



# Lead Agency and Service Provider Workshops on Employment Services

# Agenda

- Introduction
- Learning Objectives
- Overview of new Employment Services
- Introduction to the Employment Workflow
- Small Groups: Carl's Example
- Concerns and Challenges
- Small Group Work: Real-Life Examples
- Next Steps and Final Questions



# Who are we?



# Who are you?



# Why are we here?



# Learning Objectives

- Understanding the differences between the employment services
- Practicing putting these new services into play prior to the September 1<sup>st</sup> implementation by:
  - Exploring the employment workflow and examples
  - Exploring real-life employment examples in small groups
- Improving communication between Case Managers, Service Providers and DHS
- Identifying concerns, challenges, and suggested solutions from local partners



# Overview of Employment Services





# Principles driving employment efforts

Individualized Services  
Strengths  
Skills  
Case Manager  
Lead Agency  
Informed Choice  
Interests  
Service Provider  
Assessor  
Authorization  
Community  
Integration  
Person-Centered  
Employment  
Opportunity  
Development  
Support  
Service Planning  
Employment First  
Exploration



## New Employment Services

- Exploration Services
- Development Services
- Support Services

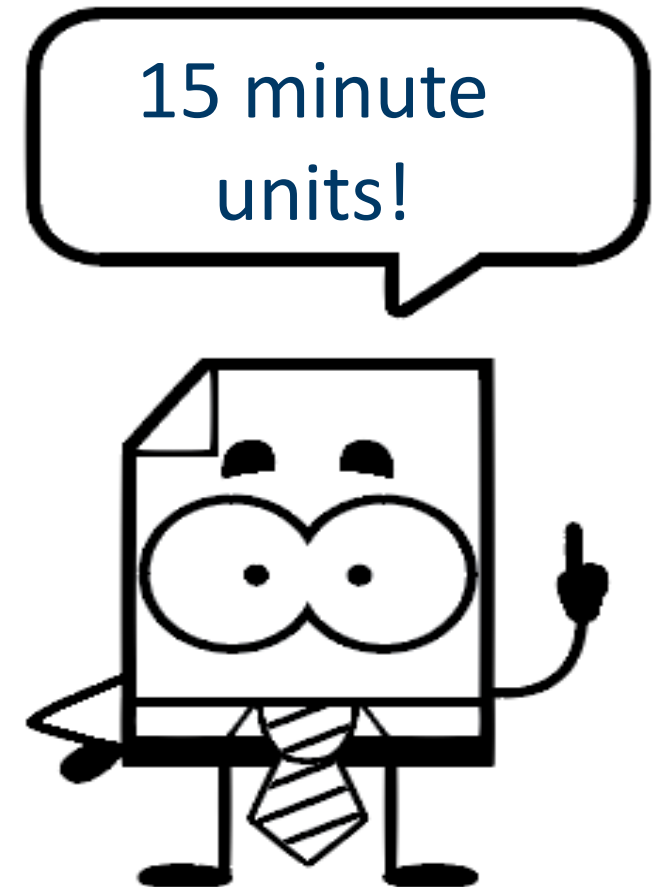


**Available through  
Waivers:  
DD, CADI, BI, CAC**



## New Unit Service Rate

- **15 minute unit service rate** available at [DWRS frameworks website](#)





## Upcoming Milestones

- **September 1st, 2018:**  
Participants begin transitioning to employment services at their annual review.
- **September 1, 2019:** All participants have transitioned to new employment services.





# New employment services hand out

## New Employment Services

Employment Services: Codes, Modifiers and Staff Ratios	Employment Services Descriptions
<b>Employment Exploration Services (EES aka Exploration)</b> <ul style="list-style-type: none"><li>• T2019 – U2</li><li>• Staff Ratios - 1:1 through 1:5</li></ul>	<ul style="list-style-type: none"><li>- Individualized, community-based orientation services that provide information about competitive employment opportunities via individualized activities, learning opportunities, work experiences and</li><li>- Results in an informed choice about working in competitive employment in the community.</li></ul>
<b>Employment Development Services (EDS aka Development)</b> <ul style="list-style-type: none"><li>• T2019 – U3</li><li>• Staff Ratio – 1:1</li></ul>	<ul style="list-style-type: none"><li>- Individualized services and supports that assist people with disabilities in:<ul style="list-style-type: none"><li>• finding paid employment in a community business;</li><li>• developing a self-employment opportunity in the community;</li><li>• establishing a microenterprise business in the community.</li></ul></li></ul>
<b>Employment Support Services (ESS aka</b>	<ul style="list-style-type: none"><li>- Individualized services and supports that assist people with disabilities in:</li></ul>



## VRS guidance placeholder

iletins > Advanced Search

> CBSM > Employment

### VRS, IDEA and home and community-based employment services – Interim guidance

This document provides information about:

- [Authorizing home and community-based services \(HCBS\) employment services](#)
- [Background information](#)
- [Best practices](#)
- [Additional employment resources.](#)

DHS is working to clarify and replace this interim guidance with a Memorandum of Understanding (MOU) between vocational rehabilitation services (VRS) and the Disability Services Division at DHS. When this happens, DHS will replace this guidance.

#### Authorizing HCBS employment services

## [Interim Guidance: VRS](#)

# Questions





# Introduction to the Employment Workflow





# Workflow for Support Planning

## Employment Services Workflow



**Employment Services Authorization Workflow**



# Workflow for Support Planning, Phase 1

## Phase 1: Complete MnCHOICES Assessment

1. Assessor completes the MnCHOICES Assessment
2. Assessor indicates the person's needs regarding employment
3. Assessor sends completed Community Support Plan (CSP), and [Notice of Action](#) to person and notifies case manager



# Workflow for Support Planning, Phase 2

## Phase 2: Meet with person about employment

1. Case Manager accesses completed CSP
2. Case Manager meets with person to discuss:
  - The Community Support Plan (CSP) and other supports
  - [New employment waiver services](#) (Exploration, Development, Support)
  - Effect of work on benefits (refer to a [MN HUB benefits counselor](#) if needed)
3. Case Manager identifies VRS and waiver employment services that match the persons stated employment goals
4. Case Manager writes the Coordinated Services and Supports Plan (CSSP), pending provider service authorization



# Workflow for Support Planning, Phase 3

## Phase 3: Coordinate with provider(s)

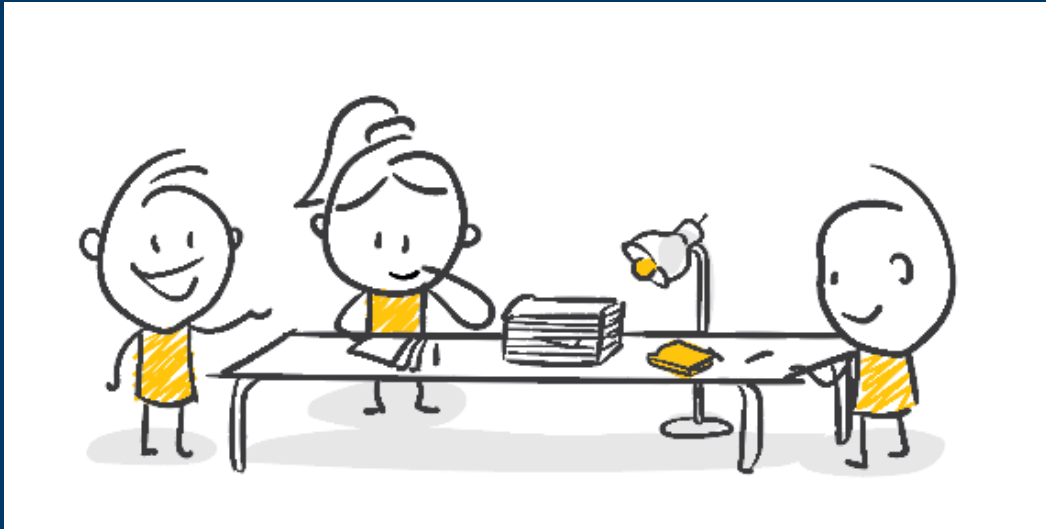
1. Case Manager coordinates referrals for services and schedules introductions with service providers
2. Provider communicates with the person and case manager to determine if the provider's services will meet the person's employment and life goals
3. Provider completes [Employment and Day Services Individual Planning Tool](#) in consultation with the person requesting services (**recommended** best practice)
4. Provider completes [RMS Worksheet 6790L](#) (required)
5. Provider sends completed form(s) to case manager



# Workflow for Support Planning, Phase 4

## Phase 4: Authorize Services

1. Case manager reviews completed **Employment and Day Services Individual Planning Tool** and **6790L** to determine if it meets the person's employment goals and fits with the rest of their support plan
2. Case Manager completes a [Notice of Action](#), and sends to the person if there is a service reduction, denial, or termination
3. Case Manager updates the CSSP and authorizes the person's chosen services
4. **If there is a new** service provider, then the provider hosts a 45-day meeting where person shares their experience of the service / support plan and if they think it is meeting their goals
5. Ongoing Employment Conversation / Check-ins
6. Annual Meeting



Break into small groups containing BOTH Service Providers and Case Managers.



# Carl

- What service will be appropriate for helping Carl learn about community employment?
- How will a lead agency know which provider(s) offer(s) this service?
- Will Carl's transportation arrangements need to change?
- How long do you expect the service authorization process to take? What are the necessary steps? Where is collaboration needed between the lead agency and service provider?
- What will be your process for completing the 6790L?



## Carl's new schedule

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:00					Transport to Center
15					
30	Transport to Center	Transport to Center		Transport to Center	Group Activity (1:8)
45					
9:00	Class (1:6)	Daily Living Class (1:6)	Transport to community business	Daily Living Class (1:6)	Transport to Crew (in service transportation)
15					
30					
45					
10:00		Transport to Community Volunteer Activity		Transport to Community Volunteer Activity	Community Based Work Crew (1:3)
15					
30	Benefits Planning Resource Review (1:1)		Visiting Community Businesses (1:3)		
45					
11:00		Community Volunteer Activity (1:6)		Community Volunteer Activity (1:6)	Lunch (1:3)
15	Transport Home				
30					
45					
12:00			Transport to Workforce Center (1:3)		Community Based Work Crew (1:3)
15					
30		Transport to Center	Learning to use Workforce Center Resources (1:3)	Transport to Center	
45		Group Activity (1:6)		Group Activity (1:6)	Transport to Center (in service transportation)
1:00		Transport Home	Transport Home	Transport Home	
15					
30					
45					
2:00					Group Activity (1:8)
15					
30					
45					
3:00					

This is one way Carl's schedule could look.

# Questions





# Concerns and Challenges



- What concerns do you have about working through these examples?
- Are there any challenges that you foresee in working through this process with your partner(s)?



# Small Groups: Real-Life Examples





## Real-Life Examples

Now, let's work through the examples you brought.

Complete a blank Transition Tool form for your example containing the person's new schedule using the new employment services.





# Consider:

- What are the employment services that would benefit the person in your example? What should the delivery of these services look like to meet that person's needs?
- What will the referral process for these services look like?
- Will your person's transportation arrangements need to change?
- How long do you expect the service authorization process to take? What are the necessary steps? Where is collaboration needed between the lead agency and service provider?
- How will you explain these new services and prepare the people you serve for this transition?
- What will be your process for completing the 6790L?

# Questions





# Small Group Report Back



# Report Back: Agreement

What areas of the process brought agreement and easier resolution?



# Report Back: Challenges

What areas of the process brought challenges and need more work to resolve?



# Report Back: Questions

What questions or uncertainties did you have with this process?



# Report Back: Worked/Didn't Work

- What worked?
- What did not work?



# Report Back

What action steps will you take as a result of today's meeting?





# Employment Services Resources



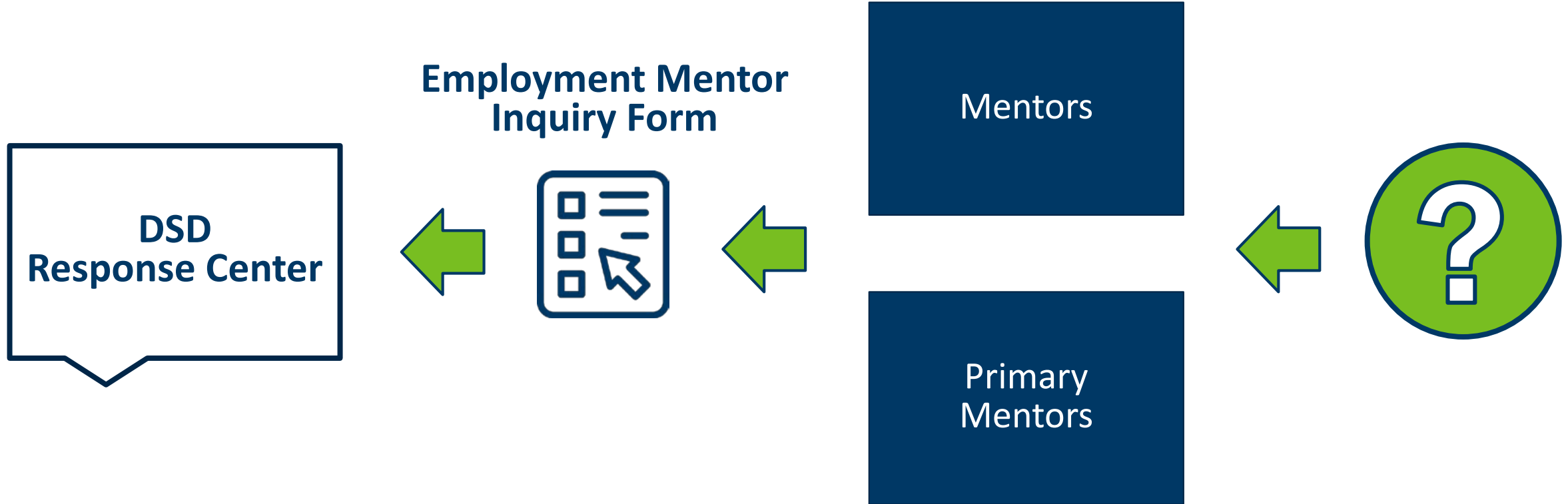


# Resources

- [Employment First Website](#)
- [CBSM Exploration Service](#)
- [CBSM Development Service](#)
- [CBSM Support Service](#)
- [MHCP Provider Manual](#)
- [MHCP Provider Call Center](#)
- [DWRS Frameworks Website](#)
- [Employment Mentor Webinar Training Videos](#)
- [DHS Licensing Lookup](#)
- [Employment Services Workflow](#)
- [Employment and Day Services Individual Planning Tool](#)
- [Rates Management System Worksheet- Employment Services \(eDocs 6790L\)](#)
- [Projected Weekly Revenue Estimator](#)
- [Transition Examples](#)
- [DHS Licensing](#)
- [VRS Guidance- CBSM](#)



# Submitting a Question as a Mentor





# Resources: Office Hours

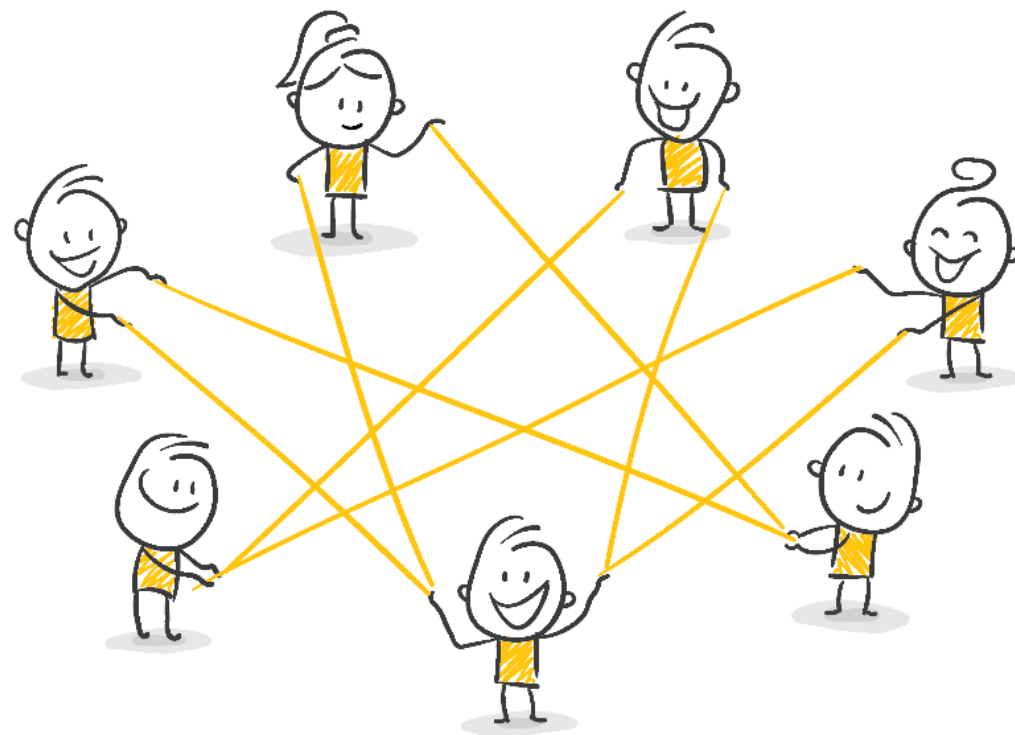
Mentor Office Hours:

Tuesday, August 28, 2018

2:00-3:00

Tuesday, September 25, 2018

2:00-3:00



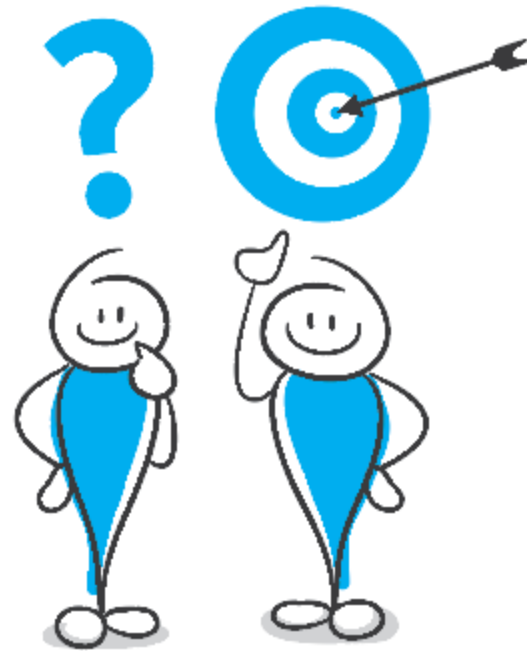


## Billing Labs

- Register (through the [online registration system](#)) to attend a billing lab in person or via webinar.
- All labs are held in Lab 1235 at DHS Lafayette building: 444 Lafayette Rd, St. Paul, MN
  - Wednesday, September 5, 2018
  - Wednesday, October 3, 2018
  - Wednesday, November 7, 2018
  - Wednesday, December 5, 2018



# Highs and Lows



# Questions



Thank You for attending!

