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 1st 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
Overview of Employment Services

Principles driving employment efforts

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

## Overview of Employment Services

New employment services hand out

## New Employment Services

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<tr>
<th>Employment Services: Codes, Modifiers and Staff Ratios</th>
<th>Employment Services Descriptions</th>
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| **Employment Exploration Services (EES aka Exploration)**  
  - T2019 – U2  
  - Staff Ratios - 1:1 through 1:5 | - Individualized, community-based orientation services to competitive employment opportunities via individualize activities, learning opportunities, work experiences and results in an informed choice about working in competitive employment in the community. |
| **Employment Development Services (EDS aka Development)**  
  - T2019 – U3  
  - Staff Ratio – 1:1 | - Individualized services and supports that assist people with disabilities in  
  finding paid employment in a community business;  
  developing a self-employment opportunity in the community; and  
  establishing a microenterprise business in the community. |
| **Employment Support Services (ESS aka** | - Individualized services and supports that assist people with disabilities in  
  finding paid employment in a community business;  
  developing a self-employment opportunity in the community; and  
  establishing a microenterprise business in the community. |
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

DEPARTMENT OF HUMAN SERVICES

Employment Services Authorization Workflow
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
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.
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.
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?
Introduction to the Employment Workflow

Carl’s new schedule

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)?
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
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?
What action steps will you take as a result of today’s meeting?
### Employment 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

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<td>Rates Management System Worksheet- Employment Services (eDocs 6790L)</td>
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Submitting a Question as a Mentor

DSD Response Center

Employment Mentor Inquiry Form

Mentors

Primary Mentors

Employment Resources
Resources: Office Hours

Mentor Office Hours:

Tuesday, August 28, 2018
2:00-3:00

Tuesday, September 25, 2018
2:00-3:00
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
Questions
Thank You for attending!