COMPETITIVE INTEGRATED EMPLOYMENT (CIE) WEBINAR FOR EMPLOYMENT SERVICE PROVIDERS/JOB COACHES

"Triple E" Practices to Improve CIE Outcomes for Employment Service Providers

Presented by the: California Department of Education, California Department of Rehabilitation, California Department of Developmental Services

Today's presenters are:
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CDE: Nicolas Wavrin

Overview for Today's Webinar

▶ Due to the large number of remote attendees all phones are muted.

▶ Before we start the presentation lets take a moment to find your control bar which is usually at the top or bottom area of your screen. You can find it by moving your cursor over those areas. This where you will able to access the **Q&A, Chat** and **Closed Caption** functions. You may need to click on **More** for **Chat** and **Closed Caption**.

▶ The **Q&A** function, allows attendees to type their questions which, if time permits, will be answered at the end of each section. We will respond to any unanswered questions by email.

▶ The **Chat** function is for you to voluntarily respond to questions that we ask.

▶ **Closed Captions** is available. After selecting Closed Caption, you will see the captioning at the bottom of your screen.

Overview for Today's Webinar

For more information please refer to the two documents you received prior to this presentation:

- **CIE Webinar Glossary of Terms**

- **COVID-19 Resources for Employment Service Providers**

➤ Throughout the webinar:

  - Competitive Integrated Employment will be referred to as **CIE**.

  - Exemplary, Effective and Emerging practices will be referred to as **"Triple E"** practices.

  - Employment Service Provider will be referred to as **ESP**.

  This webinar is being recorded and will be posted to the California Health and Human Services CIE Webpage.

Learning Objectives

- COVID-19 supports for ESPs.

- How does California define CIE and why is CIE so important?

- What is meant by "Triple E" practices?

- "Triple E" practices to increase CIE opportunities.

- Tools to alleviate the fear of losing SSI and Medi-Cal benefits.

- "Triple E" practices for agencies transitioning to CIE services.

- Increasing business contacts and their willingness to hire individuals with intellectual disabilities and developmental disabilities (ID/DD).

- Other CIE "Triple E" practice resources.

COVID-19 Supports for ESPs

Covid-19 information and supports are available on each department's webpage including:

►State of Emergency billing for services not rendered due to COVID-19;

►Billing for services offered remotely through electronic devices and applications;

►Providing information regarding COVID-19 related funding opportunities such as:

- Billing for remote services

- Billing for services not rendered due to COVID-19

COVID-19 Supports for ESPs

You received a document titled "COVID-19 Resources for Employment Service Providers" which contains the aforementioned supports, information about Griffin-Hammis Associates offering free training for COVID-19 resources and information regarding applications that can be used for remote services including:

- Communication
- Emotional Management
- Independent Living
- Picture Schedules
- Social Skills
- Task Sequencing and Productivity
- To Do Lists
- Transportation

What is CIE?

Competitive Integrated Employment (CIE) is:

- Employment where a person makes the same amount of money as a person without a disability doing similar work.

- Employment that takes place in the community.

- Employment where people with disabilities have the same opportunities for interactions with costumers, clients and co-workers without disabilities as their peers without disabilities.

- Employment with the same opportunities for advancement and employee benefits as employees without disabilities in similar positions.

- Full-time or part-time work, including self-employment.

Why is CIE so important?

- CIE improves an individual's quality of life by increasing their income, self-confidence, social network and sense that they are an integral part of their community.

- Individuals with ID/DD have a variety of skills and talents that contribute to successful business. A diverse workforce enhances the services businesses provide to the community.

Why is CIE so important?

- CIE also informs the community about the capabilities of individuals with ID/DD.

- Dispels preconceived notions.

- Gives the community a greater understanding and respect for individuals with ID/DD.

What are "Triple E" Practices?

How can I Increase CIE Opportunities for Individuals with ID/DD?

- Paid Internship Program (PIP)
- CIE Incentive Program
- Ticket to Work Program
- Customized Employment
- Remote Services

Paid Internship Program (PIP)

The PIP pays all wages and payroll costs up to $10,400 a year for an individual to work as an intern.
The PIP :

- Allows individuals with ID/DD to discover and experience new employment opportunities.

- Opens doors to businesses who had been reluctant to work with individuals with ID/DD - opening new revenue streams!

- Introduces job developers to a wide range of businesses willing to work with individuals with ID/DD.

CIE Incentive Payments (CIE-IP)

CIE-IP offers monetary awards to employment service providers. The awards motivate a service provider to work more closely and proactively to help an individual with ID/DD sustain their employment. The program offers three consecutive sustained employment monetary awards.

These awards consist of:

$1,000 for 30 days

$1,250 for 6 months

$1,500 for 12 months.

Ticket to Work

▶ Social Security's Ticket to Work Program is an outcome-based program. Social Security compensates employment networks (supported employment programs) for milestones and outcomes that individuals achieve after going to work and reaching designated levels of work and earnings.

▶ In 2018, if the ESP was responsible for an individual completing all milestones and outcomes, the ESP had the potential to earn $25,517.

Customized Employment (CE)

CE takes the supported employment model and adds new tools and practices to increase employment opportunities.

- CE is a person-centered program that uses a discovery process to find the strengths, needs and interests of an individual and then matches those qualities with the needs of an employer.

- CE increases successful job placement and retention for ESPs.

Remote Services

Providing services remotely allows for greater flexibility in today's environment for both the consumer and provider. The use of technology will enhance these services.

Technology offers:

- Remote training opportunities
- Job coach availability for crisis intervention
- The capacity to work with more individuals
- Reduction in drive time and mileage costs
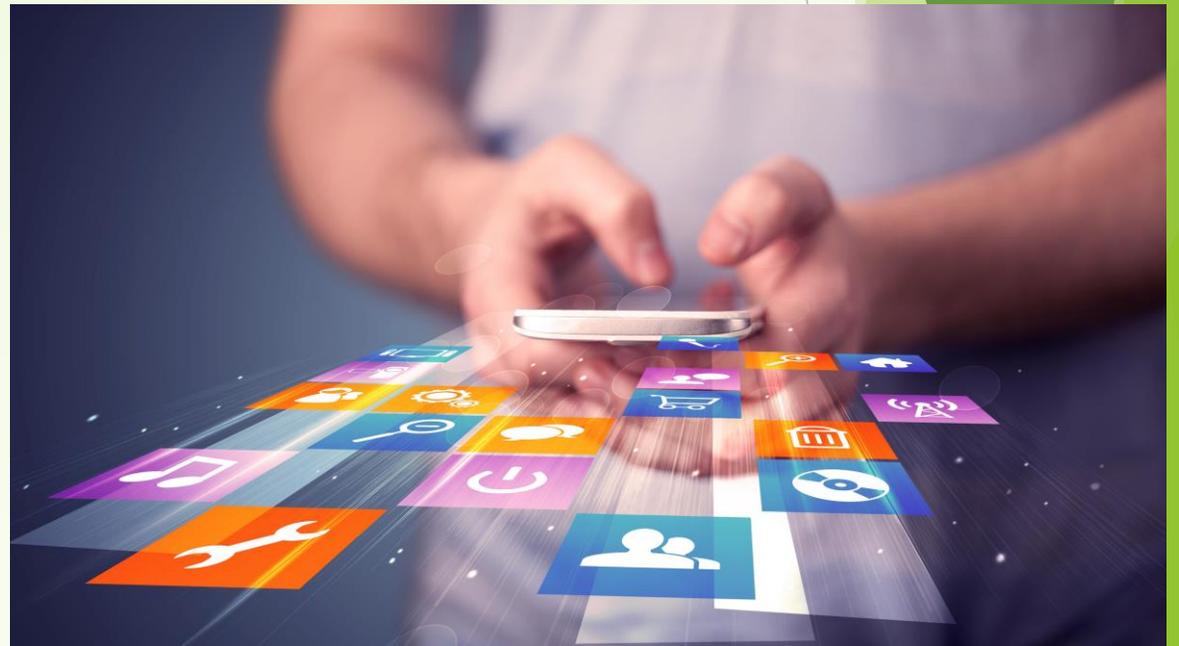
Remote Services

- Incorporate the use of electronic devices for job coaches and the individuals receiving supported employment services.

- Research employment support apps on the Job Accommodation Network (JAN) website.

- View the Association of People Supporting Employment First (APSE) webinar training titled 'Strategies for Providing Remote Employment Supports'.

You can find more information and links to JAN and the APSE webinar on the CIE Webinar Glossary of Terms

Quote

"As with nondisabled persons, it may take multiple attempts to find a good fit. Current research indicates that the average person changes jobs 10 to 15 times (with an average of 12 job changes) during his or her career. The critical factors listed for finding a good fit include the job tasks, supervisory style, and workplace environment (Bureau of Labor Statistics)."

QUESTIONS

▶ Which of these programs is your agency using to increase CIE outcomes?

▶ How are they working for you?

▶ Do you use any other programs not mentioned here that your agency would like to share

Tools to alleviate the fear of losing Supplemental Security Income (SSI) and Medi-Cal benefits.

How can I empower an individual or their family to understand how income from work will affect their benefits?

- Benefits Planning Query (BPQY)
- Work Incentive and Benefit Planning Counselors
- Disability Benefits 101 (DB 101)
- The Red Book
- Plan to Achieve Self Support (PASS)
- California Achieving a Better Life Experience (CalABLE)

Benefits Planning Query (BPQY)

- The Benefits Planning Query (BPQY) provides a snapshot of an individual's benefits and work history.

- It helps to ensure that information the Social Security Administration (SSA) has about an individual is current and correct.

- The information in the BPQY will help when calculating how any income, other than SSI/SSDI, will affect an individual's benefits.

The CIE Webinar Glossary of Terms has the SSA contact information to get an individual's BPQY.

Work Incentive and Benefits Planning Counselors

DOR's

- Work Incentives Planners (WIPs)

SSA's

- Work Incentive Planning Assistance (WIPA)

- Area Work Incentives Coordinator (AWIC)

- Work Incentive Liaison (WIL)

Work Incentive and Benefits Planning Counselors

Work Incentives Planners (WIPs)

DOR offers WIPs statewide who will meet with an individual receiving DOR services.

A WIP assists an individual by helping them:

- Understand how the income from employment will affect their SSI and Medi-Cal.
- Understand and choose work incentive programs that will fit their needs.
- Report their wages to SSA, manage their benefits and more.

Work Incentive and Benefits Planning Counselors

Work Incentive Planning Assistance (WIPA)

- The goal of the WIPA program is to enable beneficiaries with disabilities to receive accurate information.

- Each WIPA project has Community Work Incentives Coordinators who will provide in-depth counseling about benefits and the effect of work on those benefits.

Work Incentive and Benefits Planning Counselors

Area Work Incentive Coordinators (AWIC)

AWICs are experienced employment support experts who:

- Coordinate and/or conduct public outreach on work incentives in their local areas

- Handle sensitive or high-profile disability work-issue cases

Work Incentive Liaison (WIL)

- Each local Social Security office has a WIL to provide advice and information about work incentives and employee support programs to individuals with disabilities and outside organizations that serve those with disabilities.

Disability Benefits 101 (DB 101)

Disability Benefits 101 (DB 101) helps workers and job seekers understand the connections between work and benefits. DB 101 provides:

- Information about benefits programs, answers to frequently asked questions and how to avoid common pitfalls.

- Calculators tailored for the individual that helps the user plan and set goals for work.

- Experts: DB 101's "Get Expert Help" connects you to a real person who can help with any benefits questions.

The Red Book
(1 of 3)

The Red Book is a reference tool designed to provide information about work incentives for individuals on SSI/SSDI.
Such as:

- The Student Earned Income Exclusion (**SEIE**)

- The Impairment Related Work Expense (**IRWE**)

- Expedited Reinstatement (**EXR**)
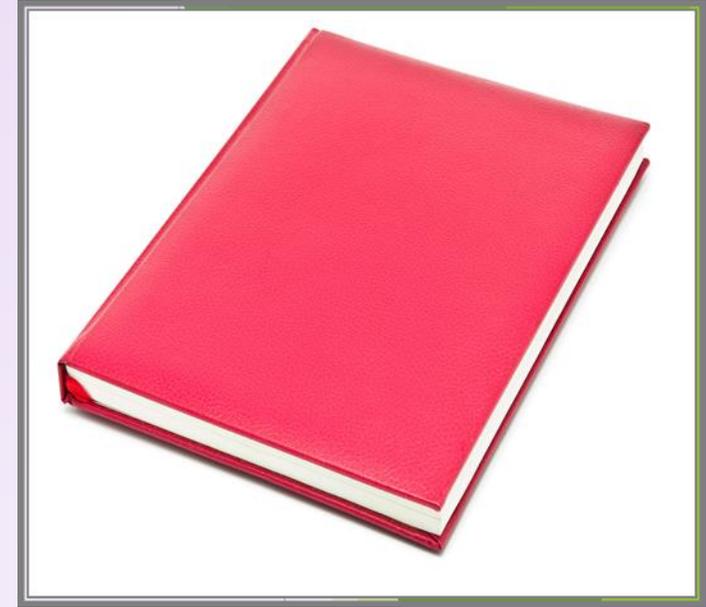
The Red Book

- **IRWE** lets SSA subtract the cost of services or items that a person needs to work from the person's reported earned income. For example: wheelchairs, medication, specialized transportation and more.

- **SEIE** is for any student who receives SSI, is under the age 22 and is still in high school, college or job training to prepare for work. It lets a student earn up to $1,820 a month without changing the student's SSI check.

The Red Book

EXR is a safety net for people who successfully return to work and lose their entitlement to Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits and payments. If an individual's cash payments ended because of their work and earnings and they stop work within five years of when their benefits ended, they may be able to have their benefits started again right away through a request for EXR.

You can find more information about all these benefit supports, on the **CIE Webinar Glossary of Terms.**

Plan to Achieve Self Support

The Plan to Achieve Self Support (PASS) is another SSA work incentive program that affords a way to save money without the savings affecting an individual's benefits, as long as the money is spent toward the individual's job goal.

For example, a person could save money for:

▶ Assistive technology

▶ Starting a business

▶ A car

California Achieving a Better Life Experience (Cal-ABLE)

Cal-ABLE is a savings and investment plan offered by the state of California to individuals with disabilities in which they can save up to $15,000 a year and up to $100,000 total without the savings affecting their disability benefits. This is a great tool that may relieve an individual's or their family's fears regarding savings that go over the $2000 limit.

The CIE Glossary of Terms has a link to more information.
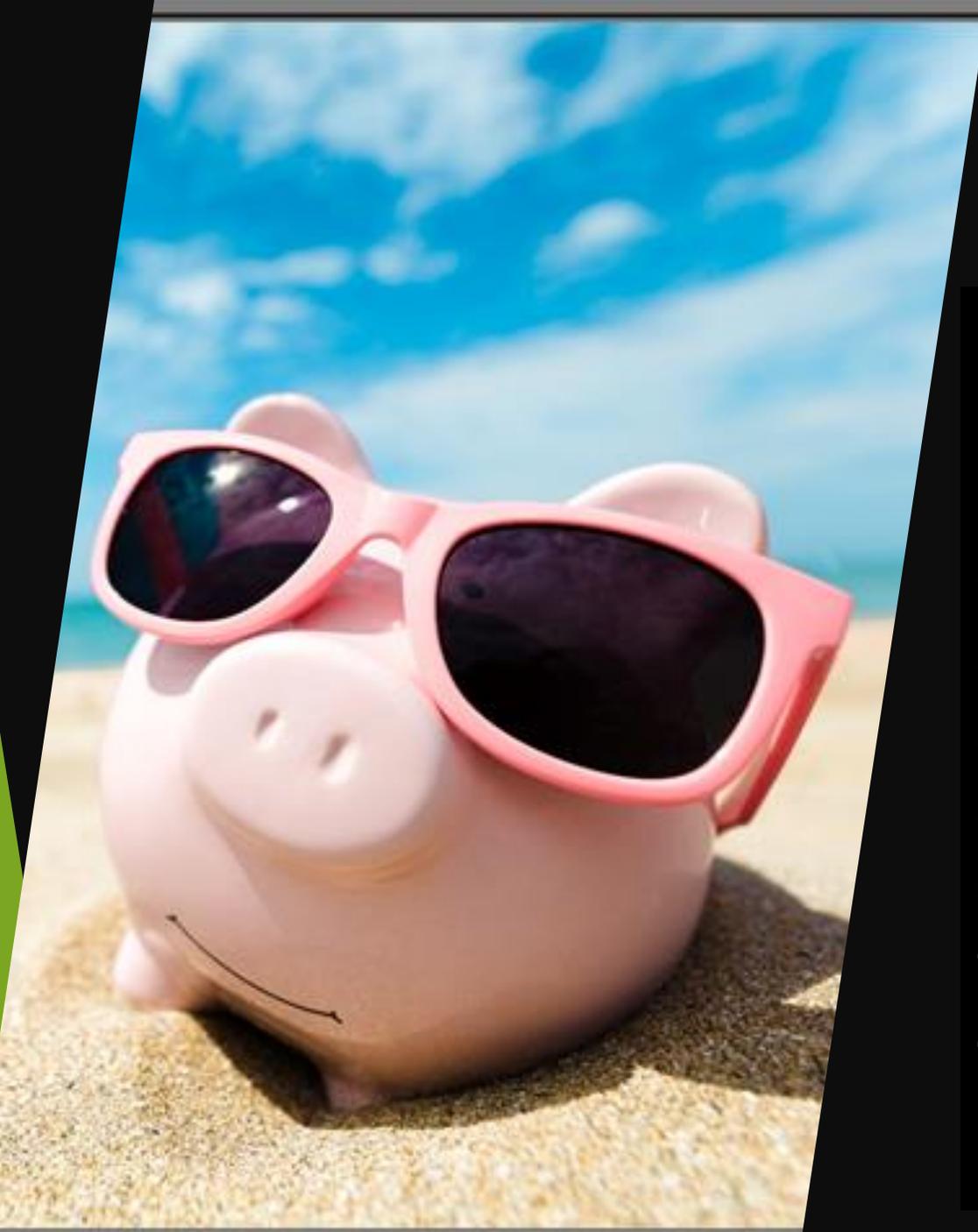
QUESTIONS ABOUT BENEFITS

Do you have any questions about the tools to alleviate the fear of losing SSI and Medi-Cal benefits?

What strategies is your agency using to alleviate these fears?

"Triple E" practices for agencies transitioning to CIE services

Common Challenges

- Capacity
- Sustainability

Building Capacity

Organizations that offer courses and trainings which guide agency transformation from non-integrated services to integrated services, including CIE:

- ANCOR (American Network of Community Options and Resources)

- The LEAD Center

- Griffin-Hammis Associates, Inc.

- TransCen, Inc.

Building Capacity

Effective trainings for CIE success

Marc Gold and Associates, The Association of People Supporting Employment First (APSE) and the aforementioned organizations, offer training in these "Triple E" practices:

- Customized Employment
- Person-Centered Planning
- Microenterprise/ self employment

- Strategies for supporting particular needs such as autism

- Strategies for building natural supports

- Technology and other accommodations tools

Ensuring Sustainability

Change brings sustainability challenges, including fluctuations with temporary or permanent funding.

DDS has developed various initiatives to increase CIE opportunities that offer extra funds such as:

- CIE Incentive Payments, for three sustained employment milestones

- Home and Community Based Services (HCBS) compliance funding

- Disparities Funds Program (DFP)

Ensuring Sustainability

Other funding resources include:

- **Social Security's Ticket to Work Program**

- **Braided Funding**

- **Reallocation of existing resources**

- **Foundations** which can be found on various foundation websites such as:

  - Foundation Center

  - Guidestar

  - Candid

Increasing Business Contacts and their Willingness to Hire Individuals with ID/DD

How can I increase business contacts and their confidence to hire individuals with ID/DD?

- Internal Actions
- External Actions
  - Local Partnership Agreements (LPAs)
  - Monthly Employment Roundtables
  - Business Advisory Committees
  - Business Engagement: Autism / Neurodiversity Training

Internal actions

- Brainstorm with your staff and board members creating a list of all their business contacts.

- Create a time for staff to share CIE success stories at your board meetings.

- Encouraging staff and board members to share information with their business contacts including:

  - CIE success stories

  - Advantages of PIP

  - Business tax incentives for hiring individuals with disabilities

External Actions

Share inspiring stories about your agency and CIE with local networks such as:

- Your local chamber of commerce

- Business leadership networks or events

- Regional trade associations

- Local Workforce Development Board

Local Partnership Agreements (LPAs)

LPAs create a venue for local education agencies, DOR Districts, regional centers and other local community partners, including businesses and ESPs, to develop an agreement that amongst other CIE improvement strategies:

▶ Establishes connections to local and regional resources, including other business networks, expanding the capacity of pathways to CIE for individuals with ID/DD.

Monthly Employment Roundtables

Monthly employment roundtables bring together the LPA core partners, businesses and community partners to discuss varied topics each month including but not limited to:

- Job development
- Job coaching
- Motivation of clients and staff
- Self-employment

External Actions

Business advisory committees (BAC)
The BAC can invite businesses to their meeting to inform
them about the benefits of hiring individuals with ID/DD and offering
presentations such as:

- Employer panels who share their positive experiences with hiring individuals for CIE and how they utilize DOR or regional center services including job coaches.

- Windmills facilitators to come and discuss openly the attitudes and biases about people with disabilities in the workplace.

- Neurodiversity Pathways program which has helped employers recognize the value of diverse backgrounds, experiences,   and perspectives in the workplace.

QUESTIONS
californiacie@dor.ca.gov

What other ways is your agency building relationships with business community?

What strategies have increased business contacts and confidence the most?

Other CIE "Triple E" practice resources

▶ **The America's Job Center of California (AJCC)**

AJCCs offer:

- The America's Job Center of California (AJCC) offers a variety of services that bring employers with job openings and qualified job seekers together at no cost.

- To find an AJCC near you, visit CareerOne Stop's American Job Center Finder.

Other CIE "Triple E" practice resources

California Career Zone

The California Career Zone includes:

- Tools that assist students contemplating college or career;

- Tools to assess a student's interests, skills and work values;

- Tools to explore and compare occupations and more.

This tool can be used by anyone interested in researching career options.

Other CIE "Triple E" practice resources

Employment First State Leadership Mentoring Program (EFSLMP)

ODEP initiated the EFSLMP, to provide support such as:

- **Monthly webinars** - Educational presentations on a variety of Employment First topics facilitated by national leaders in the field of systems reform.

- **Access to technical assistance** - A variety of technical assistance resources and policy tools are available to provide additional support at no cost.

Other CIE "Triple E" practice resources
(4 or 6)

▶ **Institute on Disability (IOD)**

The IOD provides a university-based focus for the improvement of knowledge, policies and practices related to the lives of people with disabilities and their families including community living, employment, assistive technology and more. IOD shares this information through:

- Events
- Webinars
- Workshops
- Consultation and more

Project SEARCH
The Project SEARCH Transition-to-Work Program is a unique, business-led, one-year employment preparation program that takes place entirely at the workplace, such as a hospital, in which total workplace immersion facilitates a seamless combination of:

- Classroom instruction

- Career exploration

- Hands-on training and more

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Employment Resource Map

The map shows the location for:

- SEP IP providers,

- WorkAbility I programs,

- College to Career Programs,

- Transition Partnership Programs,

- American Job Centers of California,

- Family Resource Centers,

And more…

QUOTE from:
The Great Debate

The Shift from Sheltered Workshops to Competitive Integrated Employment

The System continues to evolve

… as we move away from a

"charity" mindset

…as we value people with

disabilities' real contributions to their communities

… as we learn to fully respect the civil rights of all persons

Questions?

If we do not have enough time to answer all questions today, you can email us at:

CaliforniaCIE@dor.ca.gov

THANK YOU!

We have come to the end of Employment Service Provider Webinar. This webinar will be posted on the California Health and Human Services' website CIE webpage. A link to this page is included on the CIE Webinar Glossary of Terms.

We encourage you to email us at CaliforniaCIE@dor.ca.gov to give us your feedback about this webinar.
Thank you so much for taking this time out of your day to join us.