



# 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?

Mary Ellen Gangemi,  
Behavioral Health Service Manager  
[mgangemi@Intandem.org](mailto:mgangemi@Intandem.org)

Aimee Kaple, LMHC, LPC, NCC  
Director of Behavioral Health Service  
[akaple@Intandem.org](mailto:akaple@Intandem.org)

Thank you