

Initiatives and Activities to Improve Integrated Employment Outcomes

**Accomplishments Report
Membership Year 2019–2020**





Dear SELN Community,

It is amazing what we accomplish together! The State Employment Leadership Network (SELN) is built on deep investments and ongoing commitment of state, regional and local systems.

Each year, we gather examples from our member states that illustrate where investments, big and small, are shaping services and outcomes for their constituents. Our approach this year was a little different and provided each state with a unique profile to distribute, as well as a compilation of all state members in one packet. The collection of state profiles is available separate from the main report and can be distributed electronically to a wide range of readers.

At the start of the 2019–2020 membership year, none of us could imagine a worldwide pandemic and its impact on our social service system. As we continue to navigate restrictions and huge changes to services and supports, we are happy to share these profiles, which illustrate amazing focus and drive.

Many people are involved in keeping employment-focused work on track. The following pages give a glimpse of what is needed to see more individuals with intellectual and developmental disabilities experiencing fulfilling paid work in our country.

We encourage you to share your state's profile and the link to the full packet of all member states with those who influence employment systems change in your state.

Sincerely, Rie and Suzanne

A handwritten signature in black ink, appearing to read "Suzanne Freeze".

Suzanne Freeze, ICI

A handwritten signature in black ink, appearing to read "Rie Kennedy-Lizotte".

Rie Kennedy-Lizotte, NASDDDS

2019–2020 SELN ACCOMPLISHMENTS

ALABAMA

DIVISION OF DEVELOPMENTAL DISABILITIES • DEPARTMENT OF MENTAL HEALTH

Alabama has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Activity 1: Strategic Goals and Operating Policies

The Alabama Department of Mental Health's Developmental Disabilities Division (DDD) worked closely with the Alabama state Medicaid agency to create a new home and community-based services waiver. The waiver serves individuals with I/DD and is oriented toward maximizing each individual's capabilities for full community participation.

The new waiver is designed to:

- ❖ Ensure supports fully preserve natural and existing living arrangements
- ❖ Maximize other opportunities that support full inclusion in the community, including competitive integrated employment

To develop this waiver program, DDD has worked closely with self-advocates and families, provider agencies, federal Centers for Medicare & Medicaid Services partners, and AL state agencies. Program launch has been delayed due to the COVID pandemic. A year-long pilot will be available in each of the state's five regions once the program starts.

This new waiver received dedicated funding from the Alabama legislature to initially serve 500 individuals off the state's more than 2,000-person waiting list. This signals a large commitment by the state to ensure more individuals have access to services at the time they are needed.

Activity 2: Training and Technical Assistance

In conjunction with the SELN, AL DDD hosted three online events in June 2020. The first two events were focused on describing potential community-based activities during a pandemic. Provider organizations have been afforded unprecedented creativity and flexibility during this challenging time. While that is advantageous, many organizations need additional assistance to support individuals in new ways, particularly outside of facilities or center-based models.

The third event was a workshop including a panel of speakers. Topics included stories of transitioning to all or nearly all community-based supports, how vocational rehabilitation services continue to be offered and adjustments made during the pandemic, and how the regulatory environment has been impacted by COVID-19 and what to expect in the months to come.

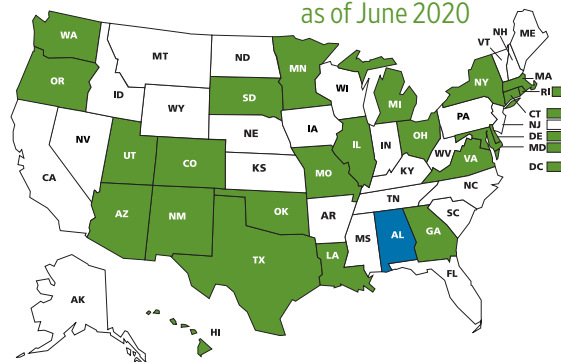
Recording links and materials are available:
www.selnhub.org/alabama

ALABAMA

Division of Developmental Disabilities
Department of Mental Health

Associate Commissioner: Terry Pezent
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SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average
Hourly Wage



23.9 Average Hours
Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.



**State Employment
Leadership Network**



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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ARIZONA DIVISION OF DEVELOPMENTAL DISABILITIES

Arizona has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Collaboration with DERS/VR

The Arizona Division of Developmental Disabilities (DDD) continued to collaborate with the Division of Employment and Rehabilitative Services/Vocational Rehabilitation (DERS/VR) to increase the number of members engaged in competitive integrated employment by implementing the following tasks:

- ❖ The memorandum of understanding between the divisions was updated to streamline the process from coordination of DDD-eligible members receiving VR services to achieving employment goals.
- ❖ A brochure was developed entitled “Employment That Is Right for Me!” It explains the employment supports provided by both divisions and the roles and responsibilities of the two divisions.
- ❖ Events were held with staff from both divisions so everyone understands their individual and shared responsibilities on the continuum to assisting members on a path to employment.

Virtual Employment Services

In response to the COVID-19 crisis and to meet members' needs for employment and other services while avoiding congregate settings, DDD developed a guide that provides direction to vendors to determine when employment services can adequately and safely be provided to a member via telehealth.

Members go through an assessment process to determine if telehealth services will help them to continue their vocational aspirations. This includes supporting the transition into a more independent employment setting, as well as achieving employment outcomes and a progressive move to competitive integrated employment.

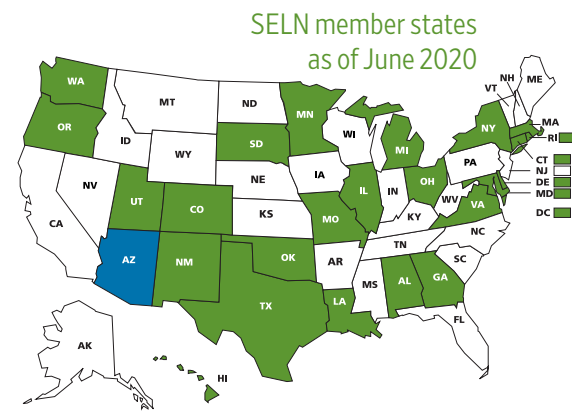
Collection and Use of Data

The Arizona Division of Developmental Disabilities developed a project using its Business Operations and Management Information System to review data on members receiving employment services. The project will collect demographic information, as well as data on whether members are working full or part time, with or without supports.

ARIZONA

Arizona Division of
Developmental Disabilities

Interim Assistant Director: Zane Garcia Ramadan
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Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average Hourly Wage



23.9 Average Hours Worked For 2 Weeks

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State Employment Leadership Network



NASDDDS
National Association of State Directors
of
Developmental Disabilities Services

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2019–2020 SELN ACCOMPLISHMENTS

DELAWARE

DEVELOPMENTAL DISABILITIES ADMINISTRATION

Delaware has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

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 DDDS to expand services 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 those living in a provider-managed setting to access the PTE program. This limited who could access the services and benefit from the in-depth support to join the workforce. On January 1, 2020, DDDS received approval to remove this language from the SPA, which has opened services to those living in provider-managed settings.

Delaware is also awaiting final approval to lift the age cap in the PTE program. Currently, people who are 25 years-old age out of the program; this change will allow people to be remain in the program beyond that age.

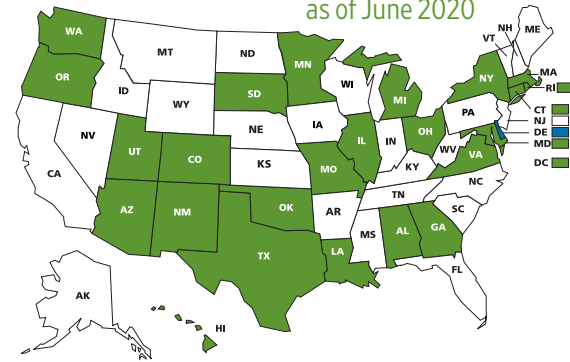
Activity 2: Interagency Collaboration and Partnerships

DDDS has a long history of productive collaboration with the Division of Vocational Rehabilitation 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.

Additionally, DVR removed a requirement which limited how past assessments were used. This decision clarified and emphasized expectations for using person-centered approaches more aligned with employment goals. Providers now must research what has already been done in school settings to know what different experiences will assist an individual to reach their stated employment goals.

These changes led to an increase of 7% more people employed as a result of their time in the PTE program this year. Due to collaborative efforts with DVR, local education agencies, and DOE, 16% more individuals were served in the PTE program compared to last year's enrollment.

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average
Hourly Wage



23.9 Average Hours
Worked For 2 Weeks

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DELAWARE

Developmental Disabilities
Administration

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State Employment Leadership Network



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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 expanded 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. Guidance on proper personal protection equipment use has been consistently shared and weekly provider meetings encourage a learning community environment during the pandemic.

2019–2020 SELN ACCOMPLISHMENTS

DISTRICT OF COLUMBIA

DEVELOPMENTAL DISABILITIES ADMINISTRATION

The District of Columbia has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

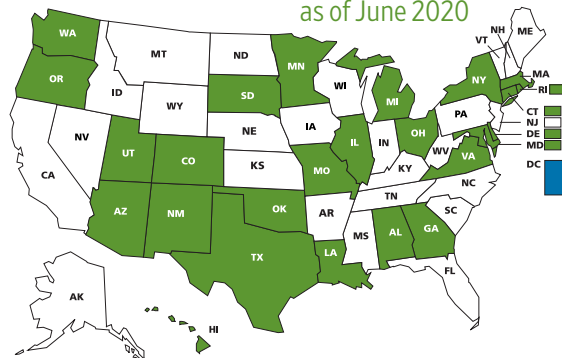
The District of Columbia Department on Disability Services (DDS) held its second annual World Café on the theme of Increasing Career Pathways. The World Café was funded through DDS's DC Earners and Learners project and with support from National Association of State Directors of Developmental Disabilities Services (NASDDDS). DDS, including DC's VR and Developmental Disabilities Administration, led the project, in collaboration with the Office of the State Superintendent of Education, District of Columbia Public Schools, Department of Employment Services, Public Charter School Board, Developmental Disabilities Council, and over 20 other members.

This strong consortium works to increase employment outcomes and economic self-sufficiency for youth and adults with IDD, while developing a replicable, sustainable model for systems change. Families, self-advocates, and other consortium partners participated in the World Café, focused on creating inclusive career pathways programs. Participants explored career pathways and adult education programs, strategies for engaging families, advocacy, informed choice, youth leadership, and postsecondary education.

The project also partnered with the Youth Employment Solutions "YES! Center" to deliver a 4-part webinar series titled Partnering for Employment: The Critical Roles of Families. The webinar provided parents and siblings with the tools and knowledge to assist family members with IDD in the employment process.

The webinars covered ways to understand family members' interests and dislikes, the basics of Discovery and Customized Employment, how to have conversations with hiring managers, the importance of networking and leveraging relationships for employment opportunities, and tools that families can use at home. Videos developed from the webinars will be used to engage family groups and other stakeholders in discussions around the important role of families in the employment process and how agencies can empower them.

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



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DISTRICT OF COLUMBIA
Developmental Disabilities
Administration

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2019–2020 SELN ACCOMPLISHMENTS

GEORGIA

DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL DISABILITIES

These snapshots and the data (at right) show progress in Georgia to build a sustainable, higher-performing integrated employment system, driving future work and systems' goals.

Systems Change in Action

The BHAG (Big Hairy Audacious Goal)

Georgia's goal is to triple the percentage of persons with intellectual and developmental disabilities (I/DD) engaged in competitive integrated employment by 2025, from 16.3% to 48.9%. Georgia established a 32-member state-level supported employment leadership team led by the Department of Behavioral Health and Developmental Disabilities. The team is comprised of 10 state agencies, employment providers, families, advocates, and other state employment leaders. They held 10 monthly meetings devising strategies to improve system policies and practices tied to meeting Georgia's goal.

Provider-Level Goal

In fall 2019, a statewide leadership cohort was established. The cohort is comprised of executive directors and program managers from 25 supported employment provider agencies representing all 6 regions of the state. These participants set a group goal to get 428 individuals employed in the community by the end of 2020 to assist with meeting the BHAG.

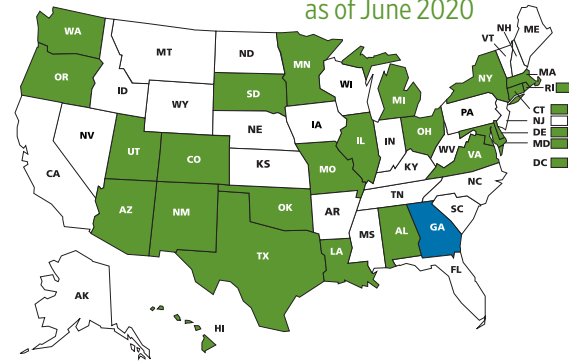
Capacity Building

In collaboration with Wise, Georgia embarked on a mission to develop high-performing employment organizations and communities. The Wise team led statewide activities such as virtual and in-person learning and networking sessions for the leadership cohort. Team members focused on specific programmatic needs including expanding community building, goal-setting, building professional connections, resource sharing, and data collection.

Additionally, the 6 regional Gardens of Change that were formed in 2018 sprouted projects geared towards the goal. With technical assistance from Wise, regional activities include:

- ❖ **Region 1.** "The Determined Dandelions" created and submitted a video success story to the statewide provider network news and hosted a provider information event.
- ❖ **Region 2.** "Miracle Growers" created a Basecamp site for gathering and sharing information and resources and hosted 3 family education forums.
- ❖ **Region 3.** "Sprouts" hosted a family and provider information event and 6 provider agencies hosted community partner on-site visits.
- ❖ **Region 4.** "Busy Bees" hosted 3 informational luncheons for families and providers on "SSI and How to Access the Employment Process: Benefits, Education and Employment Services."
- ❖ **Region 5.** "Peachy People" hosted 3 family employment information sessions.
- ❖ **Region 6.** "Harvest Six" hosted an online video resume and storytelling training session as well as a training about building disability employment awareness.

SELN member states
as of June 2020



Employment Express Funding Data



\$10.14 Average
Hourly Wage



80.6 Average Hours
Worked (Monthly)

Note: During the last quarter of FY2020, an average of 229 individuals reported active employment status and earning wages during the COVID-19 pandemic.

Source: April, May, and June 2020
Employment Express Funding Data

GEORGIA

Department of Behavioral Health and Developmental Disabilities

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State Employment Leadership Network



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HAWAII

DEVELOPMENTAL DISABILITIES DIVISION

Hawaii has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019–2020 membership year.

Clarification of Waiver Services Supportive of Employment

Hawaii's 1915(c) waiver offers a variety of supports for employment such as Discovery and Career Planning, Individual Employment Supports, and Assistive Technology. Community Learning Service (CLS) is another option for supports in employment, with an annual assessment by an employment specialist to assess the ongoing need for CLS staff to support participants in the workplace.

For the upcoming waiver renewal, the Developmental Disabilities Division (DDD) is working with employment providers and stakeholders to refine service definitions to increase access to and further the implementation of competitive integrated employment.

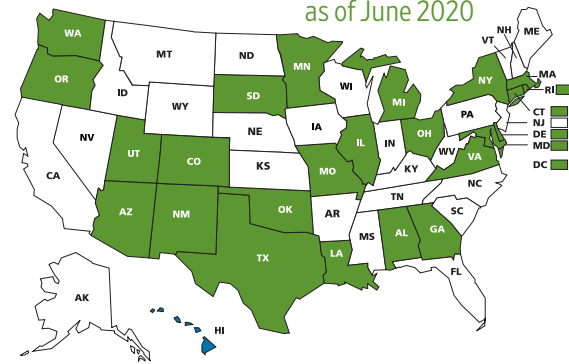
Capacity-Building Efforts

Hawaii continues to pursue increasing the number of waiver providers who are also able to provide vocational rehabilitation services to ensure a seamless continuity of services between the Division of Vocational Rehabilitation (DVR) and DDD. DVR and DDD are working together to increase availability of employment services and address barriers.

Roll-out of INSPIRE and Future Opportunities

DDD successfully deployed its second release for INSPIRE, the Division's new IT case management system. The release included a LifeCourse module, new individualized service plan (ISP) features, and the Calculator 3.0 individual supports budget-planning tool. The ISPs in INSPIRE also include a dedicated section to prompt the discussion of employment and to collect data on participants' employment status.

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average Hourly Wage



23.9 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.



State Employment Leadership Network



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HAWAII

Developmental Disabilities Division

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2019–2020 SELN ACCOMPLISHMENTS

ILLINOIS

DIVISION OF DEVELOPMENTAL DISABILITIES

These snapshots and the data (at right) show progress in Illinois to build a sustainable, higher performing integrated employment system, driving future work and systems' goals.

Illinois just finished its first year of SELN membership. The Illinois Department of Human Services (IDHS) Division of Developmental Disabilities (DDD) has led the efforts, in collaboration with the IDHS Division of Rehabilitation Services (DRS) and the Illinois Council on Developmental Disabilities (ICDD). One central goal is to engage in the comprehensive stakeholder-driven process of creating the SELN recommendations report. Another core objective is to advance systems change to increase the number of people with intellectual and developmental disabilities (IDD) employed in the state.

Systems Change

The DDD worked with a rates consultant to develop new service definitions and rates for pre-vocational and employment supports under the home and community-based services waiver. The DRS also launched a 5-year customized employment pilot program starting July 1, 2020.

Provider Capacity Building

The SELN team visited Illinois in December and held several listening sessions focused on provider capacity to move from sheltered work to competitive integrated employment. The sessions included community day service providers, 14(c) sub-minimum wage certificate holders, employment providers, associations, and advocacy groups.

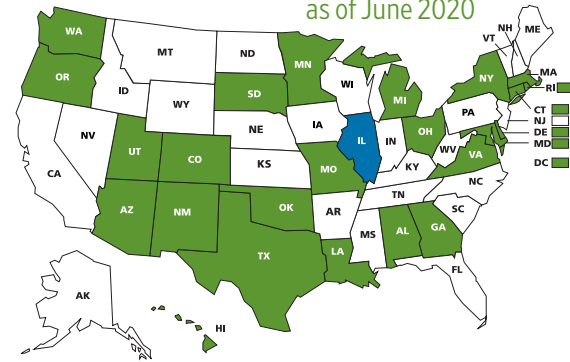
In December 2019, Chicago announced a provision within the FY2020 city budget that will phase out the use of sub-minimum wages for persons with disabilities. The Illinois Council on Developmental Disabilities (ICDD) created a grant opportunity to support Chicago-based providers to move away from 14(c) programming to community-based employment. This gave the state a chance to act on learnings from the SELN listening sessions.

Provider Training Opportunities

Over the past year, there has been increased provision of employment-focused training in Illinois. A number of trade associations and other groups have hosted training series emphasizing a shift to competitive integrated employment.

In addition, the ICDD has contracted with Marc Gold and Associates to provide virtual customized employment training, resulting in ACRE certification for participants completing the course. Training participants include IDD service providers and DRS staff.

SELN member states
as of June 2020



Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot



12% Have a paid job in the community

79% Number of people attending a day program



16% Have community employment as a goal

Data Source: In-Person Survey, National Core Indicator (NCI) Project, 2016-2017. For more information, visit www.nationalcoreindicators.org/resources/reports/



State Employment Leadership Network



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ILLINOIS

Division of Developmental Disabilities

Director: Allison Stark
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LOUISIANA

LOUISIANA DEPARTMENT OF HEALTH
OFFICE FOR CITIZENS WITH DEVELOPMENTAL DISABILITIES

Louisiana has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Louisiana's Office for Citizens with Developmental Disabilities (OCDD) is committed to improving waiver services so that individuals with I/DD have access to the community. OCDD began a workgroup of 13 stakeholders that includes state personnel and providers to work on the revision and restructuring of services that place a focus on a pathway to individual community employment.

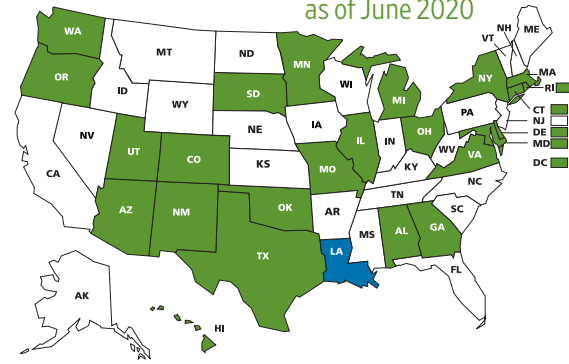
Funding for subminimum wage employment was discontinued in March 2020. Rates are being revised to align with the focus on employment and to ensure that we are supporting individuals to become employed and have a life that they desire in the community. The focus is on small-group community participation, discovery, career planning, job development, job coaching, and follow-along as a pathway to employment.

Louisiana is planning to go into a single waiver within the next two years, so services are being aligned across waivers in anticipation of this event.

OCDD and Louisiana Rehabilitation Services (LRS) began laying the groundwork to ensure a seamless transition between waiver services and LRS as the state moves forward with individual employment opportunities. A memorandum of understanding is being updated to include the process of working between systems.

OCDD is updating its data collection process and system. This will allow the agency to better track the work being done to support individuals in community activities and individual employment.

Over the last four years, Louisiana has been investing time and energy into moving towards improving employment outcomes for individuals with disabilities. An Employment First Taskforce that included stakeholders across agencies, individuals with disabilities, and families was created by the governor and a plan was created. This taskforce has laid the groundwork to make Louisiana an Employment First state and also created

SELN member states
as of June 2020Employment for
Individuals With IDD

Nationwide Snapshot

**14%** In an Individual Job**\$9.88** Average
Hourly Wage**23.9** Average Hours
Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.

LOUISIANA

Louisiana Department of Health
Office for Citizens with Developmental
Disabilities

Mark Thomas, Deputy Secretary
SELN Lead Contact: Rosemary Morales
rosemary.morales@la.gov

State Employment
Leadership Network

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a State as a Model Employer Taskforce that is working across agencies to increase the number of individuals with disabilities in state government.

Louisiana has received technical assistance through the Department of Labor's Office of Disability Employment Policy Employment First State Leadership Mentoring Program and Visionary Opportunities to Increase Competitive Employment initiatives. Through these initiatives, a quarterly Community of Practice meeting was started in several regions and OCDD is working to expand these meetings into other regions. These meetings are used to share information among providers and other stakeholders with the goal of increasing employment among individuals with I/DD.

In 2019, Louisiana received funding from the Louisiana Developmental Disabilities Council to train 450 people in the I/DD system on supported employment through the Elsevier Online College of Employment Services. The DD Council has also funded several rounds of training in customized employment over the last couple of years.

2019–2020 SELN ACCOMPLISHMENTS

MARYLAND

DEVELOPMENTAL DISABILITIES ADMINISTRATION

Maryland has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

COVID-19 Response

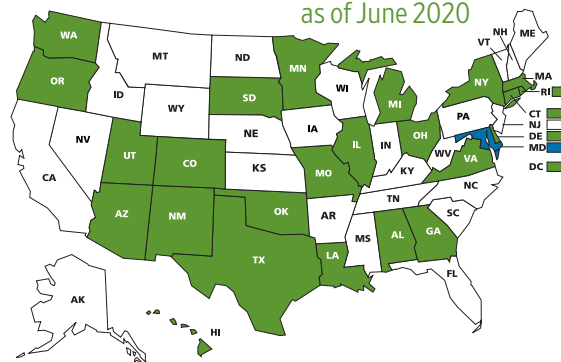
In response to COVID-19, the Developmental Disabilities Administration (DDA), with feedback from stakeholders, submitted an Appendix K to the Centers for Medicare and Medicaid Services. This submission allows temporary changes and flexibilities in how waiver services are provided. Examples of modifications include use of remote supports, flexibility in service location and settings, flexibility around service definition, and the ability to hire family as support staff.

Access to technology and use of remote supports is emerging as a critical element for delivering meaningful day and employment services moving forward. These types of supports have allowed many people in services to continue working as essential employees, and to stay connected with their communities and social networks during the COVID-19 crisis. The DDA is actively engaging with stakeholders, and other state agency partners, related to lessons learned from the current public health emergency. Flexibilities that have been successful in supporting employment and community participation outcomes will be explored for future waiver amendments moving forward.

System Capacity Building

Maryland DDA continues to support overall systems transformation efforts that elevate competitive integrated employment as the preferred outcome for people of working age with disabilities. To support these outcomes, DDA has increased proof of competency requirements for employment provider agencies and will require Customized Employment Support Professional (CESP) certification for people providing services such as discovery and job development. To support this change, DDA has provided reimbursement to send staff to ACRE-approved customized employment training, as well as for the cost to sit for the CESP exam.

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



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MARYLAND

Developmental Disabilities
Administration

Deputy Secretary: Bernard Simons
SELN lead: Kathleen Walker
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2019–2020 SELN ACCOMPLISHMENTS

MASSACHUSETTS

DEPARTMENT OF DEVELOPMENTAL SERVICES

These snapshots and the data (at right) show progress in Massachusetts to build a sustainable, higher performing integrated employment system, driving future work and systems' goals.

The Massachusetts Department of Developmental Services (DDS) continued its focus and engagement in capacity-building initiatives at multiple levels.

During the 2019-2020 membership year, DDS has been engaged in a productive collaborative process with our state vocational rehabilitation agency, the Massachusetts Rehabilitation Commission. The purpose is to review and enhance policies and cross-agency practices to more effectively support individuals with IDD to obtain competitive integrated employment.

The 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. Specific areas of focus are on youth transitioning from school to adult services, alignment with recent changes in the implementation of pre-employment transition services, and increased clarity in the delivery and funding of ongoing employment support services.

DDS continues its investment to build capacity within provider organizations and enhance expertise of staff through offering comprehensive training opportunities that promote the delivery of quality supported employment and community-based day support services.

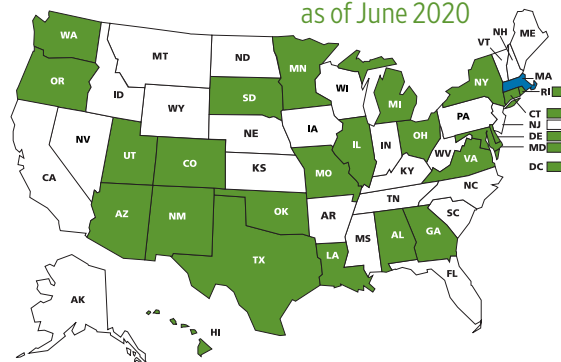
A specific focus on customized employment was identified as a priority area and a new learning community was developed, using both in-person trainings and webinars to foster sharing of best practices.

Key elements of the design of the learning community include a commitment for one year, support of a program supervisor for the job developer engaged in the training, and identification by each participant of several individuals who would benefit from the focus on customized employment approaches.

Additionally, several successful full-day conferences were held for providers and agency staff with the focus on community-based day services as a pathway to employment, in order to maintain and foster the ultimate goal of employment for all individuals.

In response to the COVID-19 pandemic, many existing trainings were quickly moved online and made widely available to provider staff, educators, and state agency staff.

SELN member states
as of June 2020



Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot



4,710 number of people
in integrated
employment

2,462 total number of
people in individual
supported jobs



45 average hours
worked over 4 weeks



\$564 average wages
earned over 4 weeks

Data Source: The 2019 Statewide Employment
Snapshot, MA Department of Developmental Services

MASSACHUSETTS

Department of
Developmental Services

Commissioner: Jane Ryder
SELN Lead Contact: Margaret Van Gelder
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**State Employment
Leadership Network**



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2019–2020 SELN ACCOMPLISHMENTS

MICHIGAN

DEPARTMENT OF BEHAVIORAL HEALTH & DEVELOPMENTAL DISABILITY ADMINISTRATION

Michigan has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Access to employment outcome data

Michigan's Behavioral Health & Developmental Disabilities Administration (BHDDA) launched its employment data website in June 2020: www.statedata.info/michigan/

The website summarizes data on employment outcomes and participation in non-work activities for people receiving services funded by BHDDA. BHDDA leaders appreciate insights provided by several local community mental health agencies, the MI Developmental Disabilities Council, and internal staff that helped shape this site in partnership with ICI/UMass Boston and the SELN.

This site will be updated at least quarterly. It allows users to search employment data by variables such as:

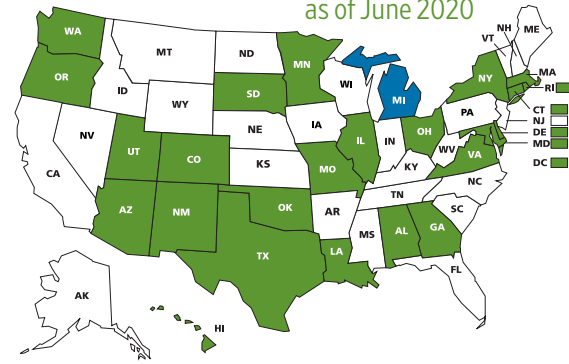
- ❖ State or Community Mental Health Services Program (the local governing entity for service delivery)
- ❖ Disability type, gender, or age
- ❖ Mean wages earned and/or hours worked
- ❖ Number or percent of individuals working

This site conveys the expectation and value of employment for all Michigan citizens with significant disabilities. This joint work also provides a foundation for BHDDA's improved data-sharing strategy with its state partners, such as vocational rehabilitation, education, and workforce development. These partners are working on a memorandum of understanding to share key employment data.

Revised service definitions and provider qualifications

BHDDA is in the early vetting stage to update its Medicaid Provider Manual language. This will include definitions for key terms such as Individual Competitive Integrated Employment, Career Planning/Discovery, and Financial Planning. This multi-year path to update language may also introduce clarity about providing "on-behalf-of" services in support of individuals and establish stronger provider qualifications. In addition, transportation as a stand-alone service may be included. Consultants from both the SELN and the Office of Disability Employment Policy were instrumental in advancing this work.

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average
Hourly Wage



23.9 Average Hours
Worked For 2 Weeks

Data source: In-person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.



**State Employment
Leadership Network**



MICHIGAN

Michigan Dept. of Health and Human Services
[Department of Behavioral Health &
Developmental Disability Administration](#)

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The Michigan Employment Data Project is designed to help BHDDA and its community of stakeholders to develop the supports and infrastructure necessary to fulfill the vision and goals of Michigan's commitment to Employment First and to provide longitudinal data that support Michigan's goals to improve both participation in integrated employment and the quality of employment outcomes. This data tool is designed to support conversation, the development of goals and strategy, and to support individuals and families as they review employment support opportunities.

2019–2020 SELN ACCOMPLISHMENTS

MINNESOTA

MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES

Minnesota has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Aligning State Agency Employment First Efforts

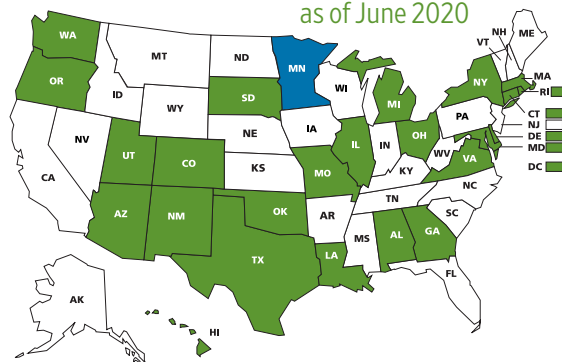
Minnesota's Departments of Human Services and Employment and Economic Development signed an interagency agreement in September 2019 outlining how they will align their employment services. The goal is that people receiving waiver services get seamless and timely supports to make informed choices and meet their competitive integrated employment goals.

Since this agreement was finalized, the agencies have been collaborating closely to revise service definitions, align funding structures, align service provider pools, and integrate benefits planning across systems with a "benefits coaches" training model. The agencies also have created common definitions, designed business process flows, and developed tools for support professionals.

The actions required by the interagency agreement are set to be implemented in summer 2021, but have already led to the following accomplishments:

- ❖ **Agile Stakeholder Engagement:** In spring 2020, the state launched the Professional Input Panel on Employment (PIPEin). PIPEin is a volunteer group of professionals who provide feedback to the state human services and employment and economic development agencies as they align their employment services systems. PIPEin members (currently over 200) receive quick engagement activities to provide feedback, such as reviewing documents, taking surveys, participating in focus groups, and engaging in interviews. Members include case managers, VR counselors, and employment service providers. MN also has a similar feedback group for people with disabilities and their families, called the Virtual Insight Panel (VIP).
- ❖ **Informed Choice Training:** Through the Disability Hub Minnesota, MN is launching a new online training module for support professionals on informed choice. This free training leads case managers, VR counselors, and school staff through the history, definition, and importance of informed choice.

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average Wage



23.9 Average Hours
Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.



**State Employment
Leadership Network**



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MINNESOTA

Mental Health and
Developmental Disabilities

Director: Natasha Merz
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Dual Enrollments

As part of our interagency agreement, MN is undertaking work to encourage dual enrollment for employment service providers in both waiver services and VRS. At the start of 2020, 13% of waiver employment service providers (59 out of 450) were also enrolled as vocational rehabilitation service providers.

Recent actions include increasing the amount “limited use vendors” (like vendors trying out VR services) can bill (increase from \$40,000 over two years to \$100,000 over two years), offering regional webinars outlining benefits and steps to become dually enrolled, as well as conducting gap analysis to identify areas for new provider recruitment.

For broader data on how MN is tracking progress towards increasing competitive, integrated employment outcomes for people with disabilities, visit [Minnesota’s Employment First Dashboards](#).

2019–2020 SELN ACCOMPLISHMENTS

MISSOURI

DIVISION OF DEVELOPMENTAL DISABILITIES

These snapshots and the data (at right) show progress in Missouri to build a sustainable, higher-performing integrated employment system, driving future work and systems' goals.

Increase in Authorizations for Employment

A major focus of Missouri's efforts has been on expanding the number of individuals authorized for employment services. At the end of June 2020, there were 1,380 individuals authorized for employment services under Missouri's Medicaid waiver, an increase of 18.6% over the past 24 months. While the ultimate goal is for individuals to become successfully employed, the ability to access the necessary supports and assistance to do so is a critical first step in this process, in terms of prioritizing employment.

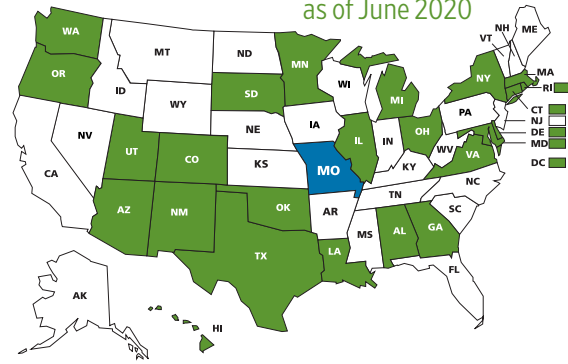
State as Model Employer

The Missouri Division of Developmental Disabilities helped to spearhead Missouri's efforts for the state to become a model employer of people with disabilities. The end result was an executive order issued by Governor Michael Parson on September 9, 2019 setting annual goals for continuing to increase the percentage of individuals with disabilities in the state workforce, and a series of initiatives to meet those goals. As part of the capacity-building, each state department is required to develop a capstone project, to increase employment of people with disabilities in their respective departments.

Value-Based Payment Structure

A major focus for Missouri has been on development of a value-based payment system, whereby service providers will be paid for meeting certain benchmarks. Missouri has worked closely with the Office of the National Coordinator for Health IT and consultants on development of this system. SELN has provided support regarding establishment of payments, and development of various tools for documentation of those payment points. The development of this payment structure has proven to be complex in terms of identification of payment points, creation of documentation tools for vendors that can be used within existing systems, aligning this payment system with CMS requirements, and development of a systematic roll-out of the value-based payment structure, to replace the current fee-for-service structure. The intent is to begin phase I of reporting implementation in late 2020.

SELN member states
as of June 2020



Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot



83% people working in individual (non-group) employment*

73% increase in individuals receiving job coaching over past 3 years*



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

* Data Source: Missouri DMH data system —2020

** Data Source: In-Person Survey, National Core Indicator (NCI) Project, 2016-2017. For more information, visit www.nationalcoreindicators.org/resources/reports/



State Employment Leadership Network



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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MISSOURI

Division of Developmental
Disabilities

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2019–2020 SELN ACCOMPLISHMENTS
NEW MEXICO
DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION

These snapshots and the data (at right) show progress in New Mexico to build a sustainable, higher-performing integrated employment system, driving future work and systems' goals.

Certifications on the Rise

The Partners for Employment Collaborative supports expanding the capacity of employment providers in New Mexico by supporting employment professionals to complete ACRE certified training and achieve the APSE Certified Employment Support Professional (CESP) credential. The goals of the training are to support new staff as they learn their jobs, and to provide learning opportunities for more seasoned staff who need a refresher on a specific topic.

Achieving Virtual Success

Partners for Employment (PFE) is a statewide collaborative training and technical assistance program that includes the University of New Mexico's Center for Development and Disability, as well as the NM Department of Health's Developmental Disabilities Supports Division (DDSD) and the NM Division of Vocational Rehabilitation (DVR).

In addition to moving all training and networking opportunities online in early March due to COVID-19, PFE made a huge leap to move its annual in-person conference to a virtual platform. The conference hosts keynote speakers and has tracks focused on best practices in supported employment, leadership, and school-to-work transition. This year's theme was "Reaching New Heights." The 3-day in-person event was slated to host 250 participants with 13 sessions. The virtual event, which started in May and ended June 30, hosted 680 participants with 11 training sessions, several of which were recorded and posted to the PFE website.

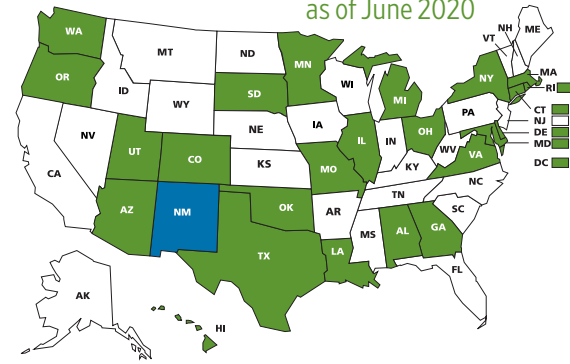
The impact of this event continues as a result of the recorded sessions. A 99% satisfaction rate was reported, with many participants expressing appreciation that they did not have to travel to attend.

Prioritizing Youth Services

DDSD has identified school-to-work transition services for youth with IDD as a top priority. To further this goal, the first-ever statewide transition lead position was created and filled in May 2019.

The first year of developing the DDS school-to-work transition program has been filled with research, learning, and collaboration with partners such as school districts, DVR, and PFE. DDS's goal is to develop materials and resources for families and youth to help navigate the wide variety of funding streams and support systems. The coming year will include additional program development for youth with IDD, including building connections to resources, developing independence, entering the workforce, and exploring community inclusion.

SELN member states as of June 2020



Supporting Employment Professional Certification: Then & Now

2015

3 CESP's

0 ACRE Certified Staff

2020

57 CESP's

125 ACRE-Certified Staff

Source: University of New Mexico/ Center for Development & Disability Partners for Employment



State Employment Leadership Network



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NEW MEXICO

Developmental Disabilities
Supports Division

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2019–2020 SELN ACCOMPLISHMENTS

NEW YORK

OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

New York has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Continued Movement from Workshops to Integrated Employment

During 2019, 10 providers discontinued segregated employment services through sheltered workshops in addition to the 25 providers that took that action in 2018. Integrated businesses that are fiscally sustainable, meet the Home and Community-Based Waiver settings requirements, and employ people with and without disabilities have been created by 25 providers. Individuals continue to transition from sheltered workshops to community-based prevocational services and supported employment in accordance with their person-centered plans.

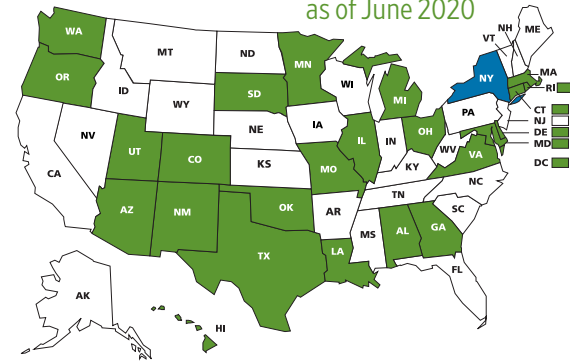
The Office for People with Developmental Disabilities (OPWDD) has expanded the number of individuals eligible for community-based prevocational services, which assist individuals to prepare for competitive employment. These services focus on general employment skills, offer career exploration and experiences in different occupational categories, and help develop each individual's strengths and interests. During 2019, structured training for providers developing these services has been funded by OPWDD to increase the number of community-based services offered.

Discovery Services and the Employment Training Program

Discovery services are the cornerstone of successful employment outcomes. In 2018 and 2019, OPWDD created services that allow providers to help a person discover their skills, abilities, and interests. This helps ensure the person's job is a strong match for them, in addition to meeting the employer's needs. Providers may use community-based prevocational services, Pathway to Employment, or the Employment Training Program (ETP) to offer activities that can lead to the development of a career and vocational plan.

In 2019, the ETP served more than 1,100 people including high school students. The ETP is designed to increase the number of businesses that hire individuals with IDD and to offer individuals an employment opportunity that might not otherwise be available. OPWDD pays the wages of the individuals while they are learning the job, with the expectation that the business will then hire the person.

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average Hourly Wage



23.9 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.

NEW YORK

Office for People with
Developmental Disabilities

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State Employment Leadership Network



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Staff Education and Training

In 2019, OPWDD had 10,700 individuals enrolled in supported employment, with 8,750 individuals working in competitive integrated employment. That same year, OPWDD continued its support for 356 classes to train 9,000 voluntary provider staff from more than 200 agencies. These classes help providers understand OPWDD expectations for service delivery, Employment First, and person-centered planning.

In OPWDD's supported employment regulations, staff providing services must initially complete 24 hours of trainings in the Innovations in Employment Supports series and then 6 hours of additional trainings each year. The trainings are held throughout the state on a regular basis. Classes focus on practical skills such as job coaching (basic and advanced), person-centered planning, and business engagement.

OHIO

DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Ohio has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019–2020 membership year.

Activity 1: Performance Measurement and Data Management

In early 2020, the Ohio Department of Developmental Disabilities (DODD) restructured, reorganized, and developed a strategic analytics and innovation unit. This unit is establishing data as a strategic asset and is focused on data quality, data governance, and self-service analytics. This allows DODD to implement a strategic analytics roadmap across all divisions. DODD is promoting a culture committed to simpler and more efficient processes that result in better outcomes for individuals served and agency stakeholders, and allows for increased collaboration between internal divisions and external groups.

In the last year, one of DODD's collaborative efforts was the Outcome Tracking System (OTS). The OTS application was developed with internal and external stakeholders to capture how people with IDD are spending their days. This application was launched in October 2019 to look at larger systems and services outcomes within adult day and employment services. The application will capture these outcomes yearly as a static data snapshot in each reporting period.

DODD has completed its first reporting period and will be analyzing and sharing the data on a new public website. The data captured with the OTS application allows DODD to align policies, procedures, and legislation that will improve how people with IDD live and work in their communities.

Activity 2: Service and Service Innovation

As DODD moves forward with multiple initiatives and policy changes related to adult day services, employment services, and technology supports, communicating about the changes remains a high priority. DODD is reviewing all current services and making recommendations to modernize Ohio's adult day and employment services system in alignment with customer needs and funding requirements.

The Basic Employment Skills Training (BEST) framework, which aligns Ohio's Medicaid prevocational services with state and federal requirements, is moving forward. During this implementation process, communication among service providers, county IDD boards, families, and people receiving services is paramount. A subcommittee is designing a communication plan incorporating the different ways each group will need information provided to them. The first survey from the subcommittee was sent to each intended audience to gauge information preferences and knowledge about the upcoming transition to a new service, and to help craft an effective communication plan.

OHIO

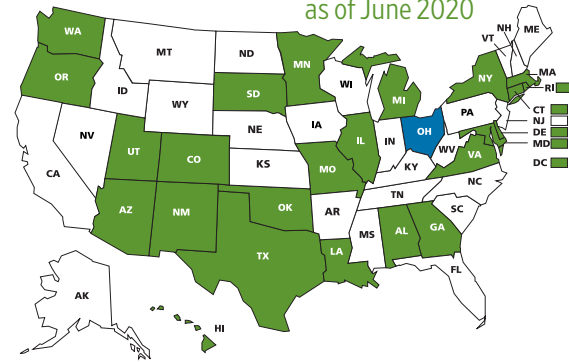
Department of Developmental Disabilities

Director: Jeff Davis

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SELN member states
as of June 2020



Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot



51% are employed

49% are not employed

41% indicated they did not want a job in the community

Of those employed,

58% are in facility-based jobs

33% had an individual competitive job

16% had a group integrated job

Less than 1% were self employed

Source: Ohio Outcome Tracking System Data, 2020



State Employment Leadership Network



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The BEST framework is one component of Ohio's Blueprint for Adult Day and Employment Services Work Group which is being convened to improve adult day support services and transportation services, as well as to strengthen competitive integrated employment outcomes for people with IDD. From the beginning, information about the purpose of the work group, its members, and the outcomes of each meeting has been communicated broadly throughout Ohio's system. This is helping to ensure transparency and to spark public discussion of the topics important to the blueprint group as their work evolves through time.

Working with multiple partners, stakeholders, vendors, and people with IDD using assistive technology, DODD created a new look for the Technology First initiative website, with easier-to-find resources and information about technology supports in Ohio. This new web page provides the public with links to remote support services and vendors, as well as a virtual home walk-through with information about technology lending libraries so users can try the technology presented first before purchasing.

The website also highlights the technology programs Ohio has initiated to accomplish the goals laid out by the Ohio Technology First Council. DODD is using videos, information guides, and social media posts to explain and promote the use of technology throughout the state to support people with IDD.

2019–2020 SELN ACCOMPLISHMENTS

OKLAHOMA

DEVELOPMENTAL DISABILITIES SERVICES

Oklahoma has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Activity 1: Strategic Goals and Operating Policies

The Oklahoma Department of Human Services (OKDHS) True North Initiative establishes a strong connection between the state's systems change priorities and performance. This initiative focuses on building robust connections between OKDHS and stakeholders so all participants can work together toward improving employment outcomes.

OKDHS True North

Each OKDHS division has outlined specific and concise goals. The goals of Developmental Disabilities Services (DDS) are to “work with all agency divisions and with their community partners and other stakeholders to:

1. Empower and support Oklahomans with developmental disabilities to live independently and work in competitive integrated employment within their communities;
2. Advocate for the elimination of the Developmental Disabilities Waiting List while providing services to Oklahomans and their families; and
3. Improve the well-being and independence of individuals receiving home and community-based services.”

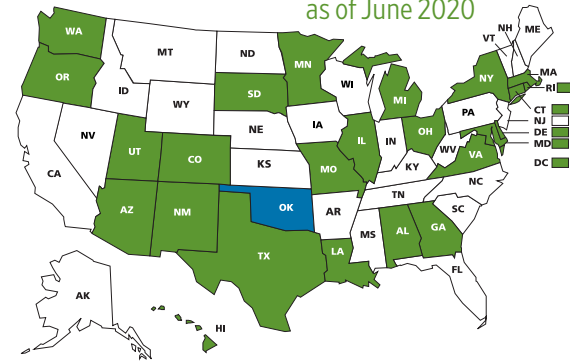
Inclusion of the term “competitive integrated employment” signals an important milestone. Recognizing the role of paid work in the community for all working-age individuals has been a cornerstone of DDS’s work over the last 25+ years. Emphasizing competitive integrated employment clarifies the shift toward individual jobs in community businesses with paid supports only as needed for each person.

Activity 2: Data Measurement, Quality Management

Over the last 12 months, DDS has analyzed data on use of OK Department of Rehabilitation Services (DRS) vocational rehabilitation services. Policies require individuals seeking employment services through DDS to first access DRS.

During monthly meetings of the two state systems, service utilization data is cross-referenced to determine which services people are accessing and when. Follow-up is then done statewide with case managers and providers to reinforce expectations on which system to approach first and what steps to follow. Sharing

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average Hourly Wage



23.9 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.



State Employment Leadership Network



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OKLAHOMA

Developmental Disabilities Services

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Email: regina.chace@okdhs.org

this data reveals who is being supported, ensures their individual plan is accurate, and helps designate what services they most need and will benefit from.

To date, this quality improvement activity has strengthened DDS internal policies and practices, has illustrated the utility in shared resources, and has improved the relationship between DDS and DRS. DDS and DRS will work toward a formal data-sharing agreement in the future.

Activity 3: Financing and Contracting

Value-based Payment Pilot

For the last two years, OK DDS has engaged in an Innovation Accelerator Project (IAP) with the federal Centers for Medicare and Medicaid Services (CMS). The goal of IAPs nationally is to improve the health and health care of Medicaid beneficiaries and to reduce costs by supporting states' ongoing payment and delivery system reforms.

DDS has invested in strong stakeholder engagement activities to ensure broad and deep support for new funding methodologies. A group of DDS champions met to analyze needed systems improvements and how service funding plays a role.

To this end, the OK IAP focuses on a value-based payment pilot. DDS's system promotes community-based employment with the goal of increasing individual competitive employment and decreasing the number of people in group jobs. A model has been proposed to include a payment milestone when an individual reaches a benchmark event or step (e.g., movement from a center-based to a community-based setting). Through a financial simulation, DDS will determine other strategies needed for implementation.

OREGON

DEPARTMENT OF HUMAN SERVICES • DEVELOPMENTAL DISABILITY SERVICES

Oregon has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Quick Systems Change Response to COVID-19

Oregon's Employment First initiative focused on assisting providers to maintain services during COVID-19. Oregon's Office of Developmental Disabilities Services offered contingency funding to employment and day support activity providers and increased free training opportunities to support provider capacity. Employment First also changed policy to allow for remote services during COVID-19, including remote job coaching and remote Employment Path courses.

Provider Capacity-Building Efforts

Oregon launched a rural stakeholder group with representatives statewide from employment providers, case managers, and vocational rehabilitation. The group is focused on brainstorming and troubleshooting provider capacity issues in rural areas. In late 2020, Employment First will launch a new workforce website for providers to post available jobs in the IDD workforce for positions such as job coaches, job developers, and direct support professionals.

Training and Technical Assistance Efforts

In 2020, Oregon launched a series of free, interactive training modules for employment providers. The 32 modules are designed to help increase the quality and accessibility of training for job coaches, job developers and employment specialists. Topics range from "How Social Security Administration Work Rules Support Employment" to "Understanding Schools: Transition Planning and Employment."

Ending Sheltered Workshop Services

Sheltered workshop services will no longer be funded in Oregon by the Office of Developmental Disabilities Services effective September 2020. This is the culmination of more than six years of provider transformation efforts, which included grants, technical assistance, and a complete shift in statewide policy to support competitive integrated employment as the priority for employment services.

Data

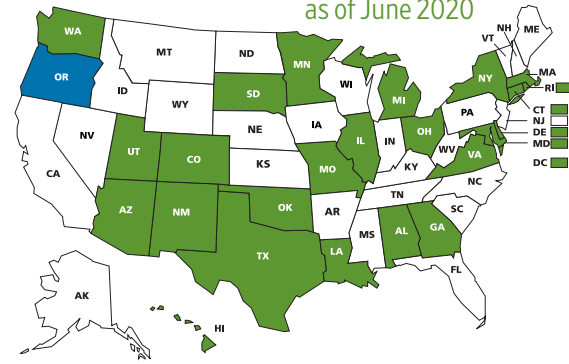
- ❖ People in any employment service: **2,797**
(as of March 2020)
- ❖ People have a paid job in the community: **2,177**
(as of March 2020)
- ❖ People served in facility-based employment: **71**
(as of March 2020)
- ❖ People served in facility-based employment: **0**
(as of August 31, 2020)

OREGON

Department of Human Services
Developmental Disability Services

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SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average Hourly Wage



23.9 Average Hours Worked For 2 Weeks

Data source: In-Person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.



State Employment Leadership Network



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2019–2020 SELN ACCOMPLISHMENTS

RHODE ISLAND

DIVISION OF DEVELOPMENTAL DISABILITIES

These snapshots and the data (at right) show progress in Rhode Island to build a sustainable, higher performing integrated employment system, driving future work and systems' goals.

New Performance-Based Customized Employment Program

Rhode Island's Division of Developmental Disabilities (DDD) released a request for proposals soliciting innovative and collaborative customized employment projects for the Person-Centered Supported Employment Performance Program 3. This iteration of the project focuses on a smaller cohort of individuals who have never been employed and are members of the consent decree target population. Funded projects consist of a lead IDD organization that collaborates with other IDD organizations and community partners to provide a comprehensive and holistic approach to customized employment.

The state contracted with Griffin & Hammis Associates to provide ACRE training in customized employment to the DDD employment staff. The IDD and vocational rehabilitation teams will be trained in the Discovery Fidelity Scale. The project originally was planned to take 18 months but had a delayed start. It is now running through FY 21 with anticipation to continue into FY 22.

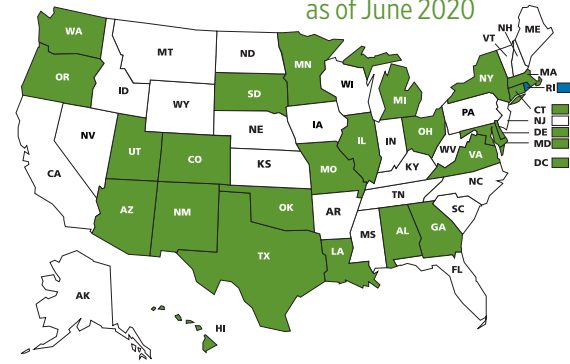
Statewide Software to Assist Data Collection and Tracking

Rhode Island implemented Therap Software statewide for all licensed providers of IDD services. Therap provides a web-based case management system where the state and providers can view, update, and share information. The information tracked includes referrals, demographics, eligibility, assessments, service plans, and much more.

The Therap system was developed for providers supporting individuals with IDD and for state agencies that provide funding and oversight to these programs. The state will pay the annual software fees to cover all licensed providers.

In the last year, RI has completed Phase 1 of the implementation, which involved the administrative set-up and rolling out the core modules, as well as enabling secure communications between the state and providers. Despite the impact of COVID, Phase 2 has begun, involving Individual Support Plans and authorizations and billing. Therap is improving communication, reporting, information sharing, and oversight within Rhode Island.

SELN member states
as of June 2020




Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot

29% 
have a paid job in
the community

\$11.26 
average hourly wage

56% 
of those who do not
have a job want one

Data Source: In-Person Survey, National Core Indicator (NCI) Project, 2018-2019. For more information, visit www.nationalcoreindicators.org/resources/reports/



State Employment Leadership Network



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

Interim Director: Kevin Salvage
SELN Lead Contact: Tracey Cunningham
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2019–2020 SELN ACCOMPLISHMENTS

SOUTH DAKOTA

DIVISION OF DEVELOPMENTAL DISABILITIES

South Dakota has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

Activity 1: Strategic Goals and Operating Policies

The SD Department of Human Services contracted with an outside consultant to review the state's continuum of care for South Dakotans with IDD. This review was generated to assist new administrators with understanding the current system and included:

- ❖ Review of current services and supports available through the waiver programs, state plan, Intermediate Care Facilities, and other service delivery systems commonly accessed by people with IDD such as mental health facilities
- ❖ Identification of opportunities to maximize the availability of community-based settings
- ❖ Provision of technical assistance regarding how service and supports options can be expanded for children and adults with IDD
- ❖ Suggestion of ways to improve access to home and community-based services and serve children and adults in the community, including transition and crisis supports
- ❖ Recommendation of provider skill sets and additional actions to enhance the IDD continuum of care, including state quality oversight and monitoring capacity
- ❖ Assessment of systems' readiness for psychiatric and medical supports
- ❖ Analysis of use of Medicaid funding and opportunities to enhance or leverage that funding
- ❖ Recommends improvements in supporting children in the least restrictive environment possible
- ❖ Recommendations specific to employment will be reviewed and used to inform future planning

Activity 2: Services and Service Innovation

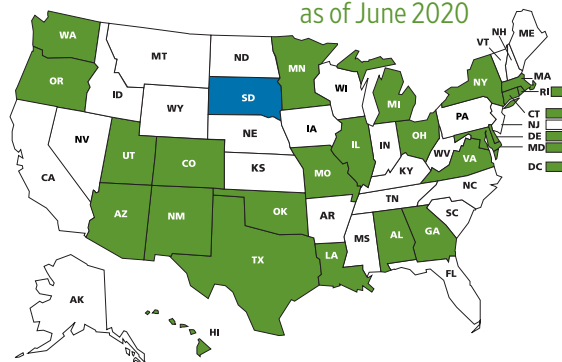
In recent years, the South Dakota Department of Human Services Division of Developmental Disabilities created a new employment-related service, career exploration, to replace and update the prior prevocational service. Career exploration provides new pathways and opportunities for individuals to experience community-based activities leading to paid work.

SOUTH DAKOTA

Division of Developmental
Disabilities

Director: Julie Hand
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SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



14% In an Individual Job



\$9.88 Average
Hourly Wage



23.9 Average Hours
Worked For 2 Weeks

Data source: In-person survey, National Core Indicators Project, 2018–2019. For more information, visit www.nationalcoreindicators.org.



**State Employment
Leadership Network**



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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As part of a continuous quality improvement effort, every individual receiving career exploration was asked to join with their team and evaluate:

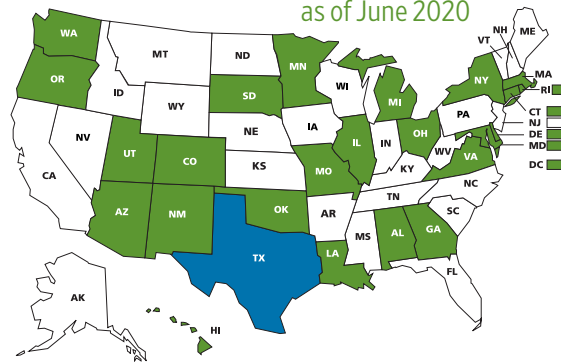
- ❖ The person's identified and documented existing work readiness skills;
- ❖ Whether an outcome for competitive, integrated employment is included in the individual service plan (ISP);
- ❖ What goals and supports related to employment should be in the ISP;
- ❖ The time required to successfully transition to competitive integrated employment and/or integrated community activities;
- ❖ Activities to support each employment goal

As the Division reviewed requests to continue career exploration where appropriate, new insights were gained regarding how to improve the service and what additional parameters would be needed to most effectively manage it. Engaging in this work has brought the state one step closer to fully integrating as many individuals in competitive integrated employment as possible.

TEXAS

HEALTH & HUMAN SERVICES (HHS)

INTELLECTUAL AND DEVELOPMENTAL DISABILITIES & BEHAVIORAL HEALTH SERVICES

SELN member states
as of June 2020

The following activities are snapshots of the progress Texas is making in its effort to build a sustainable higher-performing integrated employment system. Employment First efforts in Texas focus on education and outreach.

Vocational Soft Skills/Employment Readiness Training

Texas HHS developed a series of web-based training modules aimed at improving skills to facilitate transition to integrated, community-based work settings. Additionally, HHS will purchase employment readiness curricula to augment the training of local authority (LIDDA) regions, waiver service private providers, program recipients, and families/guardians.

Employment Services/Employment First Training

HHS is developing a series of six web-based training modules on various employment services elements for direct support staff. The COVID-19 pandemic has been a catalyst for Texas to transition to a primarily web-based format for training, outreach, and information. The web-based training format may reach a wider audience otherwise not able to attend in person.

The modules cover the following topics:

- ❖ Employment First and Home and Community Based Services Overview
- ❖ Employment Services, Family Concerns, Supplemental Security Income and Other Benefits
- ❖ Vocational Assessment and Employment Profile
- ❖ Soft Skills
- ❖ Job Coaching, Mobile Apps, Electronic Tablets
- ❖ Building and Maintaining Strong Employer Relationships

Employment Services/Benefits Resources

HHS created a pamphlet that has been distributed to families, advocates, program participants, providers, state office staff, etc. and is available on the HHS Employment First webpage. The pamphlet provides an explanation of HHS employment services, a benefits overview, and community-based resources for employment. HHS updated the former Department of Aging and Disability Services Guide to Employment. This guide assists with improving employment outcomes for people with disabilities.

Employment Public Awareness Campaign

HHS' public awareness campaign promotes the benefits of becoming an employment services provider, for both individuals served who are interested in achieving competitive, integrated employment, and the providers themselves. HHS collaborated with the Texas Workforce Commission on the development of a pamphlet and magnet as part of this campaign.

Supporting Employment Goals for People with Disabilities

HHS developed an employment video for individuals and families. This video is the latest in a series showcasing success stories of persons with disabilities achieving integrated, community-based work across Texas.

TEXAS

Intellectual and Developmental Disabilities & Behavioral Health Services

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SELN lead: Donnie Wilson

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Leadership Network**



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Employment First Outreach by the Numbers



19,653 PARTICIPANTS

93 Presentations at civic organizations

27 Stakeholder presentations

50 Employment First training sessions

256 Meetings with employers

MEDIA

7,115 views Hiring People with Disabilities

805 views Supporting Employment Goals for People with Disabilities

STAFF

3 Full-time staff dedicated to employer recruitment and outreach

2019–2020 SELN ACCOMPLISHMENTS

UTAH

DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES

These snapshots and the data (at right) show progress in Utah to build a sustainable, higher-performing integrated employment system, driving future work and systems' goals.

Utah's Department of Human Services, Division of Services for People with Disabilities (DSPD) prioritized direct messaging and communications with internal and external stakeholders on inclusive community activities, person-centered planning, and Employment First.

Consistent messaging with multiple external stakeholders and improved coordination with partners at Vocational Rehabilitation (VR), Utah Developmental Disabilities Council (UDDC), the Utah Parent Center, and others has benefited DSPD's efforts to reach individuals experiencing disability and their families throughout Utah.

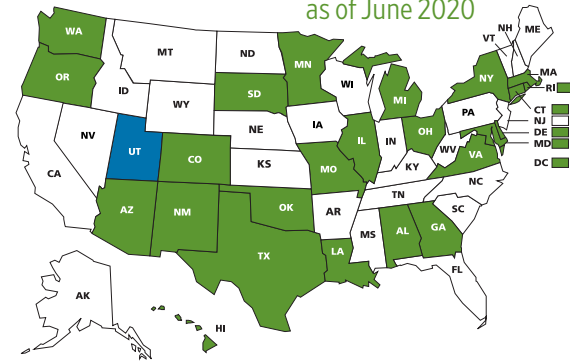
External stakeholder engagement activities included:

- ❖ Family and self-advocate information sessions on Employment First, the Home and Community-Based Settings Rule, and the VR process
- ❖ Contributions to a transition-age youth manual and training, statewide community employment public service announcements, and a one-stop resource webpage for job seekers and employers
- ❖ Joint trainings on support approaches during COVID-19 for providers in the VR and I/DD systems
- ❖ A 4-part webinar series, presented in partnership with SELN, for support coordinators about meaningful day activities, employment, and development of quality goals and support strategies
- ❖ A collaboratively funded opportunity with the UDDC for family members, providers, and support coordinators to observe and report takeaways from Worklink, a San Francisco community-based day service and employment program

Internal stakeholder engagement began with a division-wide retreat focused on Charting the Life Course principles and Employment First initiatives in Utah. Each month, division staff are updated on these initiatives. Progress will continue next year as DSPD plans to hold an Employment First training with each team within the division.


A final highlight this year was the development of the DSPD Employment Pathway Tool. DSPD will use this tool to support guided employment conversations as a part of efforts to improve our person-centered planning process. We are piloting the tool with individuals, providers, and support coordinators, and look forward to full implementation next year.

SELN member states
as of June 2020




Employment for Individuals with Intellectual and Developmental Disabilities

State Snapshot

39.3% 
of people with a cognitive disability are employed*

21% 
have a paid job in the community**

54% 
of those who do not have a job want one**

* Data Source: US Census Bureau. (2018). 2016-2017 American Community Survey

** Data Source: In-Person Survey, National Core Indicator (NCI) Project, 2018-2019. For more information, visit www.nationalcoreindicators.org/resources/reports/



State Employment Leadership Network



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UTAH

Division of Services for
People with Disabilities

Director: Angella Pinna
SELN Lead Contact: Bryn Peterson
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2019–2020 SELN ACCOMPLISHMENTS VIRGINIA

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH
AND DEVELOPMENTAL SERVICES

Virginia has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019–2020 membership year.

This past year, the Virginia Department of Behavioral Health and Developmental Services (DBHDS) focused on strengthening cross-system collaboration with the Department of Medical Assistance Services (DMAS), Department of Education (DOE), Department for Aging and Rehabilitative Services (DARS), and Developmental Disability Services (DD).

Employment First Advisory Group Expands Focus to Include Mental Health/Substance Use

DBHDS re-structured its Employment First Advisory Group (E1AG) to provide integrated employment services to individuals with mental health/substance abuse disorders, in addition to those with intellectual and developmental disabilities. DD applied best practices gained from the agency's participation in technical assistance activity, engaged in as a result of the Department of Justice Settlement Agreement.

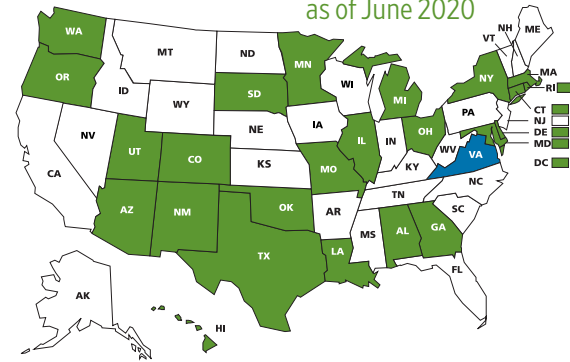
The E1AG is comprised of representatives from DMAS, DOE, DARS, DBHDS, DD, the Substance Use Disorder Program, and serious mental illness advocacy organizations, as well as employment services organizations.

VOICE Technical Assistance Received from ODEP

This year, DBHDS and DARS participated in the Office of Disability Employment Policy's Visionary Opportunities to Increase Competitive Integrated Employment (VOICE) initiative. One of just 12 states selected for the initiative, VA is receiving 300 hours of technical assistance (TA) to develop integrated employment policies for people with mental health disabilities.

The TA hours have been used to develop a framework for individual placement and support (IPS) services and to gather input from stakeholders to inform future work. DBHDS and DARS created a state implementation team around IPS.

SELN member states
as of June 2020



Employment for Individuals With IDD

Nationwide Snapshot



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For 2 Weeks



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VIRGINIA

Virginia Department of Behavioral Health
and Developmental Services

Director: Heather Norton
SELN lead contact: Stephanie Subedi
stephanie.subedi@dbhds.virginia.gov

Customized Employment Training Delivered

DBHDS strengthened its provider network by providing customized employment (CE) training in partnership with Griffin-Hammis Associates.

- ❖ Disseminated technical assistance and guidance to DARS, staff, clients, and CE providers to support awareness and understanding of CE best practices. Facilitated with informed choice the implementation of virtual CE strategies and supports for new and existing DARS-sponsored CE cases.
- ❖ Developed and delivered a three-part CE Leadership Community of Practice series designed for state agency and employment services organization leadership. The series supported communication and discussion to ensure a common vision regarding CE training and capacity development initiatives. The leadership sessions also provided participants with a forum to explore concerns and opportunities related to COVID-19.

To meet project implementation deadlines impacted by COVID-19 restrictions, DBHDS modified its in-person trainings to occur remotely.

2019–2020 SELN ACCOMPLISHMENTS

WASHINGTON

DIVISION OF DEVELOPMENTAL DISABILITIES

Washington has focused on making system improvements and developing capacity. The activities below show the progress made during the 2019-2020 membership year.

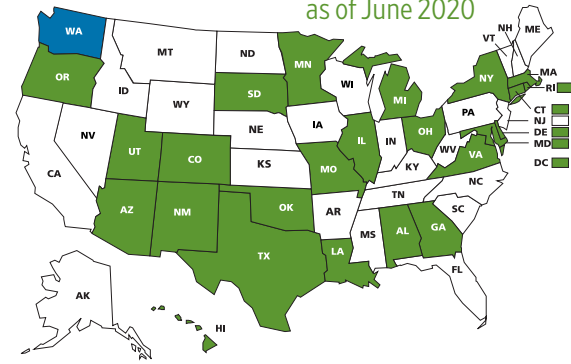
Using values-based payments to strengthen transition

The Washington Developmental Disabilities Administration (DDA) identified engaging students in targeted-employment planning earlier in their school career as a priority strategy. The goal is to increase the number of students who enter jobs or postsecondary education at school exit. To do this, DDA developed a Job Foundation report to guide partnership between school staff and the adult service system. This starts the second year before school exit and is earlier than job development would typically begin with the vocational rehabilitation system. The Job Foundation document establishes a plan for employment.

Starting in fall 2020, DDA will provide a values-based payment to a student's chosen service provider at completion of the Job Foundation report during a student's second-to-last-year in high school to set the stage for referral to Division of Vocational Rehabilitation (DVR) and establish a career path earlier in the transition process. Community-based employment providers will use their expertise to gather important foundational information about skills and supports needed for a job. They will partner with school staff to leverage vocational, academic, and life skill preparation being done in the schools on behalf of the individual student. The intent is that with a completed Job Foundation, a student and their team will have an actionable next step for employment and begin either a community-based assessment or job placement plan funded by DVR in their last year of high school.

The values-based payment initiative also emphasizes rapid employment after school exit for individuals who have high support needs. Employment providers will receive outcome payments in addition to the funding for services they receive from DVR if those individuals enter jobs quickly and work 10 or more hours per week. These value-based payments will be made using DDA funds.

SELN member states
as of June 2020



WASHINGTON

Division of Developmental Disabilities

Assistant Secretary: Evelyn Perez

SELN lead: Branda Matson

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**State Employment
Leadership Network**



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Job Foundation

Second-to-last year of high school

Student age 19-20

- 428 out of 865 (2022 grads) DDA students complete work foundation report with a provider
- DDA puts into county contracts to administer this and outcome payment of \$2,400 to provider



Job Development

Last year of high school

Student age 20-21

- Student referred to DVR through traditional methods (including school to work)
- Provide DVR/County/DDA with work foundation report
- DVR commits to opening plans in fall of final year. DVR/provider determine if community-based assessment is needed and if student is ready for it



Job by June

Graduated high school

Student age 21-22

Tiered outcome payment will be made for high acuity within the transition fiscal year if job placement is by:

- Sept 30 - \$1,500
- Dec. 31 - \$1,000
- March 31 - \$500
- June 30 - \$250
- Additional \$1,000 when working 10+ hours per week

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.



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.