

Employment Services, COVID-19 Response, Guidance, and Practice

April 28, 2020

Presented by DODD's Community Life Engagement Team

Ohio

Department of
Developmental Disabilities

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Department of
Developmental Disabilities

COVID-19 Response

COVID-19 State of Emergency has brought many difficult changes for people in their day to day lives

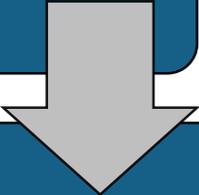
Governor DeWine and Dr. Acton's Stay-At-Home Order requires all Ohioans to stay in their homes to prevent the further spread of COVID-19

An important step in preventing the spread of COVID-19 is to restrict large groups of people coming together and to minimize the number of people congregating in close settings.

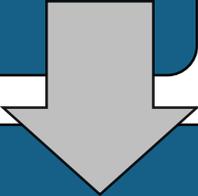


COVID-19 Response

An order was issued to reduce group sizes within buildings where Adult Day Support and Vocational Habilitation services are provided.



In order to prevent the spread of COVID-19, it is preferred that providers do all that is possible to support people, in person, within their residence during the stay at home order



Providers of Vocational Habilitation, Individual Employment Supports, and Career Planning, in collaboration with county boards of developmental disabilities, can now deliver these supports in a variety of innovative ways.

Vocational Habilitation

COVID-19 Response

During this State of Emergency, temporary changes to VH services include:

1. Delivery of VH services in the home of the individual, and in facilities with under 10 people (including staff),
2. Delivery of VH services remotely through technology, such by phone or other electronic options, and
3. Delivery of VH services on behalf of an individual



COVID-19 Response

VH is not a primary service and cannot be delivered at the same time as HPC services or other needed direct support services. This temporary change is to allow:

- Flexibility to continue vital services for people while minimizing spread of COVID-19.
- Additional support options when there is no direct, in-person support service that can be provided.



COVID-19 Response

These temporary changes are a significant deviation from the way VH services have been delivered in the past.

DODD is taking these steps to continue services while remaining compliant with the stay at home order to help the minimize spread of COVID-19.



Guidance

- Providers can deliver VH services in any HCBS residential setting
- VH providers that are certified to provide Homemaker/Personal Care (HPC) can utilize VH staff or subcontract with residential providers to provide HPC services
- Teams should evaluate whether Remote Support is appropriate to meet a person's needs.



Practice

VH Providers can deliver supports in the home of the individual

Examples of this kind of delivery of service can include:

- Supporting the exploration of new career interests via conversation, technology, assessment and instruction;
- Present videos and review information about skills needed for jobs of interest
- Training in general works skills including time management, dressing for success, problem-solving strategies, communication skills, etc;
- Developing an in-home curriculum to support learning



Guidance

VH services can be provided outside of residential settings in limited group sizes ensuring:

- Group sizes are 10 and under (including individuals served and staff).
- Separate confined spaces within a facility would need to have access to separate entrances, bathroom, and assigned staff.

This is not the preferred method of service delivery, due to stay-at-home measures, but it might be essential for some individuals



Practice

VH providers can continue using their facilities to provide supports, tailoring services to smaller group sizes (10 or less people, including staff)

Examples of opportunities this service may include:

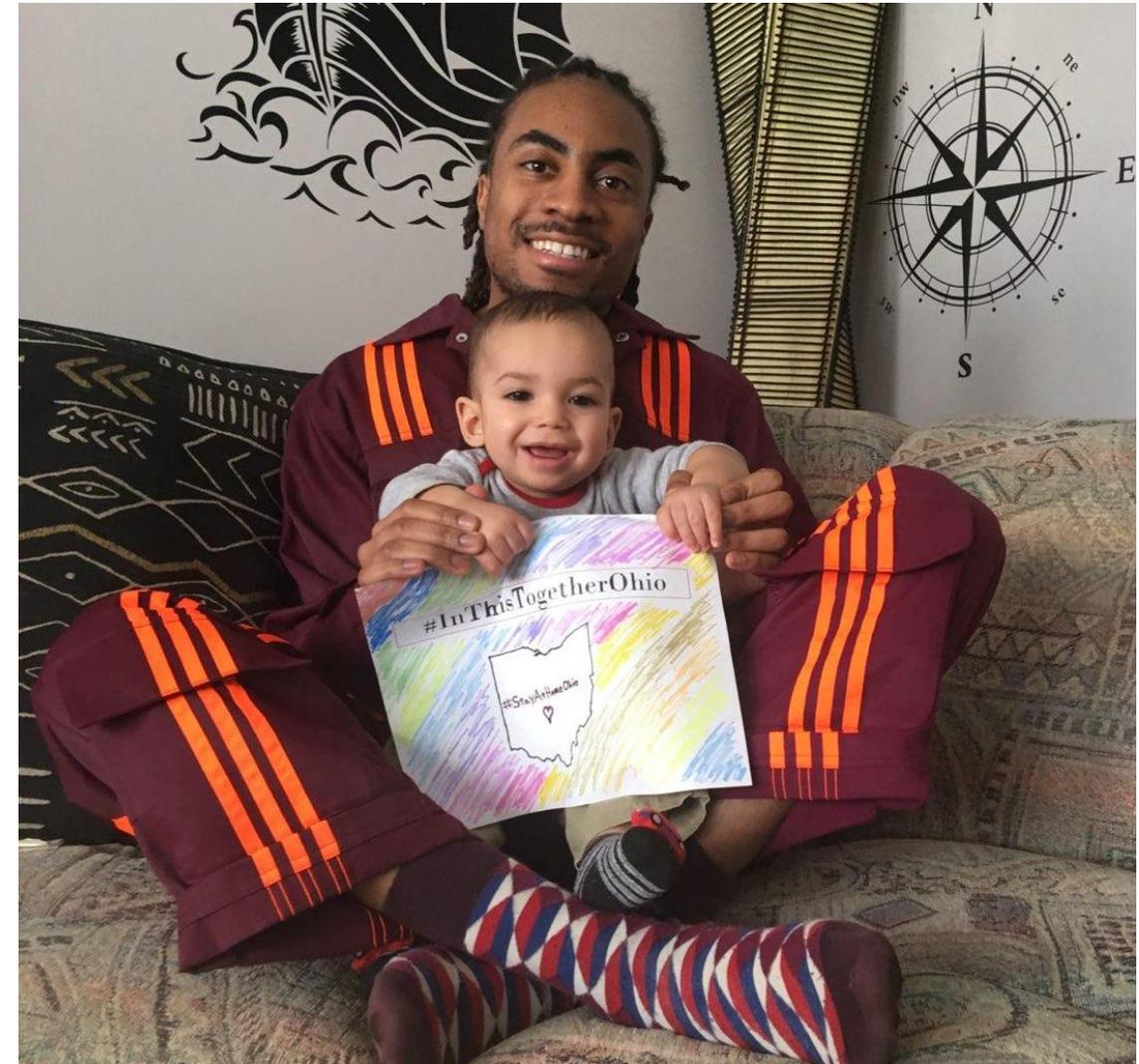
- Investigating new interests via technology;
- Training in general work skill areas; and
- Developing new ways to connect virtually with the business community.



Guidance

VH services can be delivered virtually to an individual in the following situation:

1. There are no direct care services needed at home at the same time; and
2. The needed VH services cannot be delivered in-person in the home of the individual; and
3. The individual has the proper equipment and is comfortable and able to participate in the service using technology; and
4. Services are specific to the individual's needs and outcomes.



Practice

VH providers can use technology to connect with people they serve. Virtual VH can be delivered in a variety of ways, including:

- Using an already established in-house curriculum;
- Developing new programming specific to virtual instruction;
- Establishing new ways to discover opportunities around career assessment and interests;
- Providing online classes and discussion focusing on problem-solving skills
- Supporting people through difficult times and fears
- Career Counseling through OOD can be arranged and provided virtually



Guidance

VH services can be provided in concierge-type services on behalf of individuals when:

1. There are no direct care services needed at home at the same time; and
2. The needed VH services cannot be delivered in-person in the home of the individual; and
3. The individual has the proper equipment and is able to benefit from OBO service delivery; and
4. Services are specific to the individual's needs and outcomes.



Practice

VH providers can provide services on-behalf of individuals. Examples can include:

- Developing activity kits around skill-building, discovering new interests and/or 'Dress for Success' to deliver needed materials to homes
- Developing a plan to assist the person to transition to competitive integrated employment emphasizing his or her strengths



Individual Employment Supports

COVID-19 Response

The Individual Employment Supports Rule (5123:2-9-15) defines that IES can happen in three specific ways:

1. Through delivery of IES services 1:1 in person with the individual, and
2. Through the delivery of IES services on behalf of individual, and
3. Through the delivery of services both on behalf of individuals and through technological means, such by phone or other electronic options.

Guidance

Unemployment Benefits

- During this time there will be flexibility to allow assisting individuals to apply for unemployment benefits when needed.
- This assistance can be provided in person, on behalf of the individual, and/or via technology

[DODD Guidance April 9, 2020](#)



Guidance

Providers can deliver IES in any setting

IES Providers can deliver supports 1:1 in-person at the job site or at the home of the individual served.

Examples of this kind of delivery of service can include:

- job coaching;
- developing natural supports;
- training in assistive technology to be used on the job; and
- follow along/job retention services to support both the employer and the individual.



Practice

IES providers can support individuals by concierge-type services on behalf of individuals, such as:

- Telephone calls to discuss and implement supports;
- Provide technology support and instruction;
- Provide follow along/retention services to both the individual and the employer;
- Develop and maintain relationships with the business community.



Practice

IES providers can use technology to connect with people they serve. Virtual IES can be delivered in a variety of ways, including:

- Remotely checking in with the person outside of their workday to review their work successes, challenges, and offer any interventions.
- Engaging in remote observation of and interaction with the person (e.g. Skype, FaceTime, etc.) throughout the workday with the employer's approval and support.
- Supporting people through their fears and help them stay connected to comforting routines.



Career Planning

Guidance

Career Planning is a home and community-based services (HCBS) waiver service that is:

- provided one-on-one,
- supports a person's community employment goals,
- can lead directly to community employment, and
- can be provided in combination with other services (not at the same time)

In response to COVID-19, career planning service delivery can be adapted via temporary service modifications.

Guidance

Benefits Education and Analysis

A report detailing information concerning impact of paid employment on a range of public assistance and benefits programs to a job seeker and their team.

Providers must be credentialed to provide this service.

Activities can occur using multiple methods in order to gather the information needed to complete the required report for payment



Practice

Benefits Education and Analysis service activities may be provided:

At a person's residence: Visit the person in-home for interviews and information-gathering.

On behalf of: Research, investigation, and development of a written report.

Connecting via technology: Virtual connection with people during the planning process, their supporters and families, as well as accessing vital information.



Guidance

Career Discovery

An individualized, comprehensive process to help a job seeker, who is interested in working in the community, to reveal how interests and activities of daily life may be translated into possibilities for integrated employment. It results in a Career Discovery Profile

Activities can occur using multiple methods in order to gather the information needed to complete the individual's career discovery profile required for payment.



Practice

Career Discovery service activities may be provided:

At a person's residence: Home visit to help discover themes of interest, skills, talents, and ambitions.

On behalf of: Telephone interviews with family and friends, or access information about possible jobs related to discovered vocational themes through telephone and internet searching

Connecting via technology: Online platforms to connect with job seekers, their supporters and families, as well as accessing virtual tours of possible jobs, investigating job descriptions, and pursuing possible resources.



Guidance

Employment and Self-Employment Planning

A plan for employment or the start-up phase of self-employment that includes a planning meeting involving the job seeker and other key people who will be instrumental in supporting the job seeker to become employed in competitive integrated employment.

Employment and Self-Employment Planning activities can occur using multiple methods in order to gather the information needed to complete the Employment or Self Employment Plan required for payment



Practice

Employment and Self-Employment Planning activities may be provided:

- **At person's residence:** Assist the person with a virtual planning meeting that includes key people who will be instrumental in supporting him/her.
- **On behalf of:** Research and investigation toward the written employment or self-employment plan (i.e. conversations with the Small Business Administration, local businesses, training and technical assistance needs investigation, and potential supports and resources.
- **Connecting via technology:** Online platforms to connect with people during the planning process, their supporters and families, as well as accessing virtual tours of possible jobs, investigating job descriptions, and pursuing possible resources.



Guidance

Career Exploration

Assists a person to interact with job holders and observe jobs and job tasks. Activities include informational interviews, job shadowing, and opportunities to preform actual job duties when possible

Career Exploration usually takes place in the community; however, Career Exploration providers can use time with the job seeker to explore career interests in a modified way



Practice

Career Exploration services can be delivered:

At a person's residence: Access online information concerning what jobs he/she is interested in shadowing, as well as do informational interviews via the phone or virtually with employers.

On behalf of: Connect with businesses on behalf of job seekers in order to report back answers to questions and facilitate possible virtual meetings.

Connecting via technology: Host virtual meetings between job seekers and employers to facilitate informational interviews or virtual job shadowing.

The job seekers can also be supported remotely to learn about actual job duties through different websites and applications.



Guidance

Job Development

Supports to help attain competitive, integrated employment in a position consistent with the person's career goals. These supports may include analyzing a job site, identifying necessary accommodations, and negotiating with an employer for customized employment.

Job Development usually takes place in the community with the job seeker and potential employers, but this service can also occur in various ways in order to meet the individual needs of the job seeker



Practice

Job Development services can be delivered:

At a person's residence: Interviews and information-gathering to develop career goals and to identify necessary accommodations.

On behalf of: Research and investigation toward possible positions and employers matching the job seeker's career goal. Communicate with possible employers via email or phone.

Connecting via technology: Online platforms to connect with people during the process, their supporters and families, as well as accessing vital information.



Practice

Authorizations

Change in service delivery requires new authorization

It must be determined that the individual has a need for and would benefit from the service

The Service and Support Administrator (SSA) and team evaluates if the service is needed, at what frequency and duration

Services are to be authorized for the units of time when an individual is actively participating and interacting with the provider



Practice

Authorizations

Providers cannot start offering services per the temporary changes without authorization from the county board to deliver services in this new way.

These services may be authorized via a phone call or e-mail before updating ISPs.

Formal ISP revisions can be completed as time permits to reflect the needed changes retroactively.



Practice

Documentation

- Providers may need to alter some of the services and documentation based on what is needed and available
- Documentation should include the method in which services are provided.
- Documentation requirements include verification of time participant was active/logged into the activity, as well as content of activity.



Practice

Billing

- Services authorized through electronic means (by telephone, email, etc.) will be reimbursed without being reflected in DODD's Payment Authorization for Waiver Services (PAWS) system.
- County board of developmental disabilities should document the authorization locally through TCM case notes when possible, or by any other means available.
- Rates are not being changed during this time.

[Guidance: DODD Billing Concessions](#)

Social Platforms to Connect

From Fairfield County Provider Support Group

Netflix Party: www.netflixparty.com

ZOOM: www.youtube.com/user/zoommeetings

Group Facetime: <https://support.apple.com/en-us/HT209022>

Google Duo: <https://duo.google.com/about/>

Google Hangout: <https://hangouts.google.com>

Houseparty: <https://houseparty.com/>

Facebook Calls: www.facebook.com

Resources

[DODD Meaningful Day](#)

[Two APSE recorded webinars](#): The Move to Virtual Service and Supporting Direct Service Staff and The Move to Virtual Service and Designing Interactive Content for a Range of Customers

[Small Business Administration Coronavirus Relief Options](#)

[Ohio Office of Small Business Relief](#)

[Non-Medical Transportation Guidance](#)

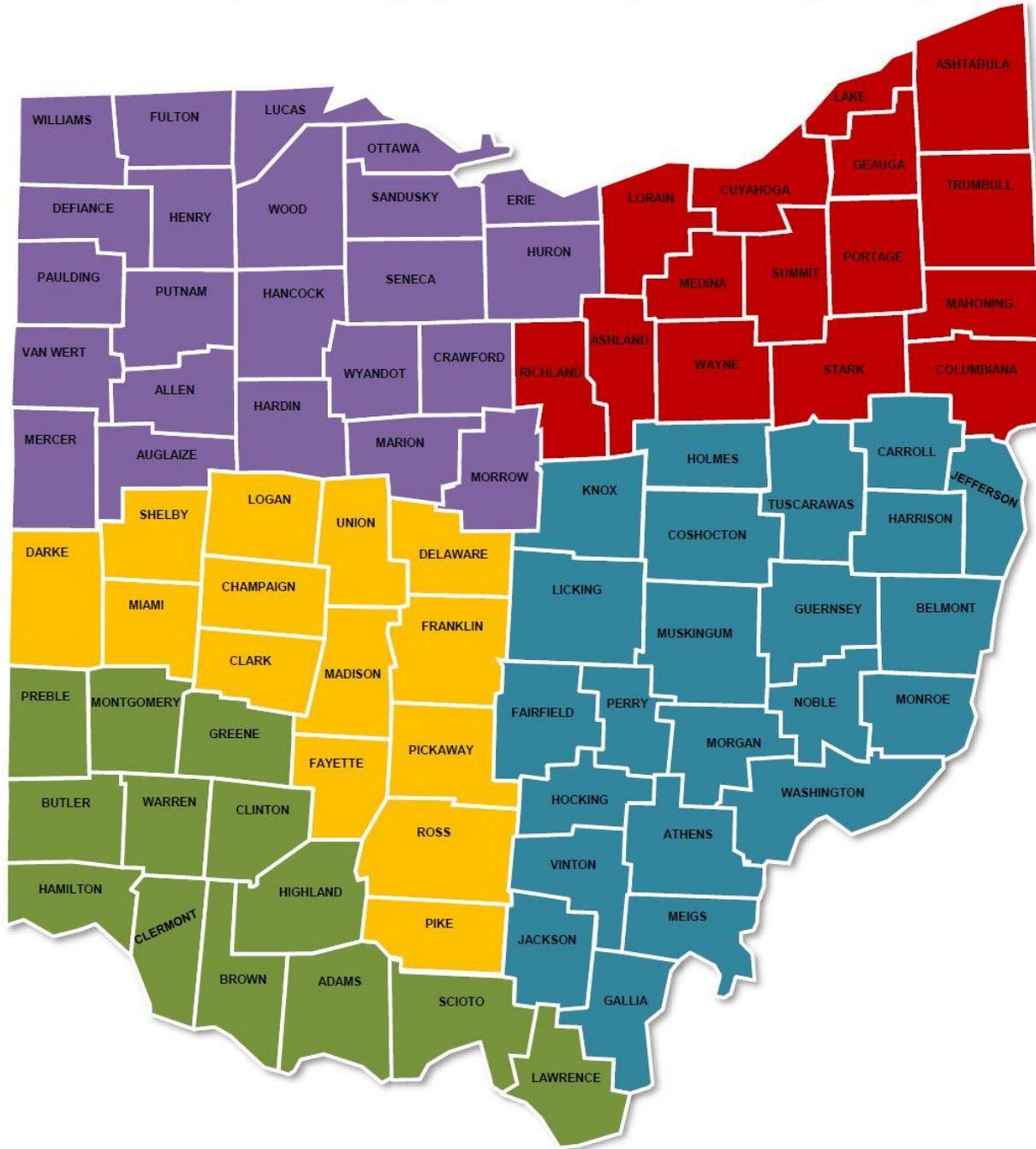
[Plain Language About Day Programs Closing](#)

DODD's Community Life Engagement Team

The Community Life Engagement (CLE) Project Managers are an expansion of the Employment First and Technology First teams. Their primary focus is to ensure that people eligible for services through Ohio's developmental disability system will have increased opportunities to live, work, and thrive in their homes and communities through state-of-the-art planning, innovative technology, and supports that focus on their talents, interests, and skills.

If you are interested in being a part of a Community of Practice (virtual of course at this time) to learn from each other around authorizing, providing, documenting and billing these temporary new supports, please contact the Community Life Engagement Project Manager from your region.

Community Life Engagement Project Manager Regions



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