



## 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.

### 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.

