

MARYLAND DEPARTMENT OF HEALTH

**Developmental Disabilities Administration
Employment First Webinar
Meaningful Day Service Updates and
Alignment**

Staci Jones, Statewide Career and Employment Services Coordinator

January, 2019

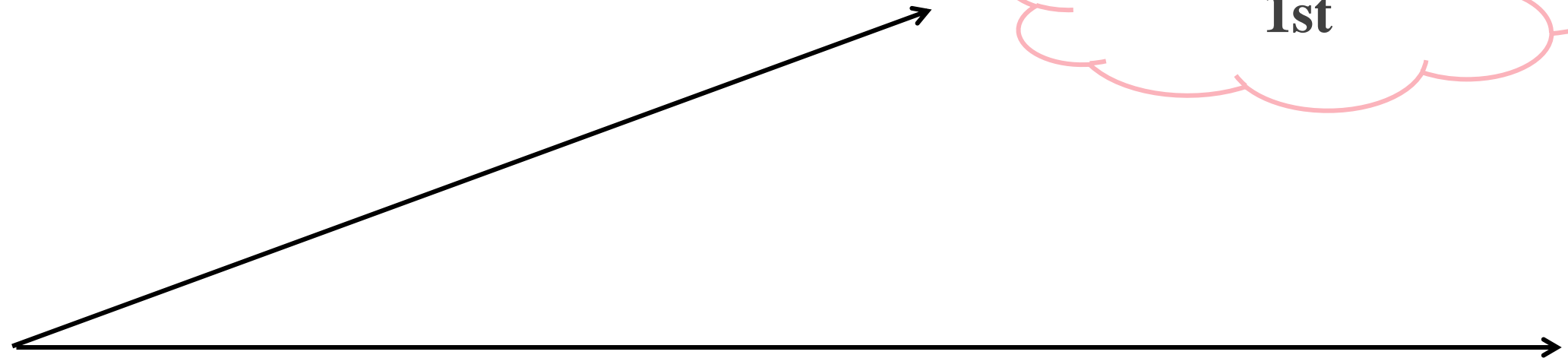
Agenda

- DDA's Employment First Trajectory
- Overview of Meaningful Day Services
 - Current services
 - New menu of Employment Services – **July 1, 2020**
 - Training requirements
 - Transportation
 - Service alignment
- List of information and resources still to come
- Links to resources

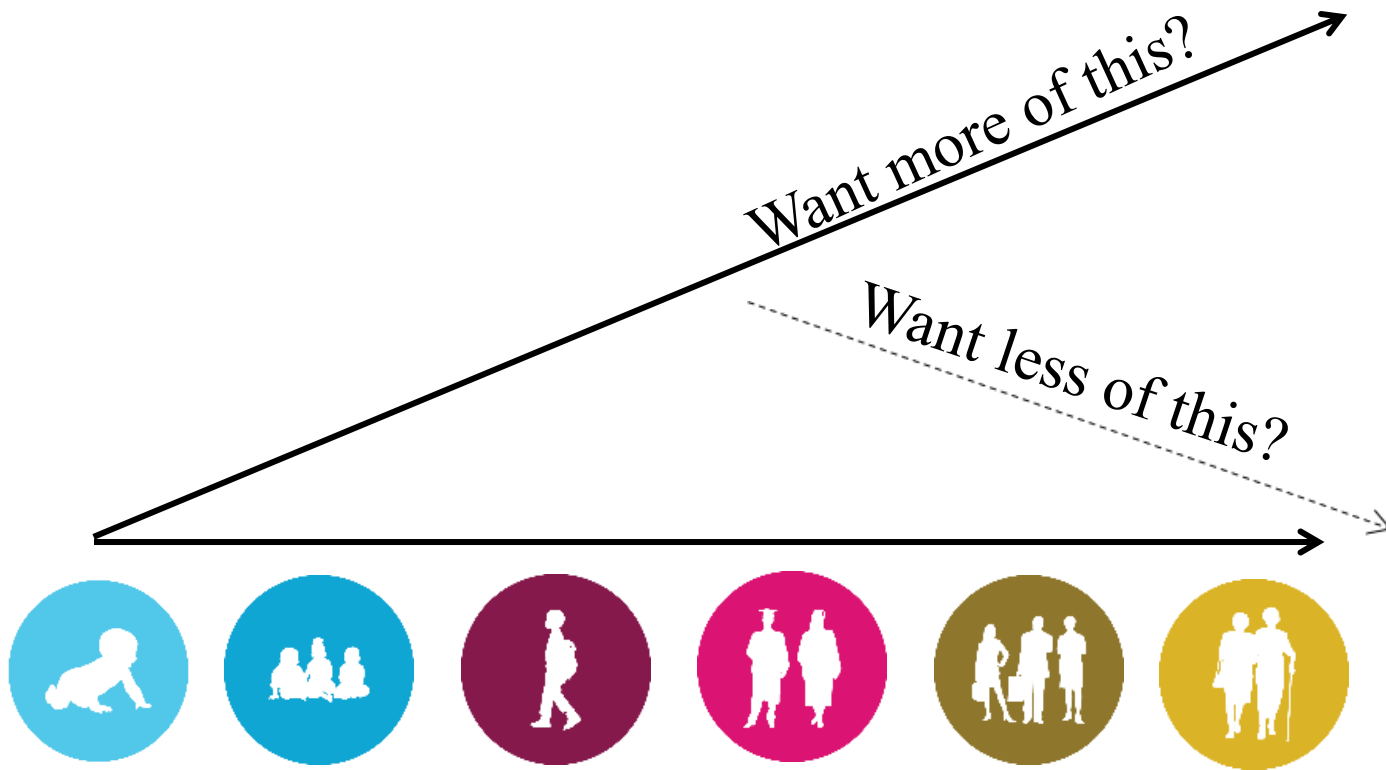
DDA's Employment First Trajectory

www.lifecoursetools.com

Employment
1st



DDA's Employment First Trajectory



Employment First, community membership, person-centered, flexibility, capacity, quality, seamless transition, and more...

Unemployment, isolation, poverty, segregation, restriction, lack of choice, low expectations, eligibility-supports-only lives

DDA's Employment First Trajectory

Aligning our system:

- Employment is the first and preferred outcome and choice of service
- [Employment First Strategic Plan](#)
- [DDA collaborates with other State agencies](#) and stakeholders
- DDA realigning service system to support employment
- [DDA building capacity among service providers](#) and DDA staff to better support employment outcomes

DDA's Employment First Trajectory

Continued:

- End of 14c Certificate (sub-minimum wage) use by 2020 in Maryland
- DDA new Meaningful Day services that align with best practices
- Rate-setting study
- Maryland's Employment Data Initiative
- Site validation to be sure providers are in compliance with Final Rule
- Employment First resources (website, newsletter, webinars, etc.)

DDA's Meaningful Day Services

Overview:

- Services, systems, and values are realigning to support **competitive integrated employment** and **community participation outcomes**
- Services are being designed to provide a flow of services that can lead to outcomes of **competitive integrated employment** and/or meaningful community participation
- Services are not meant to be used as respite or daycare, but instead, are habilitative in nature

Meaningful Day Services

- Services are designed to provide opportunities for people to:
 - Be supported on every part of their path to employment, regardless of disability and support needs
 - Work in competitive integrated employment
 - Develop skills
 - Engage in community life
 - Control personal resources

Meaningful Day Services

- Projected ‘flow of services’ is designed to emulate the best practices of [Customized Employment](#)
- Meaningful Day menu of services and flow of services differs from our current traditional day model
- Meaningful Day services
 - Are not required to be a continuum (**no readiness model**)
 - Provide flexibility and choice to build an individualized meaningful day/week
 - After 7/1/20 will provide outcome-based (fee-for-service) service delivery as opposed to attendance-based
 - Focus heavily on employment and community life engagement

Meaningful Day Services

Phasing Out

Available Today	Effective July 2020
Supported Employment	Employment Services <ul style="list-style-type: none"> • Discovery • Job Development • Follow Along Supports • On-going Job Supports • Co-worker Supports • Self-Employment Development Supports
Employment Discovery and Customization Services	
Career Exploration <ul style="list-style-type: none"> • Facility Based Supports • Small Group Supports • Large Group Supports 	Career Exploration <ul style="list-style-type: none"> • Facility Based Supports • Small Group Supports • Large Group Supports
Community Development Services	Community Development Services
Day Habilitation	Day Habilitation
Medical Day Care	Medical Day Care

Meaningful Day Services

Where to find waiver services:

- [Community Supports Waiver \(CSW- capped waiver\)](#)
 - All services must meet federal Community Settings requirements immediately
 - Includes Meaningful Day Services
- [Community Pathways Waiver \(CPW- comprehensive waiver\)](#)
 - All services must meet federal Community Settings requirements by March 2022
 - Includes Meaningful Day Services

Supported Employment

Phasing out June 30, 2020

- A variety of supports to help a person identify career and employment interests, as well as to find and keep a competitive integrated job
- Activities can include: individualized job development and placement, on the job training, facilitation of natural supports in the workplace, ongoing job supports and monitoring in order to retain employment and self-employment supports
- These services can happen in a variety of community settings, but do not include volunteering, internships or apprenticeships, unless it is part of the discovery process and is time limited

Supported Employment

Key Requirements

- Support to find and keep competitive integrated employment
- Staffing based on level of service need
- Can be mixed with other meaningful day services in same week

Service Units:

- Day (based on four-hour minimum for billing)
- No service Limits

Provider Type:

- DDA-approved - Supported Employment Provider
- DDA-approved - Supported Employment Professional

Employment Discovery and Customization

Phasing out June 30, 2020

- Time-limited services (six months) to identify and develop customized employment options for people working toward competitive integrated employment including:
- Discovery includes:
 - Assessment of the community surrounding a person's home
 - Work skills and discovery activities to help identify the ideal conditions for employment, including self-employment

Employment Discovery and Customization

Phasing out June 30, 2020

Customization includes:

- Use of person's social network and relationships, including American Job Center's contacts to identify employers
- Flexible strategies: job development, job carving, job sharing, and self-employment

Employment Discovery and Customization

Phasing out June 30, 2020

Key requirements:

- Provided in a variety of community-based settings (not facility-based)
- Staffing based on level of service needed
- Personal care may not comprise entire service
- Can be mixed with other Meaningful Day Services within the same week

Employment Discovery and Customization

Phasing out June 30, 2020

Service units: Day (based on a four-hour minimum)

Service limits:

- 40 hours per week
- Eight hours per day

Provider type:

- DDA-approved – Employment Discovery and Customization Professional
- DDA-approved – Employment Discovery and Customization Provider

Community Development Services (CDS)

Previously known as Community Learning Services

Overview:

- Designed to facilitate the development of community membership and the opportunities to develop skills and increase independence related to community integration with mostly people without disabilities and paid staff
- Possible activities include identifying the path to employment, travel training, self-advocacy, local community events and volunteering,
- Based on the person's interests, skills, and abilities

CDS

Key Requirements:

- Provided in a variety of integrated, community-based settings (home to community)
- Staffing based on level of service needed
- Personal care may not comprise entire service
- Provided in groups of no more than four people with similar interests and goals

CDS

Changes in this service definition include:

- An individualized schedule will be used to provide an estimate of what the person will do and where the person will spend their time when in this service. The individualized schedule will be based on a Person-Centered Plan (PCP)
- People may return to their home or to a provider-operated site during time-limited periods of the day due to lack of accessible restrooms and public areas to support personal care, health, emotional, and behavioral needs as indicated in the PCP. Residential services cannot be billed during these times

-

CDS

Service Units:

- Before July 1, 2020: Day (based on 4 hour minimum)
- After July 1, 2020: Hourly
- Can be mixed with other Meaningful Day services within the same week before July 1, 2020 and within the same day after July 1, 2020
- Eight-hours per day

Provider Type:

- DDA-approved - Community Development Supports Professional
- DDA-approved - Community Development Supports Provider

CDS

Service Limits:

- Can be billed any day of the week (current limit 5 days a week)
- 40 hours per week

Day Habilitation Services

Overview:

- Intended to support a person to develop and maintain skills related to activities of daily living, vocation and socialization, while utilizing formal teaching methods and participation in meaningful activities
- Designed to promote greater independence and personal choice and can include things like learning:

Skills for employment

Social skills

Effective communication

Safety skills

Self-advocacy

Problem solving

Self-care classes

Volunteering

Day Habilitation Services

Key Requirements:

- Provided in a variety of settings in the community or in a facility
- Staffing based on the level of service needed
- Personal care may not comprise entire service

Day Habilitation Services

Change in this service definition includes:

- An individualized schedule will be used to provide an estimate of what the person will do and where the person will spend their time when in this service. The individualized schedule will be based on a Person-Centered Plan (PCP)

Day Habilitation Services

Service Units:

- Before July 1, 2020: Day (based on 4 hour minimum)
- After July 1, 2020: Hourly
- Can be mixed with other Meaningful Day services within the same week before July 1, 2020 and within the same day after July 1, 2020

Day Habilitation Services

Service Limits:

- Monday through Friday only
- Limit of eight hours per day

Provider Type:

- Licensed DDA Day Habilitation service provider

Career Exploration

New service name, available now

Purpose:

- Remove non- competitive/integrated paid employment from Supported Employment
- Remove paid employment (including sheltered work) from Day services
- Align with Centers for Medicare and Medicaid (CMS) guidance related to employment and pre-vocational services

Competitive Integrated Employment (CIE)

Workforce Innovation and Opportunity Act (WIOA)

- WIOA is a United States public law that replaced the previous Workforce Investment Act of 1998 as the primary federal workforce development legislation to bring about increased coordination among federal workforce development and related programs
- ***Defines CIE*** as: full or part-time work at minimum wage or higher, with wages and benefits similar to those without disabilities performing the same work, and fully integrated with coworkers without disabilities

Competitive Integrated Employment (CIE)

DORS/DDA updated 2018 Memorandum of Understanding:

- Provides alignment on the WIOA definition of CIE
- Identifies CIE as the preferred outcome for people utilizing both types of funding

Competitive Integrated Employment (CIE)

DDA currently:

- Creating policy and guidance around CIE
- People in services and teams can use guidance in order to identify the appropriate service(s) and align accordingly
- Aligning with Maryland Division of Rehabilitative Services (DORS)

CIE Working Definition

Part I: Is the job Competitive?

- The position is part of the open labor market and is *not* in a position that is reserved for a person with a disability
- The person is paid wages that are at or above the state or local minimum wage rate, whichever is higher
- The person is eligible for the level of benefits and opportunities for advancement provided to other employees without disabilities in the unit
- The person's employment is not tied to their services

CIE Working Definition

Part II: Is the job Integrated?

- The job is in a typical community setting
- The person has the same opportunity to interact with co-workers without disabilities in the work unit as others who do similar tasks
- The general ‘rituals’ (comings and goings, work hours, shifts, breaks) are the same as others without disabilities
- The people with disabilities working in this job are not restricted in any different ways (e.g. working different shifts, eating separately, working in a special area with only people with disabilities and paid staff)

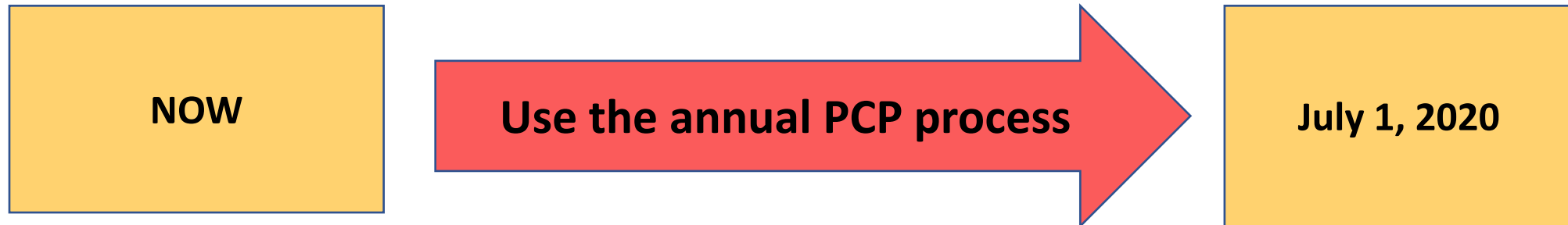
CMS Guidance

- Employment Services should focus on CIE
- Pre-vocational services should support a person on their path to CIE
- Pre-vocational services should be time limited (as defined by state)
- Pre-vocational services are not for the delivery of “Vocational services (not covered through waivers) which teach job task specific skills required by a participant for the primary purpose of completing those tasks for a specific facility based job and are not delivered in an integrated work settings through supported employment.”

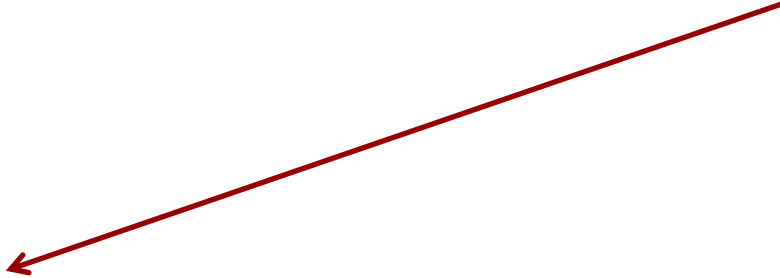
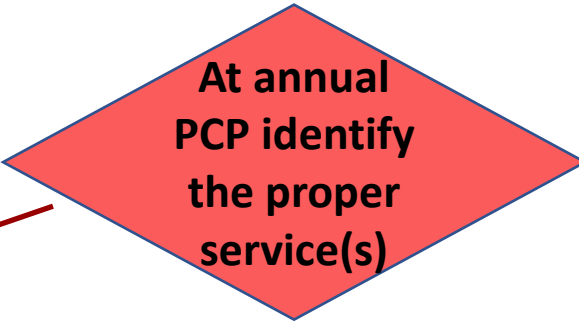
<https://www.medicaid.gov/medicaid-chip-program-information/by-topics/waivers/downloads/technical-guidance.pdf>

Service Realignment

Use between now and June 31, 2020 to make sure people are realigned into the proper Meaningful Day service(s)



Service Realignment



The person is in CIE

Non-Work

Discovery/JD

facility, small, large group Employment (non-CIE)

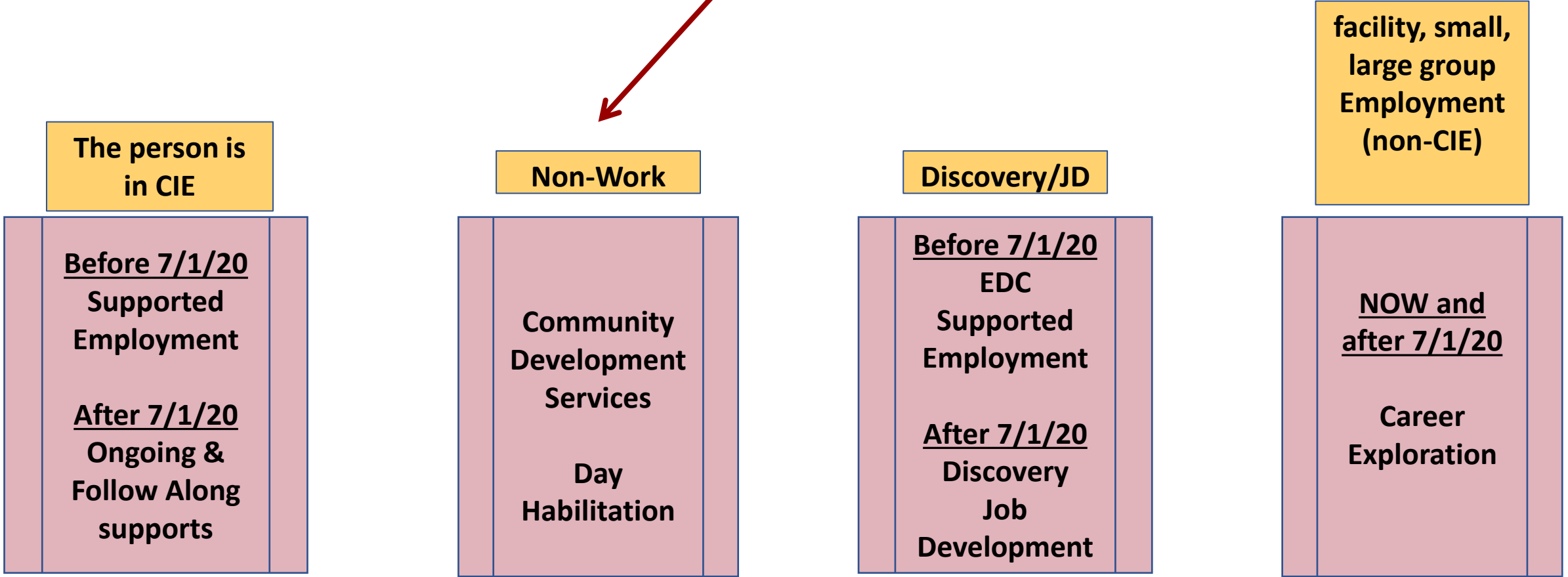
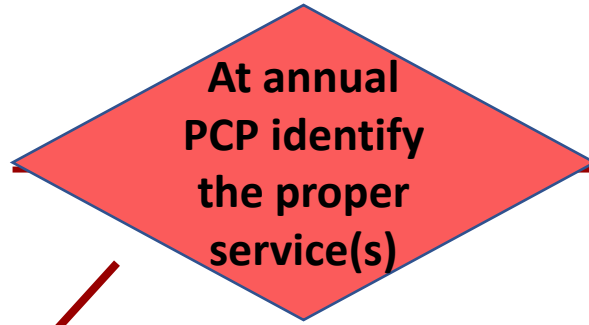
<p><u>Before 7/1/20</u> Supported Employment</p> <p><u>After 7/1/20</u> Ongoing & Follow Along supports</p>

<p>Community Development Services</p> <p>Day Habilitation</p>

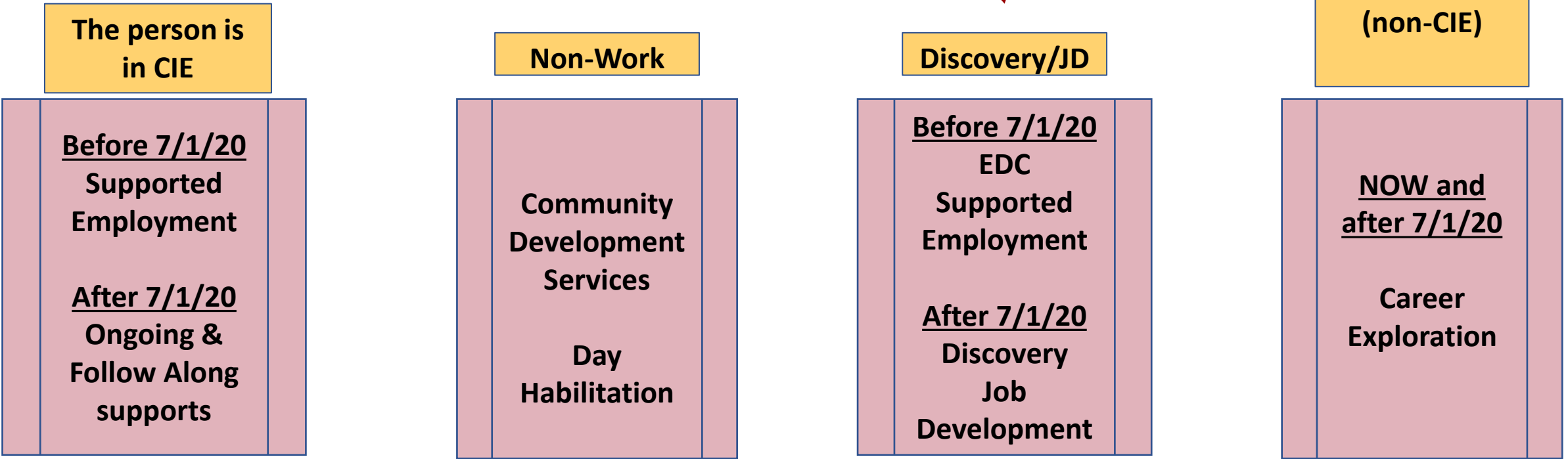
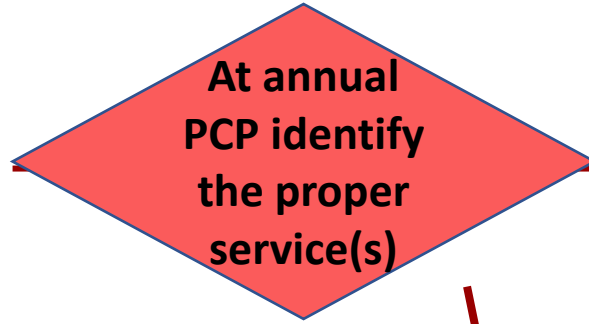
<p><u>Before 7/1/20</u> EDC Supported Employment</p> <p><u>After 7/1/20</u> Discovery Job Development</p>

<p><u>NOW and after 7/1/20</u> Career Exploration</p>

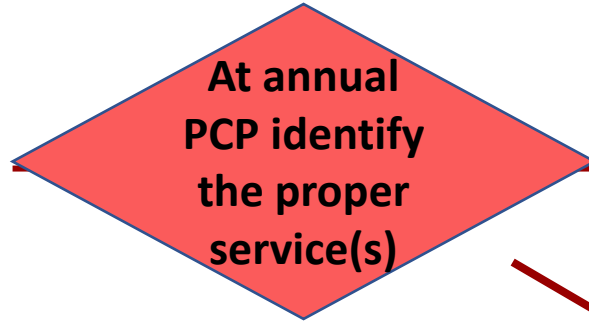
Service Realignment



Service Realignment



Service Realignment



The person is in CIE

Non-Work

Discovery/JD

facility, small, large group Employment (non-CIE)

<p><u>Before 7/1/20</u> Supported Employment</p> <p><u>After 7/1/20</u> Ongoing & Follow Along supports</p>

<p>Community Development Services</p> <p>Day Habilitation</p>

<p><u>Before 7/1/20</u> EDC Supported Employment</p> <p><u>After 7/1/20</u> Discovery Job Development</p>

<p><u>NOW and after 7/1/20</u> Career Exploration (facility, small, large)</p>
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Facility Based Supports

- Currently engaged in paid employment in a licensed facility (includes sub-minimum wage and higher)
- May be doing work under an individual contract but paid by provider (either in the facility or community)
- Purpose of the service is not to provide employment
- Soft skill development designed to support the path to CIE
- Includes plan for phase-out

Small Group Supports

- Currently in paid employment in a group between 2-8 people
- The group completes tasks on a contract basis
- Work must be conducted in the community and NOT a site owned, operated or controlled by the provider
- Support models include enclaves, mobile work crews, and other contractual work
- Licensed provider is the employer of record

Large Group Supports

- Currently in paid employment in a group between 8-16 people
- The group completes tasks on a contract basis
- Work must be conducted in the community and NOT a site owned, operated or controlled by the provider
- Support models include enclaves, mobile work crews, and other contractual work
- Licensed provider is the employer of record

Service Authorization

In order to be authorized to receive Career Exploration services (Facility-Based, Small Group and Large Group), a person must:

- Currently be engaged in the types of employment mentioned under each service
- Have a current competitive integrated employment-related outcome and goal in their current PCP and,
- Barriers to employment, and action plans to address them should be noted in the PCP

Time Limited

- After July 1, 2020: limited to 90 days (3 months)
- Before July, 2020: any re-authorization will happen annually based on same authorization criteria
- This information will be added in a waiver amendment

DDA's Vision

- Providers that do not currently do these types of supports, don't start
- People not currently doing these activities...don't start!
- This provides time for providers to build other service models
- DDA does not consider the use of the service Career Exploration (facility, small and large group) to be the preferred path to employment

DDA's Vision

- Customized Employment- DDA's preferred path to employment:
 - Discovery
 - Job Development
 - Job Match
 - Wrap-around supports



<https://www.dol.gov/odep/topics/CustomizedEmployment.htm>

Employment Services

July 1, 2020

Discovery

Available July 1, 2020

Overview: A time-limited, comprehensive, person-centered, and community-based employment planning support service to assist the person to identify their abilities, interests and ideal conditions for employment. Discovery includes 3 distinct milestones:

Milestone #1 includes:

- A visit to the person's home or other community-based location,
- Survey of the community near a person's home
- Record review for pertinent job experience, education or assessments
- A team meeting and collaboration with the person and other pertinent team members
- Completion of Discovery Milestone #1 Profile (with requirements outlined by DDA)

Note: Milestone #1 must be completed, submitted prior to Milestone #2

Discovery

Available July 1, 2020

Milestone #2 Service includes:

- An individualized skill assessment,
- Learning and teaching style identification through community-based task trials,
- A minimum of three (3) job trials and/or community skills observations,
- A team meeting and collaboration with the person and other pertinent team members,
- Completion of Discovery Milestone #2 Profile (with requirements outlined by DDA)

Note: Milestone #2 must be completed, submitted and approved prior to Milestone #3

Discovery

Available July 1, 2020

Milestone #3 Service includes:

- Creation of a visual and/or written resume,
- A team meeting and/or collaboration with the person and other pertinent team members,
- Creation of a Job Development Plan,
- Completion of Discovery Milestone #3 profile (with requirements outlined by DDA)

Discovery

Available July 1, 2020

Notes:

- Each Milestone is a stand-alone billable service
- Each Milestone must be completed (with evidence of completion)
- Each Discovery Milestone must be completed, submitted prior to the next milestone being authorized
- Best practices demonstrate that quality and person-centered discovery milestones can typically be completed within 90 days, however, the completion of each milestone is flexible and will be considered in conjunction with the person's unique circumstances

Discovery

Service Units:

- 3 milestones

Service Limits:

- Access to Discovery services are limited to once every two years unless otherwise authorized by the DDA

Provider Type:

- DDA Approved Employment Service Provider
- DDA Approved Employment Supports Professional

Job Development

Available July 1, 2020

Overview:

Support for a person to obtain an individual job in a competitive integrated employment setting in the general workforce, including:

- Customized employment - a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer; and
- Self-employment - including exploration of how a participant's interests, skills and abilities might be suited for the development of business ownership

Job Development

Service Units:

- Hourly

Service Limits:

- Job Development services are limited to eight (8) hours per day and total maximum of 90 hours unless otherwise authorized by DDA.
- Can be mixed with other meaningful day services in same day (not to exceed eight (8) hours per day)
- Limited to 40 hours per week total including other Meaningful Day Services (e.g. Community Development Services, Career Exploration, and Day Habilitation services)

Provider Type:

- DDA Approved Employment Service Provider
- DDA Approved Employment Supports Professional

Follow Along Job Supports

Available July 1, 2020

Overview: periodic supports provided to a person after they have transitioned into their job

Services:

- Ensure the person has the assistance necessary to maintain their jobs; and
- Include at least two direct support services with the person in the course of the month

Follow Along Job Supports

Available July 1, 2020

Service Units:

- Monthly
- Follow-Along supports can be billed simultaneously with other services, including On-Going Job Supports
- Transportation is **not** included in this monthly service rate

Provider Type:

- DDA Approved Employment Service Provider

Ongoing Along Job Supports

Available July 1, 2020

Overview: various supports a person may need to successfully maintain their job

Services :

- Supports in learning and completing job tasks either when beginning a new job, after a promotion, or after a significant change in duties or circumstances and
- Individualized supports a person may need to successfully maintain their job

Ongoing Along Job Supports

Available July 1, 2020

May include:

- Job coaching (e.g. job tasks analysis and adaptations, self-management strategies, natural and workplace supports facilitation, and fading assistance), needed to complete job tasks like setting up workstations;
- The facilitation of natural supports in the work place;
- Systematic instruction and other learning strategies based on the participant's learning style and needs;
- Travel training to independently get to the job; and
- Personal care assistance, behavioral supports, transportation, and delegated nursing tasks to support the person while working

Ongoing Job Supports

Service Units:

- Hourly
- includes a “fading plan”, when appropriate, that notes the anticipated number of support hours needed
- Transportation included in this hourly rate

Service Limits:

- Limited to 10 hours per day
- Limited to 40 hours a week
- Does not include volunteering, apprenticeships, or internships
- Does not include types of employment that do not meet definition of Competitive Integrated Employment

Ongoing Job Supports

Provider Type:


- DDA Approved Employment Service Provider
- DDA Approved Employment Supports Professional

Self Employment Development Supports

Available July 1, 2020

Overview: supports to assist a person whose discovery activities and profile indicate a specific skill or interest that would benefit from resource ownership or small business operation;

- includes assistance in development of a business and marketing plan, including potential sources of business financing and other assistance in developing and launching a business



Further
Guidance
to come!

Self Employment Development Supports

Available July 1, 2020

Service Units:

- Milestone payment

Service Limits:

- Person must have an employment outcome in their current PCP
- Person must have completed Discovery process

Provider Type:

- DDA Approved Employment Service Provider
- DDA Approved Employment Supports Professional



Co-Worker Employment Supports

Available July 1, 2020

Overview: Supports in a situation when an employer has identified that an onsite job coach would not be optimal, yet the participant could still benefit from additional supports;

Co-Worker Employment Supports

Service Limits:

- Time-limited supports provided by the employer to assist the person, upon employment, with extended orientation and training beyond what is typically provided for an employee.
- Not intended to replace the support provider's work, rather, it is an additional mentoring/support role for which coworkers could receive additional compensation above what they receive in the course of their typical job responsibilities. The payment of this compensation is at the discretion of the employer.
- Limited to the first three months of employment unless otherwise authorized by the DDA

Co-Worker Employment Supports

Service Units: Monthly

Provider Type:

- DDA Approved Employment Service Provider
- DDA Approved Employment Supports Professional

Meaningful Day and Transportation

Beginning on July 1, 2020, DDA-funded Meaningful Day Services will be paid on a fee-for-service basis. Transportation costs are included in the rates for the following services:

- Employment- Ongoing Job Supports
- Employment- Discovery
- Employment- Job Development
- Community Development Services
- Career Exploration
- Day Habilitation Services

Meaningful Day and Transportation

After July 1, 2020:

- Transportation costs are ***not*** included in the rates for **Follow Along Job Supports**.
- A person receiving Follow Along Job Supports, can access the stand-alone Transportation support service to get to/from their job
- If a person receives ***both*** Follow-Along Job Supports and Ongoing Job Supports, the person can access stand-alone Transportation services to get to/from their job, as long as Ongoing Job Supports or any other service is not happening at the same time

Training Requirements

- The DDA will be phasing in new training requirements for all DSPs over time
- The DDA will share any new training requirements with stakeholders prior finalizing. The DDA will send out correspondence to providers related to new training requirements, staging, and timeframes
- After July 1, 2020, all new hires must complete the DDA required training designated by DDA
- After July 1, 2020, all new hires must complete the DDA required training prior to independent service delivery

Training Requirements

Service Names	Training Requirements	Competency Test Required
Discovery (3 milestones) Job Development Self-Employment Supports	<ul style="list-style-type: none">• Basic DDA Required trainings (per COMAR)• Completion of an Association of Community Rehabilitation Educators (ACRE) Certified Customized Employment Gateway Training www.acreducators.org	AND/OR Must become Certified by completing and passing the Certified Employment Support Professional (CESP) exam through the Association of People Supporting Employment First (APSE). Must maintain active CESP certification

Training Requirements

Association of Community Rehabilitation Educators (ACRE) Certified Customized Employment Gateway Trainings

www.acreducators.org

Below is a list of examples of entities that have ACRE certified trainings available

Griffin-Hammis Associates	www.griffinhammis.com
Marc Gold and Associates	www.marcgold.com
Direct Care Online- College of Employment	www.directcourseonline.com/employment-services
Virginia Commonwealth University	www.worksupport.com/training/webcourses/se.cfm

Training Requirements

Reimbursement is available for providers until June 30, 2020 for cost of completed training with proof of completion and/or certification

[Memo outlining reimbursement](#)

Resources

- [DDA Employment First webpage](#)
- [Comprehensive Waiver Application](#)
- [Employment First Webinars](#)
- [ODEP Organizational Transformation Manual 2.0](#)
- [DDA Employment First Newsletter](#)

Upcoming Guidance



MARYLAND
Department of Health

Developmental Disabilities Administration

Employment & Meaningful Day Services Guidance

EMPLOYMENT 1ST

MARYLAND

Version 1

Date: September 1, 2018

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DDA Contacts

Central Maryland Regional Office (CMRO)

Telephone: (410) 234-8200

Maryland Relay: (800) 735-2258

Toll Free: (877) 874-2494

FAX: (410) 234-8397

Address: 1401 Severn St., Ste. 200, Baltimore, MD 21230

Regional Director- TBD

Employment Lead- LaShell.Green@Maryland.gov

DDA Contacts

Eastern Shore Regional Office (ESRO)

Telephone: (410) 572-5920

FAX: (410) 572-5988

Toll Free: (888) 219-0478

TDD: (800) 735-2258

Address: 926 Snow Hill Road, Building 100 Salisbury, MD 21804

Regional Director- Kim Gscheidle

Employment Lead-Kathleen.Walker1@Maryland.gov

DDA Contacts

Southern Maryland Regional Office (SMRO)

Telephone: (301) 362-5100

TDD: (301) 362-5131

Toll Free: (888) 207-2479

FAX: (301) 362-5130

Address: DDA - 312 Marshall Ave., 7th Floor, Laurel MD 20707

Regional Director: Judy Pattik

Employment Lead: JasmineD.Thomas@Maryland.gov

DDA Contacts

Western Maryland Regional Office (WMRO)

Telephone: (301) 791-4670

Maryland Relay: (800) 735-2258

Toll Free: (888) 791-0193

FAX: (301) 791-4019

Address: 1360 Marshall Street, Hagerstown, Maryland 21740

Regional Director: Cathy Marshall

Employment Lead: Brenda.Sperow@Maryland.gov

Questions?

DDA Headquarters

Statewide Career and Employment Services Coordinator

Staci.Jones@Maryland.gov

Copy your regional Employment Lead