

Mi Via Waiver and Supports Waiver Employment Supports

New Mexico Department of Health Developmental Disabilities Services Division

December 2021

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Overview of PCG

- Founded in 1986, PCG is headquartered in Boston, MA and employs more than 2,700 professionals in 45 offices
- Management consulting to assist public sector agencies better serve their targeted populations
- Five Practice Areas
 - Human Services
 - Health
 - Education
 - Technology Consulting
 - Public Partnerships, LLC (PPL)



Introductions



Sarah Salisbury
Engagement Manager



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Project Manager



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Subject Matter Expert



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Consultant



Project Overview

Project Overview

- The New Mexico Department of Health's Developmental Disabilities Supports Division (DDSD) seeks assistance related to rate changes due to state and federal required minimum wage increases and required sick leave for the Supports Waiver (SW) and Mi Via Waiver (MV).
- DDSD is seeking rate recommendations that consider the following:
 - State minimum wage rate increases; city and county minimum wages for all New Mexico jurisdictions
 - Paid time off requirements
 - Factors that differentiate participant-directed from agency-based service delivery
 - Supports Waiver Assistive Technology Purchasing Agency Rate
 - Mi Via Waiver Individual Budgetary Allotment
 - Supports Waiver \$10,000 Individual Budgetary Allotment



Project Overview

- DDSD is seeking to change the rates for the following services:

Supports Waiver	Mi Via Waiver
Customized Community Supports Individual	Community Direct Support
Customized Community Supports Group	Customized Community Group Supports
Employment	Employment Supports
Personal Care Services	Homemaker/Direct Support
Respite	Respite Standard



Employment Supports Time Study

Employment Supports Time Study – Why?

- Developmental Disabilities Waiver employment supports service has 5 distinct activities and each activity has its own rate:
 - Job Development
 - Job Coaching
 - Job Maintenance
 - Job Aide
 - Self-Employment
- Employment Supports for Mi Via and Supports Waiver have all five activities rolled into one rate
- Mi Via and Supports Waiver employment supports rate is based on the Developmental Disabilities Waiver
- To provide recommendations regarding minimum wage and paid leave requirements, need to know the proportion of each activity that comprises Employment Supports, in order to calculate a single rate
- Time study provides information to determine the proportion of time spent by providers on each activity



Employment Supports - Definitions

- **Job Development**
 - Implementing the Career Development Plan
 - Job development activities
 - Employer negotiations and job placement
 - Job restructuring
 - Job sampling
 - Placement in a job related to the participant's desired outcomes
- **Job Coaching**
 - Training
 - Skill development and employer consultation a participant may require while learning to perform specific work tasks
 - Coaching on the job
 - Co-worker training
 - Job site analysis
 - Implementation of career planning
 - Incorporation of reasonable accommodations - May include therapy and/or behavioral support plans related to the workplace
 - Education for the participant and co-workers on rights and responsibilities: medication administration
 - Referral for benefits counseling



Employment Supports - Definitions

- **Job Maintenance** (Short-term job coaching generally lasting up to 4 months)
 - Maintaining ongoing communication with various levels of the company to assure satisfaction for both the participant and the company
 - Assisting the participant with the development of natural supports
 - Assisting the participant to communicate and express his/her needs with co-workers
 - Facilitating/developing job accommodations and use of assistive technology such as communication devices
 - Providing job site analysis (i.e., matching workplace needs with those of the participant)
 - Advocating for the participant to be integrated into the work culture - including attending job-related social functions - interacting with their non-disabled co-workers during lunch or break times - ensuring full access to employer designated dining or break areas
- **Job Aide One-to-one** (1:1) personal care services in an integrated employment setting for participant's who require assistance with Activities of Daily Living (ADL) during work hours to maintain successful employment as job coaching is reduced
 - Assistance with personal care and ADL during work hours
 - Advocating for the participant to be integrated into the work culture - Attending job-related social functions - Interacting with non-disabled co-workers during lunch or break times - Fully accessing employer designated dining or break areas



Employment Supports - Definitions

- **Self Employment** Assisting the participant to develop a business plan, conduct a market analysis of the product or service and establish necessary infrastructure to support a successful business
 - Completing a market analysis of product/business viability
 - Creating a business plan or accessing community resources to develop a business plan, including:
 - Development of a business infrastructure to sustain the business over time
 - Marketing plans
 - Referring and coordinating with the division of vocational rehabilitation (DVR) for possible funds for business start-up
 - Assisting in obtaining required licenses, necessary tax identifications, incorporation documents and completing any other business paperwork required by local and state codes
 - Supporting the eligible recipient in developing and implementing a system of bookkeeping and records management
 - Arranging transportation or public transportation during self-employment services



Employment Supports Time Study – How?

- The time study captures all time providing the Employment Supports service during a 14-day period
- Providers must record their time worked according to the Employment Supports activity they delivered
- PCG collects information and determines what proportion of time is spent for each Employment Supports activity
- PCG provides DDSD with a recommendation to incorporate minimum wage and paid leave requirements



Results and Discussion

Results and Discussion

- 9 surveys received
- 100% of activities reported were Job Coaching

- **Questions about purpose of time study or how it was conducted?**





Solutions that Matter