

# Partners with Business

2021 DSPN Conference

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# Food for Thought

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"Progress is what happens when impossibility yields to necessity."

—Arnold H. Glasgow

# The Partners with Business Model

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Intended to create cost effective, less stigmatizing long-term employment supports

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Involves intentional implementation of best practices for job matching, empowering employers, using systematic instruction, ensuring workplace inclusion and developing natural supports

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If necessary, augments natural support with formal supports provided by a co-worker

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Reimburses the employer for the costs of providing the formal “above and beyond” support using long term care funds

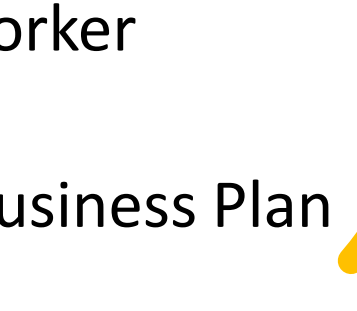
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Includes on and off site ‘Follow-Along’ and “Back-Up” services from a Supported Employment Agency

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Can include formal agency supports when needed for transportation, personal-care, or job coaching (when not provided by the employer)

# 10 Partners with Business Essential Strategies

1. Finding the Right Job Match
  2. Educating & Empowering Employers
  3. Conducting a Job & Task Analysis
  4. Using Systematic Instruction & Fading
  5. Using Assistive Technology
  6. Being Clear About Job Coach Role
  7. Conducting Cultural Analysis
  8. Intentionally Developing Natural Supports
  9. Identifying & Negotiate Paid Coworker Supports
  10. Documenting the Partners with Business Plan & Agreement
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# Wisconsin's Experience with Paid Coworker Support

Long standing strategy used in Dane County to increase employer capacity to provide support and decrease costs of Supported Employment services

Some implementation in Wisconsin's Self-Directed Waiver (IRIS)

WI DD Council mini-grants led to policy initiative (5 pilot sites)



# Legislative Action

- Awareness of direct workforce crisis – including job coaches
- Brought data, stories and people to share experiences (including employers)
- Resulted in the Passing of Act 323 for DD Council to expand Partners with Business practices further
  - First time passage of funding bill to DD Council
  - Coaching program – training and technical assistance
  - Five pilot sites selected per year

# Benefits of Paid Coworker Supports

- Unobtrusive – no job coaches stick out or get in the way
- No random or new job coaches
- Educated, supportive employers and coworkers
- Truly integrated and accepting work place
- Capacity for vocational agencies to get more people into jobs





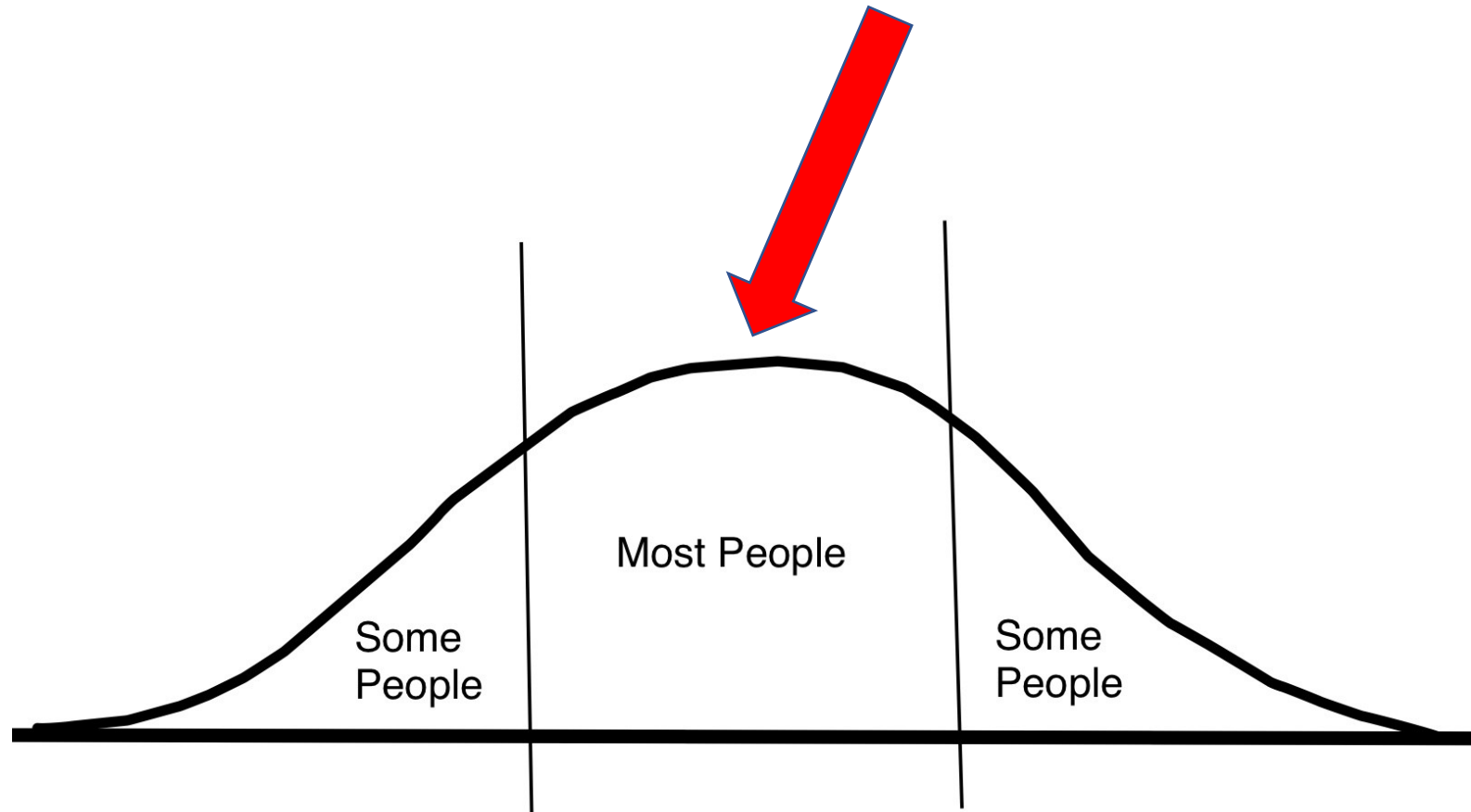


# Where Paid Coworker Supports Work

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- At small, flexible businesses. But really any business willing to provide the support!
- With employers with low turnover rates
- Where people work in teams or side by side
- For workers with intermittent needs for support
- Areas lacking job coach capacity
- When a worker needs a consistent support person
- When employers are hesitant to involve outside job coaches (confidentiality issues, complex work tasks, small workplace, previous negative experience, etc.)
- Where reimbursed coworker time does not exceed job coaching rates (may be some exceptions).

# The Continuum of Ongoing Employment Supports



# Dane County Example

Jenae works at a local community center 4 days a week, 9:00 to 11:30. Her responsibilities include room set up, light cleaning, and assistance with senior meal programs. After conducting an analysis of Jenae's on-the-job support needs, and determining the needs that are being met naturally, it is determined that Jenae needs 30 to 45 minutes of support during each two-and-a-half-hour shift to successfully accomplish all her job responsibilities.

Traditional Agency Support		Paid Coworker Support	
Staff Time (2.5 hrs. x 4 days x 52 wks x \$27/hour) = \$14,040/yr		Coworker Time (45 min x 4 days x 52 wks x \$14.67/hr) = \$2,289/yr	
Mileage to/from site (60 miles/wk @ .50/mile) = \$1,560/yr		SE agency follow-along (2 to 4 hours/month) = \$1,200/yr	
<b>Total Cost</b>	<b>\$15,600/yr</b>	<b>Total Cost</b>	<b>\$3,489/yr</b>

The solution: Community center staff agree to provide Jenae with the necessary additional supports she needs each day, plus monitor health and stamina concerns. The cost of reimbursing the employer for this support is significantly less than the traditional job coach model which would require that a job coach remain on site. Plus, the support is provided in a more inclusive way that encourages stronger coworker relationships.

## Legislative Report: June 2019 – May 2020

Before Partners with Business		After Partners with Business	
Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job	Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job
<b>5.5 hours/week</b>	<b>\$7,150</b>	<b>2.2 hours/week</b>	<b>\$2,860</b>

***The Partners with Business investment resulted in a 60% reduction in the number of Medicaid funded job coaching support hours. This saved the Medicaid system on average \$4,290 annually per person or about \$55,770 total per year for the 13 participants with disabilities in this year's Partners with Business cohort.***

Ten of the thirteen pilot participants were essential workers, maintaining employment during the COVID-19 pandemic, with average wages of \$10.29 per hour for 16 hours per week.

## Legislative Report: June 2020 – May 2021

The initiative collected employment data from 9 participants with disabilities to determine the impact on Medicaid savings when service providers invest in creating stronger partnerships with employers.

Before Partners with Business		After Partners with Business	
Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job	Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job
6.8 hours/week	\$8,840	4.6 hours/week	\$5,980

***The Partners with Business investment resulted in a 32% reduction in the number of Medicaid funded job coaching support hours. This saved the Medicaid system on average \$2,860 annually per person or about \$25,740 total per year for the 9 participants with disabilities in this year's Partners with Business cohort.***



Brian at Randy's Market  
with Paid Coworker  
Supports

# Determining Paid Coworker Reimbursement



Clearly identify “above and beyond” supports through observation and documentation: When, Why, How Long, Type of Intervention/Support Provided



Reimbursement amount based on the **employer’s cost** to provide the support (i.e. the wages and overhead costs of the coworkers providing the support and their time involved in providing supports)

# Partners with Business Paperwork



Background  
Checks



Coworker  
Support Plan



Paid Coworker  
Agreement  
Template



Employer  
Invoice  
Template



Coworker  
Training Slides

These templates and FAQs can be found at:

<https://wi-bpdd.org/index.php/partners-with-business/>





**LAKELAND CARE**

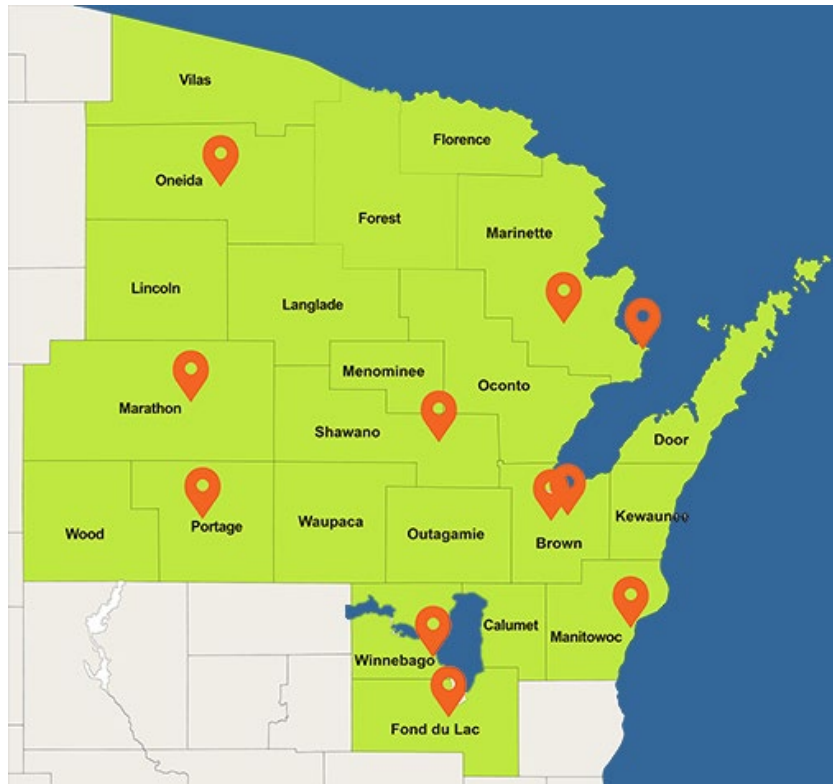
Together, we build better lives.

Putting our members first



# Lakeland Care Service Region

## Service Region



## Office Locations

- Crivitz
- Fond du Lac
- Green Bay (2)
- Manitowoc
- Marinette
- Oshkosh
- Rhinelander
- Shawano
- Stevens Point
- Wausau



# Partners with Business - Overview

- In 2020, Lakeland Care received a grant through WI-BPDD to pilot the Partners with Business (PWB) model.
- Lakeland Care partnered with four of its contracted Competitive Integrated Employment (CIE) Service Providers to implement best practices under the PWB model.
- Nine members participated in the pilot.
- Piloting a project during a pandemic such as COVID-19 came with challenges.



# Progress/Wins!

- CIE Service Providers empowered the employer.
- Process developed to train the employer.
- CIE Service Providers utilized Workplace Supports Analysis.
- Use of Workplace Supports Analysis resulted in decrease in formal job coach support and increased member independence on the job.



# Progress/Wins! (continued)

- Care Managers had increased understanding in analysis of Job Coaching Monthly Report.
- Provider staff identified other ways to support members.



# Pilot Outcome

- Providers reported improved processes and new perspectives in supporting members and their employer.
- Lakeland Care was awarded another PWB grant through WI-BPDD for the 2021-2022 cycle.



# Questions?

[www.lakelandcareinc.com](http://www.lakelandcareinc.com)



# WI DVR Partners with Business Co-Worker Supports

## Initial Month:

- Confirm employer is agreeable to co-worker is agreeable to employer and consumer
- Complete (or update) Job and Task Analysis
- Negotiate paid co-worker support and conduct background checks
- Sign agreement
- Provide employer training and back up plan

## Subsequent Months until Transition to Long Term Support or Closure:

- Weekly touch base with consumer and employer
- Report of Provider follow along and employer invoice



# DVR Partners with Business Fee Structure

<b>SERVICE</b>	<b>PURPOSE</b>	<b>TIMEFRAME(S)</b>	<b>DELIVERABLES</b>	<b>PAYMENT</b>
Initial Month	Provide employer training to support consumer and a plan for successful transition from agency provided support.	45 days from authorization	1.) Job and Task Analysis and Systematic Instruction Report 2.) Employer invoice	\$1,075 + co-worker expense
Following Months	Maintain contact with consumer and employer to confirm satisfactory implementation.	30 days from authorization and ongoing	1.) Job and Task Analysis and Systematic Instruction Report 2.) Employer invoice	\$375 + co-worker expense

**An Authorization for Services from DVR is required before any services can begin.**

# Document the Paid Coworker Plan and Agreement



Background Checks



Coworker Support Plan



Paid Coworker Agreement Template




Employer Invoice Template



Coworker Training Slides



<https://wi-bpdd.org/index.php/partners-with-business>



DVR Partners  
with  
Business Info  
& Contact

Announcement: <https://dwd.wisconsin.gov/dvr/service-providers/announcements/2020/partners-with-business.htm>

Tech Specs:

<https://dwd.wisconsin.gov/dvr/service-providers/tech-specs/pwb/>

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# Identifying & Negotiating Paid Coworker Supports with New Jobs

1. Discuss as an option from the very beginning
2. Identify and use natural employer processes first
3. Provide support only if adjustments to natural processes need to be made
4. Use systematic Instruction and formal intervention only when necessary to increase independence
5. Once more fading gains have been made, identify and document specific supports needed
6. Negotiate option of coworker supports with employer



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