#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, DPSD 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.
The Employment Framework

Member states enlist the support of a wide variety of key informants to participate in discussions and workgroups to determine a state’s course of action. A direct member benefit is access to guidance that can lead states to a better understanding of priorities while setting that course. The Framework for Employment, developed through extensive experience and research conducted within states, is used to guide the SELN’s strategy for system improvements. The elements represent practices and outcomes known to be effective at enabling states to develop and sustain high-performing integrated employment systems.

![The Employment Framework Diagram](image)

Elements of a High-Performing Employment System

This graphic demonstrates the factors that, when working together, can lead to better integrated employment outcomes. It is the dynamic interplay of all the elements that can lead to long-term systems change.

**Leadership.**
Clear and unambiguous commitment to employment in individual community jobs at all levels in the system.

**Strategic Goals and Operating Policies.**
Employment is supported by program goals and operating practices.

**Financing and Contracting Methods.**
State resource allocation formulas, reimbursement methods, and rate-setting practices support integrated employment.

**Training and Technical Assistance.**
Investment in the development and maintenance of a strong, competent workforce.

**Interagency Collaboration and Partnership.**
Building relationships to remove barriers to employment supports.

**Services and Service Innovation.**
Service definitions and support strategies are structured and aligned to facilitate the delivery of employment supports.

**Performance Measurement and Data Management.**
Comprehensive data systems are used to measure progress, benchmark performance, and document outcomes.