



Iowa Department of Human Services



**Iowa's Disability
Employment Services
Community Feedback
Webinar August 28, 2013
2:00 – 4:00 PM**



Iowa
Vocational
Rehabilitation
Services

Finding solutions. Generating success.

IOWA DD Council

Preparation, Participation, Power



Iowa Employment Vision

“Employment in the general workforce is the first priority and the expected and preferred outcome in the provision of publically funded services for all working age Iowans with disabilities”





Outcome Goal for this Work

A service and funding system that is individualized and flexible over the person's employment lifecycle and that coordinates the use of all available resources toward individual jobs.





Iowa's Disability Employment Service Redesign

- Community Conversations June 2013
- Workgroup meetings held to date
 - Employment service definitions July 11th & 23rd,
 - Provider requirements and staff training August 8th & 13th



Employment Service Definitions

- Subject Matter Experts (SME) recommendations
- Workgroup reviewed SME recommendations and drafted service definitions
- Feedback was incorporated into the recommended employment service definitions
- These are draft definitions that will continue to evolve throughout the process



Individual Employment: SME Recommendations

- Ensure language clarifies that Supported Employment only occurs in integrated work settings in the general workforce (or at home, in the case of supported self-employment)
- Consider adding a statement that “participants will be supported to work towards a living wage.” A living wage is the amount needed to enable a participant to meet or exceed his/her current living expenses



Individual Employment : SME Recommendations

- Transportation should be a separate service with many options for who could be paid, including the Supported Employment provider if that proves the most cost-effective option
- Include an option for paid co-worker supports
- Include customized employment, self-employment, and evidence-based self-employment as covered models of supported employment



Individual Employment : SME Recommendations

- Add this sentence to new core definitions – “A participant’s ISP may include two or more types of non-residential habilitation services (e.g., prevocational services, supported employment, day habilitation); however, more than one service may not be billed during the same period of time (e.g., the same hour).”
- Add a statement that a provider can receive Ticket to Work payments in addition to payment for Medicaid services to a waiver participant



Individual Employment: Workgroup Recommendations

- Adopt CMS definitions and activities listed in the guidance:
 - Vocational/job-related discovery or assessment
 - Person-centered employment planning
 - Job placement, job development
 - Negotiating with prospective employers
 - Job carving
 - Job analysis, training and systematic instruction



Individual Employment: Workgroup Recommendations

- Job coaching
- Benefits support, training and planning
- Transportation
- Asset development
- Career advancement services
- Support to establish or maintain self-employment
- Other workplace support services to enable the participant to successfully integrate into the job-setting



Individual Employment: Workgroup Recommendations

- Include Career Planning as a new activity; use CMS definition and align with IVRS's definition
- Transportation will continue to be allowed as both a stand-alone support *and* included within the rate for the service to provide members greater options. A modifier would be used to differentiate services that include transportation from those that do not.



**COMMENTS
AND
QUESTIONS**



Group Employment: SME Recommendations

- Modify definition to ensure that small group service activities/models other than crews and enclaves are also allowable. Examples include small group Discovery, small group career exploration/planning, etc.
- Add: “Service does not include support for volunteer work.”
- Include transportation in the service and in the rate
- Do not allow this service to be provided by employers or co-workers



Group Employment: SME Recommendations

- Add: “A participant’s ISP may include two or more types of expanded habilitation services (e.g. prevocational services, supported employment-individual, supported employment-small group, day services); however, more than one service may not be billed during the same period of time (e.g. the same hour).”
- When individual & group supported employment become two separate services, guidance should be developed for Service Coordinators/Case Managers on facilitating informed choice



Group Employment: SME Recommendations

Revise expectations of case managers and providers to presume:

- Interest in integrated employment can be cultivated
- Lack of interest can and should be proactively addressed as part of service planning & delivery
- Efforts will focus on furthering each individual's interest in or achievement of integrated employment



Group Employment: Workgroup Recommendations

- Accept CMS Core Service Definition including outcome statement for the service
 - Vocational/job-related discovery or assessment
 - Person-centered employment planning
 - Career Planning
 - Job placement, job development, negotiation with prospective employers



Group Employment: Workgroup Recommendations

- Job analysis, training/systematic instruction, job coaching
- Benefits support
- Training and planning for transportation
- Career advancement services
- Services not specifically related to job skill training that enable the waiver participant to be successful in integrating into the job setting



**COMMENTS
AND
QUESTIONS**



Day Habilitation: SME Recommendations

- Add language clearly stating that the service can be provided in integrated, community settings
- Include supported retirement as a covered activity, but limited it to participants aged 65 (or 60) and older who have identified a desire to participate in retirement activities in their person-centered ISP



Day Habilitation: SME Recommendations

- Add the following: “Day habilitation may not provide for the payment of services delivered in a sheltered workshop or other similar facility-based employment program.”
- Add this sentence to new core definition: “A participant’s ISP may include two or more types of non-residential habilitation services (e.g. prevocational services, supported employment, day habilitation); however, more than one service may not be billed during the same period of time (e.g. the same hour).”



Day Habilitation: SME Recommendations

- Include career planning as a covered activity for working-age service recipients. Suggested language:

“Activities also include career planning, which enables each participant to explore the opportunity to work in integrated employment, to learn about career and employment options, and to develop skills that can be used in employment, as well as daily and community living activities. Covered career planning activities include facilitated Discovery process done on individual or small group basis.”



Day Habilitation: Workgroup Recommendations

- Adopt CMS Core service definition
- Add supported retirement as an activity
- Add career exploration
- Add clarification that volunteering through Day Habilitation is done for social or civic fulfillment and not for the purpose of employment or job
- Add Day Habilitation option to BI Waiver
- Different rates based on community versus facility



**COMMENTS
AND
QUESTIONS**



Prevocational Services: SME Recommendations

- “Competitive, integrated employment in the community for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities is the expected and priority outcome of prevocational services.”



Prevocational Services: SME Recommendations

- A person-centered approach to achieving this outcome is taken with each individual receiving prevocational services.
- Include the following statement in the new definition: “Services may be provided in integrated community venues and fixed-site facilities.” Do not permit home-based provision of this service.
- Establish different codes for facility-based and community-based prevocational services.



Prevocational Services: SME Recommendations

- Add a statement that prevocational services may be used as a wraparound to someone who is working part-time in integrated employment, with the expected outcome being that the individual maintains and advances in the number of hours in integrated employment.



Prevocational Services: SME Recommendations

- Prevocational services are distinguishable from non-covered vocational services by the following criteria:
 - The services are provided to persons who are expected to be able to join the general work force with the assistance of supported employment;
 - The service is primarily directed at teaching non-job task specific skills that will lead to greater opportunities for competitive and integrated employment and career advancement at or above minimum wage;
 - The plan of care does not define the goal or purpose of the service as maintaining the individual in prevocational or sheltered employment.



Prevocational Services: SME Recommendations

- Adopt new expectations regarding transitions from prevocational services to integrated employment:
 - Presume interest in integrated employment can be cultivated;
 - Expect lack of interest can and should be proactively addressed as part of service planning & delivery;
 - Expect that action plans will focus on furthering the individual's interest in --or achievement of-- integrated employment.



Prevocational Services: Workgroup Recommendations

- Adopt CMS definition and activities
 - Learning experiences
 - Work experiences
 - Volunteer work opportunities
 - Ability to communicate effectively with supervisors, co-workers and customers
 - Generally accepted community workplace conduct and dress



Prevocational Services: Workgroup Recommendations

- Ability to follow directions
- Ability to attend to tasks
- Workplace problem solving skills and strategies
- General workplace safety and mobility training
- Career Planning



Prevocational Services: Workgroup Recommendations

- Consider adopting a new name to reflect change in service intent?
- Include career planning and financial literacy in definition and covered activities
- Address expectation of time-limitedness in way that ensures:
 - Prevocational services can be used as wrap-around
 - Participants don't inadvertently end up in day services



Prevocational Services: Workgroup Recommendations

- Implement time-limit on prevocational services if a service recipient is not either:
 - Also working in individual, integrated employment (with supported employment supports as needed); or
 - Also actively engaged in seeking integrated employment through job development or self-employment start-up services funded through IVRS, Ticket to Work, Workforce system, HCBS waiver, IDEA funds, private pay or other identifiable source.



Provider Qualifications and Capacity Building: SME Recommendations

- Professionals providing the services have the capacity to deliver the quality of services they are being paid for.
- The idea of ensuring a basic quality of service through certifying the competency of the provider is common. Supported employment professionals themselves often express a need for greater respect and professionalism for their work in the field, and the establishment of a qualification and training system would respond to this need.



**COMMENTS
AND
QUESTIONS**



Provider Qualifications and Capacity Building: SME Recommendations

- Establishing a qualification and training system will help to eliminate variability in how supported employment services are offered and provided, as well as variability in the quality of services people have received.
- Evidenced based research has found that training and professional development for employment professionals was a key element in states serving a high percentage of individuals in integrated employment.



Provider Qualifications and Capacity Building: SME Recommendations

- Development of an employment training tracking system.
- Development of a basic employment certification system.
- Development of an employment staff mentoring system.
- Development of a system for providing professional development on advanced topics in job development and support.
- Development of an infrastructure to support the long term development of competencies



Provider Qualifications and Capacity Building: SME Recommendations

- Development of buy-in from the community.
- Development of different modes of instruction.
- Development of a system which ensures ongoing skills taught in the learning modules will be practiced and reinforced to assure that staff build competencies.
- Participation in the national training standards and national certification



Provider Qualifications and Capacity Building: Workgroup Recommendations

- Accreditation will continue to be a requirement (CARF, CQL, etc.)
- Employees should be age 18 with HS Diploma or equivalent for SE individual and group supports, or age 16 with onsite supervision
- Recognition in the rates of the differing levels of training and/or certification



Provider Qualifications and Capacity Building: Workgroup Recommendations

- Training Requirements should be standardized (College of Direct Supports, College of Employment Supports, TACE, APSE ACRE, Virginia Commonwealth Univ.)
- Training timelines should be determined
 - What is required within orientation, 6 -12 months from hire, and ongoing continuing education
 - What is required of staff who have years of experience already



**COMMENTS
AND
QUESTIONS**



Next Steps

- Incorporate today's comments into the workgroup recommendations
- Invite comments from consumer advocacy community (APSE, Olmstead Consumer Taskforce, DD Council, ICIE and BIA-IA)
- Refine and format the recommendations into "Waiver Language"
- Workgroup meetings in September to finish capacity building, and consider funding methodologies



next steps...

- DHS fiscal staff to conduct rate modeling to assure cost neutrality
- Draft of entire package in November, early December
- Submission to CMS
- Rules process
- **Next Webinar September 25**



Additional Resource Materials

We continue to post resource information to the MHDS Employment Website:

<http://www.dhs.state.ia.us/mhdd/2012/Employment.html>

Look towards the bottom of the page for these materials



Additional Questions or Comments?

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