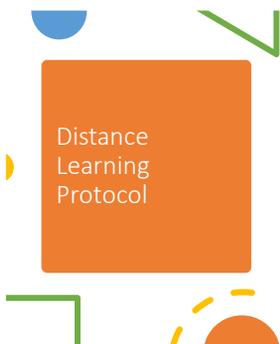




Innovations in Employment Supports
Management Skills for SEMP Leaders

1



- Be on-time. Late arrivals will not be admitted.
- Choose an appropriate place to set up your webcam (e.g. not laying down or in bed)
- Keep the camera centered and avoid moving around
- Minimize background noise and visual distractions
- Avoid sitting in front of a bright, lit window
- Only 1 person per device
- Must attend the 2 days as scheduled to receive credit
- 100% participation is required (chat discussions, poll questions, etc.)
- **No cellphones** and tablets must be in landscape view.

2

2



- **OPWDD is open for business!** ETP Supervisors are available to answer questions and assist you.
- Requests to bill Intensive and Extended SEMP hours are being processed regularly. If an individual is in need of hours, please submit a request.
- Please submit any employment and vocational service questions you may have to:

employment.technical.assistance.questions@opwdd.ny.gov

3

3

Important information from OPWDD

- Please be sensitive to the unique situations and difficult circumstances of the people you work with.
- Know who is on your roster and what services could benefit them.
 - What can they be working on now? Discovery? Work Readiness?
 - Will they be ready to get back to work if they've been furloughed or terminated? Are they maintaining or learning new skills?
- What services do you need to request now in order to be ready to support people returning to work?



4

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Innovations Trainings: More information is available on our website at: www.eleversity.org

Introduction to Employment	Community-Based Prevocational Services
Discovery: Assessment and Planning	Management Skills for SEMP Leaders
Beyond Discovery	Job Development
Basics of Business Engagement	How to Deliver the OPWDD Designed Work Readiness Curriculum
ETP 101	Pathways to Employment
Effective Job Coaching	

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Program Management Agenda

- Data Collection
- Organizational/Operational Tips
- Interviewing/Onboarding
- Supervision and Mentoring
- Discovery Report
- Demonstrating Allowable Services
- Service Documentation



6



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Use of Technology

How do you use technology in your SEMP programs?

- Documentation (Therap, Medicked, other)
- Electronic billing
- Teaching and training (online Learning Management Systems)
- Time management (Calendars, spread sheets)
- Sharing information (email, texts, Google Docs, other)
- Internet resources
- Register for trainings

8

Staff Name: **Maria Robertson**

DATE	TIME IN	TIME OUT	HOURS WORKED	INDIVIDUAL	HOUR BILLED	ACCES-VR HRS	OPWDD HRS
1/13/2019	8:00 AM	10:30 AM	2.50	John Smith	1.00	0.00	1.00
1/13/2019	2:00 PM	5:00 PM	3.00	Tony Phillips	3.00	0.00	3.00
							Total Hours
							4.00

Tracking Billable Hours per Employment Specialist

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Last Name	First	SEMP service type	Current Employment Status	INITIAL # of Hours Approved or carried from previous year	# of Additional Hours Approved	TOTAL HRS APPROVED	Year to Date Total used	Remaining hrs
Scott	Michael	Intensive	Job Development	200	0	200.00	86.00	114.00
Beasley	Pamela	Extended	Direct Hire	100	0	100.00	40.00	60.00

Tracking Billable and Remaining Hours per Individual Receiving SEMP Services

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January Extended	Working Y/N	Individual units	group units	Individual hours	Total hours	Units Utilized
Scott, Michael	Y	24	0	6	6	24
Beasley, Pamela	Y	40	0	10	10	40
Halpert, James	Y	18	0	4.5	4.5	18
totals	3	82	0	20.5	20.5	82.00

Monthly Utilization Report

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YTD Performance by Service							
Service	Rate	Hours Goal	YTD Accrued	Accrued \$	% Service	Service Total	% of Goal
CBPV	\$40	400	200	\$8,000	50.0%		
PTE	\$40	1400	700	\$28,000	50.0%		
Intensive SEMP	\$75	4000	2000	\$150,000	50.0%		
Extended SEMP	\$75	4000	2000	\$150,000	50.0%	\$336,000	50.0%

EXPENSES

- Staff salaries and benefits (fringe)
- Overhead
- Travel
- Training
- Equipment (computer, pens, etc.)

REVENUE

- Billable hours
- Development
- Other organizational revenue to offset costs (entrepreneurial businesses, grants, contracts, etc.)

Program Budget

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OPWDD Monthly Data Reporting

- Tracked monthly, reported quarterly to OPWDD
- Enrollment Information
- Service Information
- Employment information
- Active/Inactive status
- Provider Agency Information



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Data Exercise - Breakout

- What are 3 pieces of data you currently collect (**not previously discussed**)?
- Why do you collect it?
- Identify ways you use the data to drive decision-making.



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Organizational / Operational Tips

The Big Picture



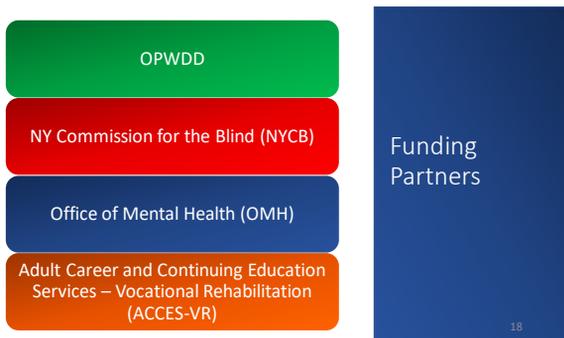
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SEMP Director Expectations

1 Organizational expectations

2 OPWDD expectations

3 Audit/accreditation expectations

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Program Design Considerations

- Program needs vs. staff needs
- Scheduling
- Geography and locations
- Accountability
- Documentation/charts

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Step 1 Determine each individual's staffing needs

Step 2 Quantify the hours needed for each individual

Step 3 Assign job coaches

Step 4 Continually reassess

Program Design

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Assigning and Matching Staff: Considerations	Determine the SEMP individual's support needs	Type of need (i.e., travel training, on/off-site job coaching)	Specified time frame / Staff availability
	Location to determine staff travel time and best fit	Anticipated documentation time	Skill set of job coach
	Task match	Cultural consideration	Fading Plan

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Work Characteristics Unique to Employment Services

- Working "in the field" for most of the job
- Interface with a variety of stakeholders
- High focus on relationship building
- Ability to market services to others
- Ability to provide excellent customer service
- Training others "in the field"
- Extensive and ongoing documentation
- Ability to work independently

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Interviewing

- Behavioral questions
- Writing Sample



"Besides 'a great smile' do you have any other qualifications we should consider?"

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JOIN OUR TEAM!

Hiring New Employment Support Professionals

- Step 1. Recruit
- Step 2. Interview
- Step 3. On-Boarding



In the Beginning

- The training process ensures that the new hire feels welcomed, comfortable, prepared, and supported.
- These feelings increase the new hire's ability to make an impact within the organization, both immediately and over time.
- Employee success leads to satisfaction and retention, which allows the organization to continue to meet its mission.

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New Employment Support Professionals

What do they need to know?

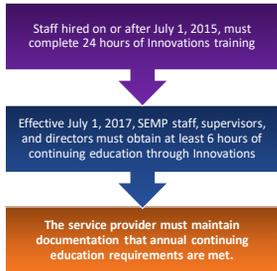
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Staff Development Strategies

Organizational and Departmental

- Mentoring
- Shadowing
- Coaching
- Job assignments
- Professional organizations

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Supporting Staff in Learning Virtually

- Select courses in an order that will make sense
- Ensure employees have proper technology to participate
 - Reliable computer / tablet
 - Speakers/Mic / Camera
 - Internet
- Prior to training, ensure employees can use equipment and are familiar with Zoom
- Review Eleversity Virtual Learning Protocol
- Expectation of being prepared and on time
- Discuss how each course will connect with their services

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INNOVATIONS TRAINING TRACKER				
Staff Name	Anniversary Date	Trainings needed this year	Trainings Attended	Trainings Remaining
Swanson, Ron	6/1/2018	4	4	0
Knope, Leslie	1/1/2018	1	4	-3
Dwyer, Andy	12/12/2018	4	0	4

Tracking Innovations Training

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Supervising & Mentoring

- Communication
 - Encouragement/morale
 - Conflict resolution
- Staff development and retention
- Staff meetings
- Scheduling/time management
- Generational and cultural differences
- Succession planning

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Communication

- Active listening
 - Encouragement
 - Providing feedback
 - **Asking questions/eliciting feedback**
- Conflict resolution
- Discussing sensitive topics



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**Management Tips:
Individual Staff**

- Setup check-ins**
 - How and when this will happen (email, text, phone, in person, etc.)
- Staff development plans**
- Career paths**
- Be available to staff (open-door policy)**

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KEEP YOUR GOALS

- S** SPECIFIC: State what you wish to achieve, answer: What, Why & How?
- M** MEASURABLE: How will you track your progress or measure success?
- A** ACHIEVABLE: Outline steps to be followed towards a realistic goal
- R** RELEVANT: To you and your interests
- T** TIME-BASED: When do you want to accomplish your goal?

**Staff Development Plans:
Key Components**

Identification of goals that are:

- Specific
- Measurable
- Actionable
- Realistic/Relevant
- Time frames

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Management Tips:
Staff Meetings

- Scheduled meeting times
- Use agendas / assign a time-keeper
- Planning weekly and monthly
- Plan for mentoring and staff supervision
- Establish cell phone rules
- No side conversations / one person speaks at a time
- Everyone responsible to keep on topic and participate
- Establish traditions (check-ins, successes, jokes)
- At times, meeting may be used to teach or train- by manager or staff

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- Disseminating Information
- Planning (goals, timelines, assignments)
- Status Updates / "State of the State"
- Teaching / Training
- Idea Generation
- Decision Making
- Problem Solving / Getting Input
- Strengthen Relationships
- Build Alignment
- Share Best Practices
- Crisis Management
- Debriefing (projects, problems, incidents)

Staff Meetings: Identify Purpose

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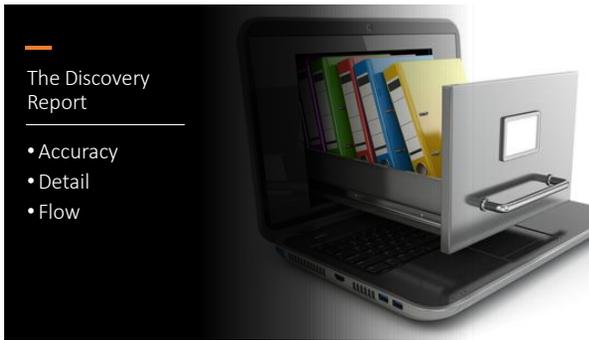
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Management Tips:
Managing Up



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Discovery Report Review

Situational Assessment Example

Nice Guys Ford Dealership

- The person you support, Bob Vance, participated in an unpaid work experience as a lot attendant
- The work environment was out-doors, and the tasks were janitorial in nature
- Bob must greet customers with a smile and a "Hello" whenever he encounters them
- Total hours observed: 20
- Duration: 2 weeks

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Discovery Report Review
Situational Assessment Example

List any task the person did not want to or could not perform:

- Bob did not want to greet customers. He said he felt shy and nervous. When prompted, Bob would greet customers, but had a hard time keeping eye contact and answering questions.

Which areas did the person need the most support:

- Customer service and coworker interaction were areas where JC had to prompt Bob on a regular basis.

Did the person like this type of work?

- Yes, Bob enjoyed working outside, and felt very proud when the boss was happy with the quality of his work.

What additional interpersonal skills would the person need to build to be successful in this type of work?

- Bob is very shy and lacks confidence in interacting with people. He will need to work on interpersonal communication if he needs to interact with customers or co-workers.

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Discovery Report Review

TASKS ASSIGNED TO THE INDIVIDUAL / TYPE OF WORK COMPLETED	Label or Method Task (L or M)	Priority (1-5)	Frequency (1-5)	Work Force (1-5)	Type of Support (Verbal, Modeling, Gesture)	Level of Support (Intermittent, Occasional, Continuous)
1. Collect and dispose of trash in parking lot	L	4	3	3	Modeling Verbal Gesture	Intermittent
2. Wash car exterior after customer test drive	L	5	4	4	Verbal Gesture	Occasional
3. Vacuum car interiors after customer test drive	L	4	4	4	Verbal Gesture	Occasional
4. Sweep leaves and debris from showroom entrance	L	4	3	3	Modeling Verbal	Occasional
5. Greet customers whenever they are encountered	D	2	3	3	Modeling Verbal	Continuous

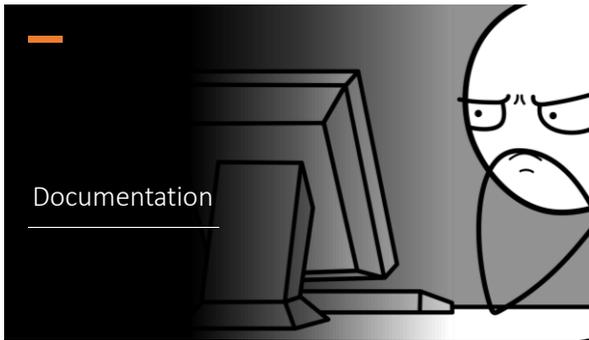
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Demonstrating Allowable Services



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- Vocational assessment
- Person-centered employment planning
- Job-related discovery
- Job development, analysis, customization, and carving
- Training and systematic instruction
- Job placement
- Job coaching
- Development of business plan
- Transportation between activities
- Travel training
- Development of soft skills and retention strategies
- Benefits planning
- Career advancement services
- Workplace support services
- Negotiating with employers
- Communication with employers
- Communication with family/circle of support
- Communication with other OPWDD services staff
- Documentation of delivery of SEMP services
- Other activities previously approved by OPWDD

SEMP Service Deliverables

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Exercise – Is this billable? If yes, what service code would you use? If no, what staff actions will make it billable?



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It All Comes Together



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Contact Information

- info@Eleversity.org
- www.eleversity.org
- (585) 340-2051

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