

Connect, Converse, Conspire

IACP Employment Provider Meeting

February 9, 2017

Welcome & Housekeeping-Gayla

We recently sent out a survey on AmeriHealth funding changes—please respond providing your current rates and numbers and how this will be impacting you—we need the numbers. They also plan to bring case management in-house, where they were previously contracting with case management entities.

IACP is excited to be working with the Iowa Coalition for Integration and Employment (ICIE) on supporting employment providers across the state in their efforts to increase competitive integrated employment and provide technical assistance and training in the areas that matter and are pertinent to you.

Amy Desenberg-Wines with ICIE

ICIE is a 5 year systems change grant working trying to support integrated employment outcomes for those with disabilities across the state. Our efforts are not to close facilities but to increase choices and options for those wanting to work. Our project ended in December 2016 (federal funding) and IACP had interest in doing some focused work in employment and so reached out to partner together. Supporting employment service providers in the state and the first step of that is coming together and to have some discussion around how things are going, where are things challenging, what you need, etc.

Purpose: Employment Service providers to connect and network, and to have an opportunity to share about what is going on in their worlds, what they are needing, so that we can do some action planning to meet those needs.

So, let's chat! *What are some things you need and what will it take to maintain and build strong integrated employment programs? What are your burning questions? Training needs?*

Open Space – we are going to do some discussions and work in small groups, utilizing the open space format. There are a couple of rules and one law in the open space.

Rules --

1. Whoever is there are the right people.
2. Whatever happens is the only thing that could have.
3. Whenever it starts is the right time.
4. When it's over, it's over.

Law—

1. The law of two feet or wheels—use them when and if you need to. –folks need to be able to get up and move when they need.

Small Group Discussions Report Out & Information Captured on Notecards

Business/Employers/Industry

- Discussed scenarios where individuals working at Walmart—running into resistance with a new store director telling us we cannot support individuals on the computer based learning—ADA Employee/Employer Guide—from Dept. of Human Rights—send link & JAN—gives examples of reasonable accommodations—Great Plains ADA Resource Center
- Utilizing business language vs. job coaching
- Connect employers with other employers for marketing and sharing of success stories
- Generating a customized employment job proposal to avoid scenarios in which employers then flip the script and say someone can longer be employed as they are not able to perform the essential job requirements

Additional notecard comments:

- Are we on the same page with large employers who use 'corporate says' as a 'no'. United front on ADA rules/accommodations and sharing information.
- Customizing jobs instead of standardizing roles.
- How do you work with employers (convincing them to hire our folks)?
- How can we seriously involve business and industry in our efforts both statewide and federally?

Career Exploration

- Everyone is still trying to figure out what they are doing and how they are going to do it
- Development of the curriculum—Toni is working on one for a pilot—individualized training as well as some small group work
- High demand for career exploration services and can't meet the demand yet—lots of calls from CMs
- Partnership with IVRS—diplomacy and collaboration
- Staff training- acceptance of change and having the skills to support

Funding

- Additional funding streams as options—grant writing, private foundations, events
- Utilizing county funding for benefits planning and discovery—along with VR, IDB, Hab and how to remain viable. (x3)
- Talked about ratios and making that work—really have to hit the 25 hours a person per week to make it work financially
- Have large caseloads and how to make that work
- Utilizing TTW and Employment Networks (becoming an EN) and how to make that work (x3)

Additional notecard comments:

- Fundraising—grant writing, events, private foundations.

- Regional funding (Polk) VR, HCBS
- 1:30 clients-20-25 hours/week of billable hours
- 1:15-20 clients for Discovery
- 1:20 clients for developers
- Consistent clarification with disseminating information from all our funding partners (rules and policy breakdown from top to bottom).
- Same message from funders.
- We have decided to expand our mission to include other barriers to employment to feed referrals-so how to fund?
- What will happen to high functioning members likely to lose funding?
- Doing more with less
- We know the challenges, what are the opportunities?

School

- Need for training programs for students and getting youth into training or work right after graduation
- Getting the word out to the schools about program/service availability
- Connecting with schools for post-graduation training programs/employment.

Motivating Job Seekers

- Different strategies for motivating
- Getting everyone on the same page-housing, family, case managers, job coach
- Addressing and increasing expectations
- Low job opportunities in some rural communities

Settings/Training/Staffing

- Shared wages on what we are paying job developers and job coaches—all about the same between (12-15 an hour)
- Scheduling job coaches and making it fair –not traditional hours
- Addressed day hab

Additional notecard comments:

- Future services in light of HCBS Final rule-what are you doing?
- Training to meet HCBS rules. Enough? Know where to find?
- How are others managing staff schedules?
- How to train staff and board that risk and failure is okay, even avenues for growth?
- Required training for staff
- Hiring and retention strategies x2
- Benefits planning & how to get CWIC certification x2
- Compensation for various SE positions-job developers, job coaches, coordinators, supervisors

Transportation

- How to resolve transportation needs in rural areas.

Open Discussion & Question & Answers

Question: *What is the status of HCBS Final Rule under new federal administration?*

HCBS Final Rule—you can find information on this from The Association of University Centers on Disabilities out of Washington D.C. (AUCD) in their National Policy News Briefs that are published weekly. These are indicating that we can anticipate action from the White House/Washington on this subject—they are operating on core assumptions of people's right to the community and how it trickles down to practice at the local level, though they are definitely getting some push back on the final rule.

Why might this be coming up? —the single largest voice they are hearing in Washington is that of families, who have the biggest voice in Washington right now asking for segregated employment and housing options.

We have to shift our language and get rid of 'final rule' and rather the core philosophy and the why of inclusion —stop telling and start demonstrating and modeling and doing.

To View & Subscribe to the AUCD Briefs, go to: <http://www.aucd.org/>

Hover over 'Public Policy' and click on 'Disability Policy News in Brief'

National APSE updates, go to <http://apse.org/>

Hover over 'Advocacy & Policy'

Question: *Any sub-minimum wage updates?*

Huge topic of conversation at National APSE—same voices on settings are same voices around sub-minimum wage and wanting to ensure that all options remain on the table. There is still a lot of conjecture or guessing right now so it's hard to say.

We have made a lot of noise around sheltered workshop and sub-minimum wage – and sometimes we have neglected or ignored the other side—even demonized providers. We have to remember to honor the history. Providers were and are providing a service that was innovative and that they were asked to provide/paid to provide. It was what communities and funders wanted. Hear a lot from parents about employability and viability.

Additional Information- There have been some questions regarding the number of employees in Iowa who are paid at sub-minimum wages and the number of employers holding 14(c) certificates. As Amy was working on a tool for WIOA, she came across a link to DOL Wage & Hour Division that lists current sub-min wage certificate holders in Iowa and number of employees paid sub-min wages. Below is a description of the information from DOL, and it was updated January 1, 2017. Amy pulled the Iowa data and listed it in the attachment. Based on the numbers on this list, **Iowa would have reported a total of

5668 individuals working in sub-min wage. This is useful information. Here is the link if you are interested: <https://www.dol.gov/whd/specialemployment/CRPlist.htm>

**‘Wage and Hour Division (WHD)
Community Rehabilitation Programs (CRPs) List -see attachment**

The following employers hold certificates issued under section 14(c) of the Fair Labor Standards Act. The certificates authorize the payment of subminimum wages, wages that are less than the federal minimum wage, to workers who have disabilities that impair their productivity for the work being performed. An employer may hold more than one certificate for multiple work locations. This list is current as of January 1, 2017.

The list contains the name and physical address of the certificate holder's main establishment location, as well as the status and date of the employer's most recent certification. The list also contains the certificate number generated by the Wage and Hour Division. The "SCA" and "PCA" columns indicate whether the certificate holder had an SCA or a PCA government contract at the time of application. The "Number of Workers Paid Subminimum Wages" column displays the number of workers with disabilities who were paid subminimum wages by the certificate holder during the certificate holders most recently completed fiscal year. This data is based solely on information provided on the employer's certificate application.

Note: For certificate holders in "pending" status, the PCA and SCA columns, as well as the number of workers paid subminimum wages, are blank. This data is not recorded until an application is reviewed and a certificate is issued.'

Question: *When someone loses a job, what is the next step?*

Start back at the beginning—might not go through some of the same activities but start again –utilize as a learning experience.

Maybe enter into career exploration services to expand hours or change jobs.

Question: *If an organization completes an assessment that determines they are not employable? Can that CRP provide pre-voc then?*

Everyone is employable. The goal of pre-voc is to work so employability is assumed. We are only provider in our region so we have the green light to perform assessments and still serve folks in pre-voc but exceptions are low. Can use career exploration/pre-voc at higher rate while you do career exploration and develop that plan. Examples/templates of career plans can be found at www.gowise.org

Question: *Any clarification around staff qualifications & training requirements under new rules?*

Employment Services Provider’s Staff Qualification & Training Requirements—Table – shared with the group and see attached.

Clarifications will be updated on the IME FAQ and technical correction also into rule package related to the questions around nationally recognized certification vs. certificate of completion for job developers

and/or those providing individualized supported employment services vs. those providing job coaching or small group services (certificate of completion of 40 hours of training).

IME just published an informational letter on the core standardized assessments and will be clarifying some other services—get subscribed to the informational letters if you aren't already.

Question: *Is it still required that someone has to have 6 months to a year of working with people with disabilities?*

Refer to table for specific staff and how to determine commensurate experience. All the education and experience requirements can be met with comparable experience.

The 9.5 hours is a jump start for professional development after someone is hired or after the rule went into place, and the 9.5 hours can come from a variety of places. 4 hours is what you have to do annually thereafter, which can also come from a variety of places.

One such method, besides webinars offered by IACP on relevant topics, the Iowa Community of Practice and their archived webinars. Providers can determine some internal process to track staff's webinar training attendance. For example, printing the invites (which has all information pertinent to the training) and having the employee and their supervisor sign off, place in the file. Archived webinars can be found at the Iowa Coalition for Integration & Employment's YouTube Channel:

<https://www.youtube.com/channel/UC7LhA5KjIY5R9ut17o5Jz6Q>

IACP will be adding global lessons (available for any provider to use) on the DirectCourse system. Each lesson will be paired with a generic test to confirm that the content was reviewed. Once a person has completed an assigned lesson (content + test if applicable) the lesson is permanently on their transcript. For questions on how to access (or to request specific videos be linked sooner rather than later) please contact Brita Nelson @ bnelson@iowaproviders.org.

Question: *WIOA and youth 24 and under who want to work in the work center?*

Have to refer to VR as well as access transition services and/or Pre-ETS, if they don't want it, they can't earn a sub-minimum wage.

Have to also refer for self-advocacy, self-determination, peer mentoring opportunities (all ages)—unfunded mandated—Iowa is not posed to meet the intent of the legislation—you are responsible for the referral not to ensure they access it or that it's a quality service. We are recommending right now that you contact the Independent Living Center for your region for referral. Though they only serve 33 of the 99 counties, they have to serve those outside of the counties but it might look a little different. Again, referral for self-advocacy, self-determination, and peer mentoring resources and experiences are lacking in Iowa right now. The Department for Human Rights/Client Assistance Program will be pulling some folks together in March to determine what is available and how we can collaboratively address the gaps.

Comment: Pre-voc being denied after 90 days and after being placed—LeAnn Moskowitz said indefinitely ---concern of pre-voc being authorized by MCO—have to be able to articulate why the person needs the services and cite the rules—be diligent about how you document and present that information on behalf of the client.

Comment: Leadership is saying one thing but it is not filtering down to the counselors in the local communities, they are not authorizing

Capacity Development and Training is Key

What kind of training/information/resources/tools would you want or need?

<p>Administrator Training</p>	<p>(7) How can administrators support, encourage, and mentor employment specialists? (1) Board engagement.</p>
<p>Mid-Management Training</p>	<p>(4) MCO portal training and understanding where to find what. (3) How to communicate change (3) Setting up a supported employment program. Division of labor-have one person do all components vs. different staff for job development, job coaching. How many hours of billable service do you need to provide in order to break even. (2) Training on how to deal with difficult staff. (2) Legal issues with employees-overtime guidelines, demotion from full to part-time, hiring, firing, etc. (1) More face-to-face help with networking (employers). (1) Adverse childhood experiences (ACES). (1) Trauma informed care. (1) Mental Health First Aid.</p>
<p>Frontline Staff Training</p>	<p>(6) Customized Employment. Start with one hour and increase to longer formats for those who are wanting more. (5) Seminar training for job coaches (front line) similar to today, and every other month. (5) How their example influences those they work with i.e. dress for success, need to be a role model, teacher/example, also training that addresses expectations, attitude, and person-first language. (5) Social Security benefits training & Ticket-to-Work (4) Dignity of Risk (4) Business approach to job development (3) CEU-training geared toward job developers to meet yearly requirements. (3) Career exploration. (2) Tools and resources on WIOA. (2) Face-to-face orientation beyond or different from APSE job coaching or job development. Meeting colleagues (maybe 2 days) to allow for social time and networking. Cover history of SE and or rehab services, overview of rights and responsibilities, overview of ADA and especially accommodations. What are the foundations underlying these services, not just the skills of job coaching and job development?</p>