

# ADVOCATING FOR WAGE INCREASES

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## INITIALLY I WAS APPREHENSIVE TO PURSUE THE INCREASE

Due to:

1. Being in the midst of the workshop transformation
  - closing the work centers
  - repurposing former workshop space into small business incubator pods & incurring a lot of expenses
  - future funding such as the LTSE and county funding becoming more tentative
2. Being told no
  - Negatively impact morale
  - Devaluing the coaches & department
  - Stymie my future plans to pursue increase for office manger and job developers
  - Time consuming & a lot of work

## REASONS TO PURSUE THE INCREASE

- Gross disparity between the Job Coaches responsibilities and wage
- Enhanced training requirements since the redesign and the new CRS contract
- Retention issues
- Persistent vacancies
- Need to attract more skilled applicants
- Improve morale
- Enhanced level of sophistication & professionalism required
- Level of scheduling flexibility not required in any other agency position
- SEMP rate robust enough to support an increase



WE MUST  
ALL FACE THE CHOICE  
BETWEEN  
WHAT IS  
RIGHT  
AND WHAT IS  
EASY  
ALBUS DUMBLEDORE

## 3 STEP APPROACH TO MY ADVOCACY EFFORTS

1. Decrease/eliminate departmental deficits
2. Educate executive team on the role of the job coach
3. Illustrate how it will be accomplished & highlight the benefits

## DECREASE/ELIMINATE DEPARTMENTAL DEFICITS

1. Review P & Ls and have a plan to reduce or eliminate any contract/enclave/business that operates with a deficit
  - Renegotiated many contracts ;
    - Some contracts ended because not fiscally sound
    - Some business elected to hire individuals from the enclave as employees and the contracts ended
  - Closed businesses that were losing money
2. Review budget and eliminate/reduce costs where possible
  - Monitor use of cell phones & chrome books / cancel if not in use
  - Rearrange caseloads to manger mileage

**Remember that it is not prudent to ask for an increase in your salary cost center if your program is in deficit.**

## EDUCATE EXECUTIVE TEAM ON THE ROLE OF THE JOB COACH

1. Created a comprehensive list of job coach responsibilities and expectations
  - Keep in mind that they may not be as versed in the role of a job coach as they are regarding a Residential or Day Hab staff.
2. Created a chart illustrating the difference in tasks among the three job coach positions present within our agency.
  - The increase is specific to SEMP job coaches only.

## JOB COACH RESPONSIBILITIES & EXPECTATIONS

- Knowledge of regulatory requirements for ACCES-VR & its various programs (Supportive Employment, Direct Placement, youth programs, etc.), OPWDD Extended and its various employment programs (Pathways, ETP, Discovery, etc.) plus the rules/billing for individual and group placements
- Awareness of payment mechanisms for each funding source (ACCES-VR and OPWDD)
- Must multi-task and be able to switch between different programs and funding sources through the course of a day. Caseloads are diverse comprised of individual involved in different funding sources.
- Teach job tasks –adapt teaching style to accommodate different learning styles/modalities – be able to breakdown tasks and train person to be able to perform the tasks to business's quality specifications- create task analysis
- Knowledge of tech and adaptive equipment/materials to assist individuals with performing job tasks

## JOB COACH RESPONSIBILITIES & EXPECTATIONS

- Documentation – become versed with paperwork associated with ACCES-VR's numerous programs (Supported Employment, Direct Placement, Youth programs and many other new services starting with the 2018 contract) and OPWDD's programs (Intensive, ETP, Discovery, Extended and Pathways) Each program/service has different paperwork requirements for each. Some are milestone based and some are hourly.
- Document services contemporaneously in narrative form. Must describe the service provided and the individual's response. This must be articulated clearly and concisely. Must record correct group count.
- Writing staff action plans and updating in accordance with program's regulatory requirements, mark staff action plan as updated and date sent to Care Manager
- Billing – tracking and managing their hours to maximize billing. *It is expected that a minimum of 30 hours worked by a job coach be performing billable activities.*

## JOB COACH RESPONSIBILITIES & EXPECTATIONS

- Assist individuals with adapting to the social demands of the work place. Develop/teach strategies for the development of soft skills, stress management and navigating workplace rules, etc.
- Must become familiar with many different business policies, protocols, hierarchies, tasks, quality standards, etc.
- Perform the actual work tasks when needed especially when pacing for the person is an issue and a specific quota is expected by the business
- Work a flexible schedule/hours – schedule can change from week to week reflecting the work schedules of the people supported.
- Effective communication – must communicate with person supported, their team members, their supervisor, family members, co-workers and funding sources.
- Work independently, problem solve, think critically and foresee potential issues, etc.
- Development and use of natural supports

## JOB COACH RESPONSIBILITIES & EXPECTATIONS

- Familiarity with local transit system to be able to train people how to use it effectively and applying for paratransit
- Rudimentary knowledge of benefits and how income can have an impact
- Use of own vehicle to travel from one site to another and to transport people. Also may need to drive agency vehicle.
- Create resumes, fill out job applications, conduct mock interviews, develop reference lists, etc.
- Develop and facilitate discovery and job readiness activities
- Adhere to the professional training requirements by OPWDD (24 hours of Innovations training first year after hire and 6 hours of training thereafter for professional development) ACCES-VR has a similar requirement for all staff in SEMP.

## Job Coach Variations in Responsibilities

### Work Center

Fixed schedule M-F / holidays off

Fixed caseload

No OPWDD training requirement /New regulations strongly suggest

No travel requirement

Van certification not required

Communicates with individual. Manager communicates with team, family, Care Manager, etc.

Bill according to attendance and goals

### Supported Employment

Schedule varies / can include nights and weekends /holidays/ schedule can change weekly

Caseloads fluctuate depending on intensives

OPWDD training requirements / 24 hour of Innovations training during first year of employment and 6 hours of continuing education annually & ACCES-VR CASE Training requirements

Must use vehicle to travel to job sites and transport person on occasion

Van certification required for coaches working/covering group settings

Communicates with business managers, individuals, family members, team members, Care Managers, funding sources, etc.

Must be accountable for billable hours and adapt schedule to maximize

### School to Work/Enrich

Fixed schedule M-F / holidays off

Caseloads change

No OPWDD training requirement

No travel required in own vehicle

Van certification required

Communicates with business managers, individuals, family members, team members, Care Managers, funding sources, etc.

Bills according to attendance

## Job Coach Variations in Responsibilities

### Work Center

Two procedures to learn /pre-voc and day training

Manager writes the plan

Uses a scoring technique for documentation

### Supported Employment

Several funding sources and procedures to learn. Each has separate regulations and paperwork

1. ACCES-VR (Intensive, extended and youth services)

2. OPWDD (ETP/intensive, Discovery, extended and Pathways)

Writes hab plan and ISP updates

Writes a narrative for service documentation

### School to Work/Enrich

Two procedures to learn / STW and ETP traineeship

Writes the hab plan

Writes a narrative for service documentation

# ILLUSTRATE HOW IT WILL BE ACCOMPLISHED & HIGHLIGHT THE BENEFITS

A study of how a 1, 2 and 2.50 increase for the SEMP job coaches would impact the budget was conducted . The projected cost increase for the three scenarios is as follows:

- 1.50 increase (Projected cost Increase 81k)
- 2.00 increase (Projected cost Increase 108k)
- 2.50 increase (Projected cost Increase 135k)

A/C of Usher Greene Job Coach (Wage Increase Scenario)						
Name	2018 Budgeted Revenue	2018 Budget Total Cost	Scenario  1.50  increase per hour Total Cost	Scenario   2.0  increase per hour Total Cost	Scenario   2.50  increase per hour Total Cost	
Elizabeth	80,023	31,309	35,578	37,002	38,425	
Jude	34,279	37,144	41,413	42,836	44,260	
Corey	48,065	33,501	37,770	39,193	40,616	
Luis	76,791	33,501	37,770	39,193	40,616	
Carlo	31,954	33,358	37,628	39,051	40,474	
David	126,954	33,501	37,770	39,193	40,616	
Doug	35,935	36,404	40,673	42,096	43,519	
Jan	53,430	29,601	33,871	35,294	36,717	
Selena	80,382	31,935	36,205	37,628	39,051	
Ahley	64,776	35,095	39,364	40,787	42,210	
Ruth	135,940	31,935	36,205	37,628	39,051	
Sandra	89,370	31,935	36,205	37,628	39,051	
Isrt	85,421	43,861	48,130	49,554	50,977	
Lynn	48,046	53,481	57,751	59,174	60,597	
Abbey	81,852	37,514	41,783	43,206	44,630	
Diana	65,292	39,108	43,377	44,800	46,223	
Melissa	22,778	35,778	40,047	41,470	42,893	
Tiffany	35,525	49,867	54,136	55,559	56,982	
Shir Van	26,967	33,501	37,770	39,193	40,616	
TOTALS:	1,223,779	692,327	773,446	800,486	827,525	
Revenue is projected based on annualizing actual July-Dec units at updated rates. Revenue Budget doesn't include projected increase in utilization of billable hours						
Total Cost includes fringe expense rate of 36.84% ( per 2018 Budget)						
Increased Cost per Scenario						
Scenario  1.50  increase per hour			81,119			
Scenario   2.0  increase per hour			108,158			
Scenario   2.50  increase per hour			135,198			



# BENEFITS FROM THE INCREASE

- Job Coach Retention
- Attracting More Qualified Candidates
- Increase in Morale & Feeling Appreciated
- Providing More Quality Services/Implementing More of the Allowable Services
- Reinvesting in the Department
- Potential to Increase Revenue



## NO.... NOT QUITE YET

A question arose regarding the productivity of the coaches and why some had more revenue generated than others.

- What is the productivity expectation?
- How would this be measured/tracked?
- What happens when the expectation is not met?

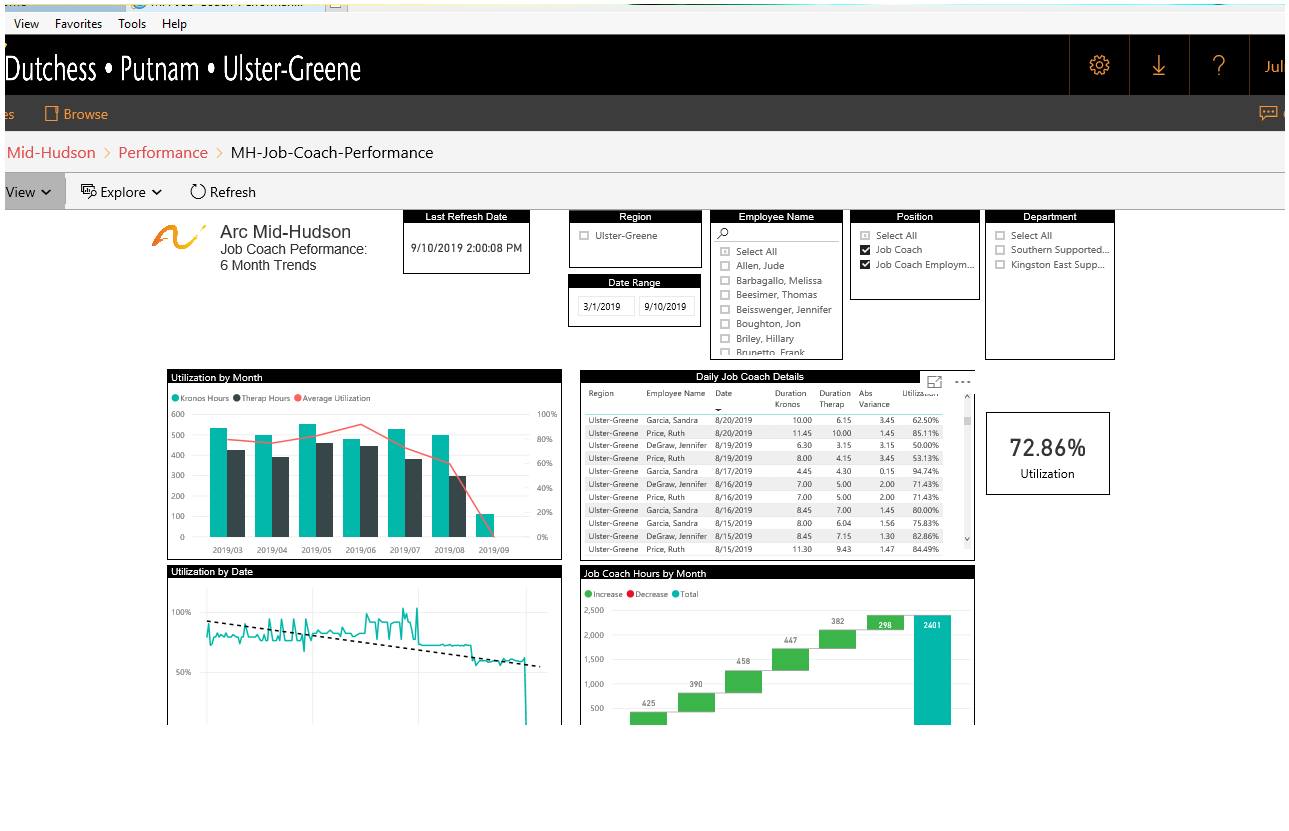
## PRODUCTIVITY EXPECTATIONS & TRACKING

Job Coaches are expected to achieve 75% productivity/billing daily

- Inclusive of ACCES-VR, OPWDD & Pathways to Employment
- Most of their activities should be billable

Tracked through merging of data through Kronos and Therap

- Reviewed with Job Developer and Coach
- Develop strategies to assist coaches with improving their productivity when needed



FINALLY AFTER ALMOST A YEAR THE COACHES RECEIVED A \$2.00 INCREASE



## ADVOCATE FOR YOUR STAFF

**They say that love  
is more important  
than money, but  
have you ever tried  
to pay your bills  
with a hug?**

*Cool Funny Quotes.com*