



Community Habilitation

NYSARC, Inc., Cattaraugus Niagara Counties Chapter



Budgeting



- ▶ Annual budget as accurate as possible
 - ▶ Budgeted vs. actual units are monitored throughout the year.
 - ▶ Both management and service staff are held accountable for meeting the budget goals.
- ▶ Set the operational program parameters within the annual budget.
- ▶ Staff productivity: percentage of billable time vs total time worked
 - ▶ Program leadership monitor continuously, almost daily
 - ▶ Work closely with fiscal analyst for accurate fiscal data



Caseloads and Scheduling

- ▶ Supervisor discusses service schedule with individual for availability and consistency.
- ▶ Referrals are assigned to staff caseload based on individuals known availability and as a reoccurring appointment for consistency.
- ▶ Staff have a established schedule based on their caseload.
- ▶ Any changes to the scheduled service are made with the supervisor.
- ▶ Program offers both FT and PT employment status options to allow for flexibility of staff needs.
 - ▶ This has increased staff retention
 - ▶ Minimizing the cost of staff turn over.



Documentation



- Progress note for each session is completed with the individual at the end of the session.
 - Person centered documentation
 - Assess with the individual what was accomplished toward goal
 - Captures individuals voice in the process
 - Recognition of what goals need on going attention
- Notes turned in weekly.
- Notes are reviewed weekly



Travel and mileage

- ▶ Caseloads are assigned to staff based on a close proximity area or within the same direction of travel to minimize the time spent traveling.
- ▶ The specific point of reference for start and end of staff's day is considered when establishing their area of service provision.
- ▶ Staff only come to the office once a week drop of paperwork or pick up mail and once a month for staff meetings.
- ▶ Schedule and complete the maximum service time needed by the individual to offset travel as much as possible.
- ▶ Assess cost of paying mileage vs. use of an agency vehicle. Plan with each staff which is most cost effective.



Challenges



- No call/ no shows
- Staffing in rural counties
 - Finding and hiring qualified staff
 - Covering the service provision in the full county geographic area



Lessons Learned



- ▶ Employment status flexibility: Used to only offer PT, opening it up to FT w/benefits helped
- ▶ Set expectations for documentation, timeline, and mileage and hold staff accountable to meet them.
- ▶ Matching the individual with a appropriate staff maximizing the individuals engagement in the service.
- ▶ Resources –program staff are encouraged to be aware and share new community resources available for the individuals to engage in.
- ▶ Documentation outside of session time



Questions?

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Thank you