SEMP Survey User Guide & Training Documentation

Before You Start the Survey

Understand the goals of the survey:

- Find out which of your participants are working, so we an begin to monitor their SEMP dollars accordingly
- Get required data ISS must submit to state monthly
- Get documentation about participant's job so we can meet state requirements

Gather info about the jobs your participants held in the month of October, 2016. You'll want to have the following ready:

- Name of employer
- Hire data (exact or approximate, if exact not known)
- Hourly wage
- Average weekly hours worked
- Termination date, if applicable, even if in a previous month
- Termination reason, if applicable, even if in a previous month
- Documentation proving employment that shows the wage
  - Paystub, proof of employment, of letter from the Dept. Of Labor

Training Goals

Once you complete this training, you'll understand:

- The goals of the SEMP Survey
- How to log into the software
- How to successfully complete the survey on a monthly basis

Attendees

- Mary Abbatiello - ISS
- Kim Warga - ISS
- SEMP Reporters - Various
- Maida Sussman - FullCity

Logging In

1. You'll receive an email with a link to the survey
2. Must be connected to the internet
3. For your first survey, please use a Desktop computer
4. Browser versions: Desktop:
    1. Internet Explorer
    2. Chrome
    3. Safari
5. Browser versions: Mobile ***while possible to do on a mobile device, it is <u>strongly encouraged</u> that the initial survey be done from a Desktop computer***
    1. Safari (iPhone)
    2. Chrome (Android)
6. Use your Participant Portal web username and password
    1. This will be in the email you receive
    2. Your password will be visible as you type it.

Training Agenda

Understand the Survey Goals

ISS is required by the state of New York to:

- Submit SEMP data to OPWDD every month
- Track SEMP dollars to prevent overspending
- Prove employment meets program requirements
  - Minimum wage, integrated setting
- Document outcomes of job coaching and job development

Your role: SEMP Reporter

Job Developers and Job Coaches are now considered SEMP Reporters.

For your participants with SEMP, you are required to:

- Demonstrate that your participants are working toward getting a job
  - If not, their plans need adjusting.
- Once employed, prove the job meets the program requirements
- Track dates of hire and termination

Using The SEMP Survey

1. Log in
2. Choose a participant
   - Note you can navigate between participants at this level

3. Choose a month
   - For the first survey, choose Oct 2016.

4. Answer the survey questions, using the “Next” buttons as they appear to progress through the survey.
   - Did the participant have a job in Oct 2016? yes/no
     1. Choose No to record a termination in the month of Oct 2016
     2. Choose No to record the case where the person didn’t work but received job development services
     3. Choose Yes if the person worked in Oct 2016:
        - Enter data about any job(s) the participant has
     4. Did the participant terminate a job in Oct 2016? yes/no
        - If “Yes”, fill out the Job data (place employed, etc.) and provide a termination date (*even if it is before Oct 2016)
     5. Does the participant want a job?
        - Choose Yes to indicate you’re still developing/coaching
        - Choose No (*and alert their Support Broker so they may remove from their budget)
        - Upload documentation of participant’s employed status

5. The “Next” buttons will light up based on the answers to the questions
   - After you enter Job info, and click the Next button, your job entries are checked for completeness

Special considerations if using a phone

- If at all possible, for your first survey, try not to use a phone.
- Smaller screens will be easier to use and understand once you're familiar with the data

How to Complete the Survey Online

Before You Begin

1. Gather information and documentation
   - Name of employer
   - Hire data (exact or approximate, if exact not known)
   - Hourly wage
   - Average weekly hours worked
   - Termination date, if applicable, even if in a previous month
   - Termination reason, if applicable, even if in a previous month
   - Documentation proving employment that shows the wage
     - Paystub, proof of employment, of letter from the Dept. of Labor

Logging in

1. If possible use a desktop computer, not a mobile device
   - Internet Explorer, Chrome or Safari browsers supported

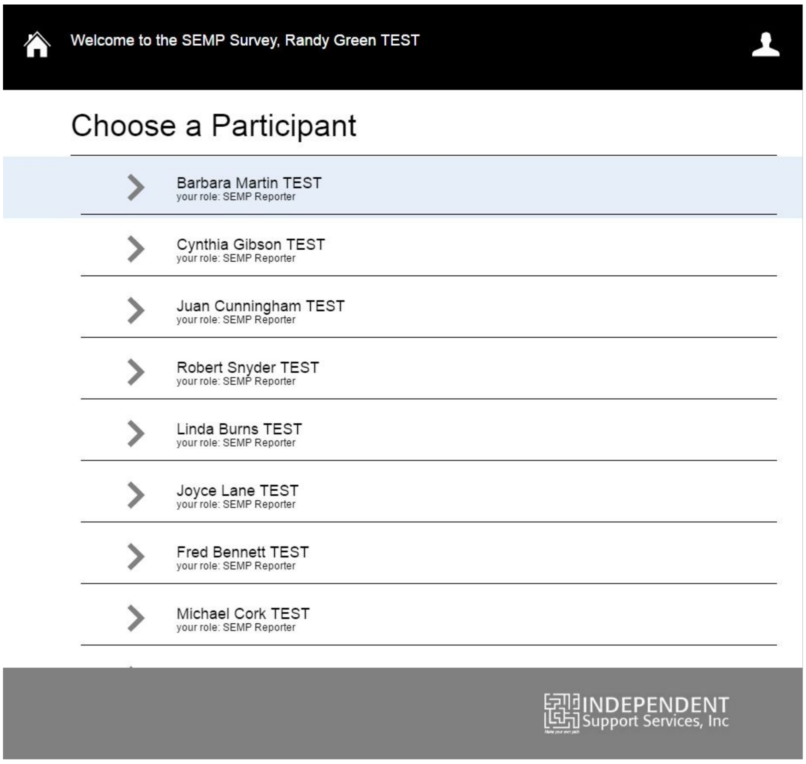
2. Use the secure link that was emailed to you:
   - Check your Spam folder

3. Use your "portal" username and password
   - If you've forgotten your password, reset it on the portal, then use the survey

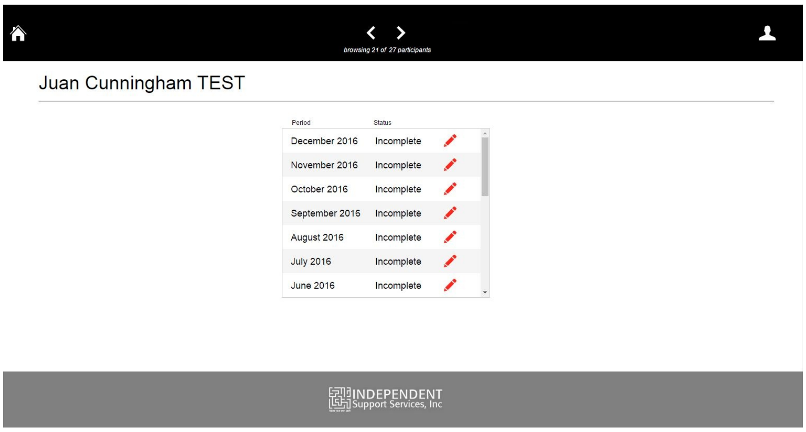
4. Click the blue "Login" button to login:.

Completing the Survey

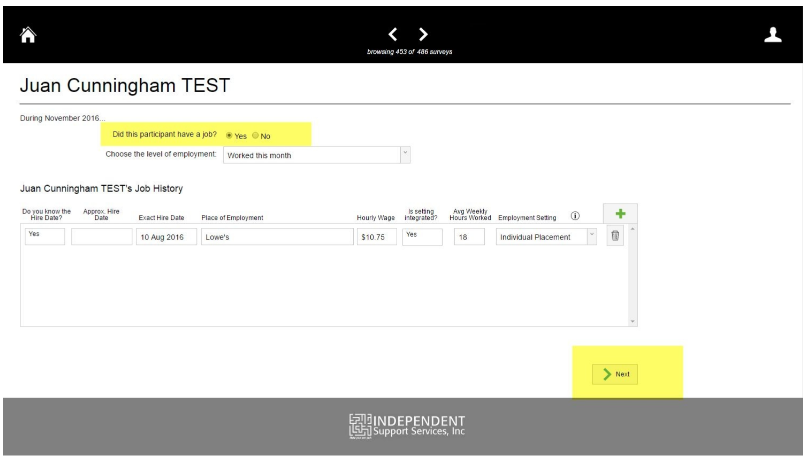
1. Choose a participant from the list:
   - If your participant list is incorrect, please let Kim or Mary know.



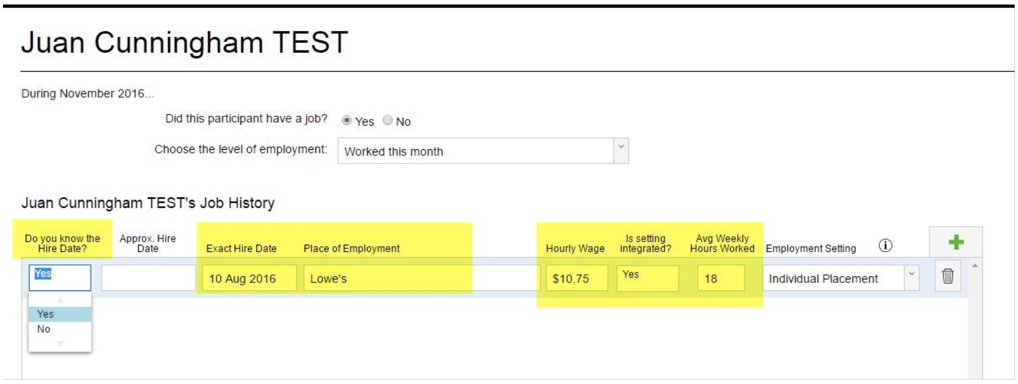
2. Choose a month
    - Click the pencil icon to complete that survey
    - Complete November 2016 first
    - Surveys for a given month are due by the 10th the following month.



3. Answer the survey questions, using the "Next" buttons as they appear to progress throughout the survey:



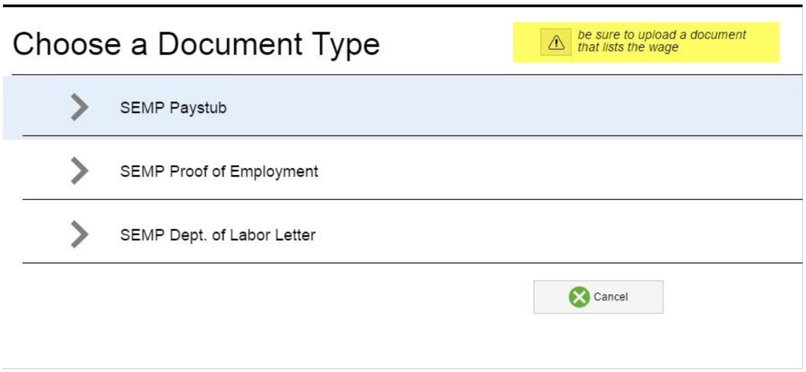
- Did the participant have a job in Nov 2016? yes/no
  1. Choose No to record a termination in the month of Nov 2016
  2. Choose No to record the case where the person didn't work but received job development services
  3. Choose Yes if the person worked in Nov 2016:
     - Enter data about any job(s) the participant has



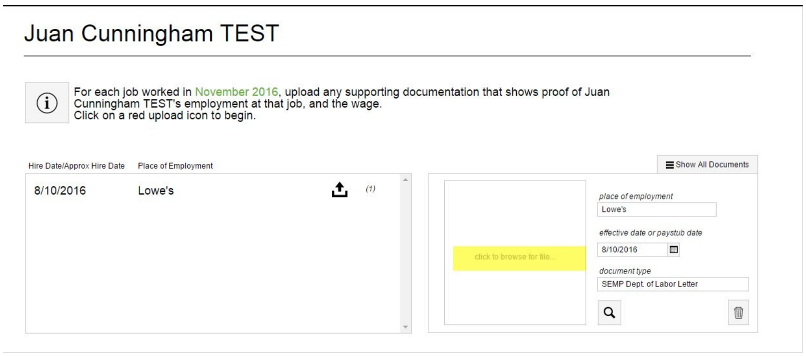
     - The "Next" buttons will light up based on the answers to the questions
     - After you enter Job info and click the Next button, your job entries are checked for completeness
  4. Did the participant terminate a job in Nov 2016? yes/no
     - If "Yes", fill out the Job data (place employed, etc.) and provide a termination date (*even if it is before Nov 2016)
  5. Does the participant want a job?
     - Choose Yes to indicate you're still developing/coaching
     - Choose No (*and alert their Support Broker so they may remove from their budget)

4. Upload documentation of participant's employed status:

- For each job upload at least 1 piece of documentation:



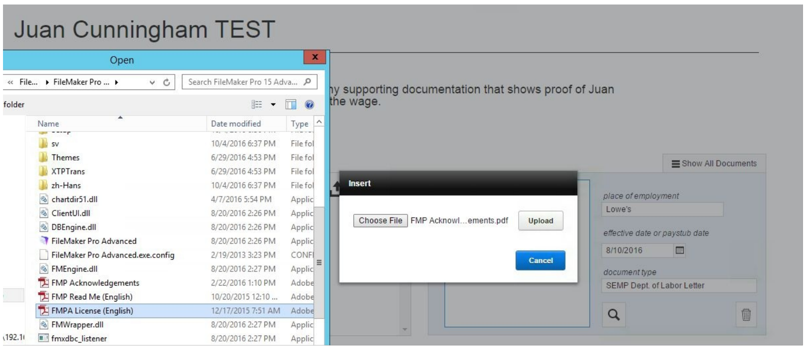
- Click the box to choose document from your computer to upload:



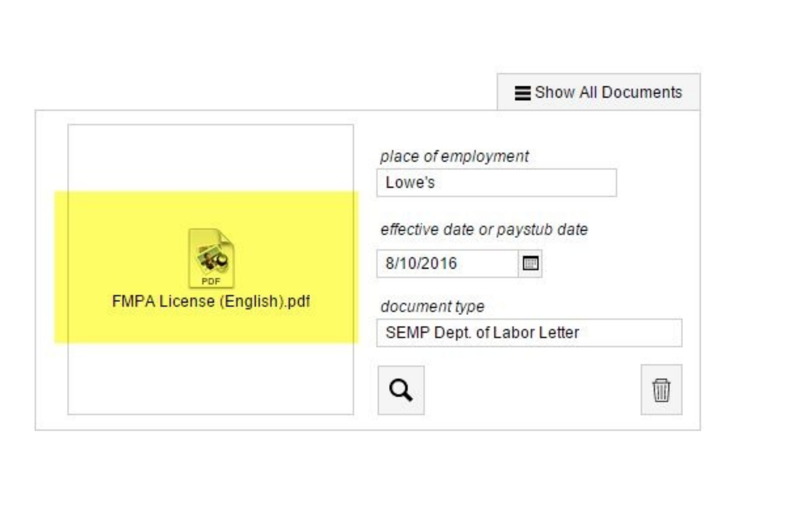
  - **You don't need to upload a paystub every month; you only need to upload one paystub**

- **to prove the employment**
  - **You need to upload a new paystub whenever the rate of pay changes, for instance, when the minimum wage changed on Jan 1, 2017.**

- Browse to the file you want to upload. You may upload a picture or a PDF

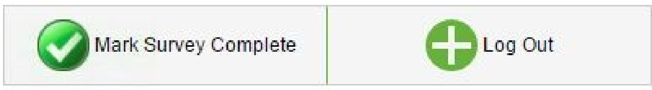


- Click **Upload** and you'll see the file in the box:

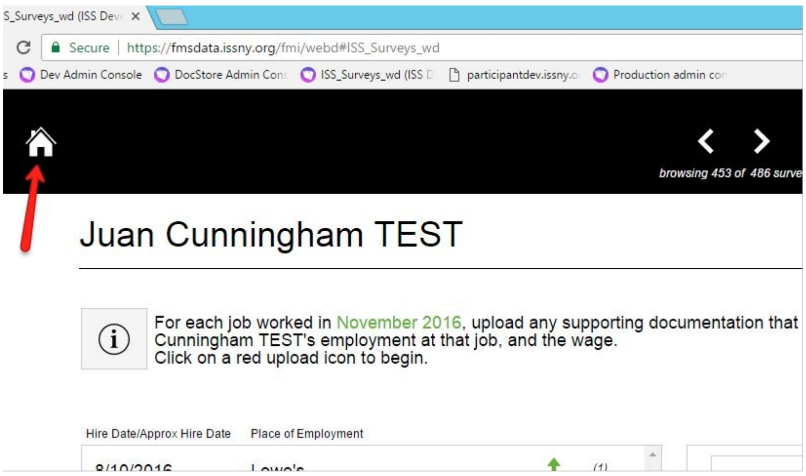


- Click the magnifying glass to see your document in a larger window

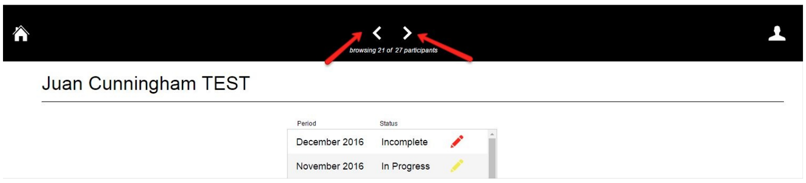
5. Complete the Survey, or save your work:
   - If you've completed the job(s) and uploaded documents, or if your participant has been terminated or isn't looking for a job, you can click **Mark Survey Complete**



     - You can then do a survey for another participant by clicking the Home icon to go back to your list of participants



- Alternately, you can navigate between your Participants from the list of Surveys for a given participant, using the arrows in the header



- Click **Log Out** to save your work and come back later

  - You may also use the green button found in the footer area of some screens. They work the same way

- When you log out before completing, the survey you were workin on will be marked as "In Progress".