Using the SE Specialist & Supervisor Monitoring Forms

Dave McClow, LCSW, LMFT
ACT Center of Indiana
September 2008
Step 1: The SES Monitoring Form

- SE Specialist fills out the SE Specialist monitoring form daily.

- Total it weekly, biweekly, or monthly (in sync with the frequency of supervision).
  - The example below uses weekly.
# SE Specialist Monitoring Form

## SE Principles & Activities

- **Competitive Employment**
- **Zero Exclusion Criteria**
- **Rapid Job Searches**
- **Jobs Tailored to Individual**
- **Benefits Counseling**
- **Integrated Treatment: SE & MH**
- **Time-Unlimited Follow-Along**
- **Follow-Along**
- **Job Coaching**
- **Job Development**
- **Assessment & Planning**

## Monitor Time Spent in Each Activity

<table>
<thead>
<tr>
<th>Date</th>
<th>7/14/08</th>
<th>7/15/08</th>
<th>7/16/08</th>
<th>7/17/08</th>
<th>7/18/08</th>
<th>Wk4</th>
<th>7/21/08</th>
<th>7/22/08</th>
<th>7/23/08</th>
<th>7/24/08</th>
<th>7/25/08</th>
<th>Wk5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assessment &amp; Planning/Benefits Counseling</strong></td>
<td>1</td>
<td>.5</td>
<td>0</td>
<td>2</td>
<td>.25</td>
<td><strong>3.75</strong></td>
<td>0.75</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>.25</td>
<td><strong>5</strong></td>
</tr>
<tr>
<td><strong>Referral Process</strong></td>
<td>.5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td><strong>3.0</strong></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td><strong>2.5</strong></td>
</tr>
<tr>
<td><strong>Job Development</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td><strong>0</strong></td>
</tr>
<tr>
<td><strong>Follow-Along</strong></td>
<td>.25</td>
<td>.45</td>
<td>0</td>
<td>2</td>
<td>.45</td>
<td><strong>3.0</strong></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>.75</td>
<td>.75</td>
<td><strong>3.5</strong></td>
</tr>
<tr>
<td><strong>Job Coaching</strong></td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td><strong>10</strong></td>
<td>.5</td>
<td>1</td>
<td>.75</td>
<td>.5</td>
<td>.75</td>
<td><strong>3.5</strong></td>
</tr>
<tr>
<td><strong>Non-SE Case Management/ADL</strong></td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td><strong>8</strong></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td><strong>2</strong></td>
</tr>
<tr>
<td><strong>Medication Drops/Prompts</strong></td>
<td>.5</td>
<td>.5</td>
<td>1</td>
<td>1</td>
<td>.5</td>
<td><strong>3.5</strong></td>
<td>.5</td>
<td>.5</td>
<td>.75</td>
<td>1</td>
<td>.5</td>
<td><strong>3.25</strong></td>
</tr>
</tbody>
</table>

| Total | **6.25** | **4.45** | **6** | **8** | **6.2** | **30.9** | **4.75** | **6.5** | **6.5** | **5.25** | **4.75** | **27.75** |

The Referral Process line records anything to do with Vocational Rehabilitation.
The Non-SE CM/ADLs and Medication Drops lines are there to assess and help protect the SES’ time (especially if SES has difficulty doing the SE side of his or her job).
Essential Components for Supporting Employment on an ACT Team
Step 2: The SE Supervisor Form

A. Commercial Break for the TL:
1. Review the Principles & Activities of SE & Supervision.
2. Evaluate how you are doing on each dimension.
3. Write a goal to accomplish by the next supervision time.

B. Using the SE Specialist Monitoring Form, fill out the totals on the SE Supervisor Form.
### ACT Team Leader SE Supervision Monitoring Form

#### SE Principles & Activities
- Assessment & Planning
- Referral Process
- Job Development
- Follow-Along
- Job Coaching
- Non-SE Case Management/ADL
- Medication Drops/Prompts

#### Table

<table>
<thead>
<tr>
<th></th>
<th>Wk1</th>
<th>Wk2</th>
<th>Wk3</th>
<th>Wk4</th>
<th>Wk5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment &amp; Planning/Benefits Counseling</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>3.75</td>
<td>5</td>
</tr>
<tr>
<td>Referral Process</td>
<td>0</td>
<td>.5</td>
<td>2.5</td>
<td>2.5</td>
<td>3.5</td>
</tr>
<tr>
<td>Job Development</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Follow-Along</td>
<td>3</td>
<td>3</td>
<td>2.5</td>
<td>3.15</td>
<td>3.5</td>
</tr>
<tr>
<td>Job Coaching</td>
<td>2</td>
<td>6</td>
<td>10</td>
<td>10</td>
<td>3.5</td>
</tr>
<tr>
<td>Non-SE Case Management/ADL</td>
<td>9</td>
<td>10</td>
<td>8</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Medication Drops/Prompts</td>
<td>2.5</td>
<td>3.5</td>
<td>3.25</td>
<td>3.25</td>
<td>3.25</td>
</tr>
</tbody>
</table>

**Total**: 17.5, 25, 29.25, 30.9, 27.75

*Study the numbers & notice the patterns.*

Do weekly, biweekly, or at least monthly supervision; fill in hours worked in each area for the period.
Step 3: Supervision

1. Affirm the good
   • Ask for 1-2 success stories (be sure to share with Team)
2. Analyze patterns from the numbers (you may want to do different calculations in spreadsheet)
3. Formulate questions & discuss answers with SES
4. Set goals or course corrections
Affirm the Good

- Increase in the percent of SE Activities vs. CM
- Increase in time regarding Assessments (new people looking for jobs!)
- Increase in referrals
- Follow-along is fine
- Job coaching is up: New jobs, Great!
Tell me a couple of other success stories!
Analysis: Two Roads

- Low Tech
  - Paper & Pencil
  - Calculator

- High Tech
  - Excel Spreadsheet
  - Fancy Charts

- Do the way you are comfortable.
- But charts give a better visual presentation.
### Analysis:

Study the numbers & notice the patterns

<table>
<thead>
<tr>
<th>Assessment &amp; Planning/</th>
<th>0</th>
<th>2</th>
<th>3</th>
<th>3.75</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral Process</td>
<td>0</td>
<td>0.5</td>
<td>2.5</td>
<td>2.5</td>
<td>3.5</td>
</tr>
<tr>
<td>Job Development</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Follow-Along</td>
<td>3</td>
<td>3</td>
<td>2.5</td>
<td>3.15</td>
<td>3.5</td>
</tr>
<tr>
<td>Job Coaching</td>
<td>2</td>
<td>6</td>
<td>10</td>
<td>10</td>
<td>3.5</td>
</tr>
<tr>
<td>Non-SE Case Management/ADL</td>
<td>9</td>
<td>10</td>
<td>8</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Medication Drops/Prompts</td>
<td>2.5</td>
<td>3.5</td>
<td>3.25</td>
<td>3.5</td>
<td>3.25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>17.5</strong></td>
<td><strong>25</strong></td>
<td><strong>29.25</strong></td>
<td><strong>30.9</strong></td>
<td><strong>27.75</strong></td>
</tr>
<tr>
<td>Non-SE Activities</td>
<td>11.5</td>
<td>13.5</td>
<td>11.25</td>
<td>11.5</td>
<td>12.25</td>
</tr>
<tr>
<td><strong>% of Time Spent in SE</strong></td>
<td><strong>34%</strong></td>
<td><strong>46%</strong></td>
<td><strong>62%</strong></td>
<td><strong>63%</strong></td>
<td><strong>56%</strong></td>
</tr>
</tbody>
</table>
Analysis: Trends, Questions, and Conclusions

- Assessment & Planning—Increasing
- Referral Process—Increasing
  - Conclusion: Both Good! Increase in persons interested in working
- Job Development—No change at zero
  - What’s happening?
Analysis: Trends, Questions, and Conclusions

- Follow-Along—Stable
  - Conclusion: Those working are not having increasing needs.
- Job Coaching—Increasing
  - Conclusion: Good! One or more person(s) got a new job and needs help.
- Non-SE CM Activities—Too high
  - How is this happening?
- Med Monitoring—Acceptable
SES Time Analysis

- Follow-Along
- Job Coaching
- Non-SE Case Management/ADL
- Medication Drops/Prompts
Analysis: Trends, Questions, and Conclusions

- Overall SE Activities—Increasing
  - Conclusion: Trending correctly
    - Too much time in non-SE Activities
SE vs. Non-SE Activities

![Graph showing the comparison of SE vs. Non-SE Activities over weeks Wk1 to Wk5. The graph displays the number of hours spent on different activities. The x-axis represents the weeks (Wk1 to Wk5), and the y-axis represents the hours. The graph includes two lines: one for All Non-SE Activities and one for All SE Activities.](image-url)
Set Goals

1. Reduce non-SE CM activities to 5 hours per week
   - Identify Barriers
     - Staffing issues
     - Team is unaware of the problem and is encouraging SES to do more CM
     - TL is not intervening when assignments are being given
     - SES has difficulty with time management and/or saying no
   - Address Barriers
     - TEAM: TL will need to explain the value of employment in recovery
     - TIME: TL will need to explain to the Team that 80% of time is to be spent in SE Activities & protect the time of the SE when assignments are made.
Set Goals

2. Increase Job Development to at least 5 hours per week
   - Identify barriers to job development
     - Lack of time
     - Lack of experience
     - Little knowledge of community
   - Address barriers
     - TRAINING: Use online resources; SE consultants; others in the SE department for field mentoring
     - TIME: Look at time management skills; see # 1.
Step 4

- Implement plans

Step 5

- Repeat the process, but include
  - Follow-up on your (the TL’s) written goals
  - Follow-up on the SES’ written goals
Results of Using the SE Forms

1. Clearly defines expectations for the SES job. (Wouldn’t you like a job that was this clearly defined?)

2. Gives you more opportunities to provide positive feedback to your staff. (“Forces” you to consistently cover more ground than usual.)

3. Provides a map and bridges the gap between what should be done and what is being done.
Results of Using the SE Forms

4. Helps the wrong person in the SE job move on.
5. Gives you data for getting credit for non-billable activities or reducing productivity expectations.
6. Better Outcomes: More people working because of the focused and monitored effort!