

Management Skills for SEMP Leaders-  
*DATA DRIVEN DECISION-MAKING*  
Innovations in Employment Supports



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**Where are you in  
your  
development?**



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**Complete  
this sentence**

When I was a new  
manager, I wish I  
had known...

How I thought it  
would go



How it's going



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**SUPERVISOR**

The person who oversees the employees and regulates them to perform the work assigned.

**MANAGEMENT**

The person who manages the resources of the organization to achieve the ultimate goal.

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**ORGANIZATIONAL / OPERATIONAL TIPS**

The Big Picture



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### SEMP director expectations

<p>1</p> <p>Organizational expectations</p>	<p>2</p> <p>OPWDD expectations</p>	<p>3</p> <p>Audit/accreditation expectations</p>
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### TECHNOLOGY TOOLS

What technology do you use in your SEMP programs?



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What Technology do you **require** in your SEMP Programs?

 Excel	 Word	 Google Meet	 TEAMS	 ZOOM	 O'NET	 APD
 Outlook Calendar	 Google Calendar	 MyTime Scheduler	 doxy.me Secure Telemedicine Platform		 samsara GPS tracking app	
 OneDrive Shared Docs	 Google Drive Shared Docs	 Therap		 medisked		 MaaS360 BYOD
				 Remind Private mobile messaging		

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### BEST Data Quotes

“Data is like garbage. You’d better know what you are going to do with it before you collect it.”

Mark Twain

“In the end you should only measure and look at the numbers that drive action, meaning that the data tells you what you should do next.”

Alex Peiniger, CEO, quintly

“The analysis of data will not by itself produce new ideas.”

Edward De Bono



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### WHAT IS DATA COLLECTION?

Data collection is defined as the “process of gathering and measuring information on variables of interest, in an established systematic fashion that enables one to answer queries, stated research questions, test hypotheses, and evaluate outcomes.”



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### WHY DO YOU COLLECT DATA?

- to learn about your stakeholders;
- to discover trends;
- to facilitate decision making and improve quality;
- to help resolve issues and improve the quality of services; and
- to direct different marketing strategies.



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### 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 numbers
- Can be measured
- Sums, averages, medians, length of time, cost, age, etc.
- Quantitative=quantity

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### What Data are you currently collecting?

Program & Services

Quality Assurance

Staffing

Budgets & Billing

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PROGRAM DATA

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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: [Eleversity.org](http://Eleversity.org)



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**WHAT IS YOUR  
PROGRAM BILLING  
EXPECTATION FOR  
EACH ESP?**



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Setting Billing expectations



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Setting Billing expectations

Region 1	WK	15	\$87.64	\$1,314.60	YR	\$63,100.80
Region 2	WK	15	\$92.01	\$1,380.15	YR	\$66,247.20
Region 3	WK	15	\$96.94	\$1,454.10	YR	\$69,796.80



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Setting Billing expectations

Region 1	WK	20	\$87.64	\$1,752.80	YR	\$84,134.40
Region 2	WK	20	\$92.01	\$1,840.20	YR	\$88,329.60
Region 3	WK	20	\$96.94	\$1,938.80	YR	\$93,062.40



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Setting Billing expectations

Region 1	WK	35	\$87.64	\$3,067.40	YR	\$147,235.20
Region 2	WK	35	\$92.01	\$3,220.35	YR	\$154,576.80
Region 3	WK	35	\$96.94	\$3,392.90	YR	\$162,859.20



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Tracking Billable Hours by ESP R-3

STAFF: Maria Robinson			WEEKLY GOAL: 35 hours			
DATE	START TIME	END TIME	HRS. WORKED	PROGRAM CODE	INDIVIDUAL	HRS. BILLED
3/11/2024	8:00	12:00	8	OPWDD	Bob Jones	4
	2:00	4:30		OPWDD	Ryan Phillips	2.5
3/12/2024	7:00	10:00	8	OPWDD	Bob Jones	3
	2:00	6:00		OPWDD	Fanny Flagg	3.5
3/13/2024	7:30	8:30	8	OPWDD	Bob Jones	1
	9:00	9:13		OPWDD	Liz Johnson	0
	9:30	2:00		OPWDD	Jennifer Phole	4.5
3/14/2024	3:00	4:00	8	OPWDD	James Bond	1
	9:00	10:30		OPWDD	Ivan Edwards	1.5
	1:00	1:30		OPWDD	Fanny Flagg	0.5
	2:00	4:30		OPWDD	Ryan Phillips	2.5
3/15/2024	10:00	12:00	8	OPWDD	James Bond	2
	1:00	3:30		OPWDD	Liz Johnson	2.5
			40			28.5
			\$3,877.6			\$2,762.79

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### Missing billing – impact [R3]

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


Submitting for 6.75 hrs./day [-.25]

15 minutes = \$24.24/day

-\$24.24/day x 5 days = -\$121.2

-\$121.2/wk. x 4.33 wks. = -\$524.80/Month

-\$524.80/Month x 12 mos. = -\$6297.55



-\$6297.55 x 5 staff  
= -\$31,487.76/yr.

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Last Name	First	SEMP Service Type	Emp. Status	INITIAL # Hrs. Approved or carried from previous year	# of additional hrs. approved	TOTAL hrs. Approved	Year to Date Total Used	Remaining hrs.
Scott	Michael	Int.	Job Dev.	200	0	200	86	114
Beesly	Pam	Ext.	Direct hire	100	0	100	50	50
Schrute	Dwight	Ext.	Furloughed	30	100	130	40	90
Vance	Phyllis	Int.	Job Dev.	200	0	200	25	175
Nunez	Oscar	Int.	Discovery	250	0	250	140	110
Kapoor	Kelly	Ext.	Direct hire	200	0	200	130	70
Halpert	Jim	Ext.	Direct hire	200	0	200	10	190

### Tracking billable and remaining hours per individual

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YTD Performance		July 1, 2023 - June 30, 2024		30-Mar-24	Region 3	3rd Qt.
Service	Rate	Hrs. Goal	YTD Accrued	Accrued \$	Goal - Service Total	% of Goal
CBPV	\$ 53.72	5000	2000	\$107,440.00	\$ 268,600.00	40%
Pathways	\$ 54.80	1000	300	\$ 16,440.00	\$ 54,800.00	30%
Intensive SEMP	\$ 96.94	5000	2000	\$193,880.00	\$ 484,700.00	40%
Extended SEMP	\$ 96.94	4000	3000	\$290,820.00	\$ 387,760.00	75%
				<b>\$608,580.00</b>	<b>\$1,195,860.00</b>	<b>51%</b>

EXPENSES

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

REVENUE

- Billable hours
- Development
- Other organizational revenue to offset costs

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

Room 1  
Program & Services

Room 2  
Quality Assurance

Room 3  
Staffing

Room 4  
Budgets & Billing



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## New Provider Training

- Invitation ONLY — [Not currently scheduled]
- Request through your ETP Supervisor or contact [info@eleversity.org](mailto:info@eleversity.org)



[employment.vocational.services@opwdd.ny.gov](mailto:employment.vocational.services@opwdd.ny.gov)

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Please sign out to “everyone”

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**Eleversity**  
NEXT-LEVEL WORKFORCE EDUCATION



Contact Information

- [info@Eleversity.org](mailto:info@Eleversity.org)
- [www.eleversity.org](http://www.eleversity.org)
- (585) 340-2051

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