



MFP Process Orientation CORE Training: Desk aids & Workworks Employment Manual



Presentation to: MFP Field Personnel, Managers and Supervisors

Presented by: DCH MFP, DHS DAS MFP and Institute of Human Development and Disability, University of Georgia Athens



Mission

The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

We are dedicated to A Healthy Georgia.



- Welcome and Introductions – Pam Johnson
- Training Agenda – RL Grubbs
 - Deskaid: Recommending A Waiver/Waiver Application Contacts – Tom Underwood
 - Deskaid: MFP Transition Services, Waiver Services and Medicaid Services – Grubbs/Wright
 - Deskaid: Housing Searches – Jerome Greathouse
 - Workworks Manual and Employment Deskaid – Doug Crandell
 - Q&A Period After Each Presentation
 - Training Evaluation & Closing Remarks





Presentation Training Objectives

- After this training, you will be able to:
 - use DESKAIDs to advise participants about waiver options, inform about MFP, HCBS waiver and state-plan services and assist participants with housing searches;
 - define ‘employment’ and discuss your role in Person-Centered Career Planning
 - use *Workworks for Everyone* to identify three community employment service options and two employment service providers;
 - identify qualified vendors and understand how to make referrals for the MFP Supported Employment Evaluation (SEE);
 - use the Employment Deskaid to facilitate a discussion about vocational goals and identify available work incentives



DESKAID: Recommending a Waiver




Recommending a Waiver for Transition

 Participant Profile	CCSP	SOURCE	ICWP	NOW/COMP
	<ul style="list-style-type: none"> Elderly or has disability (no age limit) and who meets an intermediate nursing home level of care 	<ul style="list-style-type: none"> Elderly or has disability (no age limit) and who meets an intermediate nursing home level of care Must be receiving SSI or Public Law Medicaid 	<ul style="list-style-type: none"> More severe physical disability or traumatic brain injury (TBI), aged 21 to 64, meets skilled nursing facility or hospital level of care Generally younger and desires to live independently 	<ul style="list-style-type: none"> Developmental disability before age 21, such as intellectual disability and/or a closely related condition and who meets ICF/ID institutional level of care

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Tom Underwood - Community Care Services Program (CCSP)

DESKAID: Waiver Application Contacts

 Waiver Application Referral Contacts 				
Application Steps	Referral for CCSP contact...	Referral for SOURCE contact...	Referral for ICWP contact...	Referral for NOW/COMP contact...
1. Initial Telephone Screening	Aging & Disability Resource Connection (ADRC)	SOURCE Case Management Agency	Georgia Medical Care Foundation (GMCF) – ask for ICWP Team	DBHDD Regional Office – face-to-face screening based on completed application
2. Face-to-Face Assessment	CCSP Care Coordination Agency	SOURCE Case Management Agency	GMCF – ask for ICWP Assessment Team	DBHDD Regional Office
3. Level of Care (LOC) Determination	CCSP Care Coordination Agency	GMCF – SOURCE Case Management Agency gathers information	GMCF – ask for ICWP Assessment Team	DBHDD Regional Office
4. LOC Form Name	Appendix E/5588	Appendix F	DMA – 6	DMA – 6
Obtain form from	CCSP Care Coordination Agency	SOURCE Case Management Agency	Nursing Facility Social Worker, Discharge Planner or DON	DBHDD Regional Office
5. Case Management	CCSP Care Coordination Agency	SOURCE Case Management Agency	ICWP Case Management Agency	DBHDD Regional Office

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Tom Underwood - Community Care Services Program (CCSP)

Questions?

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DESKAID: MFP Transition Services Rate Table

(Slide 1 of 2)

RL Grubbs
and
JW Wright



		MFP Pre-Transition Services and Rate Table Revised 01-15-13			
Pre-Transition Service	MFP Service Code	Rate	Description (for full description, see MFP PPM Chapter 603)	Maximum Cost per Service	
Peer Community Support	PES	1 unit = one hour contact, billable in quarter-hour increments, at \$50 per unit/hour; a maximum of 40 units/hours, for a total not to exceed \$2,000, ends on day 365 of the demonstration period. Rate includes all costs associated with delivery of service.	This service provides for face-to-face visits before, during and after transition, from a qualified and, where available, a certified peer supporter for the purpose of discussing transition experiences, problem solving and building connections to individuals and associations in the community. A case note is required to document each contact.	\$2,000	
Trial Visit-Personal Support Services (PCH/CRA)	PSS	1 unit of personal support = the current rate provided by the appropriate wavier, 1 unit of residential services = 1 day at \$65 per day. In NOW/COMP, 1 unit of CLSS/CRA = 1 day at \$156, not to exceed \$1044 per member, ends on day 365 of the MFP demonstration period.	This service provides a brief period of personal support services or residential services during a trial visit to the community before transitioning. The purpose of this service is to give the participant an opportunity to manage and direct Personal Support Services (PSS) staff, interact with staff in the personal care home or community residential alternative and/or assist the owner/vendor to identify, develop and improve the PSS staff skills necessary to accommodate the needs of the participant. On a case-by-case basis, this service can be used post-transition by a participant whose PSS services are arranged but delayed.	\$1,044	
Household Furnishing	HHF	Limited to \$1,500 per participant – ends on day 365 of the MFP demonstration period.	This service provides assistance to participants requiring basic household furnishings to help them transition back into the community. This service provides initial set-up assistance in a qualified residence.	\$1,500	
Household Goods and Supplies	HGS	Limited to a maximum of \$750 per participant, to be used during the 365-day demonstration period. \$200 of the \$750 can be used for a one-time purchase of groceries.	This service provides assistance to participants requiring basic household goods (see Appendix P). This service is intended to help the participant with the initial set-up of their qualified residence.	\$750	
Moving Expenses	MVE	Limited to a maximum of \$850 per participant – to be used during the 365-day demonstration period.	This service may include rental of a moving van/truck and staff or the use of a moving or delivery service to move a participant's goods to a qualified residence. Although this service is intended as a one-time set-up service to help establish a qualified residence, under certain circumstances it may be used throughout the 365-day demonstration period.	\$850	
Utility Deposits	UTD	Limited to \$500 per participant – ends on day 365 of the MFP demonstration period.	This service is used to assist participants with required utility deposits for a qualified residence. On a case-by-case basis, this service can be used to pay past-due utility bills to re-connect utilities to a qualified residence.	\$500	
Security Deposits	SCD	Limited to \$1,000 per participant – ends on day 365 of the MFP demonstration period.	This service is used to assist participants with housing application fees and required security deposits for a qualified residence.	\$1,000	
Transition Support	TSS	Limited to \$600 per participant – ends on day 365 of the demonstration period.	This service provides assistance to help participants with unique transition expenses (obtaining documentation, accessing paid roommate-match services, etc.). This service provides funding for needs that are unique to each participant but necessary for a successful transition.	\$600	
Transportation	TRN	1 unit = a one-way trip. Service is designed to cover the cost of multiple one-way or round trips totaling no more than \$500, can be used pre- and post-transition, ends on day 365 of the demonstration period.	This service assists participants with transportation needed to gain access to community services and resources (i.e. housing). This service is used when other forms of transportation are not otherwise available. This service does not replace the Medicaid non-emergency transportation (for medical appointments) or emergency ambulance services.	\$500	
Life Skills Coaching	LSC	1 unit = one half-hour of contact training/coaching or group/individual training activities, billable at \$25 per half-hour, to a maximum of 60 units or 30 hours training/coaching, limited to \$1,500 per participant, ends on day 365 of the demonstration period. Rate includes all costs associated with the delivery of service.	This service provides for life skills coaching and independent living skills training. Participants must be assisted to: 1) complete an individualized training needs assessment (ITNA), 2) complete up to 30 hours of customized training focused on skill development, led by a qualified trainer/coach 3) participate in individual and group activities designed to reinforce skill development, and 4) evaluate the impact of the training. This service requires structured, instructor-led, customized training/coaching based on the results of the ITNA. The trainer/coach documents training/coaching with a case note and reports the results of the evaluation.	\$1,500	
MFP service procedures are based on authorized and approved services as specified in the participant's transition service plan.			Maximum Pre-Transition Services Not to Exceed	\$10,244	

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DESKAID: MFP Transition Services Rate Table (Slide 2 of 2)

Grubbs/Wright

Questions?



MFP		MFP Post-Transition Services and Rate Table Revised 01-15-13		
Post - Transition Service	MFP Service Code	Rate	Description (for full description, see MFP PPM Chapter 603)	Maximum Cost per Service
Skilled Out-of-Home Respite	SOR	1 unit = \$134.17 per day, limited to 14 units or \$1,879.38 per member – ends on day 365 of the MFP demonstration period.	This service provides a brief period of support or relief for caregivers or family members caring for an elderly or disabled individual. This service will pay for up to 14 days during the MFP 365 day demonstration. The respite is done at a Georgia qualified nursing facility or community respite provider approved through a Georgia waiver program. On a case-by-case basis, this service can be used by a participant who is waiting for environmental modifications to be completed to their qualified residence.	\$1,880
Caregiver Outreach & Education	COE	1 unit = one half-hour of contact caregiver training, billable at \$25 per half hour, to a maximum of 40 units or 20 hours, delivered by a qualified caregiver specialist, limited to \$1,000 per participant, ends on day 365 of the demonstration period. Rate includes all costs associated with delivery of service.	This service provides outreach, information, referral and education to caregivers who support MFP participants. This service includes: 1) an assessment that identifies sources of a caregiver's stress, 2) consultation and education with a qualified, trained caregiver specialist to develop a Caregiver Support Plan with strategies to reduce caregiver stress and 3) assistance to identify and obtain local services and resources to meet the caregiver's needs. The qualified caregiver specialist documents activities with case notes. This service is not provided to educate paid caregivers.	\$1,000
Home Care Ombudsman	HCO	1 unit = one hour contact at \$150 per hour, billable in quarter-hour increments at \$37.50, limited to \$1,800 per participant, ends on day 365 of the demonstration period. Rate includes costs associated with delivery of service.	This service provides regular monthly contacts made by a qualified home care ombudsman, for review of a transitioned participant's health, welfare and safety, advocacy for participants to respond to and resolve complaints related to MFP, and waiver services and how these services are provided. Service is limited to participants who transition into a qualified residence (see Appendix A for details). Three face-to-face (F2F) contacts are required, the first F2F contact must be completed within 30 days of discharge, additional monthly contacts (F2F or phone contacts) can be arranged as needed. A case note is required to document each contact.	\$1,800
Equipment, Vision, Dental and Hearing Services	HGS	Limited to \$4,000 per participant – ends on day 365 of the MFP demonstration period.	This service provides equipment, vision, dental, hearing aids and related services and certain types of assistive technology and services that are not otherwise covered by Medicaid. Items and services obtained must be justified in the Pre-Post-ITP/SP and be necessary to enable participants to interact more independently and/or reduce dependence on physical supports and enhance quality of life. Covers normal and customary charges associated with one vision examination and one pair of basic prescription glasses. Covers normal and customary charges for one dental examination and cleaning and/or dental work necessary to maintain or improve independence, health, welfare and safety. Covers normal and customary charges for hearing aids and related services. Two quotes are required for purchase of a single piece of equipment costing \$1000 or more.	\$4,000
Specialized Medical Supplies	SMS	Two quotes are required for the single purchase of specialized medical supplies costing \$1000 or more. Limited to \$1,000 per participant – ends on day 365 of the MFP demonstration period.	Service includes various specialized medical supplies that enable MFP participants to maintain or improve independence, health, welfare and safety and reduce dependence on the physical support needed from others. The service includes incontinence items, food supplements, special clothing, bed-wetting protective chucks, diabetic supplies and other supplies that are identified in the approved Pre-Post-ITP/SP and that are not otherwise covered by Medicaid. Ancillary supplies necessary for the proper functioning of approved supplies are also included in this service.	\$1,000
Vehicle Adaptations	VAD	Two quotes are required for adaptations costing \$1000 or more. Price of the lowest quote, limited to \$6,240 per member – ends on day 365 of the MFP demonstration period.	This service enables individuals to interact more independently, enhancing their quality of life and reducing their dependence. Limited to participant's or the family's privately owned vehicle and includes such things as driving controls, mobility device carry racks, lifts, vehicle ramps, wheelchair tie-downs and occupant restraint systems, special seats and other interior modifications for access into and out of the vehicle as well as to improve safety-while moving.	\$6,240
Environmental Modification	EMD	Price of the lowest quote, limited to \$9,000 per member – ends on day 365 of the MFP demonstration period.	This service provides assistance to participants requiring physical adaptations to a qualified residence, including qualified residences under the Housing Choice Voucher or Other Housing Subsidy program or a community home on a case-by-case basis. This service covers basic modifications needed by a participant to ensure health, welfare and safety and/or to improve independence in Activities of Daily Living (ADL). Two scopes/bids are required, three scopes/bids are recommended. Total scope/bids of \$2,500 or more, require building permits. The MFP Home Inspection Service must be completed prior to beginning the environmental modifications and after modifications are completed to ensure participant health, welfare and safety, and quality work.	\$8,000
Home Inspection	HIS	1 unit = one inspection with relevant report from a qualified inspector, billable at \$250, limited to \$1,000, ends on day 365 of the MFP demonstration period.	This service provides for home/building inspections, required before and after MFP Environmental Modifications (MFP-EMD) are undertaken. This service is used to identify and report on needed structural repairs to a qualified residence and to identify and make recommendations for appropriate and cost-effective environmental modifications before they are started. This service also provides for post-inspections after modifications are complete, to ensure quality work and compliance with relevant building codes and standards. The inspector providing the service must not be affiliated with the contractor's providing environmental modifications.	\$1,000
Supported Employment Evaluation	SEE	1 unit = one complete Vocational Discovery Process with Vocational Profile and referrals to a minimum of three community resources, limited to \$1,500 per participant, ends on day 365 of the demonstration period.	This service provides assistance to participants seeking career planning and supportive, customized and/or competitive employment. Participants engage in a guided/facilitated Vocational Discovery Process. Based on the Discovery Process, a Vocational Profile is completed. The Vocational Profile identifies a path to employment. These services may be procured from a qualified vocational/employment service provider. The provider is required to assist the participant to make connections to a minimum of three unique community resources necessary to support choices for supportive, customized and/or competitive employment.	\$1,500
MFP service procedures are based on authorized and approved services as specified in the participant's transition service plan.			Maximum Post-Transition Services Not to Exceed	\$26,420

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DESKAID: Waiver Options and Services

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and
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Elderly/Disabled Waivers (CCSP/SOURCE)	Independent Care Waiver Program (ICWP)	New Options Waiver (NOW) and Comprehensive Waiver (COMP)
<ul style="list-style-type: none"> • Adult Day Health • Alternative Living Services • Emergency Response Services • Enhanced Case Management • Financial Management Services for Consumer Directed PSS • Home-Delivered Meals • Home-Delivered Services • Out-of-Home Respite Services • Personal Support Services (PSS)/ (PSSX)/ Consumer Directed Services • Skilled Nursing Services • Home Health Services 	<ul style="list-style-type: none"> • Adult Day Care • Behavior Management • Case Management • Consumer-Directed PSS • Counseling • Enhanced Case Management • Environmental Modification • Financial Management Services for Consumer Directed PSS • Personal Emergency Monitoring • Personal Emergency Response • Personal Emergency Response Installation • Personal Support Services • Respite Services • Skilled Nursing • Specialized Medical Equipment and Supplies • Vehicle Adaptation • Adult Living Services • Home Health Services 	<ul style="list-style-type: none"> • Community Residential Alternative (COMP only) • Adult Occupational Therapy Services • Adult Physical Therapy Services • Adult Speech and Language Therapy Services • Behavioral Supports Consultation • Community Access • Community Guide • Community Living Support • Environmental Access Adaptation • Financial Support Services • Individual Directed Goods and Services • Natural Support Training • Prevocational Services • Respite Services • Specialized Medical Equipment • Specialized Medical Supplies • Support Coordination • Supported Employment • Transportation • Vehicle Adaptation • Home Health Services

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DESKAID: State Plan and Other Services

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and
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Questions?



Services for MFP Participants



Medicaid State Plan Services for MFP Participants
 Search for providers using <https://www.mmis.georgia.gov/portal/> or MFP Participants call: 1-866-211-0950

<div style="text-align: center; margin-bottom: 10px;">  </div> <ul style="list-style-type: none"> • Ambulance Services • Diagnostic, Screening and Preventive Services (County Health Departments) • Dialysis Services • Durable Medical Equipment Services • Family Planning Services • Health Check (Early and Periodic Screening, Diagnosis and Treatment) 	<ul style="list-style-type: none"> • Health Insurance Premiums Paid for Medicare Part A, Part B and Part D • Home Health Services (nursing, home health aide, and occupational, physical and speech therapy) • Hospice Services • Inpatient and Outpatient Hospital Services • Laboratory and Radiological Services • Medicare Crossovers – Medicaid payment for certain services not paid by Medicare • Mental Health Clinic Services • Non-Emergency Transportation Services 	<ul style="list-style-type: none"> • Oral Surgery • Orthotic and Prosthetic Services • Pharmacy Services • Physician Services (Primary Care, Specialists and Physician Assistant Services) • Podiatric Services • Psychological Services (Behavioral Health Services) • Rural Health Clinic/Community Health Center Services • Surgical Services • Vision Care Services
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Other Community Services For MFP Participants May Be Available Through...

<ul style="list-style-type: none"> • Adult Protective Services – call 1-866-55AGING (1-866-552-4464) – Press “2” • Older Americans Act (Title III) Services; Social Services Block Grant Services; and Community Services Block Grant – http://aging.dhs.georgia.gov/programs-and-services • Dept. of Behavioral Health & Developmental Disabilities (DBHDD) Regional Offices – http://dbhdd.georgia.gov/regions 	<ul style="list-style-type: none"> • Area Agencies on Aging (AAAs) – http://aging.dhs.georgia.gov/local-area-agencies-aging-aaas • Aging & Disability Resource Connections (ADRCs) – http://www.georgiaadrc.com/ • Brain & Spinal Injury Trust Fund Commission – www.ciclt.net/sn/cit/bsitf/default.aspx?ClientCode=bslitf 	<ul style="list-style-type: none"> • Centers for Independent Living (CILs) – http://www.silcga.org/resources/find-cil-locations-in-georgia • Community Service Boards (CSBs) – http://www.gacsb.org/ • Friends of Disabled Adults and Children – www.fodac.org/ • Goodwill Industries Inc. – http://locator.goodwill.org/
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DESKAID: Housing Services & Resources (Slide 1 of 2)

Jerome
Greathouse,
MFP Housing
Specialist



Housing Searches & Resources



MFP Housing Type	Searchable Resource
Housing Choice Vouchers – Tenant Based	Decatur Housing Authority – Voucher Administrator – contact Kimberly Daly, (404) 270-2133, kda@decaturha.org
TBRA – Housing Voucher – Tenant Based	Department of Community Affairs – Voucher Administrator www.dca.ga.gov or contact: HOMETBRA@dca.ga.gov or call (404) 982-3581, TTD (404) 679-4915 TBRA http://www.dca.ga.gov/housing/SpecialNeeds/programs/tbra.asp
HUD 811 Program – Project Based	Department of Community Affairs – Voucher Administrator, contact Pat Brown, at patrick.brown@dca.ga.gov or www.dca.ga.gov for application information
Public Housing & Other Resources	www.hud.gov/offices/pih/pha/contacts/states/ga.cfm /Public Housing http://211online.unitedwayatlanta.org/search.aspx /Shelter/Housing http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?&weblistAction=search&searchstate=GA
HUD Approved Housing Counseling	
Low-Income Housing Tax Credit (LIHTC)	http://lihtc.huduser.org
Affordable (subsidized/ Based on Income)	http://www.hud.gov/offices/pih/pha/contacts/states/ga.cfm http://www.hud.gov/apps/section8/step2.cfm?state=GA%2CGeorgia http://rdmfrentals.sc.egov.usda.gov/RDMFHRentals/select_state.jsp http://www.nahma.apartmentsmart.com/
Housemate Match Services	Marcus Jewish Center of Atlanta, 678-812-4000
Affordable (non-subsidized/ Market-Rate)	www.forrent.com www.lowincomeapartmentfinder.com www.affordablehousingonline.com

1 Network – Discuss housing needs and available budget. Network! Network! Network! Assist participants to tell family, friends, neighbors, etc. that they are looking for housing. Find out if family members have housing that can be modified to meet the needs of the participant. Review listings in local community publications, newspapers, etc. Depending on the situation, discuss housemate and roommate situations. Has the participant considered renting with a roommate?

2 Rental Housing – Assist participants to use available search tools to search for rental housing; www.georgiahousingsearch.org (this resource can be searched by telephone at 877-428-8844; it can assist with locating Low Income Tax Credit units by entering "\$0.00 in the lower rent range), use ADRC resource at www.georgiaservicesforseniors.org, and search for affordable (non-subsidized) and subsidized housing Based on Income (BOI). Assist participants to locate housing authorities, identify themselves as "at risk for institutional placement," make application and get on waiting lists.

3 Group Living Situations – Depending on the situation, assist participants to consider group living situations. Assist participants to locate Assisted Living Facilities, qualified Personal Care Homes (PCHs), or Community Living Arrangements (CLAs).

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DESKAID: Housing Services & Resources (Slide 2 of 2)

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Greathouse,
MFP Housing
Specialist

Questions?



Subsidized Housing Searches & Accessibility Reviews



Subsidized Housing Searches	Accessibility Reviews – Will the participant need assistance to:
<p>What is needed to apply for subsidized housing?</p> <ul style="list-style-type: none"> • State ID or Passport • Birth Certificate or Proof of Citizenship • Verification of income • Some management companies may ask for additional information 	<p><input type="checkbox"/> Enter and leave the residence, using a ramp or zero-step entrance?</p> <p><input type="checkbox"/> Climb/descend interior stairs, using railings and grab bars, etc.?</p>
<p>How is rent determined in subsidized housing?</p> <p>A Public Housing Authority (PHA) using an awarded Housing Choice Voucher (HCV) calculates the maximum amount of housing assistance allowable. The maximum housing assistance is generally the lesser of the payment standard minus 30% of the family's monthly adjusted income or the gross rent for the unit minus 30% of monthly adjusted.</p> <p>Tax Credit Program income limits are similar.</p> <p>Examples of deductions that can reduce rent:</p> <ul style="list-style-type: none"> • Elderly or Disabled Deduction • Medical Expenses & Disability Assistance Equipment Deduction • Child Care & Dependent Expenses 	<p><input type="checkbox"/> Move around inside the residence, wheelchair access, needs wider doorways, hallways, etc.?</p> <p><input type="checkbox"/> Use the bathroom facilities, tub/shower transfer bench/chair or roll-in shower, knee space under sinks, access to storage?</p> <p><input type="checkbox"/> Use the bed/bedroom, transfers to/from the bed with lift, lowered shelves and clothing racks, dressing and grooming aids, etc.?</p>
<p>Know Your Rights</p> <p>Georgia Commission on Equal Opportunity http://gceo.state.ga.us/</p> <p>File a Fair Housing Complaint http://gceo.state.ga.us/to-file-a-complaint/</p> <p>Metro Fair Housing http://www.metrofairhousing.com/</p>	<p><input type="checkbox"/> Use the laundry facilities, access to the washer/dryer?</p> <p><input type="checkbox"/> Clean and maintain the home, sweeping, dusting, mopping, etc.?</p> <p><input type="checkbox"/> Control the environment (open/close doors, windows, turn lights on/off, control AC/Heat fans, control TV, etc., make/take phone calls, answer doorbell)?</p> <p><input type="checkbox"/> Get around the neighborhood during the day/after dark, use sidewalks, lights, crosswalks?</p>

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Workworks for Everyone Manual



MFP Employment Services & Support 2013



MONEY FOLLOWS THE PERSON

Employment Services & Support:
An Orientation Manual for Field Personnel

October 2013



MFP Employment Services & Support 2013

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GEORGIA DEPARTMENT
OF COMMUNITY HEALTH



CMS Guidance on Work and Pre-vocational activities

Throughout this manual, the phrase pre-vocational* is set off by an asterisk. This is intentional and meant to bring attention to a very important consideration. For decades, people with disabilities have been told that they must be ready to work, implying that they required a great deal of upfront, intense services that focused on readiness, rather than natural supports, essential job matching and assistance with employer negotiations.



CMS Guidance on Work and Pre-vocational activities

While it's critical to think of the supports each person will need to be successful, the Centers for Medicare & Medicaid Services (CMS), along with advocates and policy makers across the country, have found that **pre-vocational*** services should be focused, time-limited and aimed at finding a real job. For purposes of this manual, please refer to the CMS guidance text below whenever **pre-vocational*** is referenced.



CMS Guidance on Work and Pre-vocational activities

Pre-vocational* services are not an end point, but a time-limited service for the purpose of helping someone obtain competitive employment.

The full text of the Updates to the §1915 (c) Waiver Instructions and Technical Guide regarding employment and employment-related services can be found in the Technical Guide Version 3.6 (CMCS Informational Bulletin, Sept. 16, 2011; http://www.ct.gov/dds/lib/dds/community/employment_informational_bulletin.pdf)

Workworks for Everyone: Person-Centered Career Planning & the ITP



MFP Employment Services & Support 2013

- Forms a guide for job development and a foundation for person-centered career planning.
- Supports utilizing involvement and interaction with the participant in natural settings rather than in test settings.
- Provides a complete picture of a participant, rather than looking at one or two skill areas in the context of a segregated program.
- Focuses on the participant rather than job openings as the starting point for the employment process.
- Involves getting to know participants beyond how they are seen by teachers, service providers, counselors, and other paid staff.

For more on the vocational discovery process, see Dave Hammis and Gary Griffin: *Discovering Personal Goals*. www.dgriffinrammis.com/training.asp.

PERSON-CENTERED CAREER PLANNING AND THE TRANSITION PLANNING PROCESS



- Organizes truly individualized, natural, and creative supports and relies on the participant's strengths and preferences to achieve meaningful goals.
- Creates a team of people (circle of support) who know and care about the participant.
- Involves a transition team who works together to develop and share a dream for the participant's future, and to organize and provide the supports necessary to make that dream real.
- Reduces emphasis on the service system as much as possible.
- Creates an umbrella under which all planning for services and supports occurs.
- Focuses on the identification of the participant's/family's goals and needs and includes a plan to achieve desired life outcomes.
- Is based on what is most important to and for the participant/family as identified by the participant/family and the people who know and care about the participant.

NATURAL SUPPORTS



- Natural support is any help, including relationships and interactions that allow a participant to get and keep a community job that is consistent with the typical work routines and social interactions of other employees. We all need natural supports in our environments.

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MFP Employment Services & Support 2013

- Natural support refers to using things that are available in the environment.
- Using natural supports also means relying on the same things that other people rely on – each other.

LONG-TERM SUPPORTS



- A participant receiving MFP-supported employment evaluation (SEE) services must be assisted to make connections to community employment services and supports necessary for long-term employment retention.
- Reliable employment-related services and support in the community must be provided throughout the longevity of a participant's employment tenure.
- Ongoing support is the unique characteristic of supported employment that makes it possible for participants to maintain employment and is provided both at and away from the job site.
- These supports may be telephone calls, periodic onsite visits, or a combination of both types of contact.

THREE COMMUNITY EMPLOYMENT SERVICE OPTIONS



Doug Crandell; Institute of Human Development and Disability, University of Georgia at Athens; 2012. www.ihdd.uga.edu/

SUPPORTED EMPLOYMENT

Participants with severe disabilities receive supports which help them learn skills on-the-job and which help them keep their jobs.

Supported employment means:

- **Inclusion** – Participants are integrated into and are active members of the work environment. This involves such things as having friends, going to parties, chit-chat with co-workers at breaks, being on the bowling team. It means doing things that everyone does and being like everyone else.
- **Real Money For Real Work** – Participants who receive supported employment services are paid on the same pay scale as others who are doing the same job.
- **Choice** – Participants have a right to choose where they work, with whom they work, and what sort of job they would like to have. We can find ways to "listen" to those who have even the most severely limited communication skills.

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GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Workworks for Everyone: 3 Community Employment Service Options



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Doug Crandell; Institute of Human Development and Disability, University of Georgia at Athens; 2012. www.ihdd.uga.edu/

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- **Individualization** – All people are different. Capabilities of participants are not similar just because participants have similar disabilities. We all have unique personalities, skills, needs and desires.
- **On-Going Support** – On-going support is provided on an "as-needed" basis in the least invasive way possible. On-going support may include co-worker support, productivity aids and many other forms of "natural" supports as well as support from the job coach.

CUSTOMIZED EMPLOYMENT

- Individualizing the employment relationship between employees and employers in ways that meet the needs of both.
- Is based on an individualized assessment of the strengths, needs and interests of the participant.
- Revealing multiple employment directions rather than a job description during the discovery process; vocational interests and revealed skills are used to create employment in the community.

Fundamental principles of customized employment:

- Recognizes the participant as the source of information for exploring potential employment options through a person-centered process.
- Negotiates specific job duties and employer expectations with employers.
- Negotiates individualized jobs based on the needs, strengths and interests of the participant.
- Negotiates, amends and adapts the relationship between the employer and the participant for the participant.
- Meets the unique needs of the participant and employer.
- Offers any needed representation to assist participants in negotiating with employers.
- Occurs in integrated environments in the community alongside people who do not have disabilities.
- Results in a customized job that meets the participant's employment needs, conditions necessary for his/her success, and business needs for valued contributing employees.



- Results in at least minimum wage compensation.
- Creates employment through self-employment and/or business ownership.
- Facilitates a mixture of supports and funding sources.
- Provides supports as needed to maintain employment.

SELF-EMPLOYMENT

- Is recognized as a viable employment option for MFP participants.
- Minimizes the fears of the prospective business-owner, as well as those of the rehabilitation and local small business development professionals who assist the participant.
- Does not require that a participant "get ready" to own a business if a customized approach is used.
- Focuses on the talents and interests of the participant and identification of his/her personal assets.
- Uses a strength-based rather than a deficit-based outlook.
- Customizes supports.

OVERVIEW OF WORK INCENTIVES

For more information on Social Security Disability Insurance Work Incentives Program, see <http://www.socialsecurity.gov/disabilityresearch/wi/generalinfo.htm>

SOCIAL SECURITY DISABILITY INSURANCE (SSDI)

- **Trial Work Period** – Nine months, not necessarily consecutive, during which a participant may earn any amount of money without losing SSDI as long as he/she continues to have a disability and reports the work activity.
- **Extended Period of Eligibility** – For 36 consecutive months, after the trial work period is completed and the participant continues to have a disability, he/she can receive an SSDI check for each month that earnings are below a certain amount.

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Workworks for Everyone: 2 Employment Service Providers



INFORMATION AND RESOURCES/BENEFITS NAVIGATION

Encourage participants to consult with experts on benefits issues to fully understand the impact of earnings on their benefits.

- For personalized Benefits Navigation and Work Incentives Planning and Assistance (WIPA), visit: <https://gvra.georgia.gov/benefits> and/or: <http://www.bpaoga.com>.
- The WIPA programs at the Georgia Vocational Rehabilitation Agency service specific counties. Please see each website above to determine which organization provides the WIPA supports in each county. Be prepared to ask for the *Benefits Planning Query* (BPQY). Directions are below:
 - All Social Security Administration (SSA) offices nationwide including the agents at the toll-free number 800-772-1213 can process a request for a BPQY.
 - If the participant is interested in getting a BPQY, assist them to call their local Social Security office or 800-772-1213 and ask for it. It is mailed to the participant's address as shown on SSA's records. A signed consent is required only if the BPQY is sent to someone other than the participant; the participant's Representative Payee or the participant's Authorized Representative. Two signed Consent for Release of Information (SSA-3288) forms must include the Social Security Number (SSN) or the Claim Number of the worker under whose work record the benefits are paid. (The Claim Number appears on the beneficiary's Medicare card.)
- If you are assisting the participant to obtain information from SSA, you must have the MFP participant/beneficiary sign two Consent for Release of Information (SSA-3288) forms referenced above.
- If you or the participant don't know how to reach the SSA office, call 800-772-1213 or go to the Social Security website at www.socialsecurity.gov and click on the "Find your nearest Social Security office" item on the left side of the home page. Follow the instructions on this page and you will be provided with information about the field office that is responsible for the participant's record.



EMPLOYMENT SERVICE PROVIDERS

GEORGIA VOCATIONAL REHABILITATION AGENCY (GVRA)

- GVRA helps participants with disabilities to become fully productive members of society by achieving independence and meaningful employment.



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- Regional and unit office staffs provide services to eligible participants who can, will and want to work.
- Services necessary to meet a carefully determined work goal may include:
 - Counseling & Guidance
 - Post-secondary Support
 - Supported Employment
 - Work Readiness Training
 - Work Adjustment Training
 - Vocational & Technical Training
 - On-the-Job Training
 - Deaf, Blind & Deaf/Blind Services



Most funding for community employment services is available through GVRA. Services may be initiated by contacting appropriate GVRA staff found through <http://www.vocrehabga.org/contact1.html>.

GEORGIA NETWORK OF SUPPORTED EMPLOYMENT PROVIDERS

When an MFP participant chooses work or is unsure of her/his ability to work, the participant has the right to choose referral to a Supported Employment Provider or the Georgia Vocational Rehabilitation Agency.

WorkWorks for Everyone (Medicaid Infrastructure Grant) maintains a website with an area designated for Georgia MFP field personnel. Within this area, MFP field personnel can access approved Supported Employment Providers by region, county and/or city. They will also be able to determine if the provider primarily serves participants with developmental disabilities, participants with mental illnesses and participants with any disabilities. The *WorkWorks for Everyone* website is currently being developed (www.gasupportedemployment.com).

It is important to ask potential supported employment providers some basic questions:

- Do you currently use a person-centered career planning process?
- What are your employment success statistics (i.e., length of time from referral to first day on the job, average wages per hour for persons severed, retention/how long do people stay on their jobs at your agency, access to benefits such as paid leave, and health care).
- What types of employers do you work with?
- Does your staff have the knowledge, skills and abilities to develop and support customized employment options?
- Do you currently work with anyone you've supported in self-employment?

Doug Crandell; Institute of Human Development and Disability, University of Georgia at Athens; 2012. www.ihdd.uga.edu/.

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Next Steps: Referrals for MFP Supported Employment Evaluation (SEE) Services



FIVE COMPONENTS OF EMPLOYMENT CHOICE



Adele Patrick; Phillip Chase and Doug Crandell; Institute of Human Development and Disability, University of Georgia at Athens; 2012. www.ihdd.uga.edu/

RAPID ENGAGEMENT

- Quickly begin to learn about the participant and work on the Pre-Transition Individualized Transition plan (Pre-ITP).
- Develop the Post-Discharge Individualized Transition Plan (Post-ITP), include employment-related MFP services selected by the participant/transition team.
- Assist the participant in achieving the desired employment goals quickly.

MFP SUPPORTED EMPLOYMENT EVALUATION (SEE) AND THE VOCATIONAL DISCOVERY PROCESS

"Discovery consists of looking at the same thing as everyone else and thinking something different."
(Albert Szent-Gyorgyi, Hungarian physiologist.)

MFP offers all participants the Supported Employment Evaluation (SEE) service. This service provides assistance to participants seeking career planning and supported-employment, customized-employment, self-employment and/or competitive employment. Participants engage in a guided/facilitated Vocational Discovery Process. Based on the Discovery Process, a Vocational Profile is completed with the assistance of a qualified employment specialist; the Vocational Profile identifies a path to employment. These services are procured from a qualified vocational/employment service specialist/provider who is required to assist the participant to make connections to a minimum of three unique community resources necessary to support choices for supported, customized or competitive employment.

Field personnel assist participants to locate a qualified SEE provider. They also ensure completion of the vocational discovery process and the vocational profile and referrals to at least three community employment resources – see section on *Employment Service Providers* in this manual for more information on locating qualified SEE providers.

The Vocational Discovery Process:

- Is *not* a planning process; it is an information gathering activity that pinpoints who the participant is and his/her ideal conditions of employment.
- Explores the life of the participant to gain necessary information and perspective to help determine his/her wishes, values, and interests.
- Recognizes that each participant has many assets, traits, and abilities and disability is only one of these.



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- Forms a guide for job development and a foundation for person-centered career planning.
- Supports utilizing involvement and interaction with the participant in natural settings rather than in test settings.
- Provides a complete picture of a participant, rather than looking at one or two skill areas in the context of a segregated program.
- Focuses on the participant rather than job openings as the starting point for the employment process.
- Involves getting to know participants beyond how they are seen by teachers, service providers, counselors, and other paid staff.

For more on the vocational discovery process, see Dave Hammis and Cary Griffin; *Discovering Personal Genius*. www.griffinhammis.com/training.asp.

PERSON-CENTERED CAREER PLANNING AND THE TRANSITION PLANNING PROCESS



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NATURAL SUPPORTS



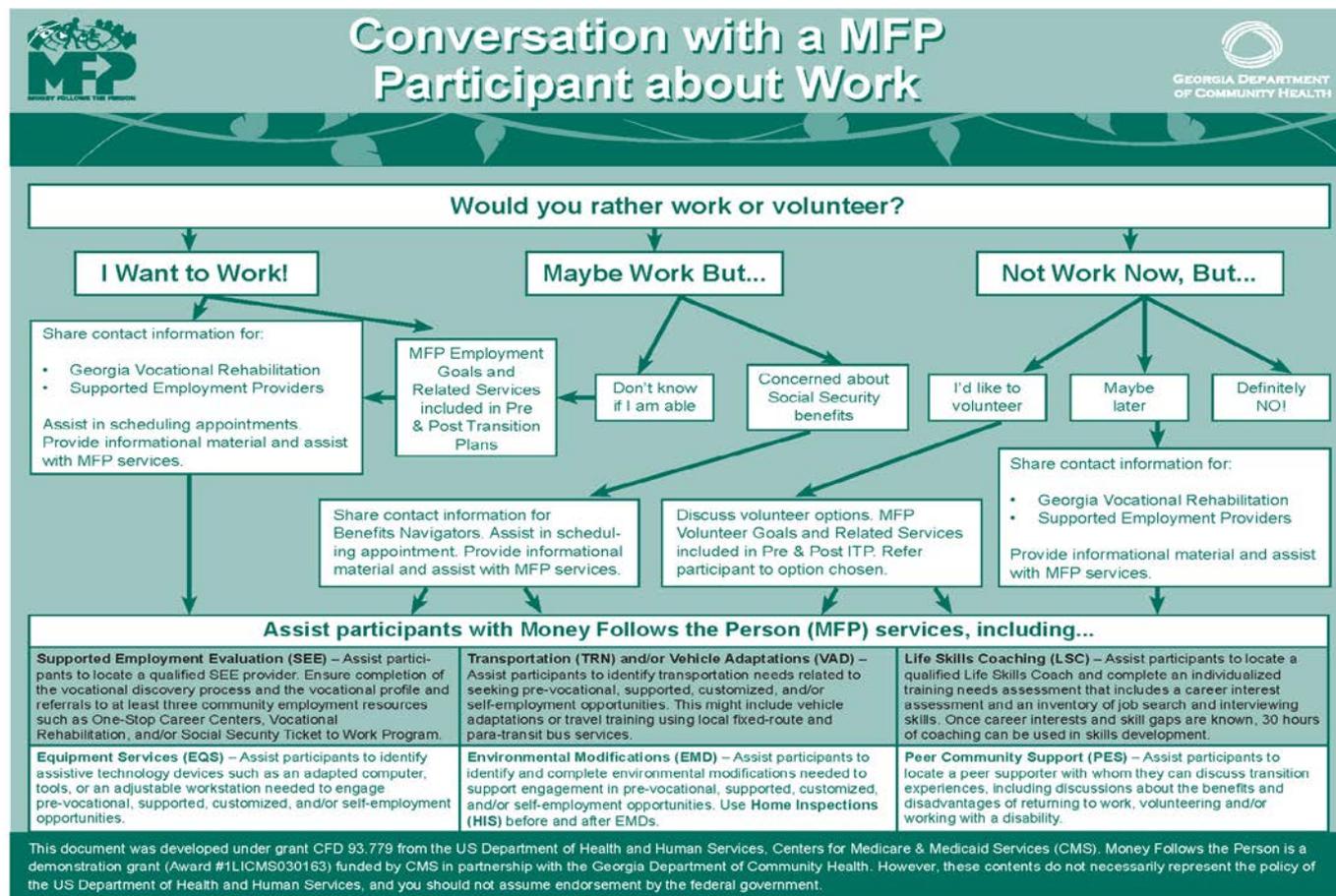
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DESKAID: Conversations about Work

Doug Crandell, UGA IHDD



DESKAID: Employment Incentives

 <h2 style="text-align: center;">How Employment May Impact MFP Participants' Social Security Benefits</h2> 		
	MFP Participants with SSI... SSI – Supplementary Security Income	MFP Participants with SSDI... SSDI – Social Security Disability Insurance
Medical Coverage	Usually Medicaid	Medicare is Primary and Medicaid is Secondary
Effects of Earned Income on Cash Benefits	Gradual Reduction in Relation to Earnings	All or Nothing
	<ul style="list-style-type: none"> Monthly SSI cash benefit checks reduced in relation to earned income, as earnings increase, SSI decreases After the first \$85 of earned income, SSI check is reduced by \$1 for every \$2 earned 	<p>Receive full monthly cash benefit checks for the first nine months of work regardless of earnings (called trial work period). If continuing earnings exceed the Substantial Gainful Activity (SGA) limit of \$1,040/mo. (\$1,740 for participants who are blind) then SSDI check stops after three more months. For the following three years, participant may be eligible to receive SSDI check if earnings are below SGA.</p>
Effects of Earned Income on Medical Benefits and HCBS Waiver Services	<ul style="list-style-type: none"> Even if SSI cash benefits end, a participant may keep free Medicaid coverage until going over the "threshold limit" (in Georgia \$28,547 yr. for family of one) If free Medicaid coverage ends, participants can purchase coverage through the state's Medicaid Buy-In program. For information on the program, call 404-651-9982 or complete the application at www.gmwd.org HCBS waiver services continue as long as full Medicaid coverage continues 	<ul style="list-style-type: none"> After beginning work, Medicare coverage stays in effect for at least 7½ years If Medicare ends, participants may purchase Medicare coverage HCBS waiver services continue as long as full Medicaid coverage continues
Examples of Work Incentives Available to Manage Benefits	<ul style="list-style-type: none"> Impairment Related Work Expense (IRWE) Plan for Achieving Self-Support (PASS) Property Essential to Self-Support (PESS) Student Earned Income Inclusion Blind Work Expenses Expedited Reinstatement (benefits quickly reinstated) 	<ul style="list-style-type: none"> Trial Work Period Impairment Related Work Expense (IRWE) Expedited Reinstatement (benefits quickly reinstated if necessary)
Information and Resources	<ul style="list-style-type: none"> Participants should consult with experts on benefits issues to fully understand the impact of earnings on their benefits Benefits Navigation and Work Incentives Planning & Assistance – https://gvra.georgia.gov/benefits and www.bpaoga.com Georgia One-Stop Career Centers; Find the center nearest you – http://wfiacybernetixs.com/ Georgia Vocational Rehabilitation – 404-232-7800; https://gvra.georgia.gov/vocational-rehabilitation-program Social Security Ticket to Work Call Center – 866-968-7842 / 866-833-2967 (TTY/TDD); www.choosework.net Georgia Medicaid Buy-In information at 404-651-9982 or www.gmwd.org 	

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dch.georgia.gov/mfp - Employment_WorkandBenefits_Deskaid_rev_09_2013

Doug Crandell, UGA IHDD

Questions?

Complete Training Evaluation



Training Evaluation Form: DESKAIDs & Workworks Manual

2013 MFP CORE Training, Dec 10th, WebEx Delivery

I. **Understanding.** For each topic below, please circle the number that best describes your level of understanding before and after this training (1 = a little... to 4 = a lot).

Topics	Understanding before training		Understanding after training		Comments
	A little	A lot	A little	A lot	
Use DESKAID to advise about Waiver Options	1 2 3 4		1 2 3 4		
Use DESKAID to identify appropriate waiver application referral contacts	1 2 3 4		1 2 3 4		
Use DESKAID to identify and describe MFP Transition Services	1 2 3 4		1 2 3 4		
Use DESKAID to compare waiver options and identify state plan services	1 2 3 4		1 2 3 4		
Use DESKAID to identify and search for affordable and accessible housing	1 2 3 4		1 2 3 4		
Your role in Person Centered Career Planning	1 2 3 4		1 2 3 4		
Knowledge of 3 community employment service options	1 2 3 4		1 2 3 4		
Knowledge of 2 employment service providers	1 2 3 4		1 2 3 4		
Knowledge of where to locate SEE vendors and how to make referrals	1 2 3 4		1 2 3 4		
Use DESKAID to advise about employment options and work incentives	1 2 3 4		1 2 3 4		

II. **Overall evaluation.** Check (✓) the category that most closely matches your opinion for each item below.

Aspect of Training	Strongly disagree	Disagree	Agree	Strongly agree
Training information/discussion was useful to me (what I learned is useful in my job).				
Training information/discussion was suitable for my needs (I got the information I needed at the level that I needed).				
Quality of the training and materials was good.				
Length of the training was appropriate.				
Presentations given by facilitators were helpful.				
Facilitators seemed knowledgeable about training issues.				
Training has better equipped me to do my job (I can apply what I learned in my job).				



Please explain any "strongly disagree" and "disagree" responses checked above. _____

III. Request for additional information and or training.

List below the topics for which you would like more information and/or training. You may list topics that were not covered at all during the training, or those that were not covered well enough. _____

Name: _____ Phone: _____

Email: _____ Agency: _____

Thank you for your feedback on this training.



Q&A and Closing Remarks

- Presenter Contact Information –
 - Tom Underwood – 404-463-8365; tunderwood@dch.ga.gov
 - RL Grubbs – 404-657-9323; rgrubbs@dch.ga.gov
 - JW Wright – 404-657-8756; jwwright@dhr.state.ga.us
 - Jerome Greathouse – 404-651-6993;
jgreathouse@dch.ga.gov
 - Doug Crandell – 706-583-0082; crande@uga.edu
 - Pam Johnson – 404-651-9961; pajohnson@dch.ga.gov