

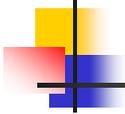


## Module 5

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### Guidelines for Members classed as "Current Prevocational Service Recipients"

Module Five: This module covers guidelines for members classed as "Current Prevocational Service Recipients" for the purposes of authorizing prevocational services.



## Members classed as “Current Prevocational Service Recipients”

- All members enrolled as of September 1, 2010 who participated in prevocational services prior to that date.
- Any member who enrolls after September 1, 2010 and participated in prevocational services funded by the CIP waiver, the IRIS waiver or a county human service agency prior to that date.

If members are not "New Entrants" as defined in the previous module, they are considered "Current Prevocational Service Recipients"

Current Prevocational Service Recipients are defined as:

All members enrolled as of September 1, 2010 who participated in prevocational services prior to that date.

AND

Any member who enrolls after September 1, 2010 who participated in prevocational services funded by the CIP waiver, the IRIS waiver or a county human service agency prior to that date.

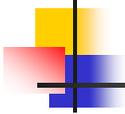


## Guidelines for Current Prevocational Service Recipients

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- Treated differently than “New Entrants”
- Voluntary transition expected
- Complete transition out of prevocational services is not required
- Current prevocational service recipients may not express a desire to pursue integrated employment at this time.

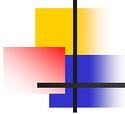
**Current prevocational service recipients are being treated differently than new entrants because they began using prevocational services under the old definition. The old definition involved different expectations around the purpose and outcome of prevocational services. For current prevocational service recipients, a voluntary transition to at least part-time integrated employment is expected. Complete transition out of prevocational services is not required. Nonetheless, it is acknowledged that current prevocational service recipients may not express a desire to pursue integrated employment at this time.**



## Guidelines for current prevocational service recipients who don't express a desire for integrated employment

- Effective prevocational services will start by identifying and effectively addressing the member (and guardian's) concerns or hesitations regarding integrated employment
- No reduction or elimination of the members' prevocational services should be made solely on the basis that the member does not initially have an integrated employment goal or outcome

When you encounter a current prevocational service recipient who does not express a desire to pursue integrated employment, even on a part-time basis, the guidelines require that, as a first step, the member will be supported by the IDT and the prevocational service provider to make reasonable and continued progress toward identifying and resolving any concerns or hesitation that the member has regarding participation in integrated employment. If the member has a guardian appointed, this effort would also involve addressing the concerns or hesitation that the guardian might have. If the member - and guardian if one is appointed - do not wish any changes to the member's prevocational services, it is critical that no reduction or elimination of the members' prevocational services be made solely on the basis that the member does not have a personal goal or outcome of integrated employment at this time.



## Guidelines for current prevocational service recipients who don't express a desire for integrated employment

- Concerns or hesitations need be clearly and accurately identified.
- Concerns or hesitations are sometimes based on lack of information, incorrect information or lack of experience.
- The prevocational plan of service should reflect what the provider will do to effectively address each of the concerns or hesitations expressed by the member (and guardian if one is appointed)

In order to effectively address the member or guardian's concerns regarding integrated employment, these concerns must first be clearly identified. Then it is expected that the IDT and the prevocational service provider will agree on a plan of service that can effectively address the member and guardian's concerns or hesitations regarding integrated employment. Keep in mind that concerns or hesitations are sometimes based on the lack of information, incorrect information or lack of experience. The prevocational plan of service should reflect what the provider will do to effectively address each of the concerns or hesitations expressed by the member (and guardian if one is appointed).

## Examples of Strategies to Address Common Concerns and Hesitations

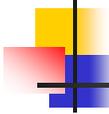
| Concern or Hesitation   | Strategy to Address  |
|---|--|
| "I'll lose my benefits or eligibility for Family Care and Medicaid"   | Provide benefits information and work incentives benefits counseling   |
| "I won't be able to see my friends anymore"                           | Provide information on other ways the member can be supported to socialize with his/her friends from the work center |
| "I have no way to get to a community job."                            | Explain the different ways transportation is currently provided to other members working in integrated employment    |
| "I couldn't work without support."                                    | Explain that integrated employment does not require a member to work without support                                 |
| "I'd miss the workshop."  | Explain that pursuing integrated employment does not require a member to give up the workshop                        |
| "Who would help me if I had a problem with my boss or my co-workers?" | Explain the role of the supported employment provider and their support staff (e.g. job coach)                       |
| "I tried that before and I lost the job"                              | Encourage the member not to give up so quickly; explain supports available if the member is willing to try again     |

You may wonder how a member or guardian's specific concerns and hesitations can be addressed effectively. While the prevocational service provider should be asked to propose a service plan that can do this, your input and suggestions will also be valuable. In the left-hand column of this slide in front of you are common concerns or hesitations that you may hear from people who have participated in long-term center-based prevocational services. In the right-hand column are examples of recommended strategies that the prevocational service provider could use to address these concerns and hesitations. You can click on the pause button now if you'd like more time to review this slide.

## Examples of Strategies to Address Common Concerns and Hesitations

| Concern or Hesitation  | Strategy to Address  |
|--|--|
| "He needs help with toileting and eating"                                    | Explain that on-the-job supports and personal care are available with integrated employment  |
| "She won't be safe if she is working in the community – she'll be exploited" | Explain it's the support, not the location, that keeps people safe – explain role of supported employment provider and their support staff   |
| "He can't stand for long periods of time"                                    | Explain that integrated jobs are individualized and matched to a person's abilities <u>and</u> limitations.  |
| "What if the boss and co-workers are not supportive?"                        | Explain how finding the right job involves finding an employer that will be supportive. Explain how supported employment provider builds bridges with co-workers and educates/engages them |
| "Would there be enough structure to keep her anxiety under control?"         | Explain all jobs involve structure and this could be made a priority in the job search for this member.  |
| "He has limited verbal skills"   | Show guardian similar individuals successfully working in integrated employment and explain how limited verbal skills are worked around  |
| "She has poor safety skills in parking lots and traffic."                    | Explain that these specific situations would be avoided in finding this member an integrated job   |

In the left-hand column of this slide, you will see a list of common concerns or hesitations expressed by guardians of individuals with disabilities who have participated in long-term center-based prevocational services. In the right-hand column are examples of recommended strategies that the prevocational service provider could use to address these concerns and hesitations. You can click on the pause button now if you'd like more time to review this slide.

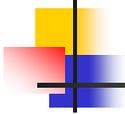


## Guidelines for Current Prevocational Service Recipients

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- Effective prevocational services will continue with the IDT and prevocational service provider assisting the member to identify an integrated employment outcome.
- The outcome will reflect the member's preferences, interests, strengths, priorities, abilities and capabilities.

Once the member and guardian's concerns or hesitations have been addressed, it is anticipated that the member and guardian will be more open to discussing the type of integrated employment situations that would be consistent with the member and guardian's preferences and conditions. At this point, the guidelines require that the IDT and the prevocational service provider assist the member to make reasonable and continued progress toward identifying an integrated employment outcome that reflects the member's preferences, interests, strengths, priorities, abilities, and capabilities.



## Identifying the Member's Specific Preferences and Conditions related to Integrated Employment

- Description of the types of work preferred
- Hours of work preferred
- Schedule of work preferred
- Geographic preferences

**At this stage, the prevocational plan of service should involve identifying important specifics regarding the member's integrated employment preferences and conditions. This should include a description of the type of work the member wishes to do. This would be work that is not part of a prevocational service program.**

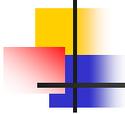
**For the type of work the member wishes to do, a member may say, "I want to work with animals" or "I want to work in a restaurant" or "I want to work with computers".**

**The member also should be asked about the hours of work desired on a daily or weekly basis. For example, a member may say, "I want to work about 4 hours a day" or "I want to work at least 15 hours a week".**

**The member should also be asked about the schedule of work the member wishes to have on a weekly basis. For example, a member may say, "I want to work on Mondays, Wednesdays, and Fridays" or "I want to work in the morning".**

**Finally, a member should be asked about any geographic preferences she or he may have. For example, a member may say, "I want to work as close to my home as possible" or "I want to work somewhere in the city where I live".**

**Taken together, all of this information gathered by the prevocational service provider reflects the integrated employment outcome the member is identifying.**



## Identifying the Member's Integrated Employment Preferences and Conditions

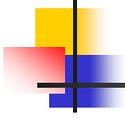
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### **Caution:**

Do not treat member preferences regarding type of work, hours, schedule and geography as strict requirements.

These preferences should guide job development efforts.

**One caution for IDTs is that information gained through identifying a member preferences in the above areas should not be treated as strict requirements but rather guidance for job development efforts. Like all job seekers, members may be satisfied with integrated employment opportunities that meet some but not all of their identified preferences.**

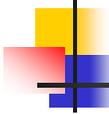


## Guidelines for Current Prevocational Service Recipients

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- Effective prevocational services conclude with helping the member obtain and maintain integrated employment
- The IDT will typically assist the member to apply for DVR services at this point
- IDTs monitor progress and member satisfaction, if DVR is funder

**The final part of helping the member make reasonable and continued progress toward achievement of at least part-time integrated employment involves a plan of service to assist the member to achieve his/her identified integrated employment outcome. Most prevocational service providers are also supported employment providers so they will be able to assist the IDT and the member to access DVR. When DVR becomes involved, they can pay a vendor to help a person obtain integrated employment. In this situation, the IDTs role would be monitoring progress and member satisfaction with the services and supports being provided to help the member obtain integrated employment.**



What is your first and last name?

Enter your first name

Enter your last name

You are coming to the end of this module. If you are an MCO staff person, please enter your first and last name to confirm that you completed this module, and then click the next button. If you are not an MCO staff person, please enter John Doe or Jane Doe and click the next button.

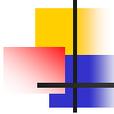


Please indicate the MCO you are employed by, if applicable.

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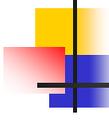
Clear

Please indicate the MCO you are employed by, if applicable and then click on the next button. If you are not employed by an MCO, please type N/A and then click the next button.



Do you have any questions about information presented in module #5?

If you have any questions about the information presented in this module please type them in the box and press the next button. If you have no questions please type "no questions" and press the next button to continue.



Please rate the quality of the module.

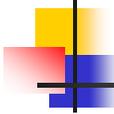
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The module was clear and easy to understand.

Strongly Disagree  
 Disagree  
 Neutral  
 Agree  
 Strongly Agree

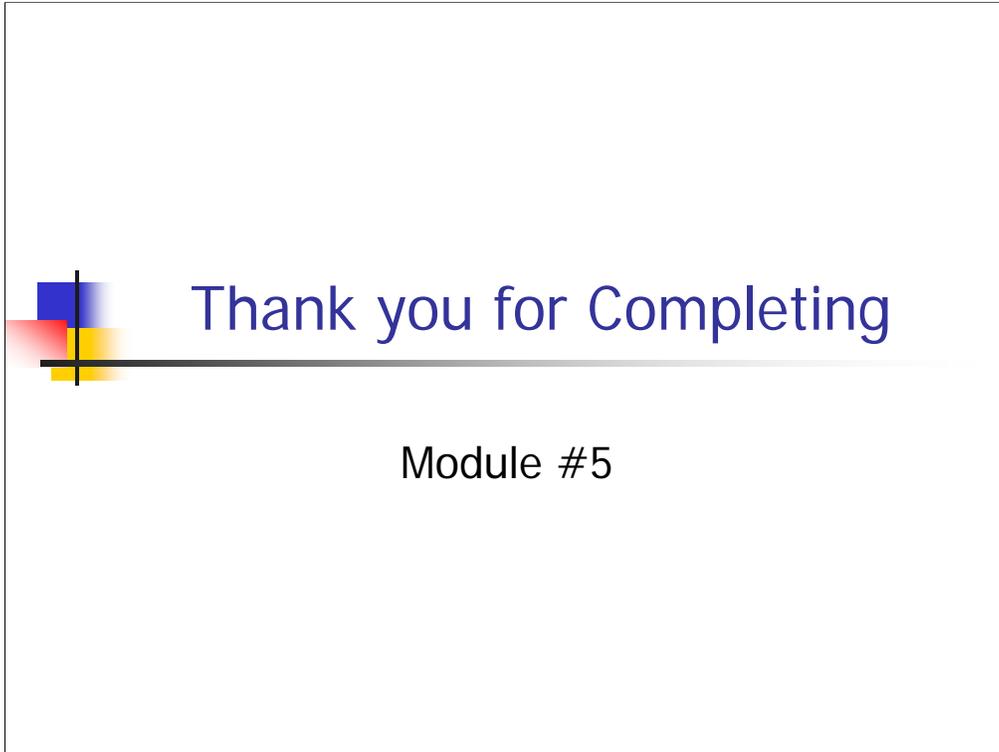
Please rate the quality of this module and then press the next button.

Would you like to add any comments?



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If you have any additional comments you would like to make please type them into the box and press the next button. If you have no additional comments please type "no comments" and press the next button to continue.



You have now completed this module. To move on to the next module click the next module button.