Employment Module

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# Employment

## Welcome

Welcome to the Office of Long-Term Living’s Employment module.

## Resources

Many website links are mentioned in this module. To ensure that the links remain accurate and active, we have placed them in a separate document on this website.

Whenever a link is available in the resources document, the following bar will be displayed in the training module, usually at the bottom of your screen.

## Objectives

Please take a moment to read the objectives for the Employment module.

The purpose of this training is to familiarize Home and Community-Based Services (HCBS) providers and Service Coordinators (SCs) with:

* The goals of the Employment First Initiative.
* The services available to participants interested in or seeking employment.
* SC responsibilities related to assisting participants in securing and maintaining competitive integrated employment.

# Introduction

Let’s begin by looking at Employment First.

## Employment Module Overview

To support SCs in fulfilling the goals of Employment First, we’ll cover three lessons in this online training:

* Lesson 1: Overview of Competitive Integrated Employment;
* Lesson 2: Agencies, Programs, Resources, and Services; and
* Lesson 3: SC Responsibilities.

## Federal Requirements

At the federal level, the Centers for Medicare & Medicaid Services require that the settings where participants receive HCBS are integrated and support full access to the greater community. This includes opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community to the same degree of access as individuals who do not have a disability.

## Employment First Policy

In March 2016, the Governor of Pennsylvania issued an Executive Order establishing the “Employment First” policy. Under the “Employment First” policy, the first consideration and preferred outcome of publicly funded long-term services and supports for Pennsylvanians with a disability, among other things, shall be competitive integrated employment.

## Employment First Act

In June 2018, the Governor of Pennsylvania approved the Employment First Act, which established the policy of Employment First. This policy indicates that entities subject to the act will promote, where practicable:

* Competitive integrated employment for all individuals with a disability eligible to work under federal or state law; and
* Employment services and opportunities to be offered for all individuals receiving publicly funded services.

Consistent with that policy, the Department of Human Services (DHS) and the Office of Long-Term Living (OLTL) are committed to increasing employment opportunities and outcomes for participants interested in competitive integrated employment. The Employment First policy applies to CHC, the OBRA waiver, the Act 150 Program, and the Living Independence for the Elderly (LIFE) Program.

# Lesson 1: Overview of Competitive Integrated Employment

Now, let’s learn about competitive integrated employment.

## Defining Competitive Integrated Employment

Let's start with some definitions.

Take a moment to read about competitive integrated employment.

### What is competitive integrated employment?

* Full- or part-time work for which a person is compensated at not less than:
	+ Federal, state, or local minimum wage requirements (whichever is higher)
	+ The customary rate paid by the employer for the same or similar work performed by people without a disability
* Workers are paid by the employer, not by their service provider
* Working at a location where the employee interacts with people without a disability:
	+ Not including supervisory personnel or people who are providing services to such employee
	+ Should be in a setting where the majority of personnel do not have a disability
* As appropriate, presented opportunities for benefits/advancement similarly offered to employees:
	+ Who do not have a disability
	+ Who have similar positions

### What is not competitive integrated employment?

Sheltered workshops and volunteer work may be explored as part of preparing an individual to seek and obtain employment. However, they are not competitive integrated employment.

### Who are working participants?

This refers to individuals who are engaged in competitive integrated employment in the open labor market.

### Employment First

The Employment First policy applies to participants in:

* CHC
* The OBRA waiver
* The Act 150 Program
* The LIFE Program

How HCBS program funding applies to competitive integrated employment will be reviewed more in the waiver services section.

## Why Help People to Become Employed?

Why do HCBS programs include services to help people become employed? People enrolled in HCBS programs may not be able to return to the jobs they had prior to needing HCBS. The most prominent barriers to employment success can be placed in the following six categories:

* Personal and Financial Barriers
* Emotional and Physical Barriers
* Career Decision-Making and Planning Barriers
* Job-Seeking Knowledge Barriers
* Education and Training Barriers
* Work Environment, Advancement, and Accommodation Barriers

Coordinated waiver and non-waiver services address these barriers. Services such as Benefits Counseling can help to reduce a participant’s anxiety about pursuing employment.

## Working with Participants

If participants want to work, waiver services and/or non-waiver services can assist them to discover their strengths and capabilities and identify employment opportunities. Non-waiver services are also available to assist individuals in “re-tooling” their current skills and learning new job skills. SCs assist HCBS program participants in gaining access to services and in coordinating waiver and non-waiver services to build and implement the best plan based on individual need.

## Employment Clarifications

To be clear, participants are not required to work. Employment First seeks to ensure that a disability is not a barrier to employment and aims to support the many benefits to participants that come along with being more engaged and integrated into the community. The challenge is that someone new to their situation may not be ready or may not think that they can return to full engagement through employment. Gaining employment at a level commensurate with their capabilities enhances participants’ quality of life.

## Person-Centered Approach

How can SCs approach employment discussions in a person-centered manner? By guiding conversations about all aspects of building a service plan, asking productive questions, and listening actively.

## Person-Centered Conversations

Take a moment to read some examples of how SCs can guide a person-centered conversation about employment.

What do I say if the participant is not working or does not express a desire to work?

Try to understand why the participant is not working.

Ask them:

* Is there anything about getting a job that worries/concerns you?
* Have you had the chance to explore work or volunteer opportunities to help identify your skills, talents, and interests? Would you like to?
* What would need to happen for you to consider finding a job in the future?
* Did you know you can often keep all or some of your benefits even if you work? Let me tell you how . . .

What do I say if there is resistance from a family member or other person about working?

Help determine why there is resistance.

* Talk through each concern the person has related to the participant obtaining employment.
* Remind the participant and the family member that most everyone can work competitively in the general workforce and that being employed has benefit to the participant.
* Assist the participant and family to understand their options relative to employment so they can make informed choices.

Remember that employment may take time. There are many reasons why the participant and their family may have resistance to conversations about employment.

The topic of employment may need to be an ongoing discussion so that consideration may be given to employment.

What do I say if the individual is working? What should I ask to determine the participant’s aspirations and goals regarding employment?

Talk about support.

Ask them:

* Are you satisfied with your current job and salary?
* Is there anything that you feel you need to help you maintain your current job?
* Are you interested in pursuing other jobs/careers?
* What necessary supports and/or training would you need for you to pursue additional opportunities?

What do I say if the individual acquired a disability?

Talk about how to gather information that could be helpful to finding the right job.

Ask them:

* What type of employment were you engaged in previously?
* What future goals or aspirations do you have regarding your return to the workforce?
* Are you familiar with reasonable accommodations in the workplace?

What strategies and discussions can I use to build the most effective plan and monitor progress in accordance with Employment First?

* Encourage/foster networking with family, friends, neighbors, and other contacts to seek out job opportunities or volunteer opportunities.
* Discuss barriers which prevent them from finding employment.
* Develop a proactive action plan to address any barriers or obstacles the participant may perceive or encounter.
* Discuss the availability of services and supports designated to assist them getting and keeping a job.
* Develop an employment career plan for participants interested in competitive employment.
* Discuss the need for healthcare benefits in regards to employment.
* For participants interested in competitive employment, make sure to serve them in a timely manner.
* If a participant is employed, discuss opportunities for progress such as an increase in wages and/or hours, expanded job duties, opportunities for new or improved relationships at work as well as increased independence if paid supports are in place.
* If a participant indicates the desire or need to change jobs, focus on updating information on employment-related competencies, education or training, continuing education to reach career aspirations, and the potential of services to assist them in seeking other employment.
* Discuss competitive integrated employment in subsequent plan reviews and in conversations with the participant.
* Describe and discuss the process for referrals.

For example, discuss the importance of participants identifying all sources of income and support prior to their Benefits Counseling, Medical Assistance for Workers with Disabilities, and Work Incentives meetings. Housing subsidies and other supports are often overlooked initially.

The Resources Document contains a copy of Guidance on Conversations About Employment.

## Lesson 1 Knowledge Check

Now take a moment to answer these review questions.

1. Which of the following are prominent barriers to employment? (Select all that apply.)

Career Education and Training Barriers

Emotional and Physical Barriers

Job-Seeking Knowledge Barriers

Personal and Financial Barriers

Please pause.

The correct answer is that all four of these are prominent barriers to employment.

2. True or False? Sheltered workshops that have payments associated with them are considered to be competitive integrated employment under OLTL HCBS programs.

Please pause.

The correct answer is False. Sheltered workshops that have payments associated with them are not considered to be competitive integrated employment under OLTL HCBS programs.

3. True or False? If the HCBS program participant is over age 65, there is no need to talk about employment.

Please pause.

The correct answer is False. Discussions about employment should occur with participants of any age.

4. True or False? Once a participant is employed, there is no need to keep revisiting their employment experiences.

Please pause.

The correct answer is False. Discussions about employment should occur even after a participant is employed.

5. Competitive Integrated Employment means any full- or part-time work for which a person is: (Select all that apply.)

Presented, as appropriate, opportunities for similar benefits and advancement like those for other employees without a disability and who have similar positions.

Compensated at not less than federal minimum wage requirements or State or local minimum wage law (whichever is higher) and not less than the customary rate paid by the employer for the same or similar work performed by people without disability.

Working at a location where the employee interacts with people without a disability (not including supervisory personnel or people who are providing services to such employee).

Please pause.

The correct answer is that all three of these apply to competitive integrated employment.

6. True or False? Volunteer activities are considered competitive integrated employment.

Please pause.

The correct answer is False. Volunteer activities are not considered competitive integrated employment.

7. True or False? Once a participant secures a job, no other home and community-based services are provided.

Please pause.

The correct answer is False. Home and community-based services may be provided even if a participant is working.

# Lesson 2: Agencies, Programs, Resources, and Services

Now that you understand Employment First and its goals, let’s look at the non-waiver and waiver resources that are available.

## Non-Waiver Services

SCs should discuss available non-waiver services with participants. SCs don’t need to be experts in these areas, but must understand enough about the services to make effective referrals and guide follow-up discussions on the effectiveness of the referrals. As with other aspects of long-term services and supports, non-waiver services must be accessed and exhausted before waiver services can be applied in a plan.

## OVR Programs

We’ll start with services provided by the Office of Vocational Rehabilitation (OVR). OVR is an office in the Commonwealth of Pennsylvania, Department of Labor and Industry. OVR assists people with disabilities in securing, maintaining, and advancing in competitive integrated employment and maintaining independence.

OVR is administered under the Workforce Innovation and Opportunity Act (WIOA). This Act amends the Rehabilitation Act of 1973 and was signed by former President Obama on July 22, 2014. OVR receives both federal and state funds. There are five program areas within OVR.

OVR is an eligibility-based program. To be eligible for Vocational Rehabilitation services, an individual must be an “individual with a disability,” which means a person who:

* has a physical or mental impairment that constitutes or results in a substantial impediment to employment for the individual; and
* must be able to benefit from Vocational Rehabilitation services to achieve an employment outcome.

The Employment Training Resources document has a link to the OVR website where additional information can be found.

## OVR Services

OVR offers a variety of vocational and independent living-related services to residents of Pennsylvania who have a disability.

Take a moment to read about these services.

### Diagnostics

These can be medical, psychological, and audiological exams used to better understand individuals' disabilities, their need for specific types of vocational services, and to help them with planning for competitive integrated employment.

### Vocational Evaluation

Vocational Evaluation includes testing for aptitudes, interests, general abilities, general academic knowledge, work tolerance, and job experience. These exams are used to assist individuals to understand their employment potential and vocational interests.

### Counseling Services

This ongoing and routine service is provided to all program participants and is focused on helping individuals:

* Understand their vocational potential
* Set realistic vocational goals
* Adapt or change their goals as needed
* Develop successful work habits
* Start a satisfying career

### Vocational-Related Training

Training may include a variety of opportunities that help individuals prepare for, maintain, or advance in employment, including:

* Academic/College
* Technical
* On-the-job
* Independent living skills
* Work adjustment

### Restoration

Restoration includes varied types of medical services and equipment that support individuals in pursuing a career and achieving independence.

Restoration Services can include:

* Therapies – including physical and occupational
* Wheelchairs – evaluation and purchase if not covered by primary insurance
* Vehicle modifications – hand controls, wheelchair lifts, and accessible vans
* Other types of technology that may be necessary to achieve a vocational goal

### Job Placement Assistance

Job Placement assistance is of primary importance for all program participants and may include vocational counseling, job-preparation programs, job clubs, and other forms of creative services targeted to achieve a successful employment outcome.

Starting with the initial contact, the Vocational Rehabilitation counselor will assist the individual to “begin with the end goal in mind” and encourage regular discussion about how the vocational planning and end goal connect.

### Assistive Technology

Assistive technology supports both employment-related and personal independence goals.

It may include technology that provides access to:

* Computers
* Cognitive technology
* Mobility devices
* Devices for visual and auditory accessibility-related needs

### Other Support Services

Other support services may be necessary to adapt a work environment and to ensure that the individual can fully integrate into an integrated work setting.

Services may include:

* Assistance in purchasing occupational tools, licenses, or equipment
* Jobsite modification
* Transportation costs while preparing for work
* Home modifications
* Vehicle modifications
* Driver training
* Other necessary services as identified

### Employer Services

The Workforce Innovation and Opportunity Act (WIOA) reinforces the importance of Vocational Rehabilitation agencies partnering with employers and developing opportunities for individuals with disabilities.

OVR’s Business Services and Outreach Division is focused on identifying potential employers and employment opportunities that match OVR participants' interests and skills.

Each of OVR’s 21 district offices has a Business Service Representative and Vocational Rehabilitation Placement Counselors whose primary focus is developing employment opportunities for individuals.

### Summary

The OVR considers each individual seeking services as unique and having individual strengths and limitations related to employment and independence. Not all participants will need all services that OVR offers.

Upon program application, each applicant is connected with a Vocational Rehabilitation professional in their community. A partnership is formed between the individual and the OVR professional to begin a comprehensive vocational assessment to determine the best plan and use of services to support a successful program outcome.

Once a goal is determined, an Individualized Plan for Employment (IPE) is developed and signed by the individual and the Vocational Rehabilitation counselor. This plan becomes the base from which all services are provided.

There may or may not be a fee associated with some of the services, depending on the individual’s financial needs assessment.

Anyone needing disability-related employment assistance is encouraged to contact their local OVR Office and complete an application through PA CareerLink.

## OVR Referrals

Take a moment to read about making a referral to OVR through PA CareerLink.

### PA CareerLink

Go to the [PA CareerLink website](https://www.pacareerlink.pa.gov/jponline/).

### Sign In/Register

* If you have already registered with PA CareerLink:Enter your Username/Keystone ID and Password and click “Sign In” near the top right side of the screen. Select “Career Services” in the blue menu bar at the top of the screen then click “Programs and Services” in the dropdown.
* If you are a new PA CareerLink user:Click “Register” near the top right corner of the screen. Click the box “Individual Seeking OVR Services.” Complete the online registration process by following the on-screen instructions. Once you reach the “Registration Confirmation” page, click “Request Staff-Assisted Service” in the middle of the page.

### Choose the Bureau

On the “Request Services” page, select one of two options for OVR services:

“Office of Vocational Rehabilitation - Bureau of Vocational Rehabilitation Services”

OR

“Office of Vocational Rehabilitation - Bureau of Blindness & Visual Services”

### Pop-up Notification

Click “Request Services” near the bottom right corner of the screen. A pop-up notification will appear providing an explanation of OVR’s mission and basic eligibility criteria. Choose “YES” or “NO” to the statement “I WANT TO WORK AND HAVE A DISABILITY THAT CURRENTLY CREATES DIFFICULTIES FOR ME IN TERMS OF GETTING, KEEPING, OR ADVANCING IN EMPLOYMENT.”

### Complete Each Section

On the “OVR Pre-Application” page, use the “START” buttons to complete each section.

You may start your “OVR Pre-Application” and finish it later by clicking “Save + Finish Later.” Your incomplete “OVR Pre-Application” remains available on your PA CareerLink Dashboard for up to 90 days.

### Submit Application

When all sections are complete, click “Submit Application” at the bottom of the screen. This will send your completed “OVR Pre-Application” to the OVR District Office that covers your county of residence. Within 15 days, you will be contacted by OVR via phone, mail, or email regarding next steps.

### Summary

A link for PA CareerLink can be found in the Employment Training Resources document.

## Working with People on OVR Services

SCs should work with participants to access employment services that can be provided through an OLTL HCBS program should the OVR have a waiting list (Order of Selection Closure). The SC is responsible to determine the participant’s status with OVR. During the closure of the order of selection, the following criteria should be observed:

* Prior to adding one of the OLTL HCBS employment services to a participant’s PCSP, the SC must determine the status of the participant’s case with OVR.
* A participant who has been referred to OVR but does not have an approved Individualized Plan for Employment (IPE) may receive OLTL HCBS employment services.
* A participant who has not been referred to OVR may receive OLTL HCBS employment services without a referral to OVR.

Benefits Counseling is the only waiver employment service that does not require a referral to OVR. Benefits Counseling should be sought through Work Incentives Planning and Assistance programs or other available comparable benefits and then through waiver services as applicable.

## Medical Assistance for Workers with Disabilities (MAWD)

Now, let’s look at some other non-waiver services. Medical Assistance for Workers with Disabilities, known as MAWD, enables participants to enroll or stay enrolled in Medical Assistance (MA) even if they begin to earn a higher income. Compared to other MA Programs, MAWD has higher income and resource limits. It also has flexible work and disability requirements. Depending on their income, a participant on MAWD may continue to qualify financially for a waiver.

## Applying for MAWD

Take a moment to read about applying for MAWD.

### Contact Caseworker

Once participants are employed, or about to be employed, they should contact their caseworker at their local County Assistance Office (CAO).

### PA 600 Application for Benefits

The CAO will send the waiver participant specific sections of the PA 600 to fill out and return.

### Discuss MAWD

A participant can discuss MAWD with their caseworker at the CAO, with a Work Incentives Planning and Assistance (WIPA) project counselor, or any qualified Community Work Incentives Coordinators (CWICs).

Service Coordinators and participants should bear in mind that the CAO has the most expertise to address income and resource issues.

### Summary

Additional information can be found on the MAWD website.

The Employment Training Resources document has a link to the MAWD website.

## Work Incentives Planning and Assistance (WIPA)

Work Incentives Planning and Assistance (known as WIPA) projects are organizations within Pennsylvania that are authorized by the Social Security Administration (SSA) to provide free benefits counseling to Social Security disability beneficiaries to help participants make informed choices about employment. Community Work Incentives Coordinators (CWICs) received SSA-approved training and possess SSA-required certification. They explain to participants how being employed affects their home and community-based services, health care, and other benefits. The process to receive benefits counseling should flow through Ticket to Work.

The Employment Training Resources document has a link to search for local WIPA resources.

## Transportation Services

Transportation can be a barrier to employment for any individual. Those with disabilities can face additional challenges. SCs must ensure that transportation is not a barrier to receiving services, including those related to employment. There are state-wide, regional, and local transportation services and programs. SCs should be aware of how each of these works in their local areas. Participants may be eligible to receive free non-medical transportation services to their workplace coordinated through their CHC-MCO.

## Transportation Programs

Take a moment to read about transportation services.

### Senior Shared-Ride Program

The Shared-Ride Program for Senior Citizens pays 85% of the fare for anyone age 65 and over to use door-to-door shared-ride transportation. The remaining 15% of the fare may be partially or fully covered by various local agencies.

The discount is applicable for all trip purposes, provided that the trip is scheduled at least one day in advance.

Proof of age is required.

### ADA Complementary Paratransit Service

Complementary paratransit or other special service is required by the Americans with Disabilities Act (ADA) as a complement to fixed route service (buses or trains that run on set schedules and set routes). It is for individuals whose disability bars them from using bus or train routes.

The service must be comparable to the level of fixed-route service provided to individuals without disabilities and provided within 3/4 mile of fixed-route service.

Riders can be charged no more than twice the base fixed-route fare for an ADA trip.

Eligible individuals are functionally unable to use fixed-route transportation because of their disability.

### Persons with Disabilities Program (PwD)

The Persons with Disabilities Program (PwD) offers discounted fares on accessible transportation. The discounted fare may be up to 85% of the general public shared-ride fares.

Trips must be reserved at least one day in advance.

The Persons with Disabilities Program is available in 66 of Pennsylvania's 67 counties, with Philadelphia County being the lone exception.

### Summary

Availability and program enrollment vary across the Commonwealth. SCs should be in contact with their local transportation providers to understand the processes.

For an overview of availability, visit the PennDOT Bureau of Public Transportation website. A link can be found in the Employment Training Resources document.

## Pennsylvania Achieving a Better Life Experience (PA ABLE) Act

The Pennsylvania Achieving a Better Life Experience (or PA ABLE) Act follows Federal legislation that authorizes states to create ABLE programs. Modeled after college savings accounts, a PA ABLE account gives eligible individuals and their family and friends a tax-free way to save for disability-related expenses, while maintaining government benefits. PA ABLE supports the goal of employment by providing a path to protect benefits.

## PA ABLE Eligibility

Take a moment to read about PA ABLE eligibility.

Who May Own a PA ABLE Account? There are two requirements:

1. Have a qualifying disability
* Be eligible for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)

OR

* Be able to self-certify that they meet certain disability standards

AND

1. Have a qualified disability that started before their 26th birthday

What Can a PA ABLE Account Be Used For?

* Qualifying disability expenses include, but are not limited to:
* Employment training and support
* Assistive technology and personal support services
* Education
* Housing (some limitations)
* Transportation
* Health
* Prevention and wellness
* Financial management and administrative services
* Legal fees
* Expenses for oversight and monitoring
* Funeral and burial expenses

## Additional ABLE Requirements

Can an individual with a disability work and still have an ABLE account?

Yes, provided the individual meets the eligibility requirements for an account. Please note, however, that work income is treated as income for some government benefits, including SSI, even if it is directly deposited into an ABLE account. Therefore, it may affect eligibility for those benefits..

## Additional Information on PA ABLE

For more detailed information about PA ABLE or to enroll in PA ABLE, visit PAABLE.gov. The Employment Training Resources document has a link to the PA ABLE website, where additional information can be found.

## Centers for Independent Living (CILs)

Centers for Independent Living (CILs) provide a variety of services for people with disabilities including information and referral, independent living skills training, peer counseling, individual and systems advocacy, and job assistance. SCs should familiarize themselves with the services and programs offered in the areas that they serve. The Employment Training Resources document has a link to the Pennsylvania Statewide Independent Living Council (PA SILC) where you can find a listing of CILs in Pennsylvania and information on additional resources.

## Area Agencies on Aging (AAAs)

Many local Area Agencies on Aging (AAAs) provide older adults whose income falls within the federal poverty guidelines with employment and training services and can be a useful resource. For example, the AAAs can provide information on the Senior Community Service Employment Program, a program authorized by the Older Americans Act that provides training for unemployed seniors whose income falls within the federal poverty guidelines.

## PA Link

In addition to direct person-centered counseling services, the PA Link provides networking and cross-trainings for professionals in human services. The PA Link also facilitates communication and cross-specialization among human service agencies. Although person-centered counseling would be duplicative for HCBS program participants, SCs and their agencies can use the PA Link’s resources in understanding the local employment and employment support landscape including skill gap jobs, trades, and apprenticeships.

Contact information for the PA Link to Aging and Disability Resources can be found in the Employment Training Resources document.

## PA CareerLink

PA CareerLink provides many free services to job seekers.

These services can be accessed online or at a local CareerLink site.

To find your local CareerLink, visit their website. The website link can be found in the Employment Training Resources document.

Take a moment to read some of the services CareerLink provides for job seekers.

* Resumé workshops
* Free career counseling
* Job search assistance
* Interview skills training
* Skills assessment
* Job fairs
* Training opportunity exploration
* Computer training
* Free access to computer lab
* Career exploration

## Hiring Process Oversight

The DHS Office of Administration oversees the hiring process for both civil service positions and non-civil service positions. Additionally:

* All commonwealth employment opportunities are featured on one website, www.employment.pa.gov;
* Job seekers can click on the “Open Jobs” box to review current openings and apply; and
* Accommodations are available for individuals with disabilities throughout each step of the hiring process.

## Advocacy Groups

Advocacy groups can provide support, encouragement, and education for all parties involved in cases where participants encounter barriers. SCs should get to know key disability rights advocacy groups in the areas that they serve.

In addition to disability-specific advocacy groups, SCs should be familiar with the Disability Rights Pennsylvania, formerly known as the Disability Rights Network. The website link can be found in the Employment Training Resources document.

## Public Libraries

Public libraries are an excellent resource for job seekers. Many libraries offer high-speed Internet access and other services related to finding jobs. SCs should check with their local library systems to become familiar with the tools and resources available.

## Summary of Non-Waiver Services

As you can see, there are many non-waiver services available to participants to assist them in securing and maintaining competitive integrated employment. SCs should become familiar with the contact people, programs, and services in the areas in which they work.

Please note that for participants in the Act 150 Program and LIFE Program, SCs will need to rely on non-waiver services like those just covered to assist participants with employment.

As a reminder, non-waiver services and resources must be accessed and exhausted before applying waiver funding..

## Non-Waiver Services Knowledge Check

Now take a moment to answer these review questions.

1. Which of the following services are provided by OVR?

Assistive Technology

Diagnostics

Both of the above

None of the above

Please pause.

The correct answer is that Assistive technology and diagnostics are services provided by OVR.

2. PA CareerLink provides free services to job seekers, including: (Select all that apply.)

Interview Skills Training

Skills Assessment

Assistince with ADLs and IADLs

Please pause.

The correct answer is that PA CareerLink provides both interview skills training and skills assessment services free to job seekers.

3. True or False? The State Civil Service Commission provides a variety of services to candidates with disabilities.

Please pause.

The correct answer is True. The State Civil Service Commission provides a variety of services to candidates with disabilities.

## Waiver Services

Now, let’s look at waiver services. For those enrolled in the CHC and OBRA waivers, there are five waiver employment services available to support participants in preparing for, obtaining, and maintaining employment. Each of these employment services has specific definitions, requirements, and documentation requirements. Requirements common to all of the employment-related services are noted at the end of this section.

To provide these waiver services, providers must be enrolled, qualified, and approved by OLTL. There are specific qualifications for providers and certifications for staff to provide these services.

For more information on provider requirements, please use the links to the waivers and bulletins in the Employment Training Resources document.

## Benefits Counseling

Benefits Counseling is a service that educates participants about the effect that competitive integrated employment can have on their lives and supports they receive. Specifically, benefits counseling helps participants assess how employment will result in increased economic self-sufficiency by the use of an individualized assessment.

The service also provides information and education to the participant regarding income-reporting requirements for public benefit programs. Benefits counseling provides planning services to people considering or seeking competitive integrated employment or career advancement.

Initial Benefits Counseling may be provided up to 20 hours. This service may be authorized no more than once every two years (with a minimum of two 365-day intervals between services). Initial Benefits Counseling may only be provided if it is documented in the service plan that a WIPA CWIC was unable to provide these services. The services may not have been provided due to ineligibility, wait lists, or other guidelines that resulted in services not being available within 30 calendar days.

Supplementary Benefits Counseling for a participant evaluating a job offer/promotion or self-employment opportunity may be provided up to an additional six hours.

Problem-Solving services for a participant to maintain competitive integrated employment may be provided up to eight hours per situation. This service may be authorized up to four times per year, if necessary, for the individual to maintain individualized integrated employment or self-employment.

## Career Assessment

Career Assessment is an individualized employment assessment used to assist in the identification of potential career options based on the interests and strengths of the participant.

It includes:

* Conducting a review of the participant’s work and volunteer history, interests, and skills.
* Conducting situational assessments to assess the participant’s interest and aptitude in a particular type of job.
* Identifying types of jobs in the community that leverage the participant’s interests, strengths, and skills.
* Developing a Career Assessment Report that recommends potential work environments based on the participant’s needs, interests, strengths, and characteristics. The Career Assessment Report also specifies training or skills development necessary to achieve the participant’s employment or career goals.

This service also includes “Discovery” for individuals whose potential contributions cannot be best captured through traditional, standardized means.

## Additional Notes on Career Assessment

Career Assessment also includes transportation as an integral component, such as transportation to a situational assessment.

Career Assessment is provided on a one-to-one client to staff ratio.

Results of a Career Assessment need to be documented and incorporated into the participant’s service plan and shared, as appropriate. Documentation must be maintained in the file by the SC and updated with each reauthorization. This is to satisfy the State assurance that the service is not otherwise available to the participant under other federal programs.

Career Assessment does not include supports to continue paid or volunteer work once it is obtained.

Career Assessment services may only occur once per service plan year, and payment will be made in 15-minute units of service.

## Discovery

Take a moment to read more about Discovery, which is part of the career assessment process

### What is involved in Discovery?

Discovery involves a comprehensive analysis of the person in relation to the following:

* Strongest interests toward one or more specific aspects of the labor market
* Skills, strengths, and other contributions likely to be valuable to employers or valuable to the community if offered through self-employment
* Conditions necessary for successful employment or self-employment

### What activities are included in Discovery?

Discovery includes the following activities:

* Observation of the person in familiar places and activities
* Interviews with family, friends, and others who know the person well
* Observation of the person in an unfamiliar place and activity
* Identification of the person’s strong interests and existing strengths and skills that are transferable to individualized integrated employment or self-employment

### What is identified during Discovery?

Discovery involves identification of conditions for success based on:

* Experience shared by the person and others who know the person well
* Observation of the person during the Discovery process

### Summary

The information developed through Discovery allows for activities of typical life to be translated into possibilities for competitive integrated employment or self-employment.

## Employment Skills Development

Employment Skills Development services provide learning and work experiences, including volunteer work, where the participant can develop strengths and skills that contribute to employability. Employment Skills Development services are specified in the service plan to support the participant to live and work successfully in home and community-based settings; enable the participant to integrate more fully into the community; and to ensure the health, welfare, and safety of the participant.

## Additional Employment Skills Development

Support may be provided to participants for unpaid volunteer placement and training experiences. Volunteering is not an alternative to paid employment, but rather an avenue for building skills and connections that lead to competitive integrated employment. Volunteer placements must be time-limited, and it must be documented in the service plan how the volunteer placement is expected to achieve the goal of competitive integrated employment.

Employment Skills Development includes transportation—for example, transportation to a volunteer or training activity. Providers must arrange for and deliver transportation as part of their rate. For example, if a participant opts to take a computer course at a community college to develop employment skills, the provider would cover the cost of transportation as part of their rate.

Skills development as a part of placement and training may occur on a one-to-one training experience or in a group setting.

## Employment Skills Development Services

Take a moment to read about what Employment Skills Development services are designed to do.

### Address Employment Goals

These services are individually tailored to address the participant’s employment goals in the needs assessment and the service plan.

If the participant received a Career Assessment that determined the need for acquiring particular skills to enhance their employability, those identified skills development areas must be addressed within the participant’s service plan and by the Employment Skills Development service.

### Attain Work

These services enable each participant to attain the highest level of work in the most integrated setting. The services also leverage the participant’s career goals, interests, strengths, priorities, abilities, and capabilities, while following applicable federal and State wage guidelines.

### Acquire Skills

These services support the acquisition of skills needed to obtain competitive integrated employment in the community.

### Develop and Teach Skills

These services develop and teach general, translatable skills including, but not limited to:

* Effective communication with supervisors, coworkers, and customers
* Generally accepted workplace conduct and dress
* Basic workplace requirements (e.g., adherence to time and attendance expectations)
* Ability to follow directions
* Task focus and completion
* Workplace problem-solving skills and strategies
* General workplace safety
* Effective use of transportation resources

### Enable Competitive Integrated Work

Provide and support the acquisition of skills that enable the participant to obtain competitive integrated work where the compensation for the participant is 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 participants without disabilities.

## Employment Skills Development Characteristics

Employment Skills Development includes Personal Assistance but may not comprise the entirety of the service. Employment Skills Development may be provided in licensed facilities but only after it is determined that OVR could not reasonably meet the participant’s assessed needs.

Participants must have measurable employment-related goals in their service plan.

The total combined hours of Employment Skills Development and Job Coaching services are limited to 50 hours in a calendar week. Employment skills development services are limited to 36 continuous months, at which time the participant should be able to pursue Job Finding.

## Job Finding

Job Finding assists the participant in securing a job that fits both the participant’s skills and preferences and the employer’s needs. If the participant has received a Career Assessment, the results of that assessment must be included within the participant’s service plan and considered by the Job Finding service.

Job Finding may include customized job development. Customized job development is based on individualizing the employment relationship between employees and employers in a way that matches the needs of the employer with the assessed strengths, skills, needs, and interests of the participant.

Job Finding also includes transportation, such as to a job interview. The cost of transportation is included in the Job Finding rate. Providers are expected to arrange and provide transportation as part of their rate.

Job Finding is provided on a one-to-one ratio.

If the participant receives Behavior Therapy services, this service includes implementation of the behavior support plan and, if necessary, the crisis support plan.

## Job Finding Requirements

Job Finding includes collecting and recording the data necessary to support the review of the service plan, the behavior support plan, and the crisis support plan.

SCs must maintain documentation. Documentation must be updated with each reauthorization to satisfy the State assurance that the service is not otherwise available to the participant under other federal programs.

The service provider must also maintain documentation. The documentation must be available to the SC for monitoring at all times.

The SC will monitor on a quarterly basis to see if the employment objectives and outcomes are being met.

## Time Limits for Job Finding

Job Finding is time-limited. It requires authorization up to every 90 days, with re-authorization every 90 days, for up to 1 year. At each 90-day interval, the service plan team meets to clarify employment goals and expectations and review the job finding strategy.

The Job Finding service may be provided in conjunction with other employment-related services such as Career Assessment, Employment Skills Training, and Job Coaching.

Federal funding for waivers cannot be claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

* Incentive payments made to an employer to encourage or subsidize the employer's participation in Job Finding services, or
* Payments that are passed through to users of the Job Finding services.

## Job Coaching

Job Coaching services are individualized services providing supports to participants who need ongoing support to learn a new job and to maintain a job that meets the definition of competitive integrated employment. Job Coaching can also be used to support self-employed participants.

Job Coaching provides two components in accordance with an assessment: Intensive Job Coaching and Extended Follow-along. Intensive Job Coaching and Extended Follow-along include staff travel time and mileage, which are factored into the provider’s rate.

Let’s take a minute to learn more about Intensive Job Coaching and Extended Follow-along.

## Intensive Job Coaching and Follow-along

Take a moment to read about Intensive Job Coaching and Extended Follow-along.

### Intensive Job Coaching

* Intensive Job Coaching may include:
* On-the-job training and skills development
* Assisting the participant with development of natural supports in the workplace
* Coordinating with employers, employees, coworkers, and customers, as necessary

### What It Provides

Intensive Job Coaching provides support that assists participants in stabilizing their integrated employment situation (including self-employment).

It may include meeting with the employer on behalf of the participant when the participant is not present to assist in maintaining job placement.

### What It Requires

Participants receiving Intensive Job Coaching require on-the-job support for more than 20% of their work week at the outset of the service, phasing down to 20% per week during the Intensive Job Coaching period (at which time, Extended Follow-along will be provided if ongoing support is needed).

Job Coaching supports within this range should be determined based on the participant’s needs.

### Authorization

Intensive Job Coaching for the same employment site and/or position:

* May only be authorized for up to 6 months
* May be re-authorized for additional 6-month periods, upon review with the service planning team
* May only be re-authorized twice, for a total of 18 consecutive months of Intensive Job Coaching support for the same employment site and/or position

Any exceptions require prior approval from DHS or its designee.

### Recommendations

Intensive Job Coaching is recommended for new employment placements and may be re-authorized for the same location after a period of Extended Follow-along, due to a change in circumstances (new work responsibilities, personal life changes, etc.).

Intensive Job Coaching can support up to four participants in an integrated employment setting at one time.

### Extended Follow-along

Extended Follow-along is ongoing support available for an indefinite period as needed by the participant to maintain their paid employment position once they have been stabilized in their position (receiving less than 20% onsite support for at least four weeks).

### What It Includes

Extended Follow-along support may include:

Reminders of effective workplace practices

Reinforcement of skills gained during the period of Intensive Job Coaching

### What It Requires

Once transitioned to Extended Follow-along, providers are required to make at least 2 visits per month, up to a maximum of 240 hours per service plan year.

This allows an average of 20 hours per month to manage difficulties which may occur in the workplace, and the limit may be used for the participant over an annual basis, as needed.

If circumstances require more than that amount per service plan year, the service must be billed as Intensive Job Coaching.

## Job Coaching Requirements

Job Coaching does not include the provision of Personal Assistance Services (PAS). If PAS services are required, the services must be documented and included in the service plan.

If the participant receives Behavior Therapy services, this service includes the implementation of the behavior support plan and, if necessary, the crisis support plan.

The service includes collecting and recording the data necessary to support the review of the service plan, the behavior support plan, and the crisis support plan, as appropriate. The Job Coaching service provider must maintain documentation. The documentation must be available to the SC for monitoring at all times. The SC will monitor on a quarterly basis to see if the employment objectives and outcomes are being met.

Total combined hours of Employment Skills Development and Job Coaching services are limited to 50 hours in a calendar week.

## Non-Medical Transportation

Because transportation is a common barrier to employment, SCs should be familiar with the waiver service. Non-Medical Transportation services are offered in order to enable participants to gain access to waiver services as specified in the service plan.

Non-Medical Transportation services include:

* Mileage reimbursement for drivers and others to transport a participant; and/or
* The purchase of tickets or tokens to secure transportation for a participant.

Non-Medical Transportation must be billed per one-way trip or billed per item—for example, a monthly bus pass.

As a reminder, transportation is included in the provider’s rate for all employment-related waiver services with the exception of Job Coaching and Benefits Counseling. Only for these two services can Non-Medical Transportation be added to a service plan for use at the same time and only if it is an assessed need of the participant.

Non-Medical Transportation cannot be billed for at the same time as other waiver services.

## Non-Medical Transportation and Employment

Non-Medical Transportation services must be tied to a specific objective identified in the participant’s service plan. The frequency and duration are based on the service; however, once employed, the frequency and duration would be based on the participant’s needs as identified in the service plan. Limits and time frames should be noted.

Non-medical Transportation services may only be authorized on the service plan:

* After it is determined that the method is the most cost-effective manner to provide needed Transportation services to the participant, and
* After all other non-Medicaid sources of transportation, which can provide this service without charge (such as family, neighbors, friends, community agencies) have been accessed and exhausted.

Let’s take a look at an example.

## Non-Medical Transportation Example

Mr. Jones lives and finds employment in an area that has fixed-route public transportation that is accessible to him. The bus may be the most cost-effective manner.

However, if the bus doesn’t run at the time of his shift, explore other options. Try carpooling with other employees (if their vehicles are accessible) or ride-sharing services.

But what if Mr. Jones works in another county and public transportation cannot support employment? In that case, PAS workers can provide transportation as long as it is not at the same time as the provision of PAS services.

PAS workers providing transportation to a participant’s job can be compensated per unit either for PAS or for their mileage. They cannot be compensated for both.

Non-Medical Transportation does not pay for:

* Reimbursement to the participant or another individual when driving the participant’s vehicle, or
* Vehicle purchases, rentals, modifications, or repairs.

## Non-Medical Transportation Service Plan

The service plan must use the most cost-effective model. Service Coordinators must document and justify their decisions on transportation.

The Service Coordinator will monitor this service quarterly and will provide ongoing assistance to the participant to identify alternative community-based sources of transportation.

## Summary of Employment-Related Waiver Services

So, waiver services are intended to support participants in securing competitive integrated employment.

Remember, all non-waiver services must be accessed and exhausted before using waiver funds.

If SCs encounter barriers in coordinating services with OVR, there are exception processes to follow. Barriers must be documented along with the steps taken to overcome them.

Exceptions to the typical requirement for a written “denial” of non-waiver services may be granted on a case-by-case basis. Please note that OVR does not issue written denials.

For example, if a participant secured employment independent of OVR and needs immediate support to keep the job, an exception may be granted. When in doubt, SCs should reach out to their supervisors and to OLTL as needed.

Providers of each employment-related service must be enrolled and qualified by OLTL. There are specific requirements of the provider and staff for each employment-related service. These are outlined in Appendix C of the waivers. Please reference the Employment Training Resources document for links to the waivers.

Remember, waiver services must be based on the individual’s assessed needs, goals, strengths, and preferences.

Services must be delivered in a manner that supports the participant’s communication needs, such as:

* Age-appropriate communication.
* Translation services for participants that are of limited English proficiency.
* Translation or interpretation for those who have other communication needs.
* Assistance with the provider’s understanding and use of communication devices used by the participant, such as augmentative and alternative communication devices.
* Reasonable accommodations must be made available upon request.

SCs should become aware of the providers in the counties that they serve. They should also offer support to participants who are self-employed or express interest in self-employment. Like all waiver services, SCs must ensure participant choice by using the Provider Choice form.

## Waiver Services Knowledge Check

Now, check your understanding of waiver services by answering these review questions.

1. Benefits Counseling is . . .

An individualized employment assessment used to assist in the identification of potential career options based upon the interests and strengths of the participant.

A set of services that provide learning and work experiences, including volunteer work.

Individualized services providing supports to participants who need ongoing support to learn a new job and to maintain a job that meets the definition of competitive integrated employment.

A service that educates participants about the effect that competitive integrated employment can have on their lives and support.

Please pause.

Benefits Counseling is a service that educates participants about the effect that competitive integrated employment can have on their lives and support.

2. Job Coaching is . . .

An individualized employment assessment used to assist in the identification of potential career options based upon the interests and strengths of the participant.

A set of services that provide learning and work experiences, including volunteer work.

Individualized services providing supports to participants who need ongoing support to learn a new job and to maintain a job that meets the definition of competitive integrated employment.

A service that educates participants about the effect that competitive integrated employment can have on their lives and support.

Please pause.

Job Coaching is individualized services providing supports to participants who need ongoing support to learn a new job and to maintain a job that meets the definition of competitive integrated employment.

3. Employment Skills Development is . . .

An individualized employment assessment used to assist in the identification of potential career options based upon the interests and strengths of the participant.

A set of services that provide learning and work experiences, including volunteer work.

Individualized services providing supports to participants who need ongoing support to learn a new job and to maintain a job that meets the definition of competitive integrated employment.

A service that educates participants about the effect that competitive integrated employment can have on their lives and support.

Please pause.

Employment Skills Development is a set of services that provide learning and work experiences, including volunteer work.

4. Career Assessment is . . .

An individualized employment assessment used to assist in the identification of potential career options based upon the interests and strengths of the participant.

A set of services that provide learning and work experiences, including volunteer work.

Individualized services providing supports to participants who need ongoing support to learn a new job and to maintain a job that meets the definition of competitive integrated employment.

A service that educates participants about the effect that competitive integrated employment can have on their lives and support.

Please pause.

Career Assessment is an individualized employment assessment used to assist in the identification of potential career options based upon the interests and strengths of the participant.

5. True or False? With the exception of Job Coaching and Benefits Counseling, transportation is included in the providers' rates for employment-related waiver services.

Please pause.

The correct answer is True. With the exception of Job Coaching and Benefits Counseling, transportation is included in the providers' rates for employment-related waiver services.

# Lesson 3: Service Coordinator Responsibilities

Now, let’s review Service Coordinator responsibilities related to employment.

## Role of the SC

SCs have responsibilities at the original planning meeting, during monitoring sessions, and at reevaluation. At each stage in the process, SCs must approach employment discussions in a person-centered manner and support participant choice.

## Service Planning Musts

First, let’s look at the initial service planning meeting. Take a moment to read about what SCs do at the planning meeting.

### SCs must . . .

* Devote ample time during the participants’ initial and subsequent service planning meetings/conversation to discuss employment.
* Discuss the process to obtain employment services and supports.
* Reflect information relative to employment or employment-related services in the service plan.
* Refer participants to OVR prior to accessing waiver services related to an employment goal. Benefits Counseling is the only waiver employment service that does not require a referral to OVR.
* Address transportation needs noted in the service plan that are relative to achieving or maintaining employment. Please note that part of OVR services include transportation to services and supports provided by OVR. All other services may require the SC to coordinate transportation
* Discuss and address barriers related to obtaining and maintaining competitive integrated employment. Barriers could include transportation, communication, adaptive technology, or the participant’s home environment.

## Service Planning Expectations

Now, take a moment to read about what SCs are *expected* to do at the planning meeting.

### SCs are expected to . . .

* Work with each participant and others, including family members and both formal and informal supports if chosen by the participant, to determine their role in employment services.
* Promote the use of employment services and explore resources and funding sources (both waiver and non-waiver) to obtain and maintain employment.
* Build relationships that enhance the delivery of employment and non-employment services that support competitive integrated employment in the open labor market. This may include communication with local Offices of Vocational Rehabilitation, PA CareerLink, Workforce Development, trainings available locally, and other networking opportunities.
* Play a key role in locating, coordinating, and monitoring employment support services and addressing barriers to employment for those enrolled in Community HealthChoices, OBRA, the Act 150 Program, and the LIFE Program. This may include adjustments to other services on the service plan, as needed. A participant is able to receive Personal Assistance Services while they are working, when it is identified as an assessed need and properly documented in the service plan.
* Educate Community HealthChoices, OBRA, Act 150, and LIFE participants and their families, as directed, on employment and employment-related services.
* Coordinate services among agencies and service providers.

### Summary

Individuals who are new to their situation may not be ready to talk about employment. Their perception of their disability (or the extent of it) may be overwhelming. The point is for the SC to reinforce that a disability need not be a barrier, and that the SC and the participant can re-visit the issue in the future.

## Monitoring

Next, let’s think about how to address employment during monitoring and at reevaluation.

Employment questions are a part of the Participant Review Tool used at reevaluation. In addition, aspects of employment are expected to be reviewed at every monitoring contact as appropriate.

In some cases, it may not be appropriate for SCs to discuss employment at each monitoring visit.

For example, during the initial planning, the participant expresses that competitive integrated employment is not appropriate for them and the SC concurs. In these cases, SCs document those facts at each monitoring without needing to discuss employment with the participant.

For those who express interest in attempting to secure and maintain employment, SCs include a discussion at every contact. It is a natural part of talking with a participant about how their plan is working for them.

Each employment-related service definition has an “at least quarterly monitoring” requirement. This includes two face-to-face meetings and two phone meetings as a minimum requirement. SCs should review the specific monitoring requirements for each service in the waivers. If the participant has expressed interest in employment, it should be focused on more prevalently so that hopefully the interest isn’t lost. Interest should be pursued to initiate the other services such as Benefits Counseling.

For more information on monitoring requirements, please use the links to the waivers and bulletins in the Employment Training Resources document.

## Potential Barriers

Now that we’ve covered the process, let’s think about potential barriers.

Everyone in the workforce has faced barriers to reaching their career goals. In this, we’re all in the same boat. SCs need to be prepared to have candid conversations about potential barriers and be prepared to support individuals in overcoming barriers, including conversations related to social determinants of health.

## Common Barriers

Common barriers include:

* Not enough education or training (lack of information and/or availability of online training)
* Employers assume one can’t do the job because of one’s disability
* Transportation
* Less pay than others on a similar job
* Lack of job counseling
* Being denied health insurance or other work-related benefits
* Concerns about losing government assistance/benefits
* Needing special equipment/tools, assistive technology, or other accommodations on the job
* Family discouraging a person from working
* Not enough access to employment opportunities
* Disparity on entry-level positions (salary/benefits)
* Lack of sensitivity about or knowledge of a disability
* Accessibility to job fairs and workspaces
* Health issues that affect work
* Availability of substantial telework or home-based employment
* Housing that is affordable, accessible, and close to transportation
* Limited ability to sit, stand, move on the job
* Stereotyping of people with disabilities
* Demotivation due to job process being long and cumbersome, even with help
* Difficulty finding appropriate employment when multiple levels of accommodation are needed
* Inappropriate positions based on one’s educational level
* Lack of equal opportunities
* Discrimination
* All people with disabilities may not be able to work a full-time job given their specific situation
* Lack of upward mobility in employment
* Some disabilities and specific ages have more opportunities than others
* Lack of knowledge and understanding of the Americans With Disabilities Act
* Lack of enforcement of affirmative-action and contractual rules
* Lack of assistive technology (assistive, adaptive and rehabilitative devices)

Utilizing informal advocacy, non-waiver, and waiver services, SCs and participants can address these barriers in the person-centered service plan and monitoring.

## Documentation

Finally, let’s take a look at documentation. We’ll start with the Home and Community Services Information System (HCSIS), which is used in Fee for Service to document employment information. Specific information is recorded in the Interest section, the Educational and Vocation Information section, the Employment and Volunteer Information section, and the Outcome section.

Take a moment to review the information documented in each section, as well as the information in the “Summary” section.

### Interest

* What is important to the Participant relative to employment?
* What priority does the Participant place on employment?
* What are the Participant’s personal interests?

### Educational and Vocation Information

* Educational Status
* OVR Information
* Training Goals
* Comments

### Employment and Volunteer Information

* Work Status
* Employer and/or Organization
* Employer and/or Volunteer Goals
* Comments

### Outcome

* Outcome and Summary relative to employment
* Outcome and Outcome Actions relative to employment

### Summary

* Each CHC-MCO has its own system to gather and document information
* At the time this course was developed, there were plans to replace HCSIS. This project was in the early stages, so rollout dates will be made available at a future time.

## Additional Documentation

SCs should review the specific documentation requirements for each employment-related service definition and include it in their documentation package. Supplemental information is entered into service notes.

In HCSIS, SCs use Journal Notes and Service Notes to justify additional units necessary to support participants in meeting their employment goals.

For complete information on performing the data-entry aspects of documenting employment-related services, please consult the HCSIS Guidebook and LMS Tip Sheet. Links to these documents are in the Employment Training Resources document.

## Lesson 3 Knowledge Check

Now, check your understanding of Lesson 3 by answering these review questions.

1. Each employment-related waiver service definition has monitoring requirements that require . . .

Monthly monitoring

Quarterly monitoring

Semi-annual monitoring

Annual monitoring

Please pause.

Each employment-related waiver service definition has monitoring requirements that require quarterly monitoring.

2. True or False? Participants can only add employment services to their plan at the initial planning session or at reevaluation.

Please pause.

The correct answer is False. Participants can add employment services to their plan at any time.

3. True or False? SCs must document participants' employment status at every monitoring session.

Please pause.

The correct answer is True. SCs must document participants' employment status at every monitoring session.

4. True or False? Once a participant secures competitive integrated employment, there is no need to further monitor or document their employment activities.

Please pause.

The correct answer is False. Monitoring and documenting employment activities continues after a participant secures competitive integrated employment.

# Employment Module Summary

SCs have a vital role in assisting HCBS program participants in securing and maintaining competitive integrated employment. From planning to ongoing monitoring to reevaluation, SCs provide the coordination required to ensure that participants can access the variety of public programs needed to support their full engagement in the community.

In this module, we explored:

* The goals of Employment First;
* The services available to participants seeking employment; and
* SC responsibilities related to assisting participants in securing and maintaining competitive integrated employment.

# Congratulations!

Congratulations! You have completed the Employment training.

If you have read the contents of the entire module, go to this [webpage](https://www.deringconsulting.com/employment/completion/) to register your completion of this module.