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)
- Do not make or take calls during class. Avoid extended conversations with those around you.
- No smoking or vaping on camera.
- Keep the camera centered and avoid moving around.
- Minimize background noise and visual distractions.
- Only 1 person per device.
- Must attend either the full day or the 2 days as scheduled to receive credits.
- 100% participation is required (chat discussions, poll questions, etc.)

No cellphones and tablets must be in landscape view.

Sit within arms reach of your computer so that you can easily engage when prompted.

PROGRAM MANAGEMENT AGENDA

- Data Collection
- Organizational/Operational Tips
- Discovery Report
- Demonstrating Allowable Services
- Service Documentation
TECHNOLOGY TOOLS

What technology do you use in your SEMP programs?

QUALITATIVE DATA VS. QUANTITATIVE DATA

Qualitative Data
• deals with descriptions
• can be observed but not measured
• uses the 5 senses (see, hear, taste, smell, feel)
• qualitative=quality

Quantitative Data
• deals with number
• can be measured
• sums, averages, medians, lengths of time, cost, age, etc.
• quantitative=quantity
DATA EXERCISE – BREAKOUT

Room 1
Program & Services

Room 2
Quality Assurance

Room 3
Staffing

Room 4
Budgets & Billing

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: https://www.health.ny.gov/health_care/medicaid/rates/mental_hygiene/2020-04-01/semp.htm

SETTING BILLING EXPECTATIONS

<table>
<thead>
<tr>
<th>Region</th>
<th>WK</th>
<th>35 Hrs.</th>
<th>$76.98</th>
<th>$2,694.30</th>
<th>YR</th>
<th>$140,103.60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region 1</td>
<td>MO</td>
<td>419 HRS</td>
<td>$76.98</td>
<td>$11,478</td>
<td>YR</td>
<td>$137,440.20</td>
</tr>
</tbody>
</table>

| Region 2 | WK | 35 Hrs. | $80.81 | $2,828.35 | YR | $147,674.20 |
| Region 2 | MO | 419 HRS | $80.81 | $12,040.69 | YR | $144,488.28 |

| Region 3 | WK | 35 Hrs. | $85.14 | $2,979.90 | YR | $154,954.80 |
| Region 3 | MO | 419 HRS | $85.14 | $12,685 | YR | $152,230.32 |
TRACKING BILLABLE HOURS BY ESP

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>HOURS WORKED</th>
<th>PROGRAM CODE</th>
<th>INDIVIDUAL</th>
</tr>
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<tbody>
<tr>
<td>3/13/2022</td>
<td>8:00</td>
<td>10:30</td>
<td>2.5</td>
<td>OPWDD</td>
<td>Bob Jones</td>
</tr>
<tr>
<td>3/14/2022</td>
<td>7:00</td>
<td>10:00</td>
<td>3</td>
<td>OPWDD</td>
<td>Bob Jones</td>
</tr>
<tr>
<td>3/15/2022</td>
<td>7:30</td>
<td>8:30</td>
<td>1</td>
<td>OPWDD</td>
<td>Bob Jones</td>
</tr>
<tr>
<td>3/15/2022</td>
<td>9:00</td>
<td>9:13</td>
<td>0</td>
<td>OPWDD</td>
<td>Liz Johnson</td>
</tr>
<tr>
<td>3/15/2022</td>
<td>9:30</td>
<td>9:45</td>
<td>0.25</td>
<td>OPWDD</td>
<td>Jennifer Phil</td>
</tr>
<tr>
<td>3/16/2022</td>
<td>9:00</td>
<td>10:30</td>
<td>1.5</td>
<td>OPWDD</td>
<td>Ivan Wards</td>
</tr>
<tr>
<td>3/16/2022</td>
<td>1:00</td>
<td>1:30</td>
<td>0.5</td>
<td>OPWDD</td>
<td>Fanny Flagg</td>
</tr>
<tr>
<td>3/17/2022</td>
<td>10:00</td>
<td>12:00</td>
<td>2</td>
<td>OPWDD</td>
<td>Ryan Phillips</td>
</tr>
<tr>
<td>3/17/2022</td>
<td>1:00</td>
<td>2:00</td>
<td>1</td>
<td>OPWDD</td>
<td>Mary Brady</td>
</tr>
<tr>
<td>3/17/2022</td>
<td>3:00</td>
<td>4:00</td>
<td>1</td>
<td>ACCESS-VR</td>
<td>James Bond</td>
</tr>
<tr>
<td>3/18/2022</td>
<td>8:00</td>
<td>8:30</td>
<td>0.5</td>
<td>OPWDD</td>
<td>Bob Jones</td>
</tr>
<tr>
<td>3/18/2022</td>
<td>8:30</td>
<td>10:00</td>
<td>1.5</td>
<td>OPWDD</td>
<td>Mary Brady</td>
</tr>
<tr>
<td>3/18/2022</td>
<td>10:30</td>
<td>12:00</td>
<td>1.5</td>
<td>OPWDD</td>
<td>Ryan Phillips</td>
</tr>
</tbody>
</table>

EXPECTED - 35 HOURS A WEEK = 7 HRS./DAY

- Submitting for 6.75 hrs./day (15 minutes = $24.15/day)
- $24.15/day x 5 days = $120.75
- $120.75/wk. x 4.33 wks. = $522.85/Month
- $522.85/Month x 12 mos. = $6,274.17
- $6,274.17 x 5 staff = $31,370.85/yr.

MISSING BILLING – IMPACT [R3]

Expectation is 35 billing hours a week = 7 hrs./day

- 6.75 hrs./day
- 15 minutes = $24.15/day
- $24.15/day x 5 days = $120.75
- $120.75/wk. x 4.33 wks. = $522.85/Month
- $522.85/Month x 12 mos. = $6,274.17

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First</th>
<th>EMP Status Type</th>
<th>Service Type</th>
<th>Shift Status</th>
<th>INITIAL # Hrs.</th>
<th>Approved or carried from previous year</th>
<th># of additional hrs. approved</th>
<th>TOTAL hrs. Approved</th>
<th>Year to Date Total Used</th>
<th>Remaining hrs.</th>
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<tbody>
<tr>
<td>Scott</td>
<td>Michael</td>
<td>Job Dev.</td>
<td>200</td>
<td>0</td>
<td>200</td>
<td>96</td>
<td>114</td>
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<tr>
<td>Realty</td>
<td>Pam</td>
<td>Est.</td>
<td>Direct hire</td>
<td>100</td>
<td>0</td>
<td>100</td>
<td>50</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schmitt</td>
<td>Dwight</td>
<td>Est.</td>
<td>Furloughed</td>
<td>30</td>
<td>100</td>
<td>130</td>
<td>40</td>
<td>90</td>
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<tr>
<td>Vance</td>
<td>Phyllis</td>
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<td>Job Dev.</td>
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<tr>
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<td>Oscar</td>
<td>Est.</td>
<td>Discovery</td>
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<td>250</td>
<td>140</td>
<td>110</td>
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<tr>
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<td>Kelly</td>
<td>Est.</td>
<td>Direct hire</td>
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<td>0</td>
<td>200</td>
<td>130</td>
<td>70</td>
<td></td>
<td></td>
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<tr>
<td>Halpott</td>
<td>Jim</td>
<td>Est.</td>
<td>Direct hire</td>
<td>200</td>
<td>0</td>
<td>200</td>
<td>10</td>
<td>190</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TRACKING BILLABLE AND REMAINING HOURS PER INDIVIDUAL
MONTHLY UTILIZATION REPORT

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Goal</th>
<th>YTD</th>
<th>% of Goal</th>
<th>Accrued</th>
<th>% of Service</th>
<th>Service Total</th>
<th>% of Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBPV</td>
<td>$45.61</td>
<td>5000</td>
<td>2000</td>
<td>40%</td>
<td>$91,220</td>
<td>$8,000</td>
<td>$91,220</td>
<td>40%</td>
</tr>
<tr>
<td>PTE</td>
<td>$42.60</td>
<td>1400</td>
<td>600</td>
<td>43%</td>
<td>$25,560</td>
<td>$5,800</td>
<td>$25,560</td>
<td>36%</td>
</tr>
<tr>
<td>Intensive SEMP</td>
<td>$85.41</td>
<td>4000</td>
<td>3000</td>
<td>75%</td>
<td>$256,230</td>
<td>$15,900</td>
<td>$256,230</td>
<td>52%</td>
</tr>
<tr>
<td>Extended SEMP</td>
<td>$85.14</td>
<td>4000</td>
<td>2000</td>
<td>50%</td>
<td>$170,280</td>
<td>$8,500</td>
<td>$170,280</td>
<td>49%</td>
</tr>
</tbody>
</table>

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

REVENUE:
- Billable hours
- Development
- Other organizational revenues to offset costs

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 Reporting

13

14

15
NEW PROVIDER TRAINING

- Invitation ONLY
- Request through your ETP Supervisor or contact info@elevenity.org
- 2 DAYS – 1p – 4:30p

ORGANIZATIONAL / OPERATIONAL TIPS

The Big Picture

BIGGEST MANAGEMENT CHALLENGES
PROGRAM CONSIDERATION

1. PROGRAM NEEDS VS. STAFF NEEDS
2. SCHEDULING
3. GEOGRAPHY AND LOCATIONS
4. ACCOUNTABILITY

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

SCHEDULING / ASSIGNING CONSIDERATIONS

- Type of training & support needed
- Task match
- Skill set of job coaches
- Geography
- Cultural consideration
- Fading plan
- Staff availability
- Cross-training ESPs to provide coverage
EMPLOYMENT SUPPORT PROFESSIONAL ACCOUNTABILITY

• Monthly / weekly planning — shared
• Manager follow-up
  • SEMP individual / family
  • Business
• Scheduled supervision
• Billing and schedule reconciliation
• What are you doing?

MANAGER DISCOVERY REVIEW
WHAT KNOWLEDGE, SKILLS AND ABILITIES DO ESPS NEED TO DO QUALITY DISCOVERY?

Group 1
- In General
- File review

Group 2
- Interviews
- Observations

Group 3
- Site development
- Situational assessments

Group 4
- Career Research
- Recommendations

Discovery report recommendations can set the individual up for success or failure. SEMP Managers should be reading the Discovery reports thoroughly. Ensure all sections are complete. Anticipate OPWDD questions. Ensure staff revise the report if the review shows a problem.

During discovery
- The site
- The assessment

Manager review
- The discovery process
- Documentation
- The discovery report
- Quality check

Discovery self-check
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.
SEMP SERVICE DELIVERABLES

- Vocational assessment
- Person-centered employment planning
- Job development, discovery
- 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

IS THIS BILLABLE EXERCISE

“Just one question: Is it billable?”

CONTACT INFORMATION

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