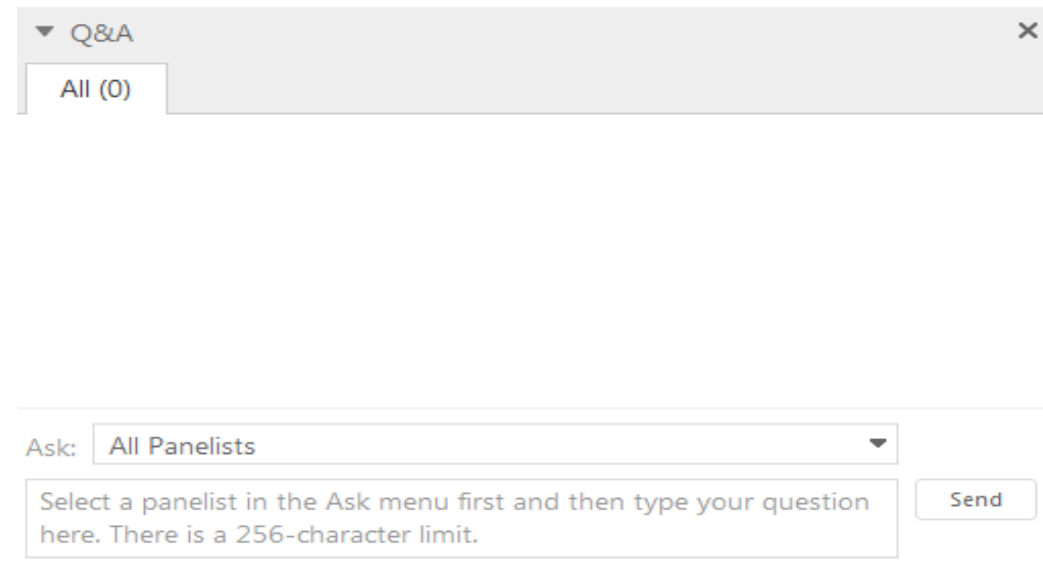


# Employment Mentors and Liaisons Webinar

July 10, 2018

# Welcome

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



The screenshot shows a window titled "Q&A" with a close button (X) in the top right corner. Below the title bar, there is a tab labeled "All (0)". The main area of the window is empty. At the bottom, there is a section labeled "Ask:" with a dropdown menu currently set to "All Panelists". 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.

- Welcome
- Transportation Guidance
- Employment Services in Support Planning
- Vocational Rehabilitation Services (VRS) and Waiver Employment Services
- Resources for Employment Services
- Questions

# Announcements

- Future webinar topics feedback request
  - Think about topics you would like for future webinars
- Joint lead agency and service provider sessions – coming this August





# Transportation Guidance





# Transportation and the Employment Services

On days where the person receives employment services, 15-minute DT&H, prevocational services, or adult day:

- Waiver Transportation is billed when the provider transports the person to/from the initial and last service site.
- If the person is traveling to consecutive day or employment services, transportation time is billed as the service that the person is traveling to.
- In-program transportation is included in the service rate framework.



# Transportation and Billing Example

<b>Example of day</b>	<b>8-8:30 a.m.</b>	<b>8:30-11:30 a.m.</b>	<b>11:30-12 p.m.</b>	<b>12-3 p.m.</b>	<b>3-3:30 p.m.</b>
<b>Task</b>	Transport from home to job site by provider	Employment support services	Transport from job site to DT&H	DT&H services	Transport from DT&H to home
<b>Billed as</b>	Waiver transportation	Employment support services	DT&H 15-minute unit	DT&H 15-minute unit	Waiver transportation



## Transportation and Full-Day DT&H

On days where the person receives full day DT&H:

- Transportation is built into the full-day rate
- In-program transportation is also included in the service rate framework

*The implementation of the new employment services did not change how transportation is paid for in full-day DT&H.*



# In-Program Transportation

In-Program transportation: Transportation provided within a single service or between consecutive day and employment services

- The rate for day and employment services is set in statute and is constructed based on the average costs to provide services.
- In-program transportation is included within the rate through the staff wages and the Client Programming & Support component value



## Waiver Transportation

Waiver Transportation: Billed when transportation provided to the initial service site and from last service site

- Two procedure codes: mileage rate and trip rate
- Waiver transportation is a market rate service determined for each person.



## Rates: Waiver Transportation

When setting a market transportation rate, consider:

- Distance traveled
- Type of vehicle needed and used to meet the needs of the person
- Provider's time spent in transport with the person
- Wage and expertise of the person providing transportation
- Number of people sharing the transportation
- Cost of public transportation (if applicable)



# Transportation Resources

- For more information on transportation and the new employment services, reference: [CBSM Transportation briefcase document](#)



# Questions





# Employment Services in Support Planning





## Presenters

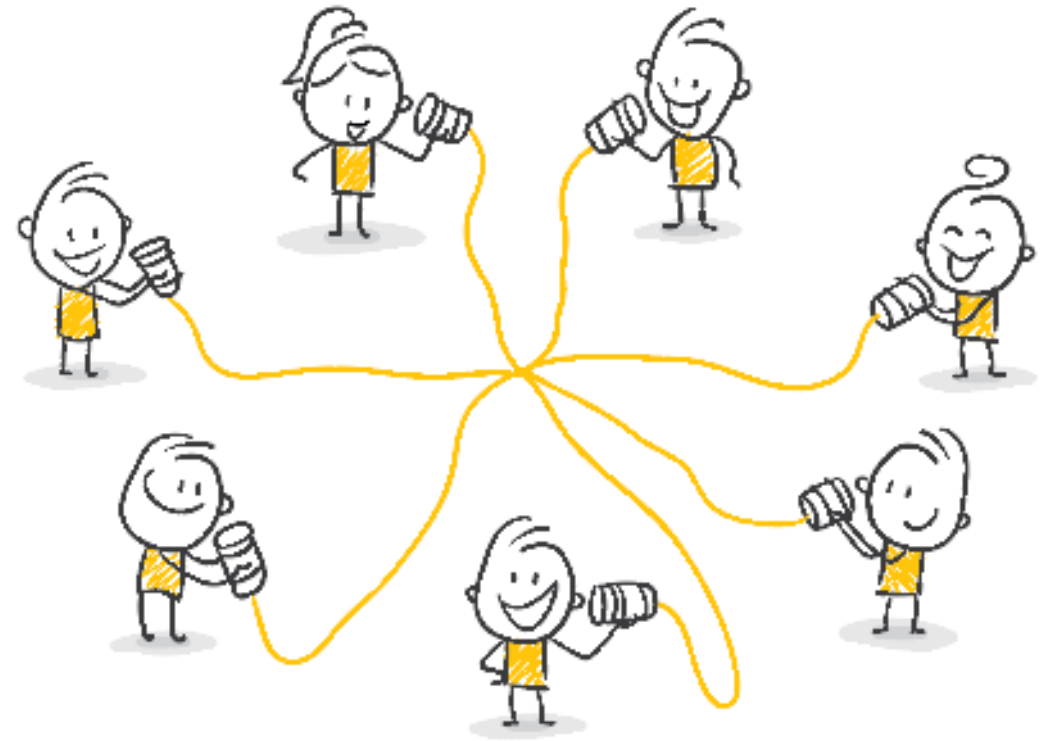
- **Andrew N. Johnson**, Case Management Policy Lead
- **Chad E. Erdmann**, Regional Resource Specialist
- **Lauren Foster, LSW**, Case Management Policy Specialist
- **Dagny Norenberg**, Case Management Training and Communications Administrator





## SPP-LC Feedback

- Support Planning Professional's Learning Community webinar
- 450 attendees
- Thank you for attending, and for your feedback!





## Learning Objectives

- Provide a CSSP example using the new Employment Services
- Identify & implement the new Employment Services
- Explore the RMS Worksheet — Employment Services [DHS-6790L](#)
- Discuss [engaging conversations with people about employment](#)



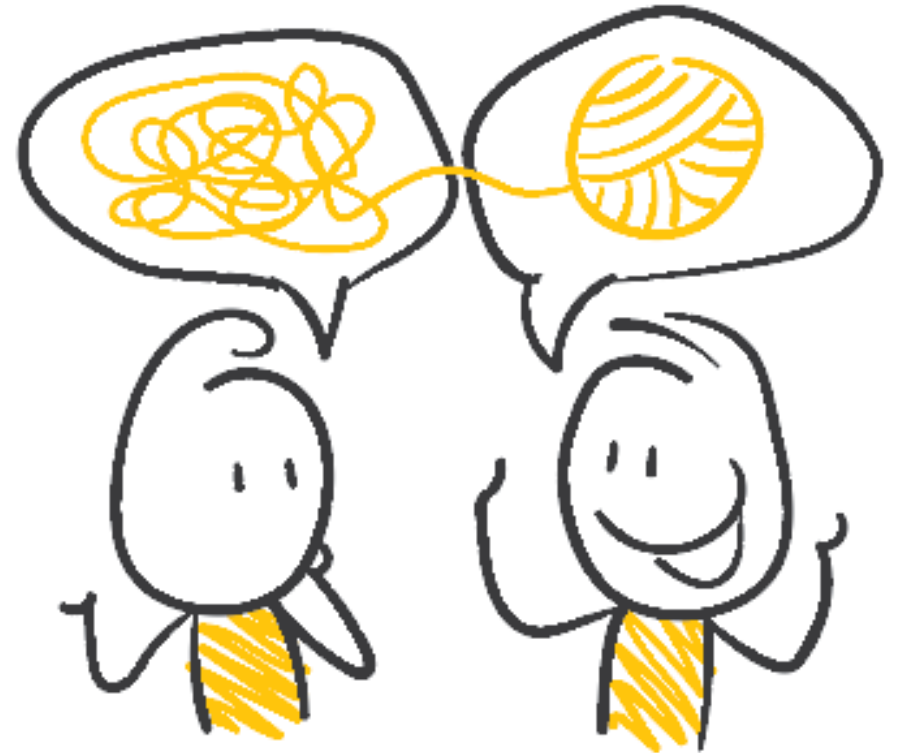
## Case Consultation: Jason Hernandez

- Jason is a 43 year old male on the CADI Waiver. He is also on SNBC managed by UCARE. Jason has diagnosis of PTSD, Bipolar, Asthma, Anxiety and Agoraphobia. Jason also has a history of alcohol abuse.
- Currently, he lives in an apartment with his wife, Jolene, & roommate.
- He is utilizing ILS, Skilled Nursing, ARMHS, Case Management, Case Aide, MH therapy, Prevocational Services and some informal supports.
- Jason would like to pursue independent community employment, possibly working as a paraprofessional in a school district.



## Discuss New Employment Services

- Discuss new employment services with Jason:
  - Would he like to replace his present Prevocational Services- *Working Independently, LLC*- with the new services?
- Development Services





# CSP/CSSP Example: Jason Hernandez

## Community Support Plan (CSP)

### Person Information

FIRST NAME	MI	LAST NAME	DATE OF BIRTH	PHONE NUMBER	FMI
Jason	A	Hernandez	2/15/1975	123-456-7894	01234567
ADDRESS			CITY	STATE	ZIP CODE
5467 Landmark Street NW			Minneapolis	MN	55555
ASSESSMENT ID	ASSESSMENT DATE	<input type="radio"/> New <input checked="" type="radio"/> Reassessment	LEVEL OF CARE	CASE MDX	
12345	9/13/2018		Nursing Facility	B	
HOME CARE RATING	PROGRAM	CFR	COS	COR	LTCC AGENCY
LT	Community Access for Disability Inclusion (CADI) Waiver	013	013	013	013
MANAGED CARE ORGANIZATION	PRODUCT				
UCARE	SNBC				
ASSESSMENT CONDUCTED BY NAME	PHONE NUMBER	PARENT/GUARDIAN NAME		PHONE NUMBER	
Gaby Langseth Assessor	651-654-3210				
Emergency contact name			Relationship		Phone number
1. Jolene Hernandez			Spouse		612-456-1111
2. David Juarez			Roommate		651-654-3217
<a href="#">Add Emergency Contact</a>					



## CSP: Support Plan Goals

### Support Plan Goals

#### 1. What is important to you?

I would like to find a job that I enjoy working with kids and making a difference for other people. I want to maintain my sobriety and continue to live independently with support, in order to better myself, improve my self esteem, and help me to leave my house. I would like my anxiety and agoraphobia to improve, as they limit my life currently. I am a religious person; my faith and supports I find in the church are important to me. I think I would like to do more missions work and travel.

#### 2. What are your strengths?

I am good at working with kids and I have a desire to travel again. I am a good person and I am kind to others. I have a desire for self improvement and stability. I can take my own medication if I have help setting them up. I am committed to doing better in the future and need continued support from my ARMHS worker and AA in order to remain sober.

Goals related to how you want to live your life	Target date (Include short-term and long-term goals)	Category
I will continue to attend Alcoholics Anonymous (AA) and work on staying sober.	Ongoing	Health <input type="button" value="x"/>
I will work on my own self esteem and stop buying into negative messages.	Ongoing	Quality of Life <input type="button" value="x"/>
I want to find and maintain an independent community site for employment.	Ongoing	Employment <input type="button" value="x"/>

Add Goal



# CSP: Support Plan Goals, cont.

### **What will the case manager do?**

Assist with starting new employment services.  
Quarterly check-in via phone or email with ARMHS worker.

### **What will others do?**

ARMHS provides reminders for AA Meetings and meet with therapist two times per month for ongoing mental health support.  
Meet with psychiatrist quarterly for medication management.

### **What will the provider do?**

Employment Provider will assist with finding and maintaining community employment.



# CSP: Training and Skill-Building

### Training/Skill Building

Adult day services    Employment    Habilitation/training    Skill building    Training    Other    N/A – Does not apply

### Description of need

I like my job but it does not give me many hours. I would like to work with kids because I get a lot of satisfaction out of helping others. I am not sure that I have what it takes to work with older kids in the school because I don't feel very smart sometimes. I have helped to build an orphanage in Mexico and it was one of the best experiences of my life. I might need some additional training in order to pass a test to work with kids in the schools but I think I might like it and it pays pretty good. There may be other jobs there that I would enjoy too.

### Supports and strengths used to meet this need (Include items such as informal/formal services and supports, referrals to be made or additional evaluations)

I may be able to have some vocational counseling and have help to pursue some other employment opportunities until I find the one that I like the best. I may have a chance to have additional training or take some classes if I want to. It may be beneficial to try volunteering at a school to get my foot in the door and decide if I would really enjoy working with kids in a school setting before taking the Para Pro test to work in the schools. I may need some additional help to prepare for a test like that because it has been a long time since I have had to use some of the skills I may be asked about on such a test.



## CSSP: Goals

### Goals

Goals related to how you want to live your life	Target date <small>(Include short-term and long-term goals)</small>	Category
I will continue to attend Alcoholics Anonymous (AA) and work on staying sober.	Ongoing	Health <input type="button" value="x"/>
I will work on my own self esteem and stop buying into negative messages with the tools I receive from my therapist.	Ongoing	Quality of Life <input type="button" value="x"/>
I will work with Working Independently, LLC to find community employment.	Ongoing	Employment <input type="button" value="x"/>
I will work ongoing with my ARMHS worker to address my mental health.	Ongoing	Health <input type="button" value="x"/>

Add Goal



# CSSP: Action Steps for Goals

### **What will the person do?**

Attend one AA meeting each week and check in with Adult Rehabilitative Mental Health (ARMHS) Worker.  
Share "highs/lows" with ARMHS worker weekly for self esteem check-in.

### **What will the case manager do?**

Assist with starting new employment services.  
Monitor and evaluate all services and supports to best assist Jason during this waiver span.  
Quarterly check-in via phone or email with ARMHS worker.

### **What will others do?**

ARMHS provides reminders for AA Meetings and meet with therapist two times per month for ongoing mental health support.  
Meet with psychiatrist quarterly for medication management.  
Jolene Hernandez will assist Jason as needed with phone calls, appointments and emergency situations.

### **What will the provider do?**

Employment Provider will assist with finding and maintaining community employment.



## CSSP: Development Service

**Training/Skill Building**  Not Applicable

### SUPPORT NEEDED

1. I may be able to have some vocational counseling and have help to pursue some competitive, integrated employment opportunities until I find the one that I like the best. I'd like to begin job shadowing at a school to get my foot in the door and decide if I would really enjoy working with kids in a school setting. I may need some additional help to prepare for the paraprofessional test to work in a school setting, since it has been a long time since I have had to use some of the skills I may be asked about on such a test. I will need assistance creating a resume, interview help and finding a job within the schools.

PAYER	PROVIDER	PROVIDER NPI
CADI Waiver	Working Independently, LLC	4445556667

SERVICE	PROCEDURE CODE
Employment Development Services	T2019 U3

TIME PERIOD	FREQUENCY	UNITS/MONTH	NUMBER OF MONTHS	RATE/UNIT	MONTHLY TOTAL	PLAN TOTAL	STATUS
10/01/18-03/31/19	9 hours/week	144	6	\$13.25	\$1,908.00	\$11,448.00	Pending

### SUPPORT INSTRUCTIONS

I would like 9 hours per week (3 hours day/three days a week) to do Employment Development. Monitor this service, revisit at team meeting within 6 months.



## CSSP: Transportation

SUPPORT NEEDED							
I need transportation to and from Working Independently, LLC to explore and develop a competitive, integrated employment opportunity in my community.							
PAYER		PROVIDER				PROVIDER NPI	
CADI Waiver		Working Independently, LLC				4445556667	
SERVICE						PROCEDURE CODE	
Transportation - One Way Trip T2003						T2003 UC	
TIME PERIOD	FREQUENCY	UNITS/MONTH	NUMBER OF MONTHS	RATE/UNIT	MONTHLY TOTAL	PLAN TOTAL	STATUS
10/01/18-03/31/19	6 units/ week	24	6		\$0.00	\$0.00	Pending

# Questions





# CBSM: Development Services

## Employment development services

Page posted: 6/27/18	Page reviewed:	Page updated:
Legal authority	<a href="#">Federally approved BI, CAC, CADI and DD waiver plans, 42 C.F.R 5302(a)(22), Minn. Stat. §245D.03,</a>	
Definition	<p><b>Employment development services:</b> Individualized services designed to help a person achieve competitive, integrated employment, become self-employed or establish a microenterprise business in his/her community.</p> <p><b>Microenterprise business:</b> A commercial business with five or fewer employees, including the owner(s) of the business.</p> <p><b>Competitive, integrated employment:</b> Employment situation in which a person's wages are at least minimum wage or at the industry's standard with comparable benefits (e.g., health insurance, leave time, etc.).</p>	

[Development  
CBSM](#)



# CBSM: Development Services, cont.

## Covered services

Employment development services consist of both job development services and self-employment/microenterprise development services.

### Job development services

#### Requires direct contact

Covered job development services that require direct contact with the person may include:

- Individualized, strengths-based assessments and employment opportunity discovery strategies
- Support during new employee orientation for up to 30 days after a person starts a new job position
- In-service transportation
- Skills training to find and keep a job (e.g., interviewing, using community resources, resume writing, etc.)
- Progress review and reporting meetings.



## Example: Waiver Transportation

Any transportation during the application of this service such as visiting potential employers would be in-program transportation.





## Change in Employment Status

***What if Jason loses his job or has a change in employment status?***





## Change in Employment Status, cont.

- **The lead agency can reauthorize Exploration and Development Services when a person:**
  - Has a verifiable change in employment
  - Experiences a debilitating health event or other circumstances that significantly interrupt service delivery
  - Changes service providers

# Questions





## Employment Services Codes

Service	HCPC	Mod1	Employment and Day Services Code Descriptions	Required Staffing Support
EES	T2019	U2	Employment Exploration Services	Average Staffing Ratio (required select one – 1:1 through 1:5 or NA)
EDS	T2019	U3	Employment Development Services - 1:1	required select one – Yes/No
ESS	T2019	U9	Employment Support Services - 1:1	required select one – Yes/No
ESS	T2019	HQ	Employment Support Services - Group	Average Staffing Ratio (required select one – 1:2 through 1:6 or NA)



# RMS Worksheet: 6790L

## Employment Services [DHS-6790L](#)

[Clear Form](#)



## RMS Worksheet — Employment Services

- Employment development services (make sure to complete Part A and Part B)
- Employment exploration services (make sure to complete Part A and Part C)
- Employment support group ratio services (make sure to complete Part A, Part D and Part F)
- Employment support 1:1 services (make sure to complete Part A, Part E and Part F)



# Benefits Planning

Employment providers are able to bill under Development for benefits planning. [CBSM Development Service](#)

## **Does not require direct contact**

Covered job development services that do not require direct contact with the person may include:

- • Employment search assistance and support
- • **Benefit(s) fact-gathering, review and analysis to determine how benefits will interact with employment**
- • Help with negotiating and finalizing terms of employment
- • Development of job applications, resume and cover letters
- • Outreach with community businesses about available employment opportunities.



# Resources for Engaging Conversations

## ■ How to Have Engaging Conversations with People about Employment

Conversation Tip	Examples
Try to avoid asking questions that will potentially result in a yes/no answer	“What jobs have you had in the past?”
Keep the conversation going and explore their motivation	<p><b>For people with work experience:</b></p> <ul style="list-style-type: none"><li>• “What did you enjoy most about the job? Why?”</li><li>• “If you could find a job like _____ again would you be interested in working again? Why not?”</li></ul>



## Resources for Engaging Conversations, cont.

### ■ Holding Engaging Conversations about Work

3. What if through my conversations I learn a person is ready and interested to work?	This person is ready for work and you should move the person into employment planning and document any insight into how the person came to choosing work.
4. What if through my conversations I learn a person is not sure about work or does not want to work?	<p>This person may be on the fence for a number of reasons (never been asked about work, past negative experience with work, rumors or myths, or lack of jobs). You should explore further to build a better understanding of their thoughts and feelings.</p> <p>Activities you can support a person in doing can include:</p> <ol style="list-style-type: none"><li>1. Engage in a dream building exercise using the "<a href="#">Build Your Dream</a>" document. This document helps you frame questions about where a person wants to live, activities they want to do, etc. and then helps create a budget to match these dreams.</li><li>2. Discuss how work can be a path to achieving many of their goals beyond financial (socialization, etc.). See question 7 for more information.</li><li>3. Sign up for a myDB101 account and complete an estimator session using the "<a href="#">DB101 Estimator Session</a>" document to show how income and benefits go together. Question 9 walks through the simple process of signing up for myDB101 account.</li></ol>

# Questions





# Vocational Rehabilitation Services and Waiver Employment Services





## Learning Objectives

- Provide a short introduction to Vocational Rehabilitation Services (VRS)
- Review interim guidance to lead agencies on when you can authorize Home and Community Based Services (HCBS) employment services.



# What is Vocational Rehabilitation Services (VRS)?

- **VRS** is a federal program administered through the Minnesota Department of Employment and Economic Development (DEED)
- Employment services program for persons with disabilities
- Serves youth and adults who are interested in competitive integrated employment
- [VRS Website](#)



# Workforce Innovation and Opportunity Act (WIOA)

- The Workforce Innovation and Opportunity Act (WIOA)
- Key changes impacting persons with disabilities:
  - Pre-employment transition services (Pre-ETS)
  - Limitations on the use of subminimum wage



## VRS Eligibility

- VRS eligibility is based mostly on whether a person has a physical or mental disability that makes it difficult to prepare for, get or keep work
- People who are eligible to receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) are presumed eligible, but may not meet priority of service.

# VRS Priority for Service & Waiting List

- Currently VRS is only serving persons in Priority Category 1; those with 3 or more functional limitations
- Priority Categories 2, 3 and 4 are closed
  - VRS has a waiting list of over 1,900 people in Minnesota



# Pre-Employment Transition Services Eligibility

- Pre-Employment Transition Services (Pre-ETS) are available to students with a disability, are provided statewide, and are provided in collaboration with the schools.
- Age range: Grade 9 through age 21





# How do I know when to use these programs?

***We have two programs offering employment services for people with disabilities in Minnesota, how do I know when to use each one?***

CMS requires that HCBS waiver employment services do not include services that are available under of the Rehabilitation Act of 1973 as amended by WIOA or, in the case of youth, under the provisions of the Individuals with Disabilities Education Act (IDEA). Lead Agencies need to assure that such services are not available to the participant **before** authorizing their provision as a waiver service.



## How do I know when to use these programs? Cont.

- MoU Process
- Guidance on how to make referrals depends on what employment service is being authorized: Exploration, Development, or Support



## Exploration Services

- **21 years of age or younger AND in school:** Exploration services should first be accessed through school services or Pre-ETS services.
- **22 year of age and older OR not in school:** Exploration services through the waiver should be directly authorized without a referral.



## Support Services

**Waiver recipients should directly access employment support services through waiver employment services if they have a need for ongoing supports to maintain employment.**



## Development Services

- Waiver recipients should first access employment development services through VRS.
- If VRS are not available then waiver employment development services should be authorized.



## Development Services: “Unavailable” Conditions

- Four conditions where you may determine VRS is “unavailable”
  1. Previous Unsuccessful VRS Closure
  2. Geographic Barriers
  3. Delayed Access
  4. Service Continuity



## “Unavailable” Conditions

**1. Previous unsuccessful VRS closure**

**2. Geographic barriers**



## “Unavailable” Conditions, cont.

### **3. Delayed Access**

If/when VRS services become available, the individual has the option of accessing those services or continuing with development services funded under the waiver.



## “Unavailable” Conditions, cont.

- **Service Continuity**
- Their current HCBS waiver employment services provider is not a current VRS provider
  - The person wishes to stay with their current HCBS waiver employment services provider



## Understanding VRS

- Create an ongoing relationship with your local VRS office
- Invite a VRS manager to your team meetings periodically to train case managers.
- Ask your local VRS manager about the services and limitations of VRS, as well as the current constraints and opportunities the agency faces.



## Sequencing Funding

- HCBS waiver employment services and VRS can work together to meet a person's needs, in sequence or over time in a person's employment path
- For example: a person may receive job development services through VRS to obtain employment and then use employment support services through the HCBS waiver employment services to receive ongoing supports for that position

# Questions





# Resources for Employment Services



# Employment Services Resources

[Employment First webpage](#)

[CBSM Employment Page](#)

[Transition Examples](#)

[Employment and Day Services  
Individual Planning Tool](#)

[DHS' Licensing Lookup](#)

[Find VRS](#)

[Employment Services Workflow](#)

[How to Have Engaging Conversations with People  
about Employment](#)

[Holding Engaging Conversations about Work](#)

[Notice of Action DHS-2828A](#)

[Notice of Action DHS-2828B](#)

[RMS Worksheet- Employment Services DHS-  
6790L](#)

Thank You for attending this  
employment services webinar!

