



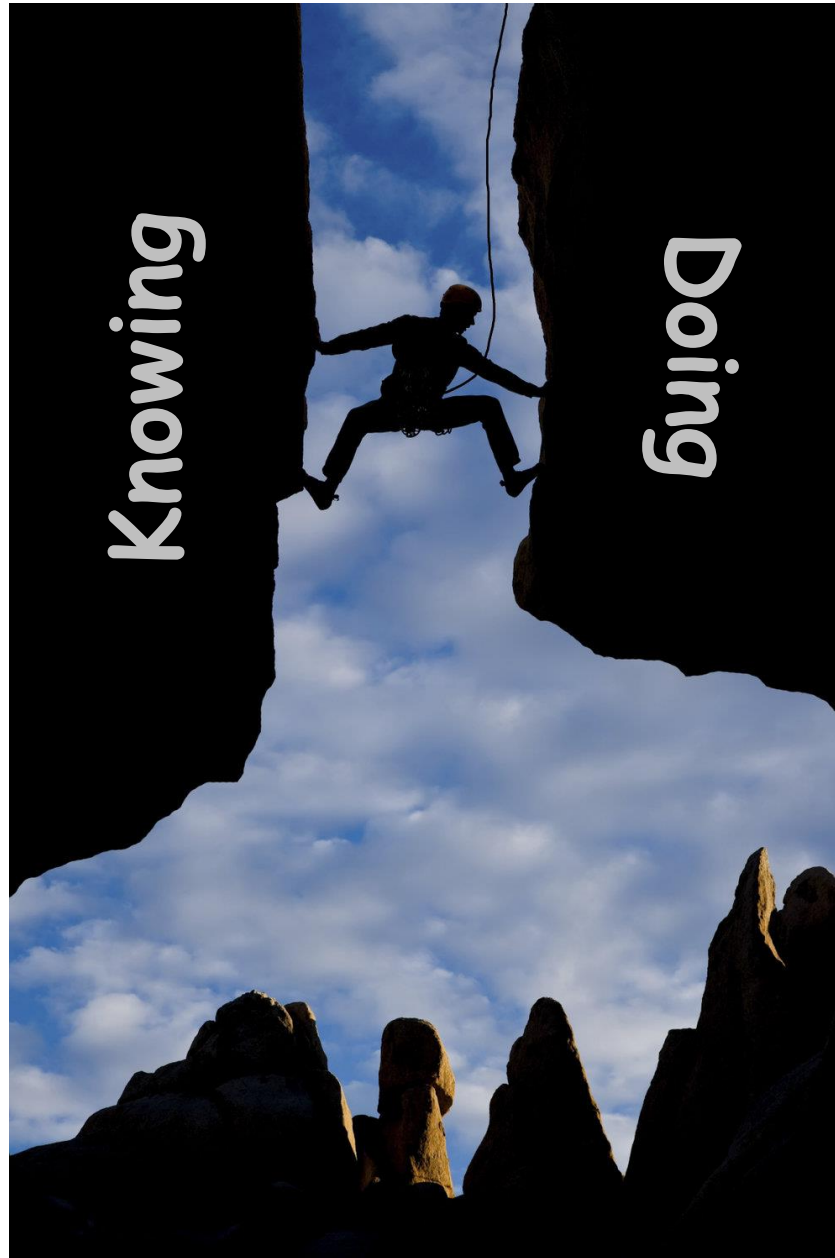
WHAT A NEW EMPLOYMENT SPECIALIST
NEEDS TO KNOW

and

WHAT A MANAGER NEEDS TO KNOW

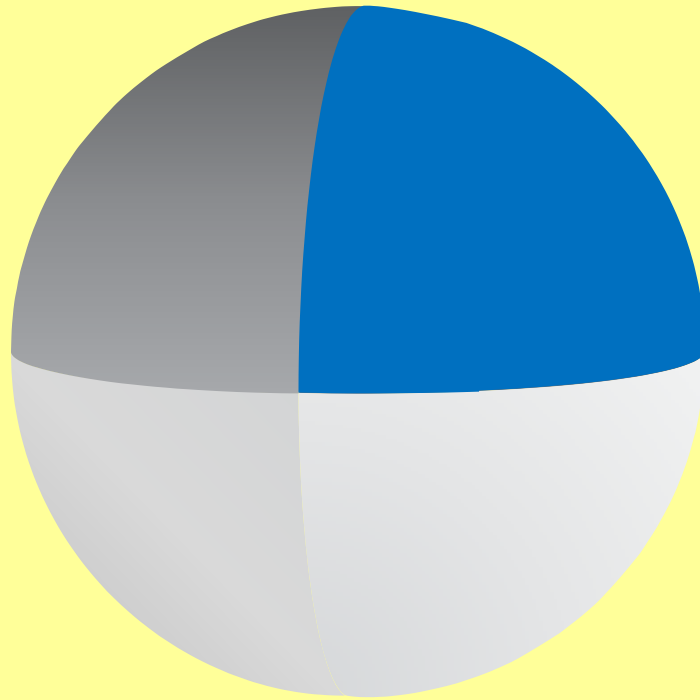
Leadership Conference, 2018

Amy Scott, MA

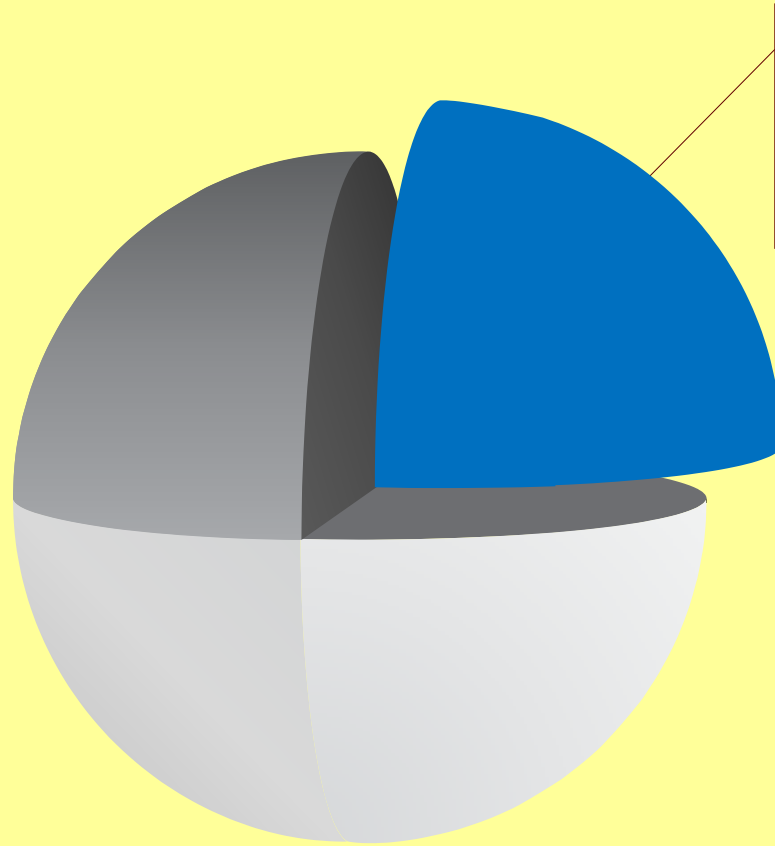


Compassion ∞ Dignity ∞ Diversity ∞ Excellence ∞ Honesty

What does a New ESP (Employment Support Professional) need to know?



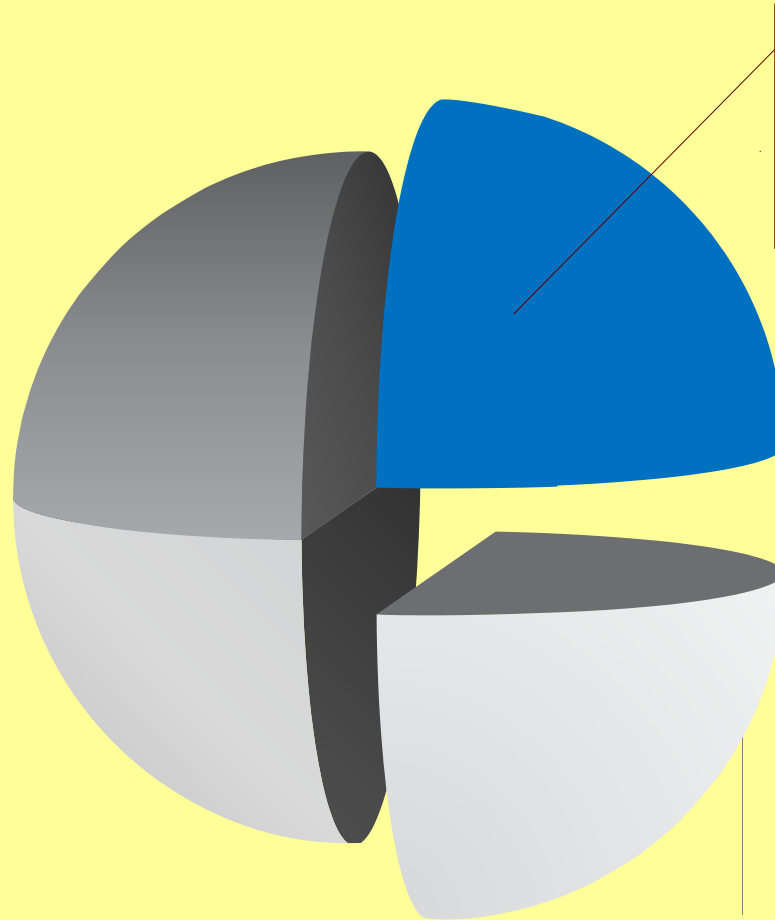
What does a New ESP need to know?



Day 1

Agency protocol and expectations
Day-to-day schedule
Parking/email/dress
code/lunch/other?
Job title
Job description
Role and function

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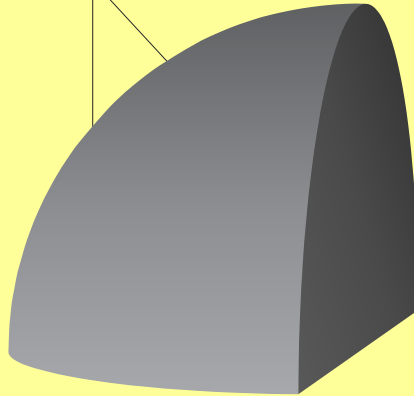
Week 1

Innovations training requirements
CHSE account
Agency orientation
Organizational structure
Person-first language
Understanding of file information
Who to contact for guidance
Other?

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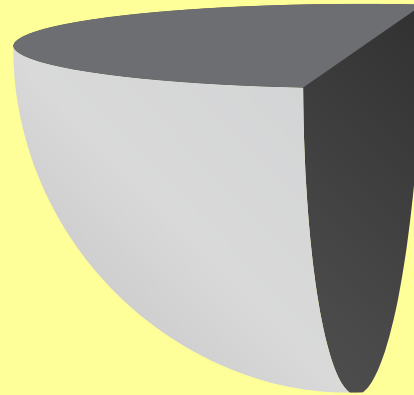
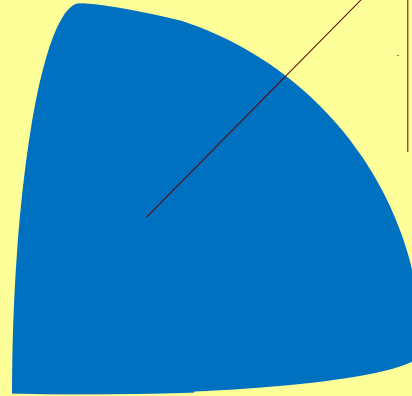
Week 2

Understanding of people on case load
ETP/SEMP/PTE process and procedures
Documentation process (MIS program)
Specific duties and expectations within their role



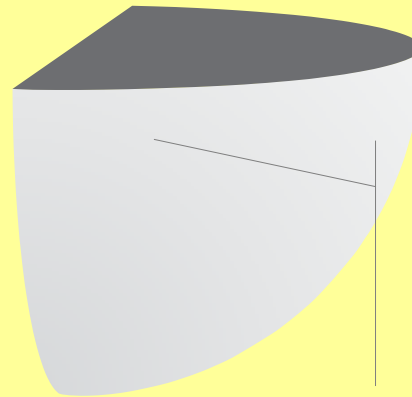
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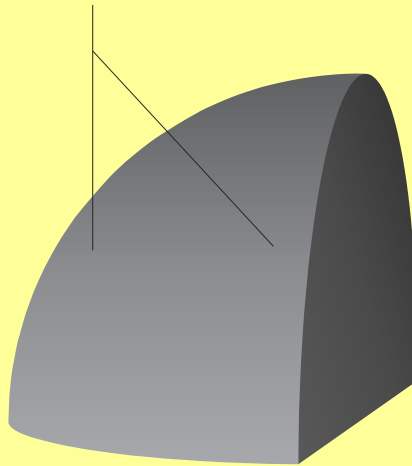
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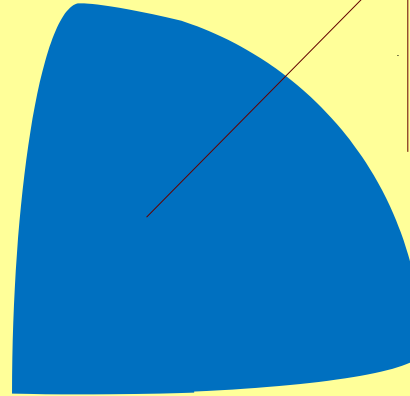
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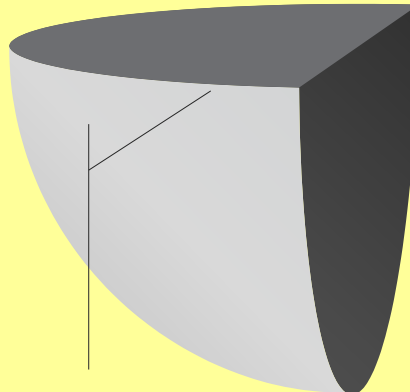
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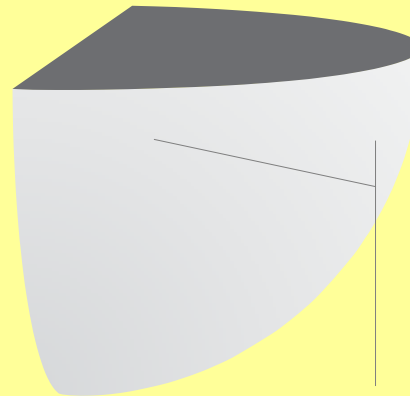
30 Days

Teaching and training techniques
Basics of developing business relationships
Discovery process
Assessment tools and techniques



Week 1

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Other?



ESP Roles and Strategies

Role

1. Is able to identify the individual's interests in order to facilitate a job/career of choice
2. Is able to identify the individual's skills and talents in order to facilitate a job/career of choice

Strategies

Discovery

1. File review
2. Interviews
3. Observations

ESP Roles and Strategies

Role

3. Is able to negotiate customized jobs for individuals with disabilities

Strategy

1. Identify and develop business relationships
2. Utilize Discovery information
3. Conduct thorough job analysis

ESP Roles and Strategies

Role

4. Is able address employer concerns about hiring people with disabilities while maintaining the confidentiality of the job seekers

Strategy

1. Handle employer objections with facts
2. HIPAA
3. Disclosure
4. Demonstrate the bottom line for business
5. Articulate benefits of hiring PwD

ESP Roles and Strategies

Role

5. Is able to identify a wide variety of workplace supports

Strategy

1. Propose and negotiate accommodations, modifications, restructuring solutions
2. Prepared to teach and train in a variety of different ways

ESP Roles and Strategies

Role

6. Uses data collection techniques to document effectiveness of workplace supports and to guide fading from the job site

Strategy

1. Design a task analysis and use it to collect data related to productivity
2. Develop a training plan prior to start of job using a discrepancy analysis
3. Use data for teaching and training as well as for fading plan

ESP Roles and Strategies

Role

7. Provides proactive follow along services

Strategy

1. Skillful observations
2. Develop follow along plan based on data from assessment
3. Asking the “right questions” to predict and identify support needed and provide or facilitate the service
4. Maintain ongoing and regular contact

VERIFICATION THAT JOB MEETS OPWDD SEMP CRITERIA

On July 1, 2015, billing for OPWDD SEMP, when a person has a job is contingent on the criteria listed below. OPWDD recommends the use of this form to document that the job meets the required SEMP criteria:

1. The employee is **paid minimum wage** or higher. (or meets labor laws)
2. The job is **integrated** in the community.
3. Funding for Intensive SEMP was sought **before Medicaid** OPWDD Intensive SEMP funds were used OR services provided were covered in the OPWDD/ACCES-VR Letter of Agreement OR Intensive SEMP was NOT required as the individual had a job.
4. The supports/services at this job site are determined to be either **individual or group** (no more than 8 individuals) services.

Agency Name: _____

Agency Address: _____

Name of Individual Employed: _____ TABS ID # _____

Address: _____

Telephone Number: _____

Date Enrolled in SEMP: _____

Name of Business Where Individual is Employed: _____

Phone Number: _____

Date Starting this Job: _____

Business Address: _____

Title of Job Position: _____

1. WAGE VERIFICATION

Hourly Wage: _____

Does this meet minimum wage standards? Yes No

If no, what is the explanation (e.g. tipped wait staff) _____

Verification Document (should be attached):

Pay Stub Appointment Letter Other (List): _____

2. WORKSITE INTEGRATION

SEMP regulations require that each individual supported in employment, work at a job/employment experience that is integrated in the community, working alongside of workers without disabilities in the same manner that employees without OPWDD services would in the same/similar job. Every job/employment experience is different and may meet integration standards in different ways.

To meet community/integration standards, the individual will have some of the following opportunities: interact and take direction from a supervisor (not paid by Medicaid); interact with coworkers; meet/greet/serve customers and/or the broader community; attend trainings; have access to break/lunch rooms as other employees; access to public/community transportation; access to the greater community; staff meetings; and being hired for a position that is open to the general public.

Is this job integrated in the community?

Yes No

Explain why this job is considered integrated using SPECIFIC examples as it relates to the job.

3. INITIAL INTENSIVE SERVICES FUNDING

Did the employee receive ACCES-VR funding for this job? Yes No

Did the employee receive ACCES-VR for a previous job and was still enrolled in SEMP Extended services when they lost the most recent job? Yes No

ACCES-VR Closure Date:

If the person did not receive ACCES-VR services, which of the following applies:

- The agency determined and documented that based on the person's higher level of support needs and/or limited job experience the OPWDD ACCES-VR Letter of Agreement allowed participation in OPWDD Employment Training Program (ETP).
- The agency has written documentation from ACCES-VR which states that the supported employment services required by this person would be best provided by OPWDD at this time.
- The person SECURED a job and does not require Intensive Supported Employment services from ACCES-VR, and Extended Services will be provided by OPWDD.

4. TYPE OF PLACEMENT

The supported employment provider agency designates whether this is a group or individual job placement. Generally, a group placement means that the supported employment services are provided to between two and eight individuals during the same/similar time periods and the individuals are working together as a group.

SEMP services for this employee, while at this job site will be billed as: Individual Group

There will be 8 or less individuals funded by OPWDD SEMP at this work placement?

Yes No

Are the employees allowed to work without the job coach present?

Yes No

PERSON COMPLETING FORM:

Name: _____ Title: _____

Signature: _____ Date: _____

Email Address: _____

Data Exercise

- What are 10 pieces of data you currently collect?
- How is data collected and maintained?
- Identify 5 ways you use the data to drive decision-making.



Program Design

Step 1

- Determine each individual's need

Step 2

- Quantify needed hours

Step 3

- Assign job coaches

Step 4

- Continually reassess

Contact Information



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