ACCESSING EMPLOYMENT THROUGH AN OUTCOME BASED SYSTEM
Oklahoma is highly ranked nationally for supporting people with developmental disabilities to work in paid, community jobs.

More than 60 percent of the people served by DDS are in integrated employment programs.
OKLAHOMA’S OUTCOME BASED SYSTEM

- Rewards the provider for consumer outcomes
- Defined Service structure
- Defined fee structure
- Tiered payments to valued outcomes
- Offers incentives to serve individuals with high support needs
DDS-2013

Service Recipients served through DDS
9128

Service Recipients served through Home and Community Based waiver services
5245

Service Recipient receiving Employment Services
4055

Integrated Employment
State Funded-770  Waiver Funded-1753

Total-2523
History

- **1985** Filing of the class action suit against the Hissom Memorial Center, (ICF/IID) develop Community Based Services

- **1993** Court directed that employment services “reinforce the pursuit of integrated employment of class members, as well as the range of meaningful activities, including recreational activities.”

- **1993** Employment contracts must “clarify the expectations and responsibilities of service providers” and those expectations must be “described in terms of the outcome to the individual being served, rather than in terms of the activities of the service provider”

- **1995** Outcome driven Medicaid Plan

- **2005** Individual placement rate approved
FEE FOR SERVICE

- Too Expensive
- Kept individuals inactive at home or under challenged
- Individuals were kept in process state versus obtaining outcomes
- Staffing perpetuated an individual’s level of dependence
OUTCOME-BASED SYSTEM

1. Needs are met but not exceeded
2. Outcomes are promoted and reinforced
3. Individuals do not sit at home, but participate in employment activities 6 hours daily
EMPLOYMENT POLICIES

- Many Employment service options available
- Optimum goal is full-time employment at prevailing wage in a business or industry at an occupation of the service recipient’s choice with natural supports.
- Provider agencies assess each service recipient in maximizing employment options.
DDS EMPLOYMENT SERVICES

- Intensive/ongoing support services
- Individuals seeking competitive employment with short term supports must make application with DRS
- Oklahoma’s unique rate structure reimburses the provider for hours worked or participation rather than hours of service the job coach/staff provides
Those receiving residential or group home supports are employed for 30 hours or receive 30 hours of employment services.

The cost of employment services cannot exceed $27,000.00.

If individual is participating in less than 30 hours of employment, a plan is developed through the exception process.
EXCEPTION PROCESS

- Team identifies plan with specific steps and target dates to address barriers to 30 hours of employment services
- Plan must be reviewed and approved
- Documented in the Individual Plan
- Reviewed annually
WAIVER SERVICES CONTRACT

- Highly Defined Service Categories
- Outcome and support strategies
- Reflects hours worked by the individual
- Higher rate for most optimum service (i.e. individual vs. group, integrated employment vs. prevocational)
- Enhanced rate for individuals with significant needs
<table>
<thead>
<tr>
<th>Pre-Vocational</th>
<th>Supported Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Center-Based Services</strong></td>
<td><strong>Individual Placement in Job Coaching</strong></td>
</tr>
<tr>
<td>$4.84 per hour</td>
<td>$4.30 per 15 min ($17.20 hr)</td>
</tr>
<tr>
<td><strong>Supplemental Support</strong></td>
<td><strong>Job Coaching Regular Rate (Group)</strong></td>
</tr>
<tr>
<td>$12.20 per hour</td>
<td>$3.23 per 15 min ($12.92 hr)</td>
</tr>
<tr>
<td><strong>Individual Placement in Community-Based</strong></td>
<td><strong>Job Coaching Enhanced Rate (Group)</strong></td>
</tr>
<tr>
<td>$15.68 per hour</td>
<td>$3.76 per 15 min ($15.04 hr)</td>
</tr>
<tr>
<td><strong>Community-Based Regular Rate (Group)</strong></td>
<td><strong>Stabilization and Extended Services</strong></td>
</tr>
<tr>
<td>$9.68 per hour</td>
<td>$1.34 per 15 min ($5.36 hr)</td>
</tr>
<tr>
<td><strong>Community-Based Enhanced Rate (Group)</strong></td>
<td><strong>Assessment, Intensive Job Development, etc.</strong></td>
</tr>
<tr>
<td>$12.92 per hour</td>
<td>$5.87 per 15 min ($23.48 hr)</td>
</tr>
</tbody>
</table>
RATE METHODOLOGY

Originally established by reference to average cost among providers and by sampling of providers costs.
RATE COMPONENTS
INDIVIDUAL PLACEMENT IN JOB COACHING

Direct Staff Support
Program Management
Staff Mileage
Administration & General Expenses
The goal of service delivery is to promote the independence of persons with developmental disabilities. The purpose of publicly funded supports is to strengthen the individual's capacity for self-care and self-sufficiency and to lead to a lesser reliance on paid supports. Because of the unpredictable nature of government funding, promoting reliance on publicly funded supports is often not in the person's best interest. In order to minimize dependence on public funds, Developmental Disabilities Services Division (DDSD) staff use the criteria given in subsection (b) of this Section to determine the necessity of publicly funded supports.

Area-under $55,495.34

State-$55,495.34 and over

Plans that exceed the statewide, congregate, average annual expenditure by more than 35%
(b) Services provided through DDSD must meet all of the requirements given in this subsection.

- Services appropriate to meet the individual's need are not available from another funding source.
- Services are authorized only to the extent necessary to achieve, maintain, or promote functional capacity.
- Services provided are consistent with accepted practice standards and guidelines.
- Services must be necessary to achieve a specific outcome and must be required for other than the convenience of the client, family, staff, or provider.
- Documentation submitted to request a service must contain objective evidence supporting the need, including evidence to support orders or prescriptions for the service.
- Services must be delivered in the most cost-effective manner and most appropriate setting.
- Services must be based on reasonable and predictable outcomes.
- Services are not provided to meet hypothetical situations.

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INDIVIDUAL PLACEMENT MODEL

DRS

Completion of Job Stabilization Milestone

DDS Stabilization

- $5.36 per hour for hours worked up to two years, then ETS as needed

Waiver Funded

Job Coaching

- $17.20 per hour for hours worked
- More than 20% Job Coach Support

Employment Training Specialist (ETS)

- $23.48 per hr for hours worked
- 100% on-site intervention
- Up to 6 weeks

Stabilization

- $5.36 per hour for hours worked up to two years, then ETS as needed
- 20% or less Job Coach
- Support for 4 consecutive weeks
STABILIZATION SERVICES

- Ongoing supports provided for up to two years per job

- Natural Supports

- After the expiration of Stabilization Services, Employment Training Specialist Services may be authorized for the hours necessary to provide direct support to the service recipient or consultation to the employer
Service Recipients Participating in Integrated Employment

<table>
<thead>
<tr>
<th>Year</th>
<th>Employed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1993</td>
<td>26%</td>
</tr>
<tr>
<td>1996</td>
<td>35%</td>
</tr>
<tr>
<td>2001</td>
<td>39%</td>
</tr>
<tr>
<td>2004</td>
<td>53%</td>
</tr>
<tr>
<td>2009</td>
<td>60%</td>
</tr>
<tr>
<td>2013</td>
<td>62%</td>
</tr>
</tbody>
</table>
PROVIDER SERVICES THROUGH BIOS
INDIVIDUALIZED VOCATIONAL OPTIONS

- Assessment
- Community Placement
- Individual Job Placement
- Group Job Placement
- Stabilization
OK EXPECTATION

- If a person receives “Residential Services” they will have a 30HPW employment program or a plan documenting how they are working to achieve this.

- Programming funds CAP at 27,000 per plan of care year.

- Exceptions for programs under 30 or that don’t have employment at all are individual specific.
ASSESSMENT

- Evaluation that identifies the unique ability, talent, and gifts a person has to ensure a proper (DNA) match for employment.

- Detailed info covering Important “TO and important “ For” supports needs, medical, physical, social, environmental, financial, educational, cultural, and accommodations.

- 20 hours for initial assessment at $23.48 hr.: Once job is identified and individual works 15 hours per week for 3 months provider can request 40 hours for job development at $23.48 hr.

- Assessment will also include 1 page vocational profile for individual file as well for case manager to submit when identifying a provider for possible vocational needs.
COMMUNITY

- Community Placement- covers pre vocational services by being billed by 1 job coach serving up to 5 individuals. The rate reimbursement is at 9.68 hr. For example, Meals on Wheels, Food bank, Red Cross, Nursing facility, park beautification,

- Individual Community Placement- Individual is participating in a community activity with supports. Rate of reimbursement is $15.68

- (Vo-Tech, Schooling,) possibly 1 on 1 supports due to supports needed for more challenging individuals.
INDIVIDUAL PLACEMENT

- Job coaching that requires more than 20%
- Works in an integrated job setting
- Receives minimum wage or greater
- Employed by a community employer or provider agency
- Job description specific to his or her position

Rates of reimbursement $17.20 per hour
GROUP PLACEMENT

- Work crew that consist of at least 2 individuals and no more than 8 in one setting.
- Individuals are paid at least minimum wage or greater
- Support is continuous, long term, integrated in the community.
- Work integrated in the community that provides the same interaction with people without disabilities.
- Rate if reimbursement $12.92 per hour
STABILIZATION

- Person that is given intensive training on the job and receiving less than 20% assistance.
- Job coach still monitors individual based on daily, or weekly contact.
- Individual is supervised and assisted by natural supports on the job (co-workers).
- Job coach intervention is not required on the job less than 20% for 4 consecutive weeks
- Provider agency is able to bill for every hours individual works w/o being present for a 2 year maximum. (If team feels more assistance is needed a team meeting can occur with continues support)
- Rate of reimbursement $5.36
INDIVIDUAL/COMMUNITY PLACEMENT

Marketing

Marketing
INDIVIDUAL PLACEMENT

Facility Management

Facility Management
INDIVIDUAL PLACEMENT

EMSA-Supply Room

Admin Assistant
INDIVIDUAL PLACEMENT

Janitorial

Janitorial
INDIVIDUAL PLACEMENT

Facility Management

Facility Management
GROUP PLACEMENT

Tulsa Zoo

Tulsa Zoo
GROUP PLACEMENT

Machine Operator - 6 yrs

Machine Operator - 6 yrs
GROUP PLACEMENT

Production

Production
GROUP PLACEMENT

Debris Removal

Debris Removal
STABILIZATION

Ashley Furniture

Mathis Bros
**JERRY ARCHER**

**IMPORTANT TO ME:**
- My Independence
- My job
- Seeing my friends when they come into the office
- Co-Workers
- Doing a good job
- Respect

**Great Things About Me:**
- Sense of Humor
- Smart
- Independent
- Friendly
- Outgoing
- Hardworking
- Kind & Caring

**How Best To Support Me at Work:**
- Answer my questions (I may ask you more than once, so you might have to change your wording so I understand)
- Be Patient; sometimes I do things slower so that I can make sure I do it right
- If I ask what I need to do refer me to my list
- Let me work independently, I will ask for help if I need it
- Laugh and joke with me
- Sometimes you might need to remind me to stay on task (I can get distracted talking to coworkers)
- I try to eat lunch at the same time every day, this is important since I have diabetes
- I leave work at 12:55 PM so I can clock out and meet the bus outside at 1 PM
GREAT THINGS ABOUT ME
- I’m a hard worker and want to do a good job and please you
- I am polite and respectful
- I am a good communicator
- I’m adventurous and like to try new things
- I like to be helpful
- I am courteous and a gentleman

IMPORTANT TO ME
- Working and doing a good job.
- Making money to buy a barbeque grill and travel
- Knowing what is expected of me at work ahead of time
- Following my work routine very closely
- Following the rules
- My hats, OU, Bowling and Fishing
- My girlfriend, Julie

I WORK BEST WHEN ...
- You help me stay on track and follow my regular routine. If I change the subject to something unrelated to work, you can say “I don’t know about that. Let’s talk about work.”
- You discuss with me ahead of time if our work routine changes
- You give me lots of attention and praise throughout the day. I get upset and anxious if I think I’m not doing a good job. You cannot give me too much attention
- You recognize when I am upset and “holding” things in. Ask me “what’s up” or “is something bothering you”
- You make sure I can take an inside break when it’s hot
- Recognize that when I am stressed, I have good coping strategies. To relax I will show you thumbs up or blow the candle out
- You notice my body language (I will nod my head) when noise is bothering me. Sometimes I will tell you. But usually you will have to ask. It is hard to filter out noise and focus when my environment is noisy or loud. Help me change my environment if possible
- You know the routine and pace of the day and you share that with me ahead of time
- You don’t play “therapist” with me. You help me call Dena when I need to.
- I don’t purchase snacks “on the clock.” This is a work rule.
- You back off or help me find a safe place to take a break, if I yell. Check my environment—it may be too loud
“GETTING INTO BUSINESSES AND MAKING EMPLOYMENT WORK”

- Business 2 Business
- What can you do for the employer “not what they can do for you”
IDENTIFYING CUSTOMERS

- Research
- Network
- Social Media/Facebook/Twitter
- Referrals
- Newspapers
- Internet
- Word of Mouth
- Marketing
- Chamber
WHAT EMPLOYERS ARE LOOKING FOR

- Partnerships
- Retention
- Reduce Training Cost
- Growth
- Profit Margins
- Customer Needs
- Solid Workforce
- People That Truly Want To be There
- HR Connect
KEY MARKETER AND DEVELOPERS

- Communicate Effectively
- Ability to build solid relationships
- Innovative Thinkers
- Business Minded
- Experience with ID/DD
- Outside sales a must
- A servants heart about mission and service structure
KEY JOB COACHES

- Gentle
- Patient
- Compassionate
- Teachers
- Leaders
- Fun & Outgoing
- Ability to see how ones learns and supporting them through.
JOB PREPARATION

- Detailed Assessment
- Job Matching
- Person Center Planning Supports
- Mock Interviewing
- Personal Grooming
- 1 Page Profile
SUPPORT TEAM FOR SUCCESS

- Case Manager
- ETL
- PSY
- Guardian/OCA
- ETS/HTS/PM
- Positive Reinforcements
- Emergency Units (2 Weeks)
- Transportation
- Employer
REAL JOB, REAL WORK, REAL PAY

- Individual Paid at Minimum wage or greater
- Individual job description
- Integrated in community
- PT/FT Benefits, Vacation, Holiday etc..
- Experience, Talent, & Gifts specific to ones wants and desire for longevity
BENEFITS OF WORKING

- Improve Quality Of Life
- Financial
- Experiences
- Accomplishment for goals and dreams
- Growth and development
- Connections with co-workers, community, friends, and NON PAID SUPPORTS!!!
SUCCESSFUL SUB-CONTRACTING JOBS

- Facility Management
- Assembly
- Manufacturing
- Lawn Care
- Production
- Retail
- Car Lot Power Washing/Detail
- Janitorial
- Clerical
- Restaurant
SUB-CONTRACTING PERKS

- Workers Comp/Liability Premiums
- Payroll Taxes
- Background Checks
- Training Cost
- Healthcare Cost
- Ability To Staff as needed
- Conduct assessments on the job
INDIVIDUAL TESTIMONY

“I like my job because of my friends and how nice people are to me”
“Making Money and Friends”
“My job coach really guides me the right way”
EMPLOYER TESTIMONY

“ I never have to worry about the job not getting done”
“ Bring a lot of joy into the work place”
“ Never complain about anything and always having a positive attitude”
“ Couldn’t get it done w/o him”
“ Area has never looked so good”
“ We will always hire from the provider”
CONTINUED GOALS/ THANK YOU

- Continue to work with guardians and individuals in sheltered workshops to transition into integrated job settings

- Identify employers for more challenging individuals to work in with adaptive equipment

- Continue to work with employers on diversifying their workforce through our state programs.
CONTACT INFO AND LINKS

Regina Chace, Programs Supervisor
Developmental Disabilities Services
Oklahoma Department of Human Services
P.O. Box 25352
Oklahoma City, OK 73125
405.521.4973

Regina.Chace@okdhs.org

Online policies:

CONTACT INFO AND LINKS

Joseph Davis, Area Director
Bios Corporation
309 E Dewey
Sapulpa, OK 74014
918.227.3734
Jodavis@bioscorp.com
www.bioscorp.com