

# **Increasing Organizational Revenue Through Employment Services**

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**NYAPRS Executive Seminar**

**April 16, 2019**



**Center for Practice Innovations<sup>SM</sup>**  
at Columbia Psychiatry  
New York State Psychiatric Institute  
*Building best practices with you.*

# Agenda

- Welcome and introductions
- Learning about your experiences and needs related to providing employment services
- Employment outcomes can increase revenue
- FREE employment-related resources available to your agency
- Questions/answers/discussion



# Learning Objectives

- Participants will increase their knowledge of securing funding through NYESS.
- Participants will learn to recognize that employment outcomes are clinical outcomes.
- Participants will learn concrete steps they can take to build and operationalize employment services within their organization and be given resources to assist them.

# Questions...

- Please tell us if your agency is currently providing employment services?
  - If yes:
    - What services?
    - To whom?
    - Outcomes?
  - Are you currently involved in NYESS and TTW?
  - Are the employment services provided based on the Individual Placement and Support (IPS) approach?



# Questions...

For those agencies not currently providing employment services:

- Are you considering?
- What will lead to a decision to proceed?
- What challenges will you face?



# Employment Integration Assessment Tool



**New York Employment  
Services System**

# **NYESS + Ticket to Work**

*Andy Sink*  
*NYESS Director of Employment Policy*

# NYESS Partnership



**Department of Labor**



**Office of Mental Health**



**Office for the Aging**



**Department of Health**



**Office for People with Developmental Disabilities**



**Commission for the Blind**



**Office of Alcoholism and Substance Abuse Services**



New York State  
**EDUCATION DEPARTMENT**  
Knowledge > Skill > Opportunity





## New York Employment Services System

- *What is NYESS?*
- *What is the NYESS Administrative Employment Network?*

## *How are we doing in NYS?*

- Number of New Yorkers receiving SSI benefits on Medicaid: **699,287**
- Number of New Yorkers with disabilities receiving SSI benefits who are employed: **69,254**
- Percentage of Individuals with disabilities on SSI benefits in New York who are working: **9.9%**



## New York Employment Services System

# If we did nothing different?

- **Est: 10,350 (15%) who are SSI Individuals Working Above SGA**
- **Annual Revenue: \$51,750,000**
- **Currently: \$6,000,000**



# 2019 Payments at a Glance

## MILESTONE OUTCOME PAYMENT METHOD

Payment Type	Beneficiary Earnings	SSI Payment Amount (Title XVI)	SSDI Payment Amount (Title II)
Phase 1 Milestones**			
Milestone 1	\$880/mo. x 1 mo.	\$1,442	\$1,442
Milestone 2	\$880/mo. x 3 mos. w/in 6 mos.	\$1,442	\$1,442
Milestone 3	\$880/mo. x 6 mos. w/in 12 mos.	\$1,442	\$1,442
Milestone 4	\$880/mo. x 9 mos. w/in 18 mos.	\$1,442	\$1,442
Total Potential Phase 1 Milestones		\$5,768	\$5,768
Phase 2 Milestones	Gross Earnings > SGA (\$1,220/\$2,040)***	\$247/mo. for up to 18 mos. = \$4,446	\$432/mo. for up to 11 mos. = \$4,752
Total Potential Phase 1+2 Milestones		\$10,214	\$10,520
Outcome	Earnings > SGA (\$1,220/\$2,040)*** And federal cash benefit = \$0	\$247/mo. for up to 60 mos. = \$14,820	\$432/mo. for up to 36 mos. = \$15,228
Total Potential Milestone and Outcome Payments		<b>\$ 25,034</b>	<b>\$ 25,748</b>

SGA for 2019  
= \$1,220

TWL for 2019  
=\$880

\*The payment rate in effect at the time the Milestone or Outcome is attained is the rate that will be paid for that particular month, regardless of when the payment request is submitted.

\*\* Please contact the Payments Help Desk (at [ENPaymentsHelpdesk@yourtickettowork.ssa.gov](mailto:ENPaymentsHelpdesk@yourtickettowork.ssa.gov)) for explanations to exceptions.

\*\*\* The 2019 monthly SGA amounts are \$1,220 for non-blind and \$2,040 for blind individuals.



- Services
- News
- Government
- Local

Q Search

Settings

## New York Employment Services System

- About NYESS
- Customer Information
- Provider Information
- Public Reports

# Administrative Employment Network - Ticket to Work





If your agency is interested in becoming part of the NYESS Administrative Employment Network for Ticket to Work, then there is some additional steps that need to be completed. Please note that your agency must be registered with the NYESS system before you can join the Administrative Employment Network, and joining NYESS, does not automatically enroll your agency in the AEN. You can view all the documents associated with the NYESS AEN below system.

Please note that your agency must be registered with the NYESS system before you can join the Administrative Employment Network.

### Provider Agreements:

- Blanket Purchase Agreement from the Social Security Administration 
- Employment Network Agreement with the Research Foundation for Mental Hygiene 
- Medicaid Legal Opinion

### Ticket to Work Overview:

- Frequently Asked Questions 
- Individual Work Plan 
- Split Payment Methodology Matrix 
- Ticket to Work Brochure 

## New York Employment Services System

### About NYESS

About NYESS

Participating Agencies

### Contact Us

Contact NYESS

### Provider Information

Ticket to Work

Provider Contracts

Webinars

### Trainings

Annual Required Trainings

Master Trainer Resources

Security Officer Training

### Resources

Accessibility

Disclaimer

Login to NYESS

Privacy



## *Who is eligible?*

- 18-64
- Receiving SSI or SSDI
- Working at or above TWL/SGA
- Anticipated to be working at or above TWL/SGA

# Ticket to Work Brochure

## NYESS Participating State Agencies

- New York State Office of Mental Health
- New York State Department of Labor
- New York State Office of Alcoholism and Substance Abuse Services
- New York State Office for People with Developmental Disabilities
- New York State Commission for the Blind
- New York State Office for the Aging
- Adult Career and Continuing Education Services-Vocational Rehabilitation



NYESS assists your providers with tools to help enable you to work. New Yorkers of all abilities will be aided by NYESS.

For more information regarding your Ticket to Work call : 1-866-YOURTICKET (1-866-968-7842) or for TTY/TDD call : 1-866-833-2967



## My Ticket to Work Ticket Assignment Statement

I understand that by signing below, I will be using my Ticket with the NYESS System. I will continue to receive services from the service provider shown below according to the Individual Work Plan of record or an addendum. I understand that I have the right to unassign my ticket from NYESS for any reason. I acknowledge that the information given to the NYESS Provider relating to me as a ticket holder is correct, and that I do willingly agree to assign my ticket to the NYESS System.

X \_\_\_\_\_  
(Beneficiary Signature)

X \_\_\_\_\_  
(NYESS Representative Signature)

\_\_\_\_\_  
(Name of Participating Service Provider)

\_\_\_\_\_  
Date Signed

For More Information visit the NYESS Website at: [www.nyess.ny.gov](http://www.nyess.ny.gov)

## Assigning Your Ticket to Work with the NYESS System

Choosing An Employment Network (EN)



For more information visit [www.nyess.ny.gov](http://www.nyess.ny.gov)

# What's the Financial Impact?

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
Workforce Employment	\$ 25,454.00	\$ 92,320.29	\$ 28,002.00	\$ 24,633.00	<b>\$ 170,409.29</b>
AJC Solutions	\$ 7,099.64	\$ 25,759.60	\$ 9,447.00	\$ 27,521.00	<b>\$ 69,827.24</b>
Better Jobs R Us	\$ 19,046.40	\$ 58,300.19	\$ 26,456.00	\$ 19,067.00	<b>\$ 122,869.59</b>



## Steps: **Agency Specific Analysis**

- Provider sends NYESS Unit a list of OSOS ID's
- NYESS Unit – Analysis of field completion
- Comparison to SSA
- Report back on potential assignments



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# Very Brief Introduction to IPS

# Individual Placement and Support Principles

- Competitive employment is the goal
- Eligibility is based on consumer choice – zero exclusion
- Consumer preferences are important
- Supported employment is integrated with treatment
- Personalized benefits counseling is provided
- Employment staff develop relationships with employers based upon consumers' job preferences
- Rapid job search -- starts soon after a consumer expresses interest in working
- Follow-along supports

# Individual Placement and Support Practitioner Skills

- Engagement
- Assessment: Career / Vocational profile
- Employment planning
- Benefits counseling
- Job development
- Working with ACCES-VR
- Follow-along supports

# Employment-related resources available from CPI

# Infomercial

Designed for consumers and family members:

<https://practiceinnovations.org/CPI-Resources/School-or-Work>



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# IPS Implementation Guide

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## Center for Practice Innovations

### Supported Employment: Individual Placement and Support Implementation Guide

The implementation of IPS is a complex task that benefits from considerable advanced planning. The questions that follow are designed to help you develop an implementation plan for your program. We hope that you find this guide to be a helpful tool.

#### Early Decisions

#### **1. Which member of our agency's executive leadership team will oversee the implementation of IPS?**

Our plan:

Challenges that we anticipate and how they will be addressed:

#### **2. Who will chair and who will serve as members of our IPS steering committee/Quality Improvement Team?**

Our plan:

Challenges that we anticipate and how they will be addressed:

#### **3. How will our steering committee/Quality Improvement Team communicate with our executive leadership?**

Our plan:

Challenges that we anticipate and how they will be addressed:

3.29.19





# IPS – Engaging Stakeholders

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## Engagement of Stakeholders

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One role for leadership will be to inform a variety of stakeholders about the IPS initiative and engage them in the implementation process. It will be important for you to provide a consistent message and to obtain buy-in throughout your program (and agency). Stakeholders include:

- Program staff
- Consumers
- Family and friends
- Other staff in the agency
- Other agency managers and leaders
- Anyone else that you may identify (e.g., board members, other community agencies)

Engagement vehicles include:

- Specially designed “kickoff meetings”, attended by agency leadership
- Regularly scheduled meetings
- Individual meetings
- Brochures, handouts, and flyers
- Guest speakers
- Emails
- Providing incentives

In truth, the possibilities are endless.

One important task will be to begin with informing/engaging activities very soon. The goal is to build awareness and consensus among the program’s stakeholders. Each program will develop its own strategies that will work best for its own set of circumstances.

This exercise will help you develop a work plan for informing and engaging your stakeholders.

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3.29.19



# IPS Fidelity Scale

<https://ipsworks.org/wp-content/uploads/2017/08/IPS-Fidelity-Scale-Eng1.pdf>



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# Online Training Modules

Available in CPI's learning management system

## **IPS: Introduction to the Individual Placement and Support (IPS) Model of Supported Employment**

This hour-long module is designed for practitioners, supervisors and program leaders who are involved in providing IPS services. It focuses on the importance of employment to persons diagnosed with a serious mental illness, the rationale for IPS, IPS fundamentals, core practitioner skills, and implementing IPS in NYS. It offers video clips of consumer and practitioners, interactive exercises, and links to resources and web sites.

# Online Training Modules

## IPS: Job Development

This module discusses the importance of job development and the employment specialist role. It is intended for employment specialists, all other members of the treatment team, program supervisors, and managers. Topics covered are: meeting with employers, building networks, considering disclosure, and supporting job development across the entire treatment team.



# Online Training Modules

## CPI's Employment Resource Book

This module, “Using the Employment Resource Book”, is intended for consumers, family members and practitioners. It provides an introduction to CPI’s Employment Resource Book and explains how this important resource can best be used. Sections include “See the Contents”, “Understand the Structure”, “Suggestions for Consumers” and “Suggestions for Practitioners/Supports”.

# The Employment Resource Book



# Employment Resource Book Background

- Development began several years ago; funded by SAMHSA and NASMHPD
- Piloted earlier version with 4 programs
  - Feedback gathered via focus groups and surveys with participants and staff
- Multiple stakeholder input and reviews
- Final version developed based on feedback and suggestions



# What is it?: The Book's Opening Paragraph

“This resource book is designed for you if you have had mental health problems and are now considering finding a job in the general workforce. Finding a part-time or full-time job in the general workforce—a job not set aside for people with disabilities—is known as *competitive employment*. This resource book is designed to guide you through your competitive employment job search and help you think about working. It will also help you move your life in a meaningful direction.”





# What is it?: Goals in Developing the Resource Book

- To provide a helpful and practical resource for consumers
- Designed to help consumers reach their employment goals
- Can be used as an adjunct resource to support ongoing employment efforts

# What's in it?: Overview

- Acknowledgements & Table of Contents
- Introduction and Welcome Section
  - Orientation for participants
  - Suggestions for getting started
  - Using the book effectively and in personalized way
- Topic Areas
  - 32 topic areas
- Appendices
  - 10 appendices



# What's in it?: Major Sections

- Section 1 – Prior to job search
- Section 2 – During job search
- Section 3 – After getting a job
- Appendices

# Section 1 – Prior to Job Search

- My decision to work
- Talking with family and supports about work
- My hopes and concerns about working
- My personal strengths and job preferences
- Important things to consider about my mental health
- Things to consider if I am using substances like drugs and alcohol
- What if I have had legal problems?

# Section 1 – Prior to Job Search (cont.)

- Important things to consider if I am a parent
- What if I have physical health issues?
- Medications and side effects
- Finding work without a high school diploma
- Working and my benefits
- Work and my schedule preferences
- Figuring out what I would like to do for work

# Section 2 – During Job Search

- Developing my specific work goal
- Developing a plan and finding a job
- Applying for a job
- Disclosure and deciding what to say about my background
- Preparing for the job interview—the basics
- Preparing for the job interview—answering questions and asking questions

# Section 2 – During Job Search (cont.)

- How do I explain gaps in my work history?
- Or having several brief jobs? Or being an older worker?
- What to do when I'm offered a job—talking about a start date and pay
- What are reasonable accommodations, and what's the best way to request one?



# Section 3 – After Getting a Job

- Dealing with my concerns when I'm starting a new job
- Transportation to and from work
- Talking with people on my first few days of the job
- Important considerations for the first month of a new job
- Contacting supports when the job becomes challenging



# Section 3 – After Getting a Job (cont.)

- Workplace protections: What are my rights as a worker?
- Talking with employers about getting a promotion or a raise
- How do I know if I want to end my job?
- And how do I appropriately end a job?
- Planning for my next job and/or developing a career path

# Appendices

- A. Basics of benefits counseling
- B. Sample cover letters
- C. Sample resumes
- D. Sample job applications
- E. Interview tips
- F. Sample thank you letter
- G. Sample scripts and a letter requesting an accommodation
- H. Starting the new job and preparing for the first day of work
- I. Using supports
- J. Sample letters of resignation

# Structure of Topic Areas

- Important information
  - Introduces topic; facts for thought/discussion
- Personalized activity
  - Think through how information applies to consumer; variety of exercises
- Next steps
  - Many options people may choose; decide on concrete next steps



# The Employment Resource Book



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# How Can It Be Used?

# Consumers can use it with...

- employment staff members,
- other practitioners,
- peer specialists,
- family or friends,
- and on their own.

# Person-Centered, Flexible Approach

- Do not follow the workbook in order – it is not a 32-week curriculum
- Instead, each consumer picks and chooses the topics that “fit” his/her wants, needs and work goals
- People can start wherever they want, use what they want, and go at their own pace



# How Can You Get the Employment Resource Book?

- You can obtain these workbooks through the CPI website (<http://practiceinnovations.org/>)
- Click on the "Purchase CPI Products" tab on our home page
- You will be asked to register and to select a password for your account
- Once your account has been established, you will be able to download electronic versions for free or purchase bound paper copies





# Questions/Answers and Discussion



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# THANK YOU