

Management Skills for SEMP Leaders – Strategies for Programmatic Success

Innovations in Employment Supports



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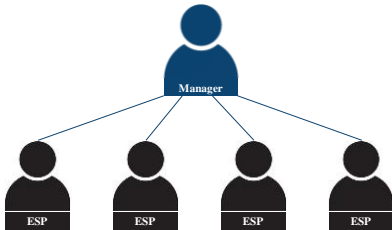


Structuring Programs

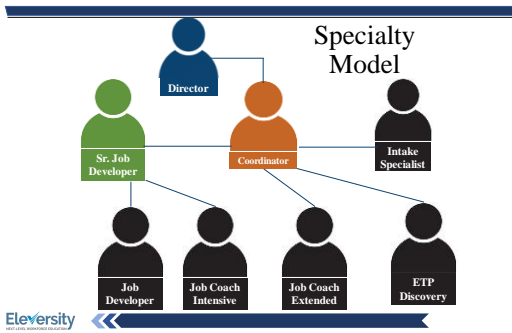


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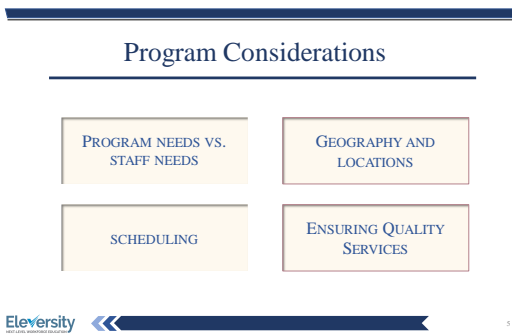
Employment Specialist Model



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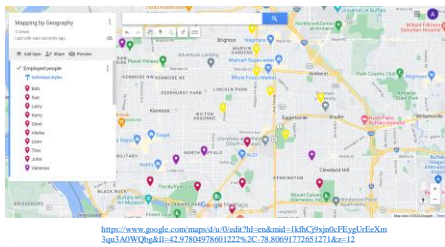
Scheduling / assigning considerations

- Type of training & support needs of person
 - Best-fit task/job match of person
 - Skill set of job coach — does this match the tasks and job?
- Geography — location of person, ESP, job site
- Cultural considerations — does the ESP need upskilling?
- Fading plan — starts from the beginning
- Staff availability
- Cross-training ESPs to provide coverage



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Geography - Mapping by criteria



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Ensuring Quality Services

- Monthly / weekly / daily planning
- Manager follow-up
 - Person receiving SEMP/ family
 - Employment Support Professional
 - The business
- Scheduled supervision
- Planning & Managing the delivery of SEMP services to a person
- Billing and schedule reconciliation
- Internal program audits
- *How are you ensuring the processes?*



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OPWDD Technical Assistance Mailbox



Employment.vocational.services@opwdd.ny.gov

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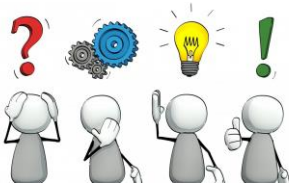
Planning and/or Managing the Delivery of Allowable SEMP Services



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Regarding Planning and/or Managing Services,
what are the positive impacts on SEMP programs?

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PLANNING AND/OR MANAGING SEMP SERVICES

Considerations for SEMP agencies and their QA departments, prior to billing for Planning and/or Managing the delivery of SEMP services:

- Managers, supervisors, directors and/or staff with managerial responsibilities **have met the SEMP staff training requirements.**
- Planning and/or managing activities directly relate to the delivery of quality SEMP services to the person(s).
- Management tasks not directly related to the provision of SEMP services are not billable (e.g., onboarding staff, general staff training and staff evaluations).
- **Only managers*** may bill for Managing SEMP services. Both managers* or SEMP staff may bill for Planning SEMP services, as long as they aren't billing the same services at the same time.

*THE TERM MANAGER INCLUDES SUPERVISORS, DIRECTORS OR STAFF WITH OTHER TITLES THAT HAVE MANAGERIAL RESPONSIBILITIES.

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PLANNING AND/OR MANAGING SEMP SERVICES

The most applicable allowable SEMP service is billed when a manager* and SEMP staff-person meet related to a specific person(s) SEMP service.

In the meeting, the manager may bill for Managing SEMP services if they are providing guidance, support, and/or instruction related to a specific person(s) SEMP services or Planning SEMP services if they are providing coordination or planning activities.

- The manager* may bill for Planning or Managing SEMP services while the SEMP staff bills one of the other allowable SEMP services.
- If no other allowable SEMP service applies, the manager* may bill Managing SEMP services, while the SEMP staff bills Planning allowable SEMP services.

*FOR THE PURPOSES OF THIS DOCUMENT THE TERM MANAGER INCLUDES SUPERVISORS, DIRECTORS OR STAFF WITH OTHER TITLES THAT HAVE MANAGERIAL RESPONSIBILITIES.

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Planning and/or Managing SEMP Services

When the person receiving services is present, only one staff can bill an allowable service(s). *Two direct services* cannot be delivered simultaneously.

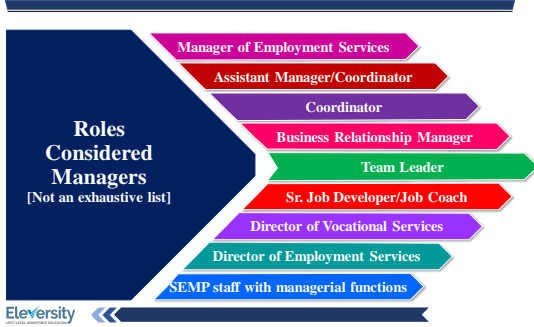
Planning and/or Managing SEMP services must relate to the person's Staff Action Plan.

Planning and/or Managing SEMP services may be delivered for an individual or group.

Managing the Delivery of All Allowable SEMP services *may not* be billed when a manager, supervisor, or director is meeting with *multiple* staff. Meetings with more than two people are covered under Billing for Meetings.

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Practice — Billing Example 1

An employment support professional (ESP) submits a completed Discovery Report to their supervisor for review. The supervisor reviews the Discovery Report prior to meeting with the ESP and determines that the assessments completed match the person's skills, but not the person's stated interests. The supervisor meets with the ESP to identify an additional assessment that aligns with the person's stated interests to create a more comprehensive Discovery Report and Job Development Plan.



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Practice — Billing Example 2

A director reviews the ETP Monthly Job Development Report to ensure that the ESP has followed up with identified businesses, allocated sufficient time for job development and developed appropriate short-term goals. The director determines that an additional staff needs to be assigned to schedule sufficient services to help the person gain employment in a timely manner. The director begins to coordinate a second staff person's availability to provide additional SEMP services to the person.



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Practice — Billing Example 3

An ESP requests assistance from a senior job developer to attend a meeting with a potential employer regarding a specific person to discuss the businesses' hiring needs. The ESP and senior job developer meet with the business to discuss a potential candidate that could meet the businesses' unmet needs through part-time employment. The person receiving services is not present.



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Practice — Billing Example 4

A person was just hired by a local warehouse for an overnight shift. The current ESP assigned to provide job coaching is unavailable for those hours. The SEMP manager reviews staff schedules and determines that 2 other ESPs can split the job coaching duties for several weeks while the person is learning the job.



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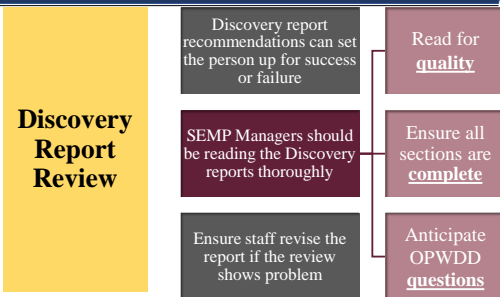
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Discovery Oversight

Discovery Review Worksheet



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Discovery or discovery...

No matter what service you're delivering, you're doing discovery and career planning



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What knowledge, skills and abilities do ESPs need to ensure quality Discovery and Career Planning?

Group 1

- In General
- File review

Group 2

- Interviews
- Observations

Group 3

- Site development
- Situational assessments

Group 4

- Career Research
- Recommendations

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Regardless of what services someone is engaged in, they need these skills for career planning.



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Documenting Allowable Services Best Practices

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What are your biggest audit
vulnerabilities regarding documentation?

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Required service documentation elements

1. Individual's name and Medicaid number (CIN)
2. Name of the agency providing the Supported Employment (SEMP) service.
3. Identification of the category of Waiver service provided
4. Documentation of start and stop times.
5. Documentation if Individual is Present.
6. Documentation of whether service was delivered to a Group or Individual.
7. Description of services.
8. Date of service provision.
9. Verification of service provision by the staff person delivering the service.
10. Date the service was documented.

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SEMP Services Delivered With and Without the Person Present

SEMP services delivered without the individual present are services delivered on behalf of an individual. Examples of allowable SEMP services delivered without the individual present include, but are not limited to:

- discussions with families about benefits planning;
- meeting with employers and potential businesses about hiring an individual;
- developing the SEMP Staff Action Plan;
- documenting the delivery of SEMP services; or
- traveling to a job site to provide an allowable SEMP service.



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SEMP Services Delivered With and Without the Person Present

- SEMP services delivered without the individual present may be delivered and billed for while an individual receives another SEMP service or other OPWDD Waiver service.

This is not considered double billing because the individual is receiving two separate services. Two direct services are not being delivered at the same time.



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SEMP Service Deliverables



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Is this billable Exercise



Is This Billable- Game





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