Distance Learning Protocol

- 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)
- No smoking or vaping on camera
- Keep the camera centered and avoid moving around
- Minimize background noise and visual distractions
- Avoid sitting in front of a bright, light 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.

Important information from OPWDD

- 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
- Please be aware of 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?
Innovations Trainings
More information is available on our website at: www.Eleversity.org

- Introduction to Employment
- Beyond Discovery
- Technology for Vocational Services
- Job Development
- Demonstrating the Benefits of Supported Employment to Businesses
- Effective Job Coaching
- Community Prevocational Services
- Employment Training Program (ETP) 101
- Management Skills for SEMP Leaders

Quick Bites
- Core Classes
- Quick Bites
- Other Offerings
- Innovations Trainings
- Program Management Agenda
- Program Data

Program Management Agenda
- Data Collection
- Organizational/Operational Tips
- Interviewing/Onboarding
- Supervision and Mentoring
- Discovery Report
- Demonstrating Allowable Services
- Service Documentation
**Use of Technology**

How do you use technology in your SEMP programs?

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

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**Department of Health Regions for OPWDD Billing**

- Region 1 (New York, Bronx, Richmond, Kings, Queens)
- Region 2 (Nassau, Suffolk, Westchester, Putnam, Rockland)
- Region 3 (The Rest of State)

Up to date Regional SEMP fees may be found at: [http://www.health.ny.gov/health_care/medicaid/rates/mental_health](http://www.health.ny.gov/health_care/medicaid/rates/mental_health)

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**Tracking Billable Hours per Employment Specialist**

<table>
<thead>
<tr>
<th>Staff Name</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours Worked</th>
<th>Hour Billed</th>
<th>Acces-Vr Hrs</th>
<th>Opwd Hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/13/2019</td>
<td>8:00 AM</td>
<td>10:30 AM</td>
<td>2.50</td>
<td>1.00</td>
<td>0.00</td>
<td>1.00</td>
</tr>
<tr>
<td>1/13/2019</td>
<td>2:00 PM</td>
<td>5:00 PM</td>
<td>3.00</td>
<td>3.00</td>
<td>0.00</td>
<td>3.00</td>
</tr>
</tbody>
</table>

Total Hours

4.00
Tracking Billable and Remaining Hours per Individual Receiving SEMP Services

Monthly Utilization Report

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
OPWDD Monthly Data Reporting

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

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.

Organizational / Operational Tips

The Big Picture
SEMP Director Expectations

1. Organizational expectations
2. OPWDD expectations
3. Audit/accreditation expectations

Program Design Considerations

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

Program Design

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
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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Hiring and Onboarding

The Best Employment Support Professional

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

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JOIN OUR TEAM!

Hiring New Employment Support Professionals
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

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.

Hiring New Employment Support Professionals

- Step 1. Recruit
- Step 2. Interview
- Step 3. On-Boarding
New Employment Support Professionals

What do they need to know?

Staff Development Strategies

Organizational and Departmental
• Mentoring
• Shadowing
• Coaching
• Job assignments
• Professional organizations

OPWDD's Innovations in Employment Support Trainings

Staff hired on or after July 1, 2015, must complete 24 hours of Innovations training.

Effective July 1, 2017, SEMP staff, supervisors, and directors must obtain at least 6 hours of continuing education through Innovations.

The service provider must maintain documentation that annual continuing education requirements are met.
Then vs. Now
Innovation’s Training

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

INNOVATIONS TRAINING TRACKER

<table>
<thead>
<tr>
<th>Staff Name</th>
<th>Anniversary Date</th>
<th>Trainings needed this year</th>
<th>Trainings Attended</th>
<th>Trainings Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swanson, Ron</td>
<td>6/1/2018</td>
<td>4</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Knopf, Leslie</td>
<td>1/1/2018</td>
<td>1</td>
<td>4</td>
<td>-3</td>
</tr>
<tr>
<td>Dryer, Andy</td>
<td>12/12/2018</td>
<td>4</td>
<td>0</td>
<td>4</td>
</tr>
</tbody>
</table>

Tracking Innovations Training
Supervising & Mentoring

- Encouragement/morale
- Conflict resolution

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

Staff development and retention

Staff meetings

Scheduling/time management

Generational and cultural differences

Succession planning
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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**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
Staff Meetings: Identify Purpose

- 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)

Management Tips: Managing Up

- Advocating for staffing needs
- Justifying new staff positions
- Requesting pay increases
- Considerations
  - Fringe Rates
  - Benefits
  - Contract Year

The Discovery Report

- Accuracy
- Detail
- Flow
Discovery report recommendations can set the individual up for success or failure.

SEMP Managers should be reading the Discovery reports thoroughly.

Ask staff to revise the report if it isn’t done right.

Read for quality.

Ensure all sections are complete.

Anticipate OPWDD questions.

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 outdoors, 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

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.
1. Individual's name and Medicaid number (CIN).
2. Name of the agency providing the SEMP services.
3. Identification of the category of waiver service provided.
4. Documentation of start and stop times.
5. The ratio of individual(s) to staff (i.e., individual or group).
6. Description of services.
7. The date the service was provided.
8. Verification of service provision by the staff person delivering the service.
9. Signature of the Supported Employment staff person documenting the service and date the service was documented.
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

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

“Just one question: Is it billable?”

It All Comes Together

Data Management

Effective Hiring and On-Boarding Practices

Proper Documentation