



The MSC E-VISORY is an electronic publication which provides information on policies, guidance, available programs, services, and training opportunities related to Medicaid Service Coordination. In order to receive an email notification when a new MSC E-Visory is posted, or to view past issues, visit the [MSC E-Visory](#) page on OPWDD's website.

In This Issue:

Materials for MSC Supervisors Spring Conference

The MSC Supervisors Summer Video Conference/Webinar is being held on June 12, 2013.

AM Session 9:30 am – 12:30 pm

PM Session 1:00 pm – 4:00 pm

Topics Include:

- MSC Hot Topics
- Benefits and Entitlements
- Language Access
- Faith Based Initiative
- Transition Planning
- Employment

NOTE: Attached to this E-Visory are the materials that will be referenced during the conference. There will be no handouts the day of the conference. An evaluation form has been included with the materials as your feedback is greatly appreciated.

Protection of People with Special Needs Act (PPSNA)

OPWDD has been working with the Justice Center to develop regulations and procedures necessary to implement provisions of the PPSNA. While this work is still underway, OPWDD recognizes that provider agencies need information to update their incident management systems and provide staff with information and training to be in compliance with the PPSNA and new OPWDD regulations. The PPSNA requires significant changes to OPWDD's long-standing incident management requirements in 14 NYCRR Part 624 that will be effective on June 30, 2013. A memo detailing these changes can be found at the following link:

<http://www.opwdd.ny.gov/node/4514>

Please visit the OPWDD website at http://www.opwdd.ny.gov/opwdd_resources/incident_management/home for the latest information on Incident Management Reform.

CANCELLED: MSC Training for Voluntary Providers Serving Willowbrook Class Members

As noted in the last E-Visory, the previously scheduled OPWDD training to be held on June 20, 2013 from 9:00 am – 1:00 pm has been cancelled. We apologize for any inconvenience this may cause. This session will not be rescheduled. The next scheduled training is August 29, 2013 from 9:00 a.m. – 1:00 p.m. Questions pertaining to this training should be directed to Lori Lehmkuhl at Lori.Lehmkuhl@opwdd.ny.gov.



Andrew M. Cuomo, Governor
OPWDD
Courtney Burke, Commissioner

NYS Office For People With Developmental Disabilities
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**MSC Supervisors
Summer Conference**
Videoconference / Webinar
June 12, 2013



Agenda

- ▶ MSC Hot Topics
- ▶ Benefits and Entitlements
- ▶ Language Access
- ▶ Faith Based Initiative
- ▶ Transition Planning
- ▶ Employment

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Welcome

Eric Pasternak

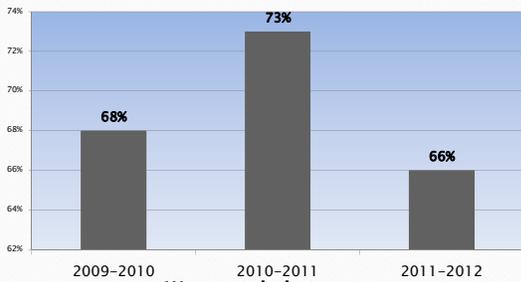
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Hot Topics

- ▶ Feedback from March 2012 Conference
 - VC and Webinar option will continue
- ▶ National Core Indicators (NCI) and person's choice of who attends their ISP reviews
- ▶ OMIG Protocols effective May 15, 2013
- ▶ Road to Reform
- ▶ Incident Management Reforms effective June 30, 2013
- ▶ Vendor Transfers
- ▶ Front Door

Proportion of National Core Indicators (NCI) respondents in NYS who pick who comes to their planning meetings



We must do better.
ALL people should have a say in who attends their meetings.

Office of Medicaid Inspector General (OMIG) Protocols

- ▶ MSC Protocols are posted on the OMIG website www.omig.ny.gov
- ▶ Protocols effective May 15, 2013
- ▶ Items #12 and #14 have raised a number of questions...

OMIG Protocols

Item #12
Missing Required Elements in the ISP

“Claims will be disallowed if one or more of the required elements of the ISP is missing...”

“2) identification of each service, service provider, the amount, frequency, duration of each service, and effective dates for service delivery”

Note: this applies to Waiver Services Only. All other services continue to only require *Type of Service* and *Name of Provider*

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OMIG Protocols

Item #12
Missing Required Elements in the ISP

“Claims will be disallowed if one or more of the required elements of the ISP is missing...”

“4) service coordination, including assessment, service planning and coordination, linkage and referral, follow-up and monitoring.”

Note: Though these are clearly MSC functions, evidence of these activities is expected to be found in the MSC notes and not necessarily in the ISP.

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OMIG Protocols

Item #14
Distribution of the ISP

“Claims will be disallowed if the distribution of the ISP.... exceeds 45 days from the date of the ISP review.... However, the OMIG will disallow claims for failure to distribute the ISP within 60 days. This is in keeping with OPWDD requirements effective Oct. 1, 2010, and will apply to service dates both prior and subsequent to Oct. 1, 2010.”

Note: The wording of this protocol has caused some confusion. Be advised that service coordinators continue to have up to 60 days to distribute the ISP. The OMIG will apply the 60 day standard to claims both prior to and after 10/1/2010.

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Road to Reform Transformation Agreement

Real Goals:

- **Self-Direction:** Increase number of individuals self directing by 1,245 by March 31, 2014 and provide education to at least 1,500 beneficiaries per quarter beginning on April 1, 2013.
- **Employment:** Increase number of individuals employed by 700 by March 31, 2014.
- **Residential Transitions:** Transition 148 people from Finger Lakes and Taconic ICFs to community settings by January 1, 2014.

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Incident Management

- Protection of People with Special Needs Act (PPSNA)
- Uniform standards implemented by Justice Center
- Changes to Regulations effective June 30, 2013 include new categories of reportable incidents and other changes
- Additional Information:
 - PPSNA: <http://www.opwdd.ny.gov/node/4515>
 - For the latest on Incident Management Reform: www.opwdd.ny.gov/opwdd_resources/incident_management/home
 - Questions or concerns: incident.management@opwdd.ny.gov
 - Quality Assurance Videoconference: July 23, 2013

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Transfer of MSC Vendor

- Per MSC Vendor Manual, the minimum required information must be transferred:
 - The most current ISP,
 - LCED determinations and related documentation including the initial LCED and supporting evaluations,
 - The executed service coordination agreement(s),
 - The Notice of Decision (NOD) authorizing MSC for the person.
- That is the MINIMUM. Consider if additional information is needed to ease the transition
- Cooperate

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Front Door

- ▶ Information sessions for families ongoing through 2013. See the OPWDD training catalog for details
- ▶ Trainings for OPWDD personnel began in June and ongoing
- ▶ Information sessions being developed for MSC
- ▶ Fall MSC Supervisor's Conference will address Front Door
- ▶ Questions regarding the front door may be sent to the Front Door mailbox: front.door.technical.support@opwdd.ny.gov or contact your local eligibility coordinator

Benefits & Entitlements

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Medicaid Managed Care

- Health care system that coordinates the provision, quality, and cost of care for its enrolled members
- Offers participants a chance to choose a Medicaid health plan focused on preventative care
- Services accessed through participating providers
- OPWDD MSC and/or HCBS Waiver services are paid as "fee for service" Medicaid

What Services are Offered?

- Hospital services
- Physician services
- Emergency services
- Lab/X-Ray services
- Durable medical equipment, medical/surgical supplies, prosthetics
- Home health care
- Specific to the county or health plan: family planning, emergency transportation, dental
- **OPWDD MSC and/or HCBS Waiver services are "carved out" and paid as "fee for service" Medicaid**

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Mandatory Enrollment

Managed Care is mandatory in all NYS counties unless an individual is *exempt or excluded*.

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MMC Exempt Individuals

- Enrolled in the HCBS Waiver
- Enrolled in a CAH or TBI Waiver
- Residing in an ICF or DC
- Individuals with an OPWDD eligibility determination designated by RE code 95

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MMC Excluded Individuals

- Receiving both Medicaid and Medicare (dual eligibles)
- Spenddown cases
- People with other full-benefit TPHI
- MBI-WPD people at or above 150% of the FPL

MMC and OPWDD District 98

- › ***OPWDD District 98 does not offer Medicaid Managed Care plans.***
- › A person whose Medicaid district is 98 (OPWDD) cannot enroll in a LDSS/County's Managed Care plan.

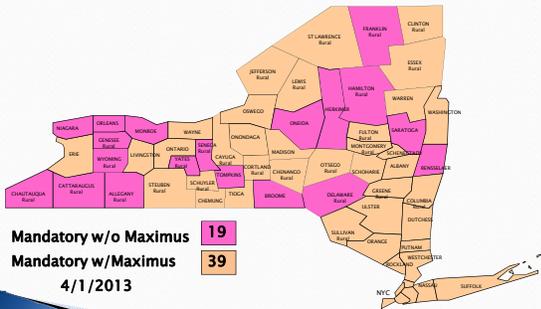
MMC and LDSS/County

- The Medicaid Managed Care Plans available to the person depends on the county
- Counties may have more than one Medicaid Managed Care plan to choose from
- You can obtain plan information by contacting NY Medicaid Choice or the LDSS
- You can obtain plan information online

NY Medicaid Choice

- NY Medicaid Choice is a private company that 39 districts contract with, including NYC, to help people enroll in Medicaid Managed Care
- Maximus is the New York Medicaid Choice operator/vendor
- Counties that do not use NY Medicaid Choice/Maximus can help to enroll people in Medicaid Managed Care at the LDSS

NYS Medicaid Managed Care



NY Medicaid Choice/Maximus

- ▶ 1-800-505-5678
- ▶ TTY: 1-888-329-1541
 - Monday - Friday 8:30 am to 8:00 pm
 - Saturday 10:00 am to 6:00 pm
- ▶ <http://www.nymedicaidchoice.com/>

Managed Long-Term Care (MLTC)

- Managed Long-Term Care Plans are private health plans approved by NYS for people who
 - Are chronically ill
 - Have disabilities
 - Need health and long term care services
- Three Types
 - Programs of All-Inclusive Care for the Elderly (PACE)
 - Partially Capitated
 - Medicaid Advantage Plus
- **Individuals CANNOT be enrolled in Managed Long Term Care and receive OPWDD MSC and/or HCBS Waiver Services.**

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MLTC Exclusions

- Individuals receiving OPWDD MSC and/or HCBS Waiver services
 - Defined by RE codes 35 and 46
- MLTC plans instructed to exclude people with RE code 95
 - Defined as OPWDD eligible
 - Local districts may have previously entered RE code 95 for people they determined to be "look alikes"/have similar needs
- MLTC plans offer comparable services
 - Example: MSC and Social Work

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RE Code 95



- RE = Restriction/Exception
- RE Code 95 = OPWDD eligible
 - as indicated in TABS (provisional and permanent)
- Central Operations RE code upload
- Verify in eMedNY or MEVS
- RE Code 95 **exempts** a person from **MMC**
- RE Code 95 **excludes** a person from **MLTC**

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How to Request RE Code 95

- ▶ Request an OPWDD eligibility determination from the Developmental Disabilities Regional Office (DDRO)
 - ✓ Request a 6-month exemption from NY Medicaid Choice/Maximus or LDSS (RE code 91)
 - ✓ 6 months is maximum exemption
 - ✓ RE code 95 will be added in the monthly upload after OPWDD Eligibility (provisional or permanent) has been entered into TABS

Request RE Code 95

If the person has an OPWDD eligibility determination but there is no 95 code on the Medicaid system, contact the Revenue Support Field Office.

End or Remove RE Code 95

- ▶ Requests to end or remove RE code 95 may be received for a person who wants to enroll in Managed Long Term Care
 - We require the request be provided in writing
- ▶ Who can request?
 - The person, their family, MSC or social worker, treatment team, legal guardian, advocate, etc.
- ▶ Who cannot request?
 - The MLTC plan
- ▶ What criteria must be met?
 - TABS indicates Null **or** Terminated HCBS Waiver
 - No MSC or HCBS Waiver program enrollments in TABS
- ▶ **Removal of RE Code 95 is Temporary**
 - People with OPWDD eligibility entered into TABS will have RE code 95 re-entered via the automatic upload process

Resources

- ▶ [Benefit Development Resource Guide](#)
- ▶ [OPWDD Regional Office Contacts for Eligibility Requests Managed Care Exemptions](#)
- ▶ [Managed Care Enrollment, Continued Exemptions, and Eligibility Determinations](#)
- ▶ http://www.health.ny.gov/health_care/managed_care/
- ▶ <http://www.nymedicaidchoice.com/>
- ▶ [Now is the Time to Join a Health Plan Brochure \(DOH\)](#)

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MSC and Medicare Part D

- ▶ Who chooses plan for an individual
- ▶ State Operated Living Arrangement
- ▶ Voluntary Operated Living Arrangement
- ▶ Living in the community
- ▶ MSC Role

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MSC and Medicaid

- ▶ MSC Role
 - Person in State Operated Living Arrangement
 - Person in Voluntary Agency Living Arrangement
 - Person Living in the Community

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QUESTIONS?

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Language Access Services

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Why is this important?

It's about "Putting People First"
It's the law!!

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Relevant Laws

Title VI of the 1964 Civil Rights Act
NYS Mental Hygiene Law 13.09
14 NYCRR 633.4(a)(15) Meeting the communication needs of non-English speaking persons seeking or receiving services.



What does the law mean?

- ▶ No facility and/or agency in the receipt of federal and state funding shall deny care and treatment to, or otherwise discriminate against, persons who are non-English speaking, deaf or hard-of-hearing.
- ▶ Law applies to:
 - Individual seeking services
 - Individuals who receive direct and indirect services such as parents/guardians, family members, and surrogates

Translated Documents

OPWDD has translated over 50 documents in Spanish, Russian, Haitian (Creole), Italian, Yiddish, Korean, Urdu and Chinese (Simplified)
<http://www.opwdd.ny.gov/resources/language-access/translated-documents>



Language Identification Tool



"I Speak Cards", Ask the individual to point to the language they speak.

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Telephonic Interpretation

- ▶ 1-800-Line for voluntary agencies
- ▶ Agencies can receive account information from DDRO
- ▶ 1-800 line is available 24 hrs/7 days a week

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Spiritual Inclusion Training Overview

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ABOUT THE FAITH BASED INITIATIVE



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Together we support

- ❖ Individuals with Developmental Disabilities
- ❖ Parents
- ❖ Congregants
- ❖ State and voluntary agencies



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About The Spiritual Inclusion Training



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Module 1: Defining Spirituality



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Objective

At the end of this module, you will be able to discuss the difference between spirituality, religion, and faith.

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Topics Covered

- ❖ Spirituality
- ❖ Religion
- ❖ Supporting Religious Choice
- ❖ Enhancing Personal Outcomes

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Module 2: Exploring an Individual's Spirituality



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Objective

You will be able to identify and discuss how to discover if the individual has this valued outcome desire, as well as the desired type of involvement a person may have or want in expressing their spirituality.

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Topics Covered

❖ Indicators of interest in Spirituality

- ✓ Faith Community
- ✓ Social Community
- ✓ Sports
- ✓ Recreation

Module 3: Faith Community and Other Social Connections



Objective

At the end of this module, you will be able to discuss the value of natural supports and social networking sites to enrich the lives of people you serve.

Topics Covered

- ❖ Developing Natural Supports
- ❖ Impact of Social Networking
- ❖ Community Relationship Mapping

Module 4: Understanding Your Connection with Individuals with Developmental Disabilities



Objective

You will be able to discuss the value of planning to support people in making their own choices about what is important for their own lives.

Topics Covered

- ❖ Empathy
- ❖ Conversation starters about Faith
- ❖ Exploring a Person's Faith Interest
- ❖ Guiding Principles

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Module 5: Creating a Spiritual Inclusion Plan



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Objective

You will practice all facets of creating a spiritual inclusion plan. The outcome of this lesson is that you will have the tools to be able to gather the input you will need.

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Topics Covered

- ❖ Gathering input from Family/Relatives, Direct Support Staff and Service Providers
- ❖ Planning for Spiritual Development with Valued Outcomes
- ❖ Identifying Activities, Supports, and Services
- ❖ Including Spirituality in an ISP

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What you can expect...

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Working Together



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Group Exercises



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Tools for Spiritual Inclusion Planning in the ISP



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Faith Based Accessibility Information



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“All Are Welcome”

A FAITH COMMUNITY INCLUSION GUIDE



Facts about Faith Community Inclusion



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In this guide, we will discuss: Religious Choice

People with developmental disabilities have the right to:

- ❖ Make choices about religious activities
- ❖ Express themselves religiously and spiritually according to the U.S. Constitution
- ❖ Not be influenced in the practice of their religion

People First Language	Stereotypes and Labels
People/Individuals <u>without disabilities</u>	Normal people/Healthy individuals
A person who has <u>autism</u>	The autistic
Accessible <u>buses, bathrooms, etc</u> and Reserved parking for people with disabilities	Handicapped buses, bathrooms, and handicapped parking
Individual/person	Client and consumer
People/Individuals <u>with disabilities</u>	The handicapped/ The disabled

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Disability Etiquette

Misconceptions about People with Disabilities	Facts about People with Disabilities
Wheelchair use is confining. Users of wheelchairs are wheelchair bound	A wheelchair, like a bicycle or automobile, is a personally assistive device that enables someone to get around
People with disabilities always need help	Many people with disabilities are quite independent and capable of <i>giving help</i>
People with disabilities are brave and courageous	Adjusting to a disability actually requires adapting to a lifestyle, not bravery and courage

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Access to Worship

- Individuals with developmental disabilities are present in your community – are they present in your congregation?
- How can we engage individuals with developmental disabilities to feel welcome in their house of worship?

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Attitudinal

The manner in which we interact with people with developmental disabilities speaks volumes about our perspective of their worth and welcome to faith congregations.



Communications

Communication is the interchange of thoughts, ideas, feelings, and facts. There is a barrier to communication when the content of the communication is not understood.



Architectural

External and internal barriers that inhibit individuals with developmental disabilities to enjoy worship and congregational inclusion. The American with Disabilities Act checklist will be provided in the guide.



Tips and resources for religious and spiritual leaders

Know that a disability is not a gift nor a curse – it just is.

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The Power of our Voices

- ▶ Stories of Central NY Self Advocates discuss their spiritual relationships and congregational inclusion.

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Resource information for Congregational Inclusion

OPWDD Faith Based Initiative Website

http://www.opwdd.ny.gov/opwdd_community_connections/faith_based_initiatives

“Having Faith” – Real Life Stories of Faith Community Inclusion Video

<http://www.youtube.com/watch?v=f4-vXy5SUts>

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**Children's Services
&
Transition Planning**

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OPWDD Children's Services

- ▶ Providing needed supports will assist children with developmental disabilities to reach their full potential
- ▶ Multiple service systems must work together to successfully support children with DD.

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OPWDD Children's Services

New Initiatives:

- ▶ **Early Intervention** – Notification to OPWDD of EI children potentially eligible for OPWDD services
- ▶ **Age Out Initiative** – Transition planning and enhanced supports for OPWDD individuals at residential schools

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Early Intervention (EI) and OPWDD

- ▶ New public health law requires EI service coordinators to notify OPWDD of children potentially eligible for OPWDD services (effective April 1, 2013).
- ▶ Notification is NOT a request for OPWDD eligibility determination – this is a separate process.

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Early Intervention (EI) and OPWDD

The new notification process:

- ▶ Helps families with potentially eligible children get referrals to OPWDD sooner
- ▶ Increases opportunities for collaboration between OPWDD and EI

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Early Intervention (EI) and OPWDD

- Early intervention serves children ages birth to 3 years of age
- For children ages birth to 7 years, OPWDD provides provisional eligibility determinations
- Information about OPWDD eligibility can be found at:
http://www.opwdd.ny.gov/opwdd_services_supports/eligibility
- Questions about OPWDD eligibility should be referred to OPWDD eligibility staff
www.opwdd.ny.gov/opwdd_services_supports/eligibility/documents/eligibility_contacts_ddsos

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Early Intervention (EI) and OPWDD

OPWDD services which may be of benefit to EI children include:

- Respite
- Environmental Modifications
- Family Support Services

Children should stay in EI to receive:

- EI supports which benefit the child (i.e.: PT, OT, speech therapy)

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Early Intervention (EI) and OPWDD

Service Coordination:

- Children who are eligible for both can receive services from EI **and** OPWDD
- Children participating in EI will need **Plan of Care Support Services (PCSS)** to enroll in OPWDD's HCBS Waiver

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Early Intervention (EI) and OPWDD

Service Coordination:

- ▶ EI will remain responsible for monthly service coordination for children receiving both HCBS waiver and EI services
- ▶ **Exception:** EI children participating in the CAH waiver will receive monthly service coordination through OPWDD

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Early Intervention (EI) and OPWDD

Service Coordination Billing:

- ▶ Children enrolled in both EI and HCBS waiver need both an Individualized Family Service Plan (IFSP) for EI and an Individualized Service Plan (ISP) for OPWDD
- ▶ Providers may only bill a maximum of twice within a 12 month billing period
- ▶ For more information on service coordination for children in EI and OPWDD's waiver see pg. 9 of ADM 2012-06 at <http://www.opwdd.ny.gov/node/2561>

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OPWDD's Age Out Initiative

- Goal is to ensure OPWDD individuals at residential schools successfully transition to adult services
- Specialized template funding is available to provide services for individuals with complex support needs

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OPWDD's Age Out Initiative

Age Out Individuals:

- ▶ Are funded by State Education (SED) or Office of Children and Family Services (OCFS) at residential placements
- ▶ Must complete educational program* (usually school year in which student turns 21 or when student receives IEP or regents diploma)

*Limited exceptions – reviewed on case by case basis

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OPWDD's Age Out Initiative

Eligible residential settings:

- ▶ 853 Schools
- ▶ Out of State Schools
- ▶ Children's Residential Programs (CRPs)
- ▶ Residential Treatment Centers (RTCs)
- ▶ Residential Treatment Facilities (RTFs) (if individual is there for more than 1 year & will be aging out of the RTF)

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OPWDD's Age Out Initiative

MSCs should:

- Work with OPWDD age out coordinators during the individual's transition process.
- Help to ensure the individual is enrolled in Medicaid and the HCBS waiver.
- Work with the individual and family to prepare for the transition and ensure needed supports are in place on time.

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OPWDD's Age Out Initiative

- ▶ Age Out Individuals are encouraged to explore service options which are provided in the least restrictive setting possible.
- ▶ Specialized template funding is available for all OPWDD services, including:
 - Self directed services
 - CSS Plans
 - Supports in the home
 - Traditional residential supports (i.e. IRAs)

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Employment Goals and Benefits Overview

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Employment Transformation Goals

Defining Employment

- ▶ Setting: Integrated
- ▶ Wage: At or Above Minimum Wage

Areas of Focus

- ▶ Employment in Integrated Settings
- ▶ Youth and Young Adults
- ▶ Pre-employment
- ▶ Data

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Transition from Segregated to Integrated Employment

Goals

- ▶ July 1, 2013- OPWDD will not fund new admissions to (segregated employment) sheltered workshops/work centers
- ▶ October 1, 2013- Submit draft work plan and timeline related to the elimination of OPWDD funding for segregated employment (final plan 1/14)

Strategies

- ▶ Change Business Models- (affirmative businesses, social enterprises, etc)
- ▶ Redesign Pre-vocational Services to be "Community Connected"
- ▶ Transition to Pathway to Employment
- ▶ Utilizing the Customized Employment Model

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Youth and Young Adult Strategy

Goals

- ▶ April 1, 2014 - Increase the number of people competitively employed by 700 (net)
- ▶ October 1, 2013 goal of 250 people competitively employed

Strategies

- ▶ Pipeline
 - Partnering with ACCES-VR
 - Youth Transitioning from HS
 - Utilize the Employment Training Program (ETP)
 - Younger People in day hab, pre-voc and segregated employment
 - Pathway to Employment
- ▶ Retention
 - Use unemployed roster to create intervention strategy

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Pre-employment Strategy Pathway to Employment

What is Pathway to Employment?

- ▶ Time limited service - up to 12 months
- ▶ Design to assist people in identifying a career goal
- ▶ Services will focus on:
 - Pre-employment skills
 - Development of a vocational or career plan for achieving integrated employment at or above minimum wage
 - Self employment is included

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Who Can Receive Pathway to Employment Services?

Anyone currently receiving the following services:

- ▶ Day Habilitation
- ▶ Sheltered Workshop
- ▶ Pre-Vocational
- ▶ Supported Employment
- ▶ As well as students leaving high school

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Pathway to Employment Services

Services may include, but not be limited to:

- ▶ Vocational and situational assessments;
- ▶ Job readiness training;
- ▶ Pre-employment skills including tasks necessary to obtain employment;
- ▶ Job-related discovery;
- ▶ Travel training;
- ▶ Education and counseling around benefits planning;
- ▶ Assessment for use of assistive technology to increase independence in the workplace; and,
- ▶ Person-centered career planning which includes a vocational plan completed by the end of Pathway to Employment.

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Department of Labor and OPWDD Working in Partnership

- › Bridging the gap between Supported Employment and Job Centers
- › Disability Employment Initiatives and Disability Resource Coordinators
- › Various Supports Job Centers can Offer Individuals with Developmental Disabilities

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Bridging the Gap Between Supported Employment and Job Centers

- › Ticket to Work
- › Employment Networks/One Stop Centers

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Disability Employment Initiatives and Disability Resource Coordinators

- › Impairment Related Work Expenses (IRWE)
- › Subsidies

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Various Supports Job Centers Offer

- › Job training
- › Benefits planning
- › Workshops
- › Career Exploration

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Recommendations

- › Don't let a simple understanding of SSDI benefits limit the earning capacity of people with developmental disabilities.
- › Individuals on SSI benefits can earn as much as their individual potential dictates.
- › There are opportunities for asset development, when there is an understanding of the programs and incentives that protect money from resource rules.

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QUESTIONS?

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**Upcoming MSC Supervisors
Conferences
Videoconference / Webinar**

Registration will open soon

October 2, 2013
&
December 18, 2013

Register through the OPWDD Training Catalog
<http://www3.opwdd.ny.gov/wp/index.jsp>

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Thank You

Your feedback is greatly appreciated

An evaluation form has been provided with
the conference materials.

Please share your ideas for upcoming session
topics.

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**Evaluation Form:
MSC Supervisors Conference -- Videoconference/Webinar
June 12, 2013**

Please check a rating for each statement:

I attended the webinar ____ **I attended the video conference** ____

The session objectives were clearly explained.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The session effectively met its stated objective.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The session materials helped me to understand the subject matter.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The session content increased my understanding of the subject matter.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The subject matter will be useful to me in my job.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The presenter was knowledgeable about the subject matter.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The presentation style contributed positively to the program.

Strongly Agree Agree Neutral Disagree Strongly Disagree

The length of the session was appropriate.

Strongly Agree Agree Neutral Disagree Strongly Disagree

What were the positive points of this presentation?

What improvements could be made to this presentation?

Recommendations for future topics:

Name (optional) _____

Title _____

Location _____

Thank you for your feedback!

Please leave this form at the training site or return it to Angie Francis via fax or email by March 27, 2013 to:
FAX: (518) 473-0054 or EMAIL (scanned copy) to Angie.x.Francis@opwdd.ny.gov