



Initiatives and Activities to Improve Integrated Employment Outcomes



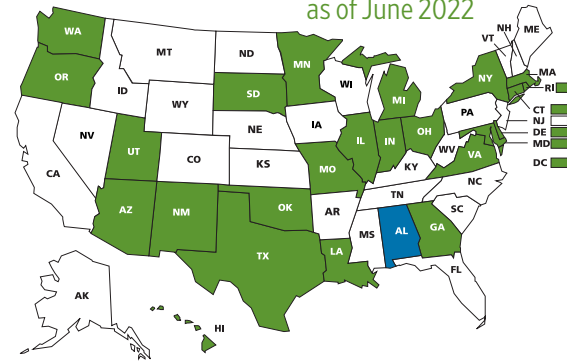
State Employment Leadership Network

**Accomplishments Report
2020–2022**

ALABAMA

DIVISION OF DEVELOPMENTAL DISABILITIES • DEPARTMENT OF MENTAL HEALTH

SELN member states
as of June 2022



The [Alabama Department of Mental Health’s Division of Developmental Disabilities \(I/DD\)](#) received final approval of their new Community Waiver Program (CWP) on 10/21/21 and launched the waiver on 11/1/2021. The initial development of this waiver began in 2019. This [Medicaid Section 1115 Demonstration](#) will operate concurrently with a home and community-based services 1915(c) waiver.

The Community Waiver Program targets persons with intellectual disabilities not currently

receiving waiver services including persons currently on the waiting list for the existing Intellectual Disabilities or Living at Home Waivers. The new waiver program offers services in five enrollment groups, based on age and relative independence, each with a set of services designed particularly to serve them. The Community Waiver Program focuses on maintaining family relationships and promoting community inclusion and competitive employment, which are of utmost importance to an individual’s health, well-being, and happiness, by providing the needed supports that can enable individuals with developmental disabilities to continue to live with family or in their own homes.

The CWP will focus on serving individuals before crisis hits with a concentrated emphasis on important community integration, employment, and independence goals. The CWP is currently available in 11 of Alabama’s 67 counties that make up more than 50% of the state’s current waiting list. It is anticipated that the CWP will eventually expand throughout the state. The goal is to initially enroll 500 individuals into the CWP during the first year of implementation. Fifty percent of the initial enrollments into the CWP have expressed interest in obtaining a job.

To strengthen resources available to all individuals seeking employment, the I/DD Division also:

- ❖ Increased the number of Community Work Incentives Coordinators (CWICs) to address benefits management
- ❖ Applied for and received a Work Incentives and Planning Assistance (WIPA) grant from the Social Security Administration and now provides WIPA services in 41 of Alabama’s 67 counties.
- ❖ Continues to provide technical assistance and rate enhancements to assist agencies with recruitment and retention of DSPs.

Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



\$10.46 Average Hourly Wage



26.3 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2020–2021. For more information, visit www.nationalcoreindicators.org.

ALABAMA

[Division of Developmental Disabilities](#)
Department of Mental Health

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State Employment Leadership Network



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ARIZONA

ARIZONA DIVISION OF DEVELOPMENTAL DISABILITIES

The Arizona Division of Developmental Disabilities (DDD) and consultants drafted a new Qualified Vendor Agreement to improve services for our members. Designed to help vendors get accredited, the agreement strengthens training requirements for all direct support professionals and employment services and offer incentives to qualified vendors who help DDD members get jobs.

We continue to revise and update our DDD employment services. Our newest service includes Pathways to Employment which aims to assist members in exploring career interests and abilities and developing an employment plan. Through Pathways instruction will focus on developing skills, abilities, and behaviors to work. We provide opportunities to explore interests and aptitudes for employment across different job types. DDD also worked to improve other employment services, such as individual supported employment and ensure it was used effectively. The public provides feedback on all proposed service revisions and implementation will occur in the next year.

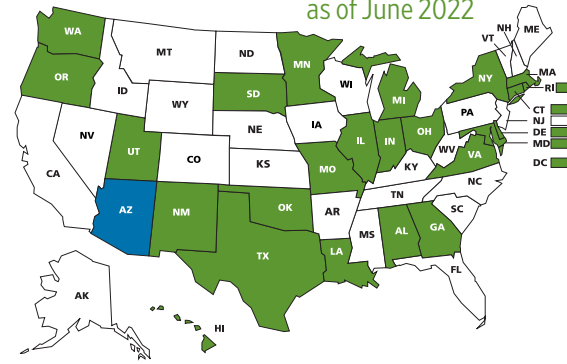
DDD and Arizona Rehabilitation Services (VR) continued collaborative efforts to support DDD members in preparing for and achieving competitive integrated employment.

- ❖ DDD and VR developed a joint presentation to foster better understanding and collaboration between agency staff on a local level. The DDD/VR collaborative meetings have successfully continued providing important information to VR and DDD staff on collaboration to support mutual members. These meetings will continue through 2022.
- ❖ The Division and VR created a Service Coordination Aid to help staff understand the purpose of each agency, the services each provide, and ways to collaboratively support members to achieve competitive integrated employment. We explain the Service Coordination Aid and share it with participants during collaboration presentation meetings. A desk aide was developed as well to assist in employment-related conversations. The desk aide is structured to identify common barriers, suggested responses, and how to link the person to DDD supports specific to their situation.

DDD partnered with the Sonoran University Center for Excellence in Developmental Disabilities to provide a Supported Employment Train the Trainer Curriculum for all employment staff.

DDD also partnered with the Program Monitoring Unit to prepare and educate approximately 100 qualified vendors on Medicare and Medicaid Home and Community-Based Services (HCBS) settings rule compliance and provided technical assistance on provider capacity-building and development that impacts settings compliance.

SELN member states as of June 2022



Employment for Individuals With IDD

State Snapshot
(July 1, 2021–June 30, 2022)

- 505** DDD members referred to VR
- 169** DDD members made eligible for VR services
- 72** DDD members obtained CIE



\$13.15 Average Hourly Wage of DDD members in CIE



22.6 Average Hours Worked by DDD members in CIE

Data Source: Arizona DDD data

ARIZONA

Arizona Division of
Developmental Disabilities

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State Employment Leadership Network

UMass Boston



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of
Developmental Disabilities Services

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CONNECTICUT

DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

Connecticut has focused on system improvements and developing capacity to offer creative opportunities toward competitive integrated employment for individuals with intellectual and developmental disabilities (IDD) in Connecticut.

Employment Services Strategic Planning

The Connecticut Department of Developmental Services (DDS) collaborated with stakeholders to address the SELN Finding and Observation Report (February 2021). The Employment Services Strategic Planning Committee worked throughout the year to gather information and make further recommendations to strengthen employment services. The Committee is organizing effective, progressive, and efficient ways to address priority items in the SELN report through:

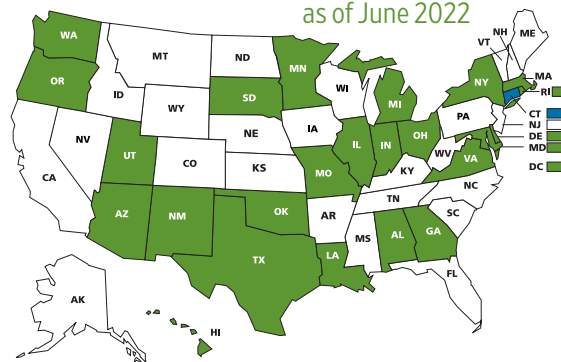
- ❖ Seven sub-committees to reflect the high performing states model, each assigned to a different section of the report. The Employment Services Strategic Planning Committee delivered its first round of recommendations to increase competitive integrated employment opportunities in the first quarter of 2022.
- ❖ Offering the SELN *Supporting a Vision for Employment* eLearning Course to all agency employment staff, case management, and transition advisors. The agency purchased extra slots for the sessions and is committed to the ongoing training and education of staff on person-centered, self-determined employment outcomes.
- ❖ Engaging with stakeholders to create a revised definition of competitive integrated employment

Customized Employment

Connecticut was an innovator in Customized Employment (CE) services launching one of the first online CE certification courses. Three state agencies, the Departments of Education, Developmental Services, and Aging & Disability Service collaborated with the Regional Educational Service Center Alliance to create the training curriculum launched October 2021. The first set of learners graduated in December 2021; the second training session began on January 31, 2022, and learners graduated in May 2022.

At the time the course launched, fewer than five provider staff members in Connecticut had active CE certifications. As of July 2022, there are 57 registered certified CE staff members in Connecticut. The state will continue to offer the course to build capacity for CE services offering four additional sessions between September 2022 and July 2023.

SELN member states as of June 2022



Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot

1,096
individuals are competitively employed with natural supports



5,314
individuals are competitively employed with individual supported employment (ISE) services

Data Source: CT DDS data, January 2022



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CONNECTICUT

[Department of Developmental Services \(DDS\)](#)

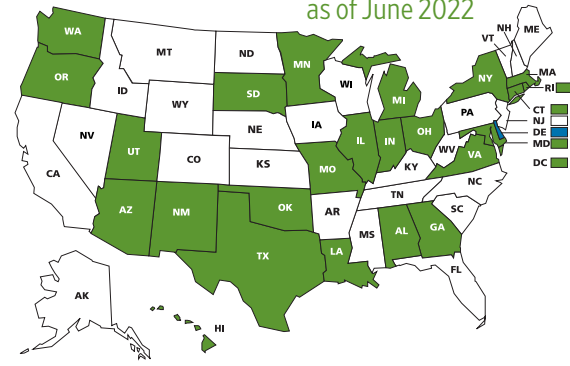
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2020–2022 SELN ACCOMPLISHMENTS

DELAWARE

DEVELOPMENTAL DISABILITIES ADMINISTRATION

SELN member states
as of June 2022



Activity 1: Strategic Goals and Operating Policies

The Delaware Division of Developmental Disabilities Services (DDDS) has aligned services for all individuals regardless of where they live. Previously, only limited services were available to people living at home or in a residential setting. In 2017, revisions to the Lifespan Waiver allowed service expansion for people living at home. DDDS approached the Pathways to Employment (PTE) program this year in the same way.

The State Plan Amendment (SPA) previously did not allow for individuals over the age of 25 access to PTE. On January 1, 2022, the Division of Medicaid and Medical Assistance (DMMA) approved the removal of the age cap restriction. Removing the maximum age requirements will address the service gap experienced by a subset of Medicaid-eligible individuals who require certain supports to obtain or maintain competitive integrated employment that they cannot receive from other programs.

Because PTE is a Medicaid state plan option, individuals may be concurrently enrolled in Pathways and either the Diamond State Health Plan (DSHP) Plus Program or the DDDS Lifespan HCBS Waiver. Removing the upper age limit from PTE will enable individuals who have chosen to enroll in the DSHP Plus program but who want to work to be able to access needed employment supports.

Activity 2: Interagency Collaboration and Partnerships

DDDS has a long history of productive collaboration with the Division of Vocational Rehabilitation (DVR) and the Department of Education (DOE) to ensure individuals and families are knowledgeable about available services. This year, both DVR and DDDS hosted cross-trainings to increase staff competencies on the services both systems provide. DVR and DDDS also participated in monthly transition cadre meetings with school districts, hosted by DOE. These meetings focused on addressing the needs of students using shared resources.

Activity 3: Services and Service Innovation

Throughout the current pandemic, individuals with IDD have been supported to continue working. Providers have adapted how services are delivered, adding virtual job coaching. During this time, many individuals in job placements are in essential positions and have been eager to work, taking on more hours each week and expanding their skill sets on the job.

To deliver supports and ensure individuals could continue to work, providers helped them expand skill development (e.g., video calling). This was possible because the providers already had established the use of cell phones with individuals in the past.

Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



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DELAWARE

[Developmental Disabilities
Administration](#)

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Boston



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GEORGIA

DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL DISABILITIES

These activities are snapshots of Georgia’s progress in its effort to build a sustainable, higher-performing integrated employment system.

Systems Change in Action: Progressing Toward the Big Hairy Audacious Goal (BHAG) to increase integrated employment to 48.9% by 2025

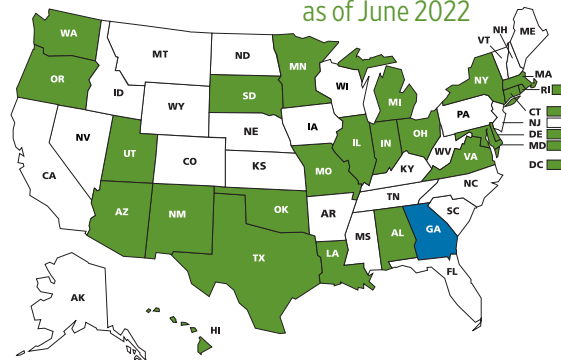
State-Funded Supported Employment Services Transformation Throughout 2020 and 2021, the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) initiated several enhancements to the way state-funded Supported Employment (SE) services are implemented by consolidating SE services delivered under state funds. With this paradigm shift, DBHDD has ensured efficiency and quality in service delivery while embracing the true spirit of competitive integrated employment (CIE) in all state-funded SE services. One enhancement was the capability to refer job seekers on the DBHDD Planning List to a service provider to receive initial SE job development and supports rather than going through vocational rehabilitation to obtain employment. DBHDD Policy 02-301 (State-Funded Supported Employment Services Funded by CIE Funds) was drafted and implemented to provide guidance for supporting individuals to find employment as well as to maintain their existing employment in the community. Another enhancement was assigning DBHDD Aging and Disability Resource Connection (ADRC) staff and Navigators to work on the person-centered referral process to facilitate informed choice regarding CIE for individuals on the DBHDD Planning List. Despite the pandemic, the state of Georgia is seeing an upward trend in CIE for individuals with intellectual and developmental disabilities (I/DD). During this time, an opportunity emerged for DBHDD to refocus the delivery of state-funded resources from facility-based services to SE.

Progress through Partnerships

DBHDD, in partnership with Wise and the Georgia Vocational Rehabilitation Agency (GVRA), developed and implemented three on-demand training courses to provide information to assist staff in beginning the employment conversation with individuals seeking services. The training is available online for System Navigators, Intake Coordinators, GVRA Counselors, and other staff assisting individuals to access I/DD services. Topics include: overview of CIE, CIE success stories, DBHDD and GVRA processes, starting the employment conversation, Social Security work incentives, conversation practice, person-centered information and planning, systems navigator roles, connecting the dots, and resources.

DBHDD and GVRA have re-established a Memorandum of Understanding (MOU) between agencies to enable collaboration and to facilitate of information sharing and development of referral processes to streamline the delivery of services. The goal of our collaboration is to maximize CIE resources and opportunities for

SELN member states as of June 2022



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GEORGIA
Department of Behavioral Health and Developmental Disabilities

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individuals with I/DD. SE providers dually contracted with DBHDD and GVRA will provide seamless service delivery to ensure continuity of services as individuals transition from initial to extended job supports. GVRA has become a vital partner in the work toward Georgia's CIE goals.

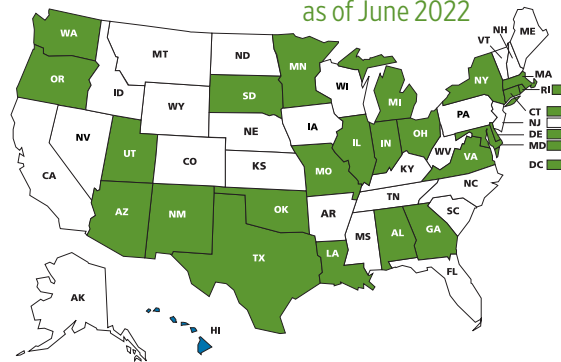
National Disability Employment Awareness Month Recognition Event

DBHDD's Supported Employment Regional Gardens partnered with the Georgia Chapter of the Association of People Supporting Employment First (GAPSE) to hold Georgia's inaugural National Disability Awareness Month (NDEAM) SE celebration, "Work "Works" for Everybody". We held the celebration virtually on October 28, 2021. Speakers from the Georgia Chamber of Commerce, Georgia Council on Developmental Disabilities (GCDD), Georgia Municipal Association, Association of County Commissioners of Georgia, Georgia APSE, DBHDD, and GVRA presented on the importance of SE in Georgia. We presented several awards, including Employee of the Year, Employer of the Year, Employment Advocacy, Rock Star Employment Agency, Rock Star Employment Specialist, and the Legacy Award. The celebration was a huge success and plans are underway for the NDEAM 2022 event.

HAWAII

DEVELOPMENTAL DISABILITIES DIVISION

SELN member states
as of June 2022



Hawaii continues to increase competitive integrated employment for people with intellectual and developmental disabilities across the state by:

- ❖ emphasizing the importance of employment in the person-centered planning process
- ❖ making waiver improvements that provide enhanced clarity and flexibility
- ❖ engaging and coordinating with the Division of Vocational Rehabilitation (DVR)
- ❖ investing in provider capacity building

Providing Information on Employment

The need to focus on health and safety due to the pandemic has created complexities for Hawaii Developmental Disabilities Division (DDD) in development of large-scale training on changes to the waiver for person-centered planning teams.

- ❖ Even with these challenges, the state provides web-based information on waiver changes, a clear compendium of resources, inclusive employment policies and changes, and user-friendly materials.
- ❖ An Employment First landing page on the DDD website is dedicated to keeping stakeholders and partners updated on employment.

Waiver Clarity and Flexibility

When barriers arose for people to access employment through the provider community, DDD engaged with providers and stakeholders to identify the specific barriers and possible solutions. Using the feedback from the providers and stakeholders, DDD incorporated changes to the waiver and guidance for providers, case managers, and other partners.

DDD analyzed and fine-tuned the parameters of reimbursable activities essential for an employment specialist or other provider staff, through Individual Employment Supports, to conduct activities where the participant may or may not be present. DDD successfully provided guidance and support, including examples of reimbursable activities. DDD expanded access to job development services by increasing allowable authorizations from up to 4 hours per week for up to 3 months to 80 hours per plan year.

- ❖ DDD included telehealth as an additional modality for service delivery for Individual Employment Supports in the waiver renewal, effective July 1, 2021. This allows for additional needed supports to expand access to the service.

Employment for Individuals With IDD

Nationwide Snapshot



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HAWAII

Developmental Disabilities Division

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- ❖ Community Learning Service-Individual was expanded to provide more flexibility for authorization as a needed service for employment success.
- ❖ DDD also developed a new service, Community Navigator, in the July 1, 2021 waiver renewal to strengthen community life engagement supports.

Engaging and Coordinating with DVR

Hawaii DDD ramped up efforts with DVR to update the Memorandum of Understanding (MOU) between DDD and DVR; a final draft is under review. DDD collaborated with DVR to revise DVR's procurement process for supported employment services. DVR is aligning the provider qualifications and rates for supported employment with DDD's qualifications and rates. DVR is implementing new contract structures to increase the pool of potential DVR providers and to expand the number of competitive integrated employment contracts.

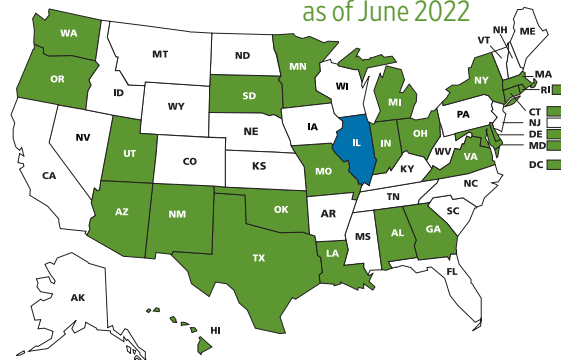
Capacity-Building Efforts

Recently, Hawaii invested in provider transformation and capacity-building technical assistance to amplify the successes of this past reporting period. This includes support to up to six waiver providers to develop business plans to transform their organizations with a focus on competitive integrated employment.

ILLINOIS

DIVISION OF DEVELOPMENTAL DISABILITIES

SELN member states
as of June 2022



Funding

In 2018, we convened a special Oversight Committee and transitioned to an Illinois Department of Human Services commissioned Rate Study. In 2020, after 18 months of intense work, Illinois Division of Developmental Disabilities (DDD) received a final report that outlined new policy recommendations and significant changes to service rates. During the 2021 legislative session, the Illinois General Assembly approved many of the important recommendations and accompanying rate changes, including the elimination of earned income collection for people living in provider residential settings who are engaged in competitive integrated employment (CIE). The Illinois General Assembly also approved a massive bump to the supported employment portion of the DDD budget that allowed for a 138% increase to the waiver rate for individualized supported employment.

In addition, in December 2021, DDD issued the Competitive Integrated Employment Capacity (CIEC) grant, a competitively bid Notice of Funding Opportunity, to its provider network. CIEC offered up to \$5,000,000 over Fiscal Years 2022–24 to 11 organizations that have strategic goals to expand agency capacity in assisting individuals with intellectual and/or developmental disabilities (I/DD) to explore, access, and obtain CIE.

Waiver Amendment and Supports Revalidation

In the fall of 2021, aligned with the policy changes and rate increase and with the impending approval of the Medicaid Home and Community Based Services (HCBS) Waiver amendment, Illinois embarked on a new project to revalidate every award issued for waiver funded supported employment. This project allowed DDD to begin verifying the competitive and integrated nature of employment opportunities by collecting data related to individual and group supported employment (wages, location, benefits, hours worked, level of support, engagement with Vocational Rehabilitation, and more).

Training

Illinois engaged a new cohort of Independent Service Coordination (ISC) (case management) staff statewide in the SELN eLearning series “Supporting a Vision for Employment”. The course offers micro-lessons and learning checks geared toward professional development, empowering personnel to overcome common barriers to CIE through intentional person-centered planning.

DDD also partnered with the Division of Rehabilitation Services to engage cross sections of personnel from DDD, Vocational Rehabilitation, providers, and ISCs in the ICI supported State Learning Collaborative.

The unique combination of increased funding, enhanced oversight, data collection, and professional development are keys to a bright future for CIE in Illinois.

Employment for Individuals With IDD

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ILLINOIS

[Division of Developmental Disabilities](#)

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State Employment Leadership Network



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LOUISIANA

LOUISIANA DEPARTMENT OF HEALTH
OFFICE FOR CITIZENS WITH DEVELOPMENTAL DISABILITIES

Louisiana has focused on our commitment to...

Since the beginning of the pandemic and due to several hurricanes affecting many regions of our state, Louisiana has been in recovery and stabilization mode multiple years while continuing to provide supports and services to the over 13,000 participants we serve. During the pandemic when the State Health Officer closed day program agencies, Louisiana Office for Citizens with Developmental Disabilities (OCDD) allowed individuals to receive support and services in their homes. Our state allowed us to make retention payments to the day and employment providers in two separate payments to assist these providers with maintaining their agencies. We implemented new services, including Community Life Engagement and Career Planning in small groups and virtual delivery of select services, including Supported Employment, Follow Along, Day Habilitation, and Career Planning.

Continuity of Services

Over the course of the last two years OCDD increased flexibility to maintain continuity of services to individuals. We held stakeholder meetings with individuals who receive waiver services, families of those served, and representatives from the Local Governing Entities and support coordination agencies to gain insight into what was needed to continue past the pandemic. We gathered input into the continuation of flexibilities and added those to the waivers. Some additions include:

- ❖ Monitoring In-Home Caregiving as a service
- ❖ Delivering Support coordination services virtually
- ❖ Allowing family living in the home to be paid caregivers

New Services

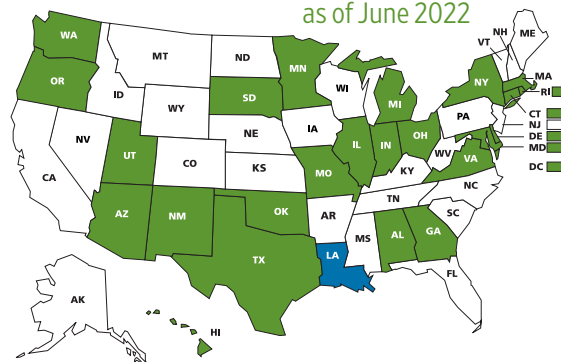
Legislation passed in June 2021 allowing adults who receive waiver services to access dental services. In October 2021, OCDD implemented a rate increase across waiver services, including day and employment services, to help maintain staffing. In June 2022, legislators passed a rate increase for transportation services that will be implemented in the waivers this year. Transportation will be added to the Supports Waiver as a separate service. In July 2022, we held a meeting with the Day and Employment Redesign

LOUISIANA

Louisiana Department of Health
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Disabilities

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SELN member states
as of June 2022



Employment for Individuals With IDD

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State Employment Leadership Network

UMass
Boston



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Workgroup to finalize the new individual supported employment service menu and rates. We requested funding for these new rates and additional services for next fiscal year.

New Training

In May 2022, OCDD rolled out the SELN eLearning course for Support Coordinators, “Supporting a Vision for Employment”. We offered this training to all Support Coordination Agencies on a first come, first served basis. OCDD had a great response and received positive feedback from those who participated in the training. In July 2022, the Developmental Disabilities Council offered free Customized Employment Gateway Training in Discovery to 25 providers on a first come, first serve basis.

OCDD has continued to support providers of day and employment services to transform and align with Employment First values and the HCBS settings rule expectations via virtual meetings, trainings, and guidance.

2020–2022 SELN ACCOMPLISHMENTS MASSACHUSETTS

DEPARTMENT OF DEVELOPMENTAL SERVICES

The Massachusetts Department of Developmental Services (DDS) continued its focus and engagement in capacity-building initiatives at multiple levels. During the 2021–2022 membership year, we have engaged in a collaborative process with our state vocational rehabilitation agency, the Massachusetts Rehabilitation Commission, to update eligibility and promote coordinated transition of competitive integrated employment supports across agencies. This process involves revising the memorandum of understanding between our agencies and the development of implementation guidance and resources to support effective communication, joint planning, and service delivery at the local level to create a seamless and integrated experience for individuals.

We specifically focus on:

- ❖ youth transitioning from school to adult services
- ❖ alignment with recent changes in the implementation of pre-employment transition services
- ❖ increased clarity in the delivery and funding of ongoing employment support services

DDS continues our investment in:

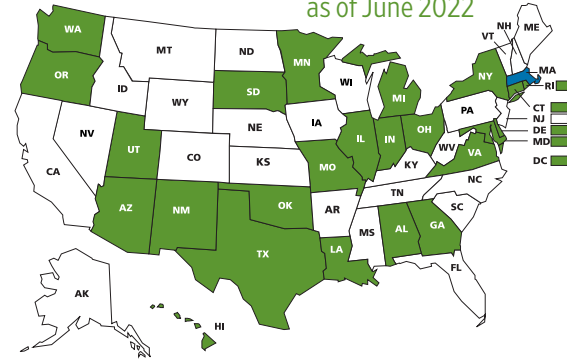
- ❖ building capacity for Community-Based Day Services (CBDS) and employment services within provider organizations
- ❖ enhancing expertise of staff through offering comprehensive training opportunities

DDS collaborated with representatives from the Association of Developmental Disability Providers (ADDP), The Arc of Massachusetts, employment and day service providers, and family members to develop the Blueprint for Success 2.0 Moving Forward Together. We collectively developed this Blueprint to promote the continued evolution and expansion of employment opportunities and meaningful community engagement. The Blueprint serves as a roadmap to build on the momentum of Massachusetts's Employment First initiatives, system changes, and outcomes that occurred because of the original publication.

In the winter and spring of 2021, we held virtual forums with Supported Employment providers, CBDS providers, DDS Service Coordinators, and individuals who receive services in partnership with Massachusetts Advocates Standing Strong (MASS). We collected input from family members through an online survey that received 742 responses, along with several virtual forums and individual interviews specifically focused on reaching family members from diverse communities.

A key benchmark in the upcoming blueprint is to end subminimum wage use through the Department of Labor 14c certificates by 2024 and expanded CBDS “Without Walls” model. This model of support is delivered in small groups exclusively in the community. Without Walls doesn't use a licensed program center as a base or provider storefronts as hubs for transportation. DDS is dedicated to supporting return-to-work efforts through strong partnerships and collaboration with individuals, families, businesses, provider agencies, community organizations, and partner administrations.

SELN member states
as of June 2022



Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot



1,750 total number of
people in individual
supported jobs



54 average hours
worked over 4 weeks



\$759 average wages
earned over 4 weeks

Data Source: The 2021 Statewide Employment
Snapshot, MA Department of Developmental Services



State Employment Leadership Network



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Inclusion at UMass Boston and the National Association of
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2020–2022 SELN ACCOMPLISHMENTS

MARYLAND

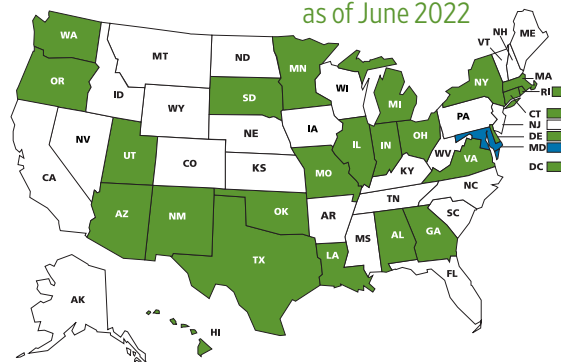
DEVELOPMENTAL DISABILITIES ADMINISTRATION

The Maryland Department of Health, Developmental Disabilities Administration (DDA) continues to focus on systems change improvement efforts as well as developing and building capacity. The activities in this profile highlight a few of those efforts.

As a result of pandemic-related impacts, Maryland DDA used the Medicaid Home and Community Based Services (HCBS) waiver Appendix K approach for its flexibility to continue supporting the Employment First vision: **all individuals who want to work can work and make contributions to their community**. We identified new options and approaches for individuals and families seeking competitive integrated employment. We plan to continue offering these options and using these service delivery approaches.

- ❖ We continued to provide the appendix K flexibilities as part of our Medicaid Waiver services, such as remote and virtual supports, as a vehicle to deliver employment services.
- ❖ We promoted and provided various trainings to Coordinators of Community Services (CCS) to enhance the development of person center plans that fully represent the person’s employment goals and their trajectory to their person-centered “good life”.
- ❖ We continued routine and consistent online discussions through the [MD Community of Practice for Supporting Families Webinar Series](#) as well as through several employment and transitioning youth webinars during the year. These events continue to bring diverse groups together to build knowledge, skills, and resiliencies to face challenging employment situations as we are coming out of the pandemic.
- ❖ We have enhanced and clarified meaningful day services’ policies and tools to improve implementation of new services as providers move into the state’s Long-Term Services and Supports (LTSS) Maryland-DDA Module billing platform.
- ❖ We have continued our partnership with the Institute for Community Inclusion (ICI) to provide technical assistance and training to help meaningful day service providers develop new business models and service practices that line up with the DDA’s LTSS Maryland-DDA Module. This resource has been well received by our provider community:
 - Eight providers successfully completed cohort #1 and reported that it was “very helpful”. Two providers from cohort #1 signed up for the second round of technical assistance. Now, additional and new staff can be trained on thinking creatively about staffing schedules to demonstrate flexibility to meet the needs of the individuals served, creating training for individuals to help them obtain the necessary skills to compete in the competitive job market, and learning how to partner with community stakeholders as part of achieving their goals. Three new providers applied for and were accepted into cohort #2. Thirteen DDA providers have completed or are in process of taking advantage of this training opportunity.

SELN member states as of June 2022



Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



\$10.46 Average Hourly Wage



26.3 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2020–2021. For more information, visit www.nationalcoreindicators.org.

MARYLAND

[Developmental Disabilities Administration](#)

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State Employment Leadership Network

UMass Boston



NASDDDS
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 Developmental Disabilities Services

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- ❖ We continue to partner with ICI to gather data to track the expansion of people engaging in meaningful day services and participating in competitive integrated employment opportunities.
- ❖ Despite shutdowns, DDA's fall 2021 employment data demonstrate steady recovery from the pandemic:
 - In October 2019, 33% of individuals who received day supports worked in integrated jobs. That figure dropped to 19% in October 2020 but rebounded to 22% in spring 2021 and 26% in fall 2021.
- ❖ We are participating in the State Employment Leadership Network (SELN) Case Manager e-learning course series. This online course is for case managers who are advising, assisting, and advocating for people with intellectual and developmental disabilities seeking employment.
 - To date, 58 CCSs have participated in the training. Maryland has increased their approved seats from 50 to 100 so CCSs can take advantage of this wonderful professional development opportunity.
- ❖ In the next year, the DDA will begin providing support and resources to providers to become familiar with and begin using technology as part of their service delivery.
- ❖ Maryland DDA will be working on HCBS waiver renewal in the coming year. We will work with people in services, families, and providers to get their feedback and enhance our current waiver services.

2020–2022 SELN ACCOMPLISHMENTS MICHIGAN

DEPARTMENT OF BEHAVIORAL HEALTH & DEVELOPMENTAL DISABILITY ADMINISTRATION

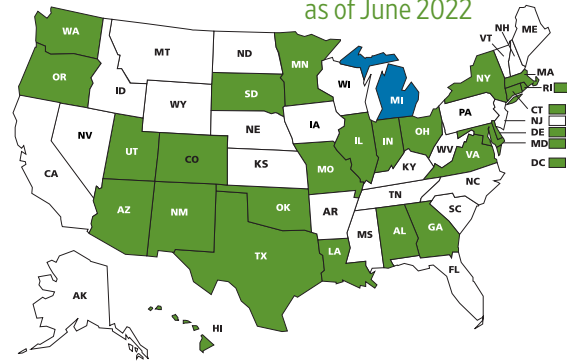
Michigan captured data from local Community Mental Health Services Programs (CMHSPs) showing partnership with local intermediate school districts and public schools. The reports showed that CMHSPs had limited connection with the school system related to employment services. Most commonly, CMHSPs provide modest awareness campaigns, but CMHSPs rarely provide direct employment supports to youth/students. This focus area is key to helping youth recognize their potential to work, achieve more, and reshape their expectations.

Aligning with the focus on changing expectations, several CMHSPs have expanded their micro-certified *Benefit to Work Coach* services to support all individuals. Barriers to employment include the myths and misunderstanding about benefits and work. In Michigan, we are collecting data related to the number of individuals supported, how many individuals are now choosing work, and how many individuals are increasing their hours worked.

[Michigan's employment data site](#) continues to raise important questions from the field about this data. Our site is leading to more focused discussions for local CMHSPs and providers on important questions. Ideally, these discussions will shape future changes to the site and provide feedback about how we share information strategically, leading to greater outcomes.

Michigan has also laid the foundation to strengthen provider qualifications in upcoming changes to our Medicaid Provider manual. These discussions will continue and other areas of Michigan's employment systems change activities will be referenced as related resources.

SELN member states
as of June 2022



Employment for Individuals With IDD

Statewide Snapshot

111

Michiganders have
enrolled in the case
manager training

81

Michiganders
completing all
requirements and are
testing out successfully
to date

Data source:
SELN eLearning course as of 7/29/2022

MICHIGAN

Michigan Dept. of Health and Human Services
Department of Behavioral Health & Developmental Disability Administration

Farah Hanley, Chief Deputy Director for Health, Behavioral and Physical Health
and Aging Services Administration (BPHASA)

SELN lead: Joe Longcor
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State Employment
Leadership Network



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2020–2022 SELN ACCOMPLISHMENTS

MINNESOTA

MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES

Minnesota focused on strengthening its Employment First Minnesota (E1MN) partnership, developing a plan to end state use of subminimum wages, and launching a grant program to expand statewide capacity to support people’s competitive employment goals.

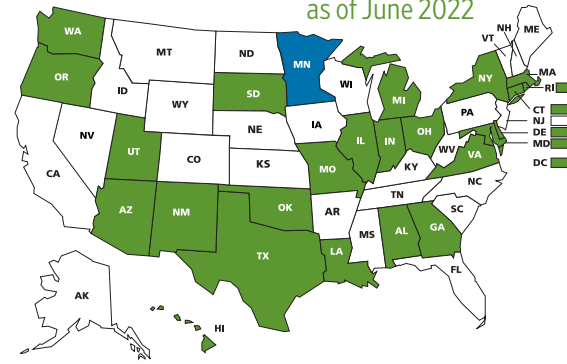
E1MN Partnership: In 2021, Minnesota launched its [E1MN state agency partnership](#) to advance Employment First outcomes for youth and adults with disabilities. E1MN brings together the Minnesota Departments of Human Services, Employment and Economic Development, and Education. These departments are aligning strategies across Minnesota’s Medicaid, Vocational Rehabilitation (VR), and school supports. As part of this partnership, Minnesota:

- ❖ Established shared commitments across state agencies to create joint tools and communication across programs, establishing transparency and one voice across the state in support of Employment First
- ❖ Developed a person-centered [Engage, Plan, Find, Keep Framework](#) to illustrate how supports across programs work together to support people at any phase of their employment path
- ❖ Published a [Work Toolkit on the Disability Hub MN](#) to build common practices across support professionals as well as a single youth in transition planning framework to build an equitable statewide approach to planning
- ❖ Supported local area collaboration through appointing employment liaisons at each county and VR office in Minnesota as well as hosting a series of regionally-based collaboration meetings

Task Force on Eliminating Subminimum Wages: In February 2022, [Minnesota’s Task Force on Eliminating Subminimum Wages](#) began meeting to develop a plan for how the state could end the payment of subminimum wages to people with disabilities by August 2025 should state or federal action end the practice. The 16-member task force is conducting extensive public engagement, communication, and research to identify benefits and barriers to ending subminimum wages, ongoing funding strategies, a plan to evaluate progress, and strategies to improve work opportunities. The task force will be submitting its plan to the state legislature in February 2023.

Provider Reinvestment Grant Program: In 2021, Minnesota began administering a \$14 million grant program to promote independence and increase opportunities for people with disabilities to earn competitive wages. As part of this program, the University of Minnesota – Institute on Community Integration will serve as a statewide technical assistance firm. Additionally, eight provider organizations will receive grants to end their 14c certificates and 14 competitive employment service providers will receive grants to expand statewide capacity. As of January 2020, over 1,000 Minnesotans with disabilities were being paid subminimum wages through the eight provider organization grantees. We will complete all grant activities by March 31, 2024.

SELN member states as of June 2022



Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



\$10.46 Average Hourly Wage



26.3 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2020–2021. For more information, visit www.nationalcoreindicators.org.



State Employment Leadership Network

UMass Boston



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MINNESOTA

[Mental Health and Developmental Disabilities](#)

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MISSOURI

DIVISION OF DEVELOPMENTAL DISABILITIES

Missouri Talent Pathways Apprenticeship

In response to the direct support professional (DSP) workforce crisis, Missouri implemented several initiatives and invested in the DSP workforce to strengthen the ability to meet the needs of Missourians with intellectual and developmental disabilities (IDD). One such initiative was Missouri Talent Pathways, a registered apprenticeship program that enhances recruiting and retaining a highly skilled DSP workforce, including employment staff. Missouri Talent Pathways is a registered apprenticeship program that blends on-the-job mentoring with technical instruction and culminates in participants receiving a certificate as a Certified Direct Support Professional. The competencies are aligned with those of the National Alliance of Direct Support Professionals (NADSP).

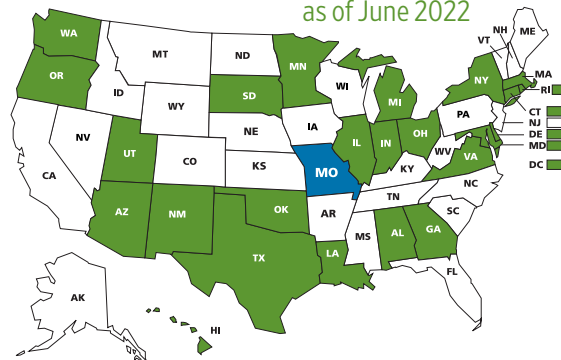
Pay for Reporting

A major focus for Missouri has been developing and implementing a value-based payment system that incentivizes outcomes for waiver recipients and rewards service providers who facilitate those outcomes. The first step to developing this system is implementing a pay-for-reporting process. In this process, employment service providers share data metrics to inform the development of future alternative payments. We have developed reportable data elements with technical assistance from the SELN. These metrics include units of service delivered, activities completed, individual preferences, individual progress/needs, outcomes, and service completion. Pay-for-reporting will begin in January 2023.

Integrated Case Management

Missouri has long identified the need for an integrated case management system that is inclusive of employment services. An integrated case management approach will standardize, centralize, and automate the service planning process of state and private Targeted Case Management providers who provide Medicaid waiver services. The Missouri Division of Developmental Disabilities received funding approval from the Center for Medicare and Medicaid Services (CMS) for a case management system that will be a web-based solution to support the lifecycle of consumer care. As part of configuration, we have developed specific business rules to structure support coordination processes and service monitoring specific to employment and daily life. In addition, we will collect specific outcome data elements related to employment include industry, wages, benefits, hours worked, and sources of supports for funding.

SELN member states
as of June 2022



Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot



86% people working in individual (non-group) employment*

13% working**



36.4 average number of bi-weekly hours for those in individual jobs**

* Data Source: Missouri DMH data system

** Data Source: In-Person Survey, National Core Indicator (NCI) Project, 2020-2021. For more information, visit www.nationalcoreindicators.org/resources/reports/



State Employment Leadership Network



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MISSOURI

Division of Developmental Disabilities

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NEW MEXICO

DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION

Fiscal Year 2022 was a very humbling year, as Governor Michelle Lujan Grisham and the state of New Mexico announced the end of the historic Jackson et al., vs. the Los Lunas Center for Persons with Developmental Disabilities et al., one of the longest-running institutional reform lawsuits in the country. US Magistrate Judge John F. Robbenhaar granted the state’s motion to dismiss recognizing the extensive and effective measures the state has employed to remedy the original violations to establish and maintain a successful community-based system that protects the health and safety and safeguards the rights of New Mexicans with intellectual and developmental disabilities (IDD).

In November 2021, New Mexico also issued a Developmental Disabilities Waiver Standards re-write with new training requirements for all employment provider staff to include:

- ❖ All employment staff at each agency are required to complete “Supported Employment Training Across Waivers” prior to providing any employment service. The three trainings include: 1) *Employment First*, 2) *Working with Division of Vocational Rehabilitation*, and 3) *What do you mean I can work and still be on disability?*
- ❖ At least one staff person in each Community Integrated Employment Agency must hold the Association for Community Rehabilitation Educators (ACRE) Certificate or be a valid Certified Employment Support Professional (CESP) through the Association for People Supporting Employment First (APSE) at all times.

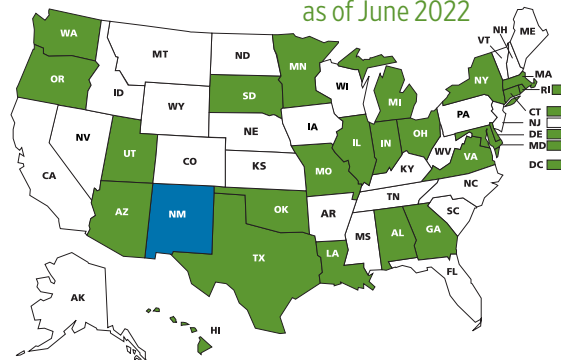
In March 2020, New Mexico Partners for Employment (PFE), moved to supporting a 100% online training curriculum and will continue to offer trainings virtually until further notice. PFE is a statewide collaborative between the New Mexico Department of Health Developmental Disabilities Supports Division (DDSD), New Mexico Public Education Division of Vocational Rehabilitation (DVR), and the University of New Mexico Center for Development and Disability (UNM/CDD) to improve competitive integrated employment for individuals with IDD. The PFE mission is to build capacity by providing training, certification, technical assistance, and opportunities for networking and collaboration.

College of Employment Services (CES) is an ACRE-approved training created by the Institute for Community Inclusion (ICI) through the University of Massachusetts Boston. PFE offers CES as a 15-week online course that combines online training and online technical assistance to help improve outcomes and support staff in implementing learning objectives and best practices in their daily work. For FY 2022, we offered three fall and three spring cohorts with 121 participants.

For the third year in a row, PFE hosted its annual *Reaching New Heights in Supported Employment* as a virtual conference. In previous conference years, the face-to-face format was able to support approximately 250 registrations. The FY 2022 Conference offered 10 breakout sessions with 573 cumulative attendances.

The number of individuals credentialed as APSE Certified Employment Support Professionals (CESP) with ACRE certificates also continues to

SELN member states as of June 2022



Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



\$10.46 Average Hourly Wage



26.3 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2020–2021. For more information, visit www.nationalcoreindicators.org.

NEW MEXICO

Developmental Disabilities Supports Division

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State Employment Leadership Network

UMass Boston



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rise. New Mexico now has 62 APSE CESP's and 202 individuals that hold ACRE certification.

PFE also launched the New Mexico Training Associates (NMTA) program, which was developed as a unique professional development opportunity that offered emerging, supported employment professionals real-time experience in creating and leading supported employment trainings in conjunction with PFE. Four individuals completed the training in FY 2022.

Other New Mexico DDSD accomplishments for FY 2022 include:

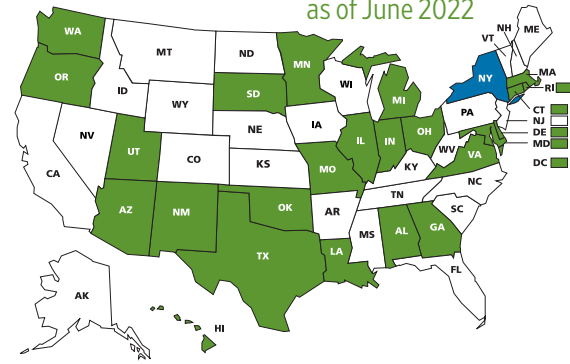
- ❖ Received an honorable mention for the Cathy Anderson Award for Public-Private Partnership.
- ❖ New collaboration Parents Reaching Out (PRO), which hosted 10 *Forward at 14* workshops with 78 attendees. PRO also hosted the Family Leadership Conference, which had 240 registrants with 167 in-person attendees. We provided planning tools with students transitioning out of high school, opportunities to network with their peers, and connections to valuable information and resources.
- ❖ Established a Memorandum of Understanding with the New Mexico Commission for the Blind.
- ❖ Developed a new PFE online training, *Building Workplace Readiness throughout Your Life*, a webinar designed to provide information and resources for youth and the people who support them in school-to-work transition.
- ❖ Started the *Enabling Technology Transformation* pilot project.

2020–2022 SELN ACCOMPLISHMENTS

NEW YORK

OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

SELN member states
as of June 2022



Building the Infrastructure

NYS Office for People with Developmental Disabilities (OPWDD) developed new resources and significantly enhanced existing services to offer a full array of employment and vocational services to assist individuals in building careers, developing work skills and obtaining competitive employment in the community. During the last 7 years, the trajectory of the number of individuals employed increased steadily as OPWDD built a new infrastructure.

- ❖ New vocational services, community based prevocational services and Pathway to Employment (career planning service) and substantial improvements to supported employment services (SEMP) and the Employment Training Program (intensive SEMPS services).
- ❖ Increase person-centered career planning, vocational training, community based vocational experiences, quality job matches, staff training, accountability, and adjust funding levels.
- ❖ Discovery services to identify skills, abilities, and interests assuring jobs match skills and employer needs.
- ❖ Community Prevocational Services, Pathway to Employment and the Employment Training Program for activities that lead to development of a career and vocational plan including benefits planning.
- ❖ Phase out segregated employment services (sheltered workshops) with a final closure date of June 30, 2021. As OPWDD phased out segregated employment, individuals transitioned to community-based options through person-centered planning.

Weathering the Storm

During the health emergency, supported employment services were approved for individuals who lost jobs or were furloughed. Because typical job development was not an option for most of 2020, the authorized services primarily focused on Discovery activities and experiences to prepare a career plan for future job matches. Providers kept staff working and today, OPWDD continues working with providers to assist individuals in regaining lost employment and increasing employment outcomes.

By March 2022, approximately 87% of individuals regained and obtained jobs compared to the 2018 competitive integrated employment outcomes. In addition, the Innovations in Employment Supports training series for supported employment and vocational services staff moved to 100% remote classes in May 2020. In 2021, Innovations in Employment Supports delivered 276 classes to 4,124 attendees. Three new classes were developed which include

Employment for Individuals With IDD

Statewide Snapshot



7%

Small Group Employment

93%

Individual Employment

4%

Had multiple jobs

Data Source: OPWDD March 2022 Provider Reported Quarterly SEMPS Report

NEW YORK

Office for People with
Developmental Disabilities

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SELN lead: Julia Kelly
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**State Employment
Leadership Network**

UMass
Boston



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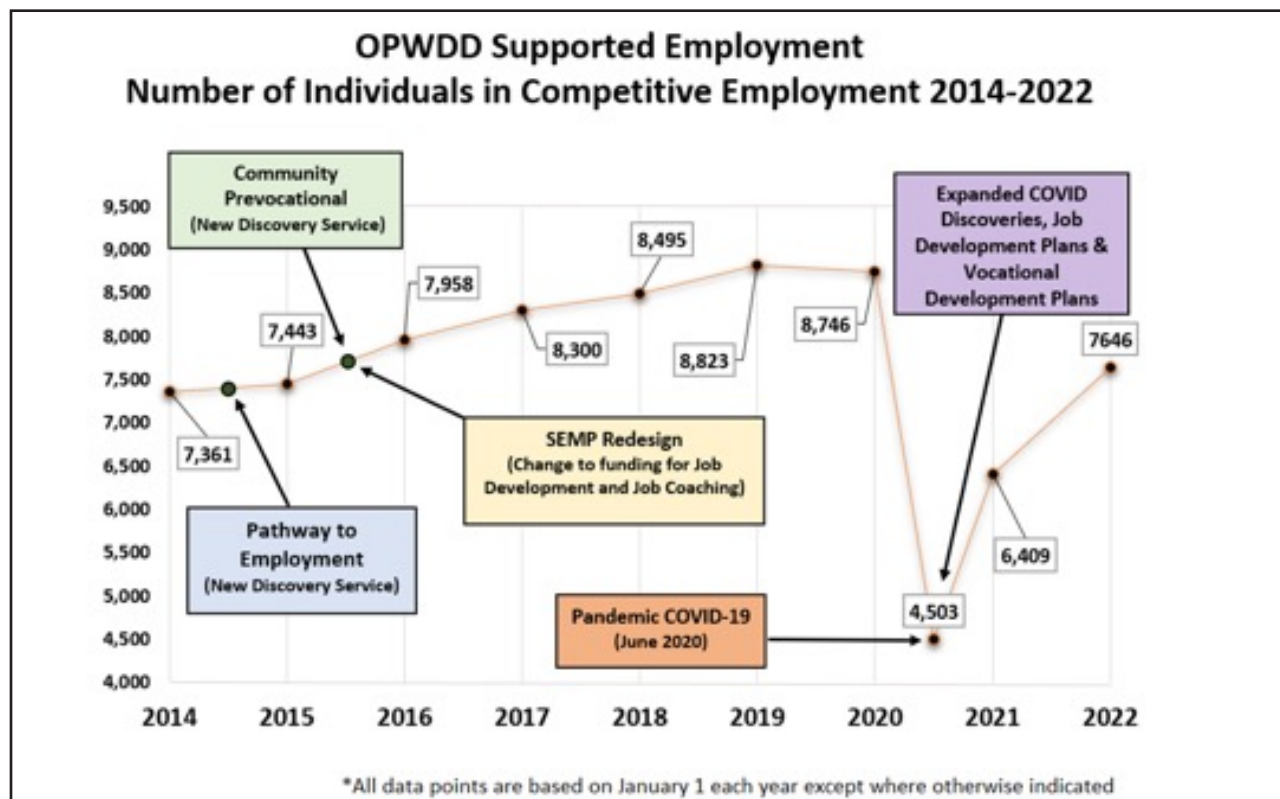
A Case Study in Discovery, Technology for Virtual Vocational Services and Demonstrating the Benefits of Supported Employment to Businesses in addition to the full series for employment and vocational services best practices.

Upgrading Systems and Leveraging Resources

Utilizing systems change and quality improvement strategies, OPWDD continues to analyze outcomes, streamline processes, refine policy, collect stakeholder feedback, and upgrade services to meet the everyday needs of the agencies and staff providing employment and vocational services.

Future goals include:

- ❖ Assisting service providers to offer the full array of employment and vocational services so individuals can build careers and move into employment. This includes working with day habilitation programs to build in flexibility so individuals can seamlessly transition to vocational and employment services either full or part-time.
- ❖ Increase career-specific, vocational training opportunities to give New Yorkers with I/DD opportunities to compete in a more technical and skilled labor force. OPWDD will improve job readiness skills training curricula and related staff training across all employment, day and vocational services.
- ❖ Offer web-based, participatory staff trainings and promote various initiatives to address workforce challenges.
- ❖ Analyze current landscape and how job development techniques have changed with the pandemic, available social media, and increased technology usage.
- ❖ SELN staff have been valuable and productive partners with OPWDD in researching options and improving systems to increase employment outcomes in New York.



OHIO

DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Provider Transformation & Innovation Efforts

In 2021–22, the Ohio Department of Developmental Disabilities (DODD) invested funding and engagement efforts toward systems transformation and provider innovation, supporting the field to evolve from facility to community-based supports and to develop innovative strategies and funding methods to support people with complex needs. [Seventeen providers were awarded grants](#) to move innovation forward within their organizations. Providers who received these funds connected with subject matter experts to develop assessment-based plans. Providers were also part of the 2021 Transformation Series, which was exclusively web-based, and the revamped 2022 Innovation Series, which included expert facilitated web-based conversations as well as in-person innovation labs composed of providers, case managers, family members, and self-advocates throughout five regions in Ohio. Weekly “Innovation Tuesdays” spotlighted providers, families, and self-advocates with over 1,000 stakeholders participating.

- ❖ [Learn more information and view the Transformation Series 2021 recordings](#)
- ❖ [Learn more information and view the 2022 Innovation series recordings](#)

A variety of stakeholders spanning providers, systems partners, families, self-advocates, and county board staff established the [Blueprint for Adult Day and Employment Services Workgroup](#) which published their [final Blueprint proposal](#). The main charge from 2020–2022 was to generate this report with recommendations advising DODD on implementation strategies to improve adult day support services and competitive integrated employment outcomes. [Three implementation teams](#) are active.

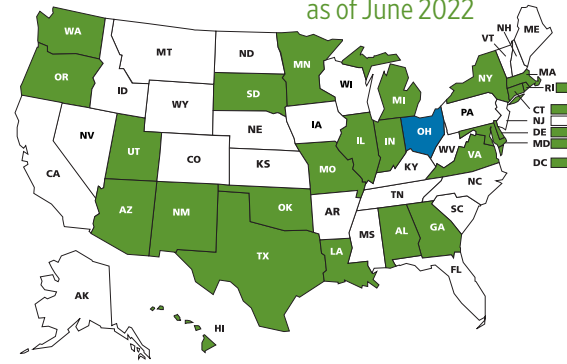
Technology First Expansion

The Ohio DODD ramped up efforts in 2021–2022 to ensure technology is one of the first considerations when planning and providing supports. We established a [Technology First](#) Taskforce to provide statewide advocacy and alignment with representatives from DODD, Office of Innovate Ohio, Ohio Department of Education, Ohio Department of Medicaid, Opportunities for Ohioans with Disabilities, and Ohio Department of Job and Family Services. We instituted Technology First priorities around why technology can:

- ❖ increase safety, independence, and control in people’s lives
- ❖ provide solutions for the workforce crisis
- ❖ be an integral resource across the lifespan

Ohio awarded several grants to increase knowledge capacity in the field, incentivize provider innovation, and provide access to internet assistance. Our state deployed a [Rapid Response System](#) to connect case managers at county boards, intermediate care facilities, and developmental centers with technology vendors.

SELN member states as of June 2022



Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



\$10.46 Average Hourly Wage



26.3 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2020–2021. For more information, visit www.nationalcoreindicators.org.

OHIO

Department of Developmental Disabilities

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State Employment Leadership Network

UMass Boston ICI NASDDDS
 National Association of State Directors of Developmental Disabilities Services

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In April 2022, the [Technology First rule](#) was launched to ensure that county boards, intermediate care facilities, and developmental centers create policies and procedures around supportive technology in their organizational and person-centered planning. We inaugurated a Technology First monthly update, highlighting stories, resources, and events.

One of the main ways DODD continues to support building capacity is through telling the personal stories of people who use supportive technology in their daily lives. [The Ohio Tech Ambassadors project](#) supports people with developmental disabilities who use technology-related supports to consult and convene events. The [Technology First video playlist includes](#) over 95 videos featuring stories around the benefits of technology in people’s lives.

Employment First 10 Year Anniversary

In 2021-2022, DODD celebrated the 10th anniversary of Employment First with a kickoff [video](#) featuring remarks and reflections from Director Kim Hauck. Other videos featured Cuyahoga County Boards of Developmental Disabilities’ [business engagement](#) efforts, and a focus on [Christine Brown](#), a self-advocate who promotes community employment. We continued efforts in building capacity around transition from high school to work, including regional planning teams and a new series of videos highlighting the [Ohio Employment First Transition Framework](#). The Ohio Employment First Taskforce developed “Establishing Families as Partners,” a train-the-trainer handbook and modules to support more intentional and beneficial family engagement for educators. We also created an Employment First 10 Year Anniversary [logo](#). DODD and [Opportunities for Ohioans with Disabilities](#) strengthened our partnership through an updated memorandum of understanding that broadens the scope of Employment First efforts, including access to more dually certified providers.

Quality and Innovation Team

In 2022, DODD developed a Quality and Innovation Team under the Division of Policy and Strategic Direction. The purpose of this team is to ensure that Ohioans with developmental disabilities will have increased opportunities to live, love, work, learn, and pursue their own life aspirations through state-of-the-art planning, innovative technology, and support that focuses on their talents, interests, and skills. Stacy Collins will lead the team as Assistant Deputy Director of Quality and Innovation. This team will be responsible for these DODD flagship initiatives:

- ❖ [OhioISP](#)
- ❖ [Technology First](#)
- ❖ [Employment First](#)
- ❖ [Charting the Lifecourse](#)



2020–2022 SELN ACCOMPLISHMENTS

OKLAHOMA

DEVELOPMENTAL DISABILITIES SERVICES

Oklahoma has focused on making system improvements and developing capacity. The following activities show our progress during the 2021–2022 membership year.

Becoming Top Ten State is Core Driver

In Oklahoma, Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) are the entitlement for services. Over the past several years, the Oklahoma Developmental Disabilities Services (DDS) waitlist has grown to over 5,100 Oklahoma residents with intellectual and developmental disabilities (I/DD). The Governor of Oklahoma, Kevin Stitt, the Secretary of Human Services, Justin Brown, and interim director of the Oklahoma Department of Human Services, Samantha Galloway, have vowed to make Oklahoma “a top 10 state.” Stitt relies heavily on state agency heads and cabinet secretaries to determine where Oklahoma can advance into the Top 10. This is a key component of the governor’s campaign to make Oklahoma a better place to live, work and play, across a common set of categories such as the economy, education and healthcare. [OKDHS’ True North Initiative](#) establishes a strong connection between the state’s systems change priorities and the governor’s challenge. This initiative focuses on building robust connections between OKDHS and stakeholders so all participants can work together toward improving employment outcomes. [Visit Oklahoma Human Services](#) to learn more about the DDS Division goals.

A huge step in a positive direction is to prioritize tackling the DDS waitlist. OKDHS has devised a plan to eliminate the 13+ year waitlist and provide services to all individuals with I/DD in Oklahoma, starting with those who have the earliest application date.

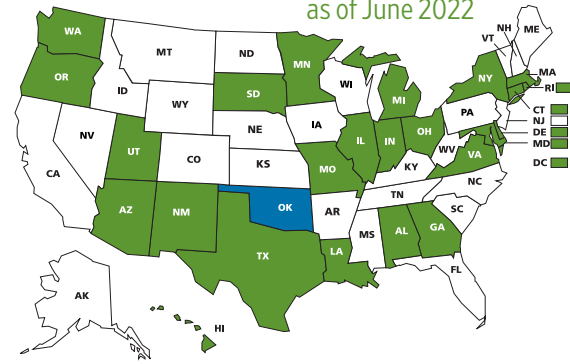
In May 2022, the Oklahoma legislation appropriated \$32.5 million state dollars with the federal match to fully fund the DDS waitlist [SF5] and provide a rate increase for partners to hire the teams necessary to serve individuals with I/DD. What does this news mean for residents of Oklahoma?

- ❖ We will review eligibility applications for over 5,100 people who have been waiting for DDS services
- ❖ There is a 25% rate increase for DDS care providers to meet increased demand for services
- ❖ OKDHS anticipates it will take 24+ months to provide services to families and eliminate the 13+ year waitlist for services
- ❖ DDS has increased the number of case management units and case managers to work with clients

“Every discussion we have, every decision we make, and every priority we set should be tied measurably to our True North goals.”

www.ourokdhs.org excerpt

SELN member states as of June 2022



Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



\$10.46 Average Hourly Wage



26.3 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2020–2021. For more information, visit www.nationalcoreindicators.org.



State Employment Leadership Network



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OKLAHOMA

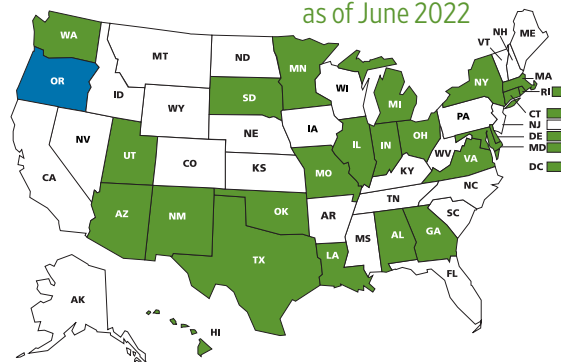
[Developmental Disabilities Services](#)

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OREGON

DEPARTMENT OF HUMAN SERVICES • DEVELOPMENTAL DISABILITY SERVICES

SELN member states
as of June 2022



The following activities are snapshots of the progress Oregon is making in its effort to build a sustainable higher-performing integrated employment system.

Systems Change in Action

The State of Oregon proudly announced July 21, 2022 marked the end of Lane v. Brown when the class action lawsuit settlement was ruled complete. This tremendous milestone was reached after 10 years of work to support people with intellectual and developmental disabilities (I/DD) in community employment.

With the initial adoption of the Employment First policy in 2008, Oregon set a goal that every person with I/DD could work in the community with access to appropriate supports. This effort continued with the Governor's first Executive Order on Employment First in 2013, additional Executive Orders, the Lane v. Brown settlement agreement, and more. As a result, Oregon employment services for people with I/DD have been transformed for the better.

For a full summary of all of the work Oregon did to substantially comply with the Lane v Brown lawsuit, [please review the report, here:](#)

Highlights include ensuring more than:

- ❖ 1,115 individuals who had been in a sheltered workshop were employed in the community
- ❖ 7,000 supported employment services were delivered to transition-age students and individuals who had been in a sheltered workshop
- ❖ 4,000 transition age students had a plan for employment with VR

Oregon Data

- ❖ Individuals in Supported Employment: 1,692
- ❖ Individuals with a paid job in the community: 2,269
- ❖ Individuals in facility-based employment: 0 as of September 2020*

*Note: Oregon closed all sheltered workshops in September 2020.

Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



\$10.46 Average Hourly Wage



26.3 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2020–2021. For more information, visit www.nationalcoreindicators.org.



State Employment Leadership Network



OREGON

Department of Human Services
[Developmental Disability Services](#)

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The SELN is a joint program of the Institute for Community Inclusion at UMass Boston and the National Association of State Directors of Developmental Disabilities Services.

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RHODE ISLAND

DIVISION OF DEVELOPMENTAL DISABILITIES

Provider Person-Centered Supported Employment Performance Program (PCSEPP) Mentoring

Using Association of Community Rehabilitation Educators (ACRE) training, mentoring, fidelity scales, and proficiency tools, this project aims to create a pool of qualified provider agencies that can contract with state agencies to deliver high-fidelity, customized employment supports for job seekers with significant barriers to employment. The project partners include multiple employment provider agencies and Griffin-Hammis Associates. Provider agency staff received ACRE curriculum training before engaging in group mentoring sessions designed to address specific experiences in the field.

Nine staff from provider agencies completed the 12-week program. The 12-week program included capstone sessions via Zoom to review the draft Discovery Staging Record. Seven staff completed the entire program and started Customized Job Development (CJD). In the spring of 2022, we held two follow-up sessions with mentees to continue the use of CJD to fidelity.

PCSEPP Summary 2020–2022 Person-Driven Technology

Through Person-Centered Supported Employment Performance Program (PCSEPP), Able Opportunities, Inc. was tasked to work with six main provider agencies in Rhode Island, integrating low- and high-technology accommodation tools into Employment First services. However, COVID-19's impact brought significant challenges to this work, including:

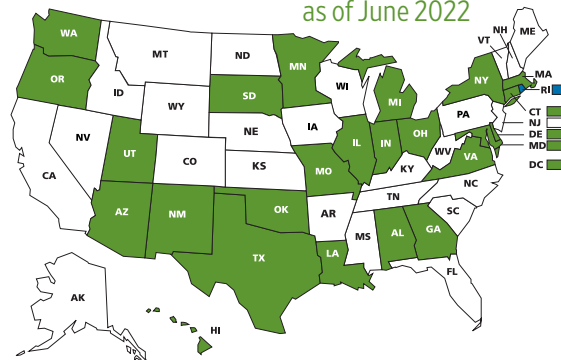
- ❖ all hardware and software delivery were delayed
- ❖ we taught tools virtually, without side-by-side modeling and hands on support
- ❖ absences, turnover, and the consequent strain on staff created barriers to training attendance and follow-up meetings, creating an ongoing need to start over and restructure training delivery and staff support delivery models
- ❖ there was a strain on team spirit and capacity to learn and integrate new ideas

Despite the barriers, we made progress as teams worked to best serve their customers with new tools and strategies.

The focus on person-driven accommodation tools supports the person with intellectual and/or developmental disabilities (I/DD) to develop and reference their own individualized tools, bringing higher levels of independence and satisfaction and more successful direct connection with community members, coworkers, and employers.

We are in the process of completing a final film that includes a glimpse into training sessions, stories from stakeholders, and project examples. We will highlight projects including Self-Advocacy Film, Video Resumes, the Work Autonomy App, Business Pitch, Cost Analysis, and more.

SELN member states
as of June 2022



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RHODE ISLAND

[Division of Developmental Disabilities](#)

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**State Employment
Leadership Network**

UMass
Boston



NASDDDS
National Association of State Directors
of Developmental Disabilities Services

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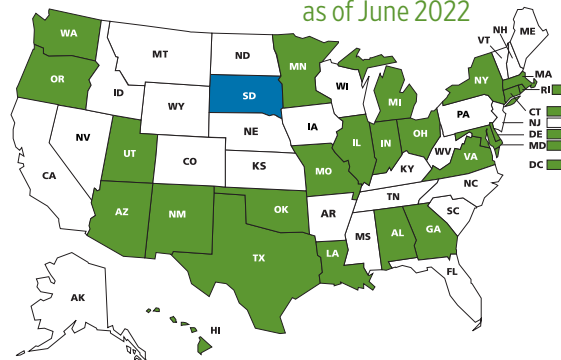
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2020–2022 SELN ACCOMPLISHMENTS

SOUTH DAKOTA

DIVISION OF DEVELOPMENTAL DISABILITIES

SELN member states
as of June 2022



The South Dakota Division of Developmental Disabilities (DDD) has focused on making system improvements and developing capacity during the 2020–2022 SELN project years. Here are the activities that highlight a few of our efforts:

Training and Technical Assistance

South Dakota DDD supported several activities to build deeper person-centered case management and support coordination.

- ❖ **SELN eLearning modules.** 22 learners have completed the SELN eLearning course Supporting a Vision for Employment: A Course for Case Managers and Support Coordinators, highlighting the role of employment in individual's lives and guidance for conversations.
- ❖ **Roles and Responsibilities workgroup.** Composed of DDD staff, case managers, and community support providers (CSP), we addressed the unique functions and coordination of roles between case managers and CSPs through each step of the process for employment and community life engagement services. Through informed policy and procedure changes at the provider level, efforts also helped improve communication and supports for participants receiving services.
- ❖ **Collaboration with Division of Rehabilitation Services (VR).** We partnered with VR to provide training on referral processes for VR services, Customized Employment, and new VR milestone rates for transition to extended services. Target audience: case managers, CSPs, and VR staff.

Stakeholder Engagement

- ❖ **Employment First Alliance.** South Dakota DDD reestablished the Employment First Alliance (EFA) for discussion and collaboration on the vision that all people with intellectual and developmental disabilities (IDD) can explore employment options that suit them best. Members of the group represent self-advocates, family members, providers, other state agencies, and advocacy services. Quarterly meetings started in September 2021. The EFA is developing action items to assist with public awareness, service delivery, and collaboration with other agencies and programs.
- ❖ **Rate Methodology workgroup.** The South Dakota Department of Human Services (DHS), with an outside consultant and CSP representation, conducted a comprehensive rate modeling analysis on the Medicaid Home and Community-Based Services (HCBS) service delivery landscape to drive the rate methodology revision process. This work includes revisions to waiver service definitions and rates as well as a goal to implement a new rate methodology in conjunction with CHOICES waiver renewal in June 2023. This will assist DDD in HCBS state application renewal and better access for people with IDD.

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SOUTH DAKOTA

[Division of Developmental
Disabilities](#)

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State Employment Leadership Network

UMass
Boston



NASDDDS
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of
Developmental Disabilities Services

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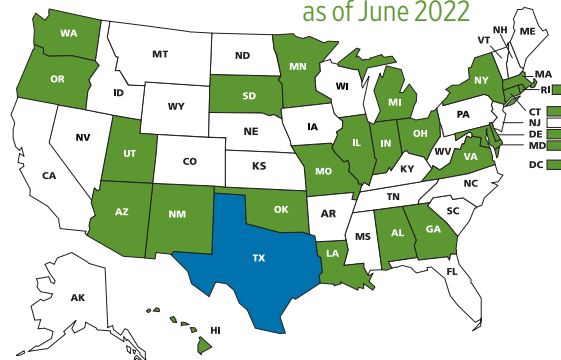
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TEXAS

HEALTH & HUMAN SERVICES (HHS)

INTELLECTUAL AND DEVELOPMENTAL DISABILITIES & BEHAVIORAL HEALTH SERVICES

SELN member states
as of June 2022



Employment Services/Employment First Training

Texas HHS deployed six virtual training events from September through December 2021. Originally planned as in person, the webinar format was used due to COVID in late summer and fall 2021. The training was designed for any staff member with a role in supporting people’s employment goals or staff with direct, hands-on duties, such as service coordinators, employment specialists, direct care staff, day habilitation staff and job coaches, and supervisors. Training topics include:

- ❖ Overview of Texas Employment First Policy
- ❖ Employment services in Medicaid waivers
- ❖ Basic facts on Social Security Administration disability benefits
- ❖ Basic facts on developing an employment profile and vocational assessment
- ❖ Building connections and working with families
- ❖ Developing soft skills and job-readiness skills
- ❖ Basic overview of applications and tablets for job coaches
- ❖ Building and maintaining strong employer relationships

Family Focus Meetings

During summer 2022 HHS deployed a round table information series for families and stakeholders at five locations around Texas. These five round table opportunities focused on addressing family and stakeholder concerns about competitive, integrated employment in the community. The goal was to collect feedback and develop a refined approach strategy for similar events in other locations and via web-based formats.

HHS Employment Positions

HHS has three full-time staff dedicated to Employment First initiatives:

Employment Recruitment Coordinator furthers the state’s Employment First principles with continued field work across the state, directly working with employers and presenting to civic organizations to expand awareness and generate additional integrated employment opportunities for persons with disabilities.

Employment First Coordinators assist with the implementation of the HHS Supported Employment Initiative conducting other activities as necessary to improve employment services for individuals with developmental disabilities served by HHS.

Texas Employment First Resources

Webpage

[HHS Employment First Webpage](#)

Videos

[Hiring People with Disabilities](#)

[Supporting Employment Goals for People with Disabilities](#)

Guide/Pamphlets/Brochure

[HHS Guide to Employment for People with Disabilities](#)

Employment for People with Disabilities Pamphlet

- [English version](#)
- [Spanish version](#)

[Becoming a Provider of Employment Services for People with Disabilities](#)

TEXAS

Intellectual and Developmental Disabilities & Behavioral Health Services

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State Employment Leadership Network

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Grant-Funded Projects

HHS employment-based projects funded through the Money Follows the Person Demonstration (MFPD) include:

Community-based Apprenticeship Pilot – This project provides opportunities for paid internships for individuals with intellectual and developmental disabilities or individuals receiving behavioral health services. The goal is to provide transferrable skills for further employment.

Electronic Tablets/Employment Transition Pilot – This project uses electronic tablets and currently available assistive applications to provide individuals with interactive technology that lessens their dependence on assistance or intervention from others.

Transition to Competitive Integrated Employment – The goal of this project is a toolkit, and demonstration and training to assist service providers in transitioning away from a heavy focus on day habilitation and sheltered workshop services to a focus on community-involved, competitive, integrated employment.

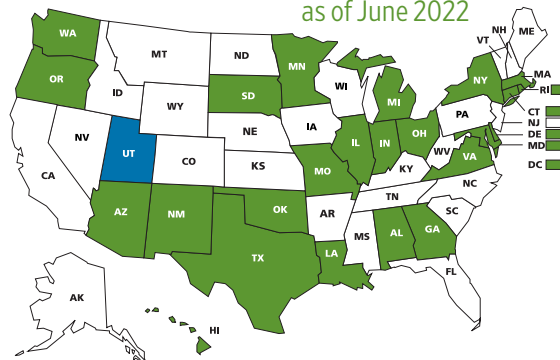
UTAH

DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES

#1 The 2021 SELN plan year saw completion of the next phase of the Department of Services for People with Disabilities (DSPD) Employment Pathway Tool. We developed this state-specific guided employment conversation tool to facilitate informed choice conversations. The first pilot project with case managers and three phases of testing and feedback sessions occurred in September 2020. Following input from multiple stakeholders in a focus group, DSPD released an electronic version of the DSPD *Employment Pathway Tool* in September 2021. Case managers are required to engage in an informed choice conversation at least annually. This tool will help ensure every working-age person engages in an informed choice employment conversation on a regular basis. DSPD intends to track progress and employment outcomes based on pathway choice in the future.

#2 In spring 2021, DSPD released the *Employment Services Workflow* in collaboration with the Utah State Office of Rehabilitation. The universal resource provided a process guide for people in services, support coordinators, rehabilitation counselors, and providers to access employment services from both agencies. Sections within each step are devoted to helping each participant understand how they are involved in the process and what they can expect from supports. This process map is a valuable tool to answer frequently asked questions, provide consistent guidance across agencies, and coordinate individual support needs.

SELN member states as of June 2022



Employment for Individuals With IDD

Nationwide Snapshot



11% In an Individual Job



\$10.46 Average Hourly Wage



26.3 Average Hours Worked For 2 Weeks



54% Those Who Do Not Have a Paid Community Job and Want One

Data source: In-Person survey, National Core Indicators Project, 2020–2021. For more information, visit www.nationalcoreindicators.org.



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UTAH

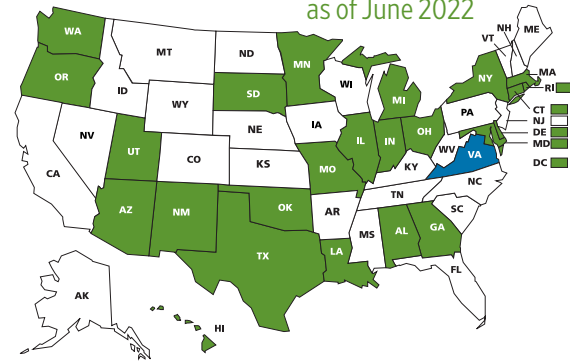
Division of Services for People with Disabilities

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VIRGINIA

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH
AND DEVELOPMENTAL SERVICES

SELN member states
as of June 2022



SUMMARY OF THE ALTERNATIVE HIRING PROCESS

As legislated in 2021, an Alternative Hiring Process was established to increase employment of individuals with disabilities within Virginia state government. This process was implemented on April 5, 2022, as a collaborative effort with the Virginia Department for Aging and Rehabilitative Services (DARS) Pathway Grant and the Department of Human Resource Management (DHRM).

This process connects to the state’s initiative as a model employer for inclusion, increased employment, and accommodation of individuals with disabilities in the state workforce. Individuals apply using a Certificate of Disability from DARS, or from the Department for the Blind & Vision Impaired (DBVI). The certificate does not disclose the disability and states the applicant “has a documented disability as determined by DARS/DBVI and may be considered for employment under the Commonwealth of Virginia’s Alternative Hiring Process.”

DATA IMPROVEMENTS

Virginia Department of Behavioral Health and Developmental Services (DBHDS) implemented a major data improvement effort to increase reliability and validity of employment data reported semi-annually. The Employment Data Survey Tool (EDST) addresses data integrity issues, identifies duplicates and provides clear category definitions for data entry. DBHDS entered into a data-sharing agreement with DARS to ensure all data received meets the same requirements as the EDST.

The EDST also provides in-workbook support with the addition Frequently Asked Questions, and General Information with data dictionary and EDST Training Guide. Providers were offered training in groups and small sessions as requested prior to its implementation in July 2022.

The modified process will decrease the workload for providers by only requiring additional columns if warranted after the initial entries are completed. The EDST serves as a warehouse for all providers’ reported data. DBHDS can examine trends within datasets across the Commonwealth or multiple regions and or time-periods. DBHDS has documented a significant improvement in on time or early error-free submissions. Also, data received is now automated reducing the manual efforts to clean the data for analysis is now complete in 30 mins or less.

VIRGINIA

Virginia Department of Behavioral Health and Developmental Services

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Employment for Individuals With IDD

Nationwide Snapshot



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State Employment Leadership Network



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WASHINGTON

DIVISION OF DEVELOPMENTAL DISABILITIES

1) Employment Services in Washington State during COVID-19

Washington State Developmental Disability Administration (DDA) enabled employment providers to deliver services to clients in essential jobs throughout the COVID-19 pandemic. Forty-three percent of individuals who reported wages prior to March 2020 continued to work and receive in-person or virtual job coaching services from direct support staff. In 2020, many clients who continued to work saw an average increase of approximately 20% in paid work hours. Employment providers were responsive to individual client needs during this time and provided necessary support to clients, such as pivoting to remote service provision, learning new COVID-19 related policies and procedures, and using technology to complete their work tasks or receive job coaching services. In 2021, we saw an impressive increase of new jobs for clients in employment services. Washington State Developmental Disabilities Administration (DDA) data show a 14% increase in jobs for clients in employment services between the 3rd quarter of 2020 and 3rd quarter of 2021 from 43% to 57%.

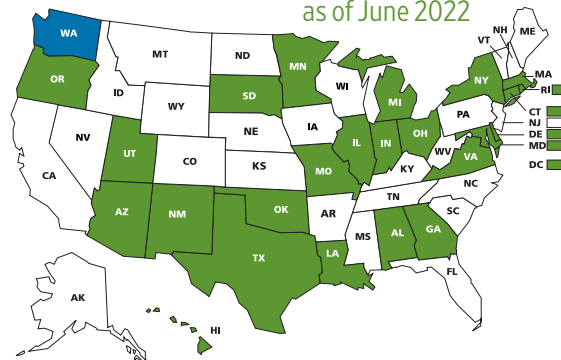
2) Professional Development and Training Investment

In response to COVID-19, Washington DDA worked with county partners, employment providers, and the Washington Initiative for Supported Employment ([Wise](#)) to create robust online professional development training resources for direct support staff. DDA guided acceptable professional development activities so direct support staff could bill for training or professional development time instead of direct client support time (when they were unable to deliver direct services due to COVID-19). Access to training and professional development kept the employment provider pool stable in Washington and resulted in an increase in direct support staff competency. In FY 2021, 28 direct support staff received their Association of Community Rehabilitation Educators (ACRE) certificates, and 191 direct support staff are now Certified Employment Support Professionals (CESP).

3) Job Foundation Project

In the midst of the COVID-19 pandemic, Washington rolled out their new [value based payment pilot project](#), Job Foundation. The Job Foundation project is a collaborative partnership with the DDA, Division of Vocational Rehabilitation (DVR), Office of Superintendent of Public Instruction (OSPI), Educational Service Districts (ESD), schools, and counties to connect employment providers to students ages 19–20 in their second to last year of school. The project goal is to work with the student and schools to complete a [report](#) that identifies strengths and supports for success in the key domains of communication, interactive social skills, self-advocacy, task management, work interest exploration, and system navigation. As a result of the report, the team has actionable next steps toward job development activities through DVR for the students' last year of school.

SELN member states as of June 2022



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State Employment Leadership Network



WASHINGTON

[Division of Developmental Disabilities](#)

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Twenty of the 39 Washington counties participated in the project the first year, completing 184 reports with students that exited school in 2022. One element of the project that will begin July 2022 includes outcome payments for successful job placements within the first year out of school for individuals with high support needs. We provided support with training and outreach to counties and employment providers throughout the year. Due to these outreach and training efforts, five additional counties have signed on to the project. We project to complete 203 reports for students exiting school in 2023.

4) Transition from Subminimum Wage Project

[Senate Bill 5284](#): Eliminating subminimum wage certificates for persons with disabilities was passed during the 2021 legislative session. The DDA hired a Subminimum Wage Transition Coordinator. DDA and DVR have worked with these individuals to access supports, such as job development, person-centered planning, benefits planning, and other services as requested. As of July 2021, there were 164 active or eligible DDA clients making subminimum wage. The DDA Subminimum Wage Coordinator did outreach to all to ensure they learned about how subminimum wage certificates are being eliminated and what supports were available to pursue competitive employment. Despite the obstacles during the COVID-19 pandemic, the staffing crisis for employment providers, and individuals who are hesitant to enter their community due to health risks, there are now only 65 DDA clients who are still earning subminimum wage. Thirty-five individuals who were making subminimum wage are now earning Washington state minimum wage or higher.