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COVID-19 Work Support, Employment Specialist, and Career Planning Telehealth Guidance

During the COVID-19 emergency, Work Support, Employment Specialist and Career Planning (Sections 18, 20, 21, and 29) may be provided using telehealth and telephone options (*i.e.*, video chat, FaceTime, Skype, Zoom, or phone calls). *See*

https://www.maine.gov/dhhs/oms/pdfs_doc/COVID-19/03232020-Telehealth-Guidance.pdf.

Services/activities provided via telehealth and telephone options must be consistent with the “Description of Service” and “Goals” in the Person-Centered Plan ([PCP FAQ 4/7/2020](#)); thus coinciding with the member’s current Person-Centered Plan and services outlined in the MaineCare Service Description.

Ratio of Support: All Services are to be provided one (1) staff to one (1) member ratio; except for Work Support-Group which is determined by the individual work setting.

Documentation: Comparable to face-to-face encounters, progress/daily notes should document how the intervention(s) provided via telehealth and telephone options directly addressed Person-Centered Plan goals and identified services along with required units, service provided, staff name/signature, dates and times. If Work Support-Group is provided, the provider will maintain documentation that lists the names of all participants, outside of the client file.

Work Support and Career Planning provided remotely in congregate settings: Waiver members may receive per diem services (Home Support- Agency Per Diem, Family-Centered Support, or Shared Living) as well as telehealth Community Support, Work Support, or Career Planning services.

In Section 21, the per diem rate for Home Support- Agency Per Diem varies, as the rate methodology includes weekly authorized support hours. Should a Section 21 member receive a telehealth service in a Home Support- Agency Per Diem setting, that time may still be counted by the Home Support- Agency Per Diem Provider towards the actual support hours delivered that week. During any given hour when a member receives telehealth in a Home Support- Agency Per Diem setting, the Home Support- Agency Per Diem Provider continues to be required to provide protective oversight and supervision.

Supporting waiver members in the use of electronic devices and equipment: Waiver members will have direct support to access services remotely. This includes direct support professionals and personal support specialists in residential settings providing support in the set up and use of

electronic devices and equipment. Direct staff support may be necessary to accommodate individuals to access telehealth technology and ensure they receive the benefits of services delivered remotely.

**Services Allowed Under Work Support/
Employment Specialist**

Ideas for Telehealth

W1 Adhering to Workplace Policies	Connect to any remote learning/training provided by employer
W2 Maintaining or Improving Productivity	Research, teach use of apps for technology
W3 Maintaining Employment	Connect to employer/business to plan return to work schedule and needs, create timeline
W4 Support for Hygiene, Self-care, Dress Code, etc.	Create picture lists, discuss support needs, plan, develop technology supports
W5 Building Co-worker (natural) Supports	Assist to stay connected to coworkers through attending meetings, phone calls
W6 Promoting Workplace Relationships	Assist to stay connected to Supervisor/HR on a regular basis
W7 Adhering to Safety Practices	Review Company Policies, Procedures and any safety trainings available
W8 Career Advancement	Explore careers using virtual platforms, visit virtual businesses
W9 Other	Assist with gathering benefit information, resources such as unemployment and weekly reporting
ES1 Periodic Interventions to Reduce Paid Supports	Research and train technology options for return to work
ES2 Transferring to Another Similar Job	Assist with exploring options if job is eliminated
ES3 Job Development (ONLY when BRS has denied services)	Develop employment plan, update resume and references
ES4 Other	

Services Allowed Under Career Planning

Ideas for Telehealth

CP1-Initial Development of Discovering Personal Genius Plan/Career Plan	Development of the Career Plan, review and discuss finding, next steps
CP2-Discovering Personal Genius/Career Plan Activities	Research businesses, plan outreach, find connections and schedule on site activities for fall. Practice Informational Interviews
CP3-Assistance with Referral to Vocational Rehabilitation Services	Gather information, complete application, review and submit to Vocational Rehabilitation by mail or electronically
CP4-Assistance with Referral to Benefits Counseling Services (BCS)	Gather information for referral packet, complete, review and submit to BCS

CP5-Assistance with Assistive Technology Referral	Discuss technology needs, explore options and gather information for referral packet, review and submit
CP6-Development of the Employment Staging Record/Career Plan	Develop and review Career Plan, schedule interviews, gather information
CP7 Other	

Resources:

Exploring Work- Resources to help individuals think about the advantages to working, what interests, skills, abilities they have and how they relate to making a good job match.

- <https://www.ncda.org/aws/NCDA/pt/sp/resources>
- <https://explore-work.com/topics/>

Job Preparation:

- Career Videos-
<https://www.careeronestop.org/Videos/CareerVideos/career-videos.aspx>
- Division of Vocational Rehabilitation (DVR) Career Exploration Workshop (CEW) Curriculum-
https://www.maine.gov/rehab/73422/maine_cew/cew_general/index.htm
- DVR Transition CEW Curriculum for High-School Students-
https://www.maine.gov/rehab/73422/maine_cew/cew_transition/index.html
- DVR Bridges CEW Curriculum-
https://www.maine.gov/rehab/73422/maine_cew/cew_bridge/index.html
- Job Hunting in Maine Guide-
https://www.maine.gov/labor/publications/Job_Hunting_in_Maine.pdf
- Guided Group Discovery for Youth:(can also be used for individuals with limited/no work experience)-
 - http://leadcenter.org/system/files/resource/downloadable_version/Youth%20Version%20Guided%20Group%20Discovery%20Facilitator%20Manual%20FINAL_ACC.pdf
 - http://www.leadcenter.org./system/files/resource/downloadable_version/GGD%20Supplemental%20PPTs%202019_ACCESSIBLE.pdf -supplemental PowerPoint
- Discovery Education: Learn more about careers related to Agriculture-
<https://agexplorer.com/career-interactive>
- Career Interest Assessments-
 - <https://www.truity.com/test/photo-career-quiz>
 - <https://www.onetonline.org/>

- www.careeronestop.org
- https://instrc.indiana.edu/pdf/transition_matrix/CareerClustersInterestSurvey.pdf
- <https://www.mynextmove.org/>
- Resume Guide-
 - <http://jobstar.org/tools/resume/index.php>
- Make Digital Career Portfolios-
 - Wishboard App (android)
 - Corkulous App (apple), I-Movies

Financial Literacy- These links provide information and activities to learn more about money habits, wants vs. needs, banking, credit and how to develop a budget.

- Maine Financial Education Framework and Resource Guide-
 - <https://docs.google.com/document/d/1sgvfjAqmM69UFa4ID10rV9vDRA8-pRsiV7j8wFMXgYE/edit>
 - <http://www.studymoney.us/#/AboutUs>
 - <https://www.mymoney.gov/Pages/for-youth.aspx>
 - <https://www.fdic.gov/consumers/education/youthemployment/documents/crosswalk-of-money-smart-to-the-wioa-implementing-regulations-booklet.pdf>
- Mint is a free service that can assist individuals manage their money with oversight-
<https://www.mint.com/how-mint-works>

Remote Coaching/Task Lists-

- MeMinder
https://www.youtube.com/watch?v=H_eiqi3OVjw