

Montana Employment Retreat September 29, 2011

Major Focus Area Summary

Number of votes are highlighted

- Revise and expand waiver service definitions to support employment as outcome **(2)**
 - Incorporate development of community habilitation service
 - Link to funding
- Review PSP and PSP process to embed employment as a focus **(6)**
 - Develop tools for case managers to support discussion of work during PSP
- Develop systematic approach to supporting transition and improving collaboration during the transition process **(5)**
- Develop an employment outcome data strategy **(6)**
 - Review available data
 - Develop and outcome data system
 - Develop strategies for sharing and using data as a tool
- Develop DDP communication and outreach plan for employment **(5)**
 - Community education
- Define employment outcome and finalize policy guidance
 - Define “work”, “integrated employment”
 - Establish goals
- Establish mechanisms for collaboration and sharing across providers and state systems
 - Creative supports and best practices
 - Provider forums
 - Job developer/employment specialist forums
- Develop standard practices for coordination between VR and DDP
 - Incorporate workforce development, and OPI
 - Protocols
 - Cross training (VR, DDP, targeted case management)
 - Timelines for service processes

- Develop a coordinated statewide plan for training and development of employment competencies
 - Formal and informal
 - Monthly job coach tele-forum
 - DD conference
 - Review strategies for funding/supporting training time
- Create a resource guide that maps the pathway to employment and available resources
 - Target: Families, case managers, schools, providers, system
 - Flow chart
- Review funding structure **(16)**
 - Review resource allocation process to improve flexibility
 - Review payment structures
 - Review 20 hour rule for supported employment
- Review the role of EE funding and it's relationship to DDP resources **(1)**
- Develop/revise staff competency standards for employment services **(4)**

Parking lot (not identified in morning but identified during discussion)

- Develop strategy for engaging residential and supported living providers in employment as a priority outcome
- Transportation strategies that accommodate a full range of support needs **(6)**
- Investigate collaborative opportunities with DOL **(1)**
- Review screening and allocation of resources with respect to access to employment

Morning Flipchart Notes

Number in parentheses indicates total votes for that comment if more than one

Leadership

Working	Focus Area
<ul style="list-style-type: none"> • Regional leadership • SELN workgroup (3) • New mission statement (2) • Community employers (2) • Family support • Business advisory council, Missoula and Helena • Some great providers who value employment (2) 	<ul style="list-style-type: none"> • Resources • Access to funding: <ul style="list-style-type: none"> Screening and funding (2) • System complications/clear pathways • Succession planning for aging caregivers • Clearer direction for providers to support employment (Policy) (2) • Communication <ul style="list-style-type: none"> ○ Successful providers (high percent or number in integrated employment) should be a very strong voice in the leadership role and effort ○ Develop a forum to bring people together to share ideas and recognize best practices and high performance practices (2) • SS, others have dedicated statewide staff for employment

Goals and Policies

Working	Focus Area
<ul style="list-style-type: none"> • PSP actions for employment • Getting people into supportive employment • Michael Smull is assisting state with moving toward a meaningful life that includes work (3) • Improvement of DD employment value • Use of supported employment as a steppingstone into community • SELN 	<ul style="list-style-type: none"> • Coordination and cross training • Better train staff ([providers and case managers) (2) • Define “work” and “jobs” for consumers. (2) • Focus on career paths vs. jobs • Use supported employment as steppingstone into community • Funding mechanisms need to incentivize employment (2) <ul style="list-style-type: none"> ○ Tie payment to outcomes • Need supported employment outcome goals and monitor data, aggregate, summarize, and use in decision making (2) <ul style="list-style-type: none"> ○ Ongoing statewide data re number working, hours, wages • Coordinate work and residential supports

Financing

Working	Focus Area
<ul style="list-style-type: none"> • We mostly agree it's not working (3) • Cost plan dollars <u>can</u> move • Cost plans can include more finds for supported employment than in the past 	<ul style="list-style-type: none"> • Rate setting needs to follow employment outcomes. There seems to be a disincentive for part time employment • Increased funding/better use of current funding • Duplication of services • Moving to different funding of SE follow-up in EE services • Get DD and EE rates to match. Possible bonus to move to less support and off SE • Move to adequate D rates that match VR rates • Change waiver definitions to emphasize desired outcomes (real jobs) (2) • Financial rewards for providers who maintain participants in real work, factoring in level of support needs (2) • Lack of fluidity in base rate

Service Innovation

Working	Focus Area
<ul style="list-style-type: none"> • Working on improvement of DD planning process (2) • AWARE publication highlights someone working. Broad subscription base. • Career plan • State does a good job of researching other state's services 	<ul style="list-style-type: none"> • Collaboration and sharing of best practices. State should research state and national level best practices. (3) • Transition from school to work occurs locally. Need to improve collaboration at local level with service agencies. (2) • DD funding and planning doesn't encourage innovation in employment (timely) • Job development • Flexible service definitions (2) • Job carving/customized employment • Career plan • Employment outcome definition • Define employment • Develop a clear pathway to employment • Develop community habilitation option. Decide ways to implement. (2) • Community education • Sharing success stories of successful strategies •

Collaboration

Working	Focus Area
<ul style="list-style-type: none"> • Communication starts out well (But then doesn't filter down [to local level] (2) • SELN effort is a good first effort in bringing focus to employment issue and bringing stakeholders together (Providers, MCDD, DD) • Key leaders want to work together 	<ul style="list-style-type: none"> • Sharing of best practices in communities across the state (2) • Develop flow chart for how a person enters supported employment – consistency <ul style="list-style-type: none"> ○ Better interaction across funding streams (2) • Better collaboration between DD/VR/Schools/MH/SLTC (2) <ul style="list-style-type: none"> ○ Misinformation between agencies and lack of communication (2) ○ Miscommunication ○ The breakdown of flexibility between agencies (2) ○ Expansion of systems coordination and network • How do we define “employment outcomes” across the state • Turf wars over funding streams do not benefit participants (2) • Transition between funding streams is not fluid • Timeliness of service in the VR system • Coordination of family initiatives <ul style="list-style-type: none"> ○ DD Council ○ Rural Institute ○ PLUK ○ Youth project (?) • Engage other partners (labor, families,)

Training

Working	Focus Area
<ul style="list-style-type: none"> • Providers have well trained staff • Some providers do okay finding staff (some not) • Work incentive trainings • CTAT training • Provider network • NISH (Ability One) support for • Some SE job coaches are very successful in terms of their community relationships with employers and others • Efforts to improve employment opportunities are part of Michael Smull PSP training assessment tool training 	<ul style="list-style-type: none"> • Coordinated training on employment practices <ul style="list-style-type: none"> ○ Better training (2) ○ Communication between job coaches ○ More consistency of job coach skills and abilities ○ Training on use of natural supports • Certification [of employment staff]. Does certification provide effectiveness? <ul style="list-style-type: none"> ○ Better understanding between VR/DD, Education, Job Services, and others (mental health, VA, ...) • Collaboration between providers • Long term staff • Low rates • Explain “essential job functions” to employers for hiring purposes • PSP: Needs more focus on employment • Incentivize (with DDP reimbursement (at the staff level and the provider level performance that meets benchmarks • Reexamine our QP standards for SE job coach. Does it need to be a job coach? Could it be another positions? • Leadership development

Outcome measurement and quality improvement

Working	Focus Area
<ul style="list-style-type: none"> • Data is available on financial information and hours worked by providers (2) • Quarterlies • CMJ 372 data is available via billing/payment (\$ per person, total client count) • V.3.5 performances have the potential to capture performance outcomes (2) 	<ul style="list-style-type: none"> • Better data tracking/collection systems (4) <ul style="list-style-type: none"> ○ Lack of definition of what to collect data on ○ Data that is available needs to be shared and coordinated ○ Qualitative data vs quantitative data (3) ○ Provide whole story on individual and not just numbers. (Maybe limited with a specific purpose such as legislative advocacy) (2) ○ Collect provider employment data to share with families and interested stakeholders