



## **ENTAL FAQs**

### **Understand, Plan, Succeed.**

#### **Is there anything in written rule concerning the relationship of Employment Navigation to TCM?**

The current functions of TCM are to provide comprehensive assessment and periodic reassessment of individual needs, develop a specific care plan that is based on the information collected through the assessment, referral and related activities to help the eligible individual obtain needed services, and monitoring and follow-up. Employment Navigation is doing these activities to increase the efficacy of employment-related services.

The term Employment Navigation is not explicitly addressed in the changes to the TCM rule. However, there is now language to specifically include “employment-related services,” documenting an individual’s place on the Path to Community Employment and specific needs related to advancing on this Path. All of the activities under TCM now have an addition of the term “employment related services.”

Billing codes do not have any proposed changes. These activities are already available under TCM under “other services,” but the proposed language provides further guidance regarding the coordination of employment related services.

#### **What is Employment Navigation Best Practice?**

A focus on Employment Navigation allows for SSAs to have a knowledge-base about specific employment-related supports and services (OOD/BVR, transition with school districts, benefits analysis, day program/voc-hab, connections to Ohio Means Jobs [OMJ]), decreasing the likelihood of individuals getting “lost in the shuffle,” and increasing the likelihood of employers and others understanding the benefits of hiring people with developmental disabilities.

Employment Navigation Best Practices include:

- Person-Centered Planning that goes above and beyond an ISP, and includes specific targeted supports that yield outcomes, the major one being of course a job with a living wage.
- Accessing and using the newly defined services and support rates under the modified Home and Community Based Services adult day and employment services to achieve community employment outcomes for people being supported.
- Partnering with OOD/BVR, school districts, OMJ, and businesses/employers in order to collaborate on referrals, braided funding, and information-sharing.

- Using Employment First as a concept and continuum to discuss how employment, while not the only game in town, is the first choice when looking at providing support and services to individuals with developmental disabilities as they graduate from high school, or when they are pursuing a chance of services, allowing everyone being served to figure out where they are on the Path to Employment, and what services would be best to support their goals.

### **What would a solid caseload number be for an Employment Navigator?**

Employment Navigation involves being the single point of contact concerning employment in the lives of individuals being served, managing a lot of information, documentation, and authorization to increase the likelihood of economic self-sufficiency for people being supported. Since Employment Navigation involves being the primary coordinator of employment-related services, a caseload of 40 to 60 job-seekers and employees with developmental disabilities would be manageable, and would provide time to concentrate on planning for job-seekers entering the workforce, increasing the likelihood of advancement for those already employed, and to manage crises as they arise.

### **How is Employment Navigation different from basic SSA functions?**

Employment Navigation allows a specific focus to be placed on the way employment services are planned and coordinated in the lives of people being supported in the County Board system. This focus is built on SSAs acquiring specific skills and knowledge to increase beneficial employment outcomes. These skills include drafting and finalizing a specific plan that stipulates what job-seekers want and need, and how they will be supported through Opportunities for Ohioans with Disabilities (OOD), school systems, Ohio Means Jobs, and other community partners, as well as referring to and authorizing services through innovative, outcomes-based employment services providers, monitoring the efficiency and quality of the employment services being delivered, and maintaining communication with all partners.

### **Can staff not working within the “SSA Department” in county boards bill TCM as Employment Navigators?**

Yes, staff not working in the “SSA Department” can bill TCM. They would need to be certified as SSAs to perform TCM, but that doesn’t necessarily mean they have to be supervised by an SSA director.

### **What would be the best way for our county to use the Employment Navigation Function?**

Some County Board SSA Departments already have capable, focused SSAs who have comprehensive knowledge bases and skills concerning coordinating employment services. With Employment Navigation as a focus, these SSAs will continue their great work, and expand on it with specific training and support. In fact, the Employment Navigation concept allows every SSA department in Ohio to ramp up their case management skills to increase the success of job-seekers in their counties, and to focus even more diligently on what it takes to develop, plan, and sustain employment in the lives of the people being supported. As well, many counties across the state are now developing Employment Navigation capabilities in other departments outside of the SSA Department, with these EN staff acquiring SSA accreditation and focusing solely on planning, coordinating and monitoring services/supports for job-seekers with developmental disabilities. For a detailed analysis of responses to Employment Navigation across Ohio, click on <http://www.livebinders.com/play/play?id=2032686&backurl=/shelf/my>.