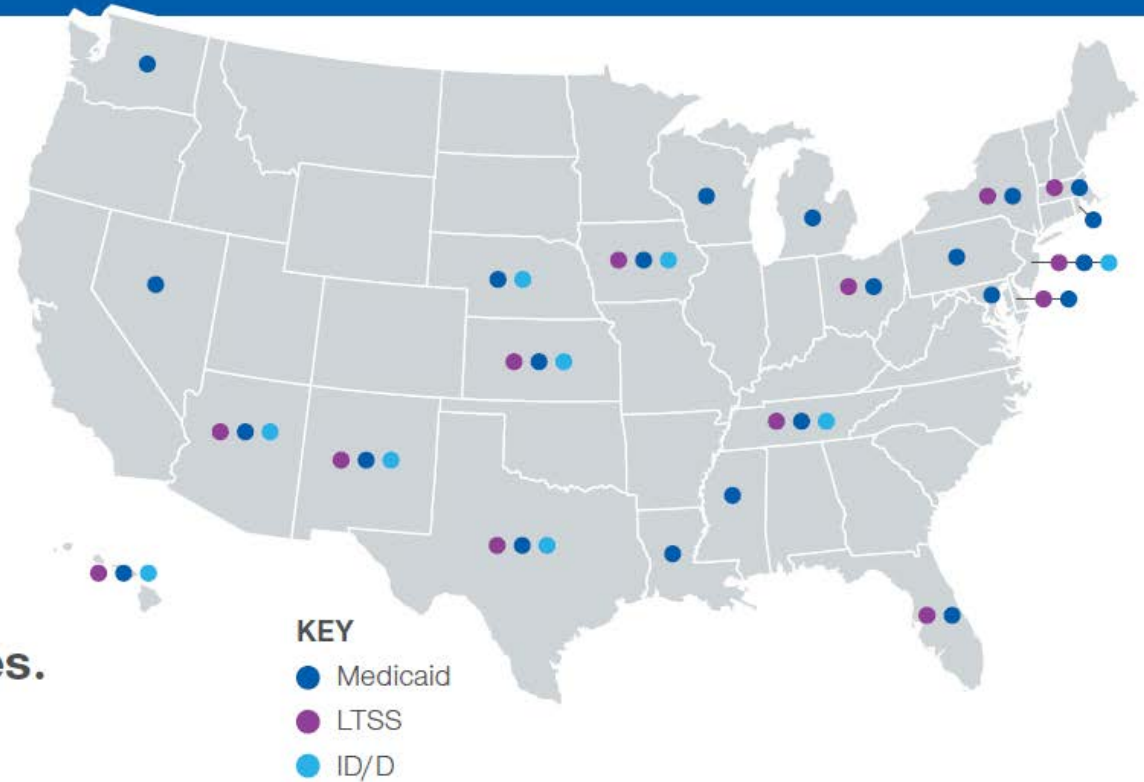

APSE Wisconsin

Kim Nettleton, Product Development Capabilities
UnitedHealthcare Community & State

Our National Experience

We offer health plans in 25 states, serving more than 5 million nationwide. We are part of UnitedHealthcare, an industry-leading health benefits company dedicated to **helping people live healthier lives.**



Addressing Employment

Integrating
Employment into
Person Centered
Planning Process



Building Networks
& Relationships



Improving
Community
Capacity to
Improve
Employment
Outcomes for
Individuals with
Disabilities

Integrating Employment into Person Centered Planning Process

What we have done

- Trained our care coordinators in employment issues
- Provided Employment Specialists to support our care coordinators
- Mapped the system from the perspective of those we serve to identify opportunities for improvement
- Developed tools and resources for the individuals we serve to more easily navigate the system

What we have learned

- Employment is a new area for many of our care coordinators and additional support by someone who specializes in employment is critical
- Navigating between Voc Rehab and Medicaid remains challenging for many individuals but we continue to work to find ways to improve this process
- Concerns about loss of benefits remain a barrier to meaningful employment for many individuals

What we have done

- Hired someone very knowledgeable about employment and vocational rehab
- Participated in stakeholder advisory committees to deepen our understanding of critical issues for individuals, families and providers
- Leveraged national partnerships and capacity to bring innovative approaches to the State

What we have learned

- Continual opportunity to build relationships and knowledge of managed care within the Voc Rehab community
- While many strategies are local and we need to have a State/Local lens, it is very helpful to be able to borrow from others who are doing well or have “solved” for a particular piece of the employment puzzle

Improving Community Capacity

What we do

- Survey the landscape
- Listen to individuals, families and other stakeholder to identify gaps and opportunities for improvement
- Evaluate our resources and capacity
- Find strategic partners that help us improve our community and outcomes for those we serve

What we have learned

- Relationships that come organically from this process of gap analysis provide the greatest benefit for those we serve and have the most lasting impact
- This approach ensures solutions are rooted in local communities while also borrowing best practices and lessons learned

Example: Project SEARCH

In 2014, UnitedHealthcare Sugarland Office became a host site for Project SEARCH.

We partnered with:

- Project SEARCH
- Fort Bend Independent School District
- Department of Assistive & Rehabilitative Services



Project | SEARCH

Example: Kansas System Change Coalition

Empower Kansans, a community investment grant program established by the UnitedHealthcare Community Plan of Kansas, supports and participates in a grassroots coalition, the ***Employment Systems Change Coalition***, in developing a set of recommendations about employment supports and related policies in Kansas.

- A cross disability group, including Kansans with disabilities
- Constituent engagement activities (focus groups and listening sessions held across the state)
- Research on current best practices in other states
- Consultation and facilitation with National experts on employment of persons with Disabilities
- The Kansas Council on Developmental Disabilities is also providing funding for some complementary efforts around employment system issues in Kansas and is a key partner in these activities.

Questions