

Supporting the 21st Century Employment Specialist

Chelsea Lutts, M.Ed., CESP
SPIN Employment Services, Assisting Director

Kate Taylor
SPIN Employment Services, Supervisor

POP

QUIZ

Pop quiz!

- What is the answer to this math equation:

$$100-52+78*154/.75=$$

- How long will it take to walk to the Grand Canyon from the Sheraton, Philadelphia?
- Joey has a great interest in antique books. He lives in the Fairmount area of Philadelphia. Where is the closest independently owned antique book store?
- What is the phone number of the White House?

Pop quiz!

- What is the answer to this math equation:

$$100-52+78*154/.75= 25,872$$

- How long will it take to walk to the Grand Canyon from the Sheraton, Philadelphia?

731 hours – 2,222 miles

- Joey has a great interest in antique books. He lives in the Fairmount area of Philadelphia. Where is the closest independently owned antique book store?

*Bookhaven, 2202 Fairmount Ave
Philadelphia, PA 19130*

- What is the phone number of the White House? (202)

456-1111



Did you pass?

How did you feel taking the pop quiz?

Agenda

1. Managing a Mobile Workforce
2. Managing employee/departmental productivity
3. Managing service authorizations

Managing a Mobile Workforce

- Key component of managing a mobile workforce is ensuring employees are...
 - Motivated
 - Productive
 - Satisfied
 - Validated
- Shift in traditional management style of supervising, directing, and interacting face to face with employees on a daily basis

Who is the Mobile Employee?

- Energetic
- Passionate
- Flexible
- Problem solvers
- Independent
- Creative
- Reliable
- Team player



- Intelligent
- Compassionate
- Focused
- Proactive
- Open
- Honest
- Driven
- Candid

What do mobile employees need?

- Managers who understand and adapt to changing needs of employee
- Clear expectations
- Communication
- Feedback
- Access to updated technology
 - Sharing information
 - Communicating decisions
 - Collaborating
 - Cost efficiency (mileage, office space, time)

Changing Role of Manager

- Communicating with staff
 - Set aside time to meet with each employee on a regular basis
 - Limit texting- logistics only
 - Before contacting an employee, note their schedule and choose appropriate time for conversation
 - Miscommunications can easily occur when either party is distracted or rushed
 - Manage your conversations- if phone conversation or text message becomes unproductive, schedule a face to face meeting
 - Understand employee's communication style and how they comprehend information best
 - Follow up emails about phone conversations!

Changing Role of Manager

- Limited time in the office can lead an employee to feel disconnected from or confused about departmental operations and changes
 - Schedule regular department meetings for information sharing
 - Share rationale for policies and procedures and any additional changes occurring
- A shared understanding about why something is done can make a big difference in employee buy-in

Changing Role of Manager

- Understand technology glitches, but don't let them control your department
 - Before implementing technology into department, have tech support in place
 - Pilot new technology
 - Technology hotline for issues after hours
 - Address issues as they occur and ensure they are fixed
 - Establish guidelines for reporting technology issues to manager

Tips for Managers

- **Be engaged**
 - When an employee needs support, give them your undivided attention
 - Keep communication lines open and two way
 - Provide real time feedback
 - Acknowledge a job well done
- **Embrace Flexibility**
 - If we ask employees to be flexible, managers should be flexible too!
 - On-call manager for support on weekend and evenings
 - Meet in the community
 - Visit worksites
 - Acknowledge and appreciate employee's flexibility

Tips for Managers

- Be a connector
 - Make meetings count! Prepare an agenda and let employees know time frame
 - Offer meetings twice on the same day to accommodate changing schedules
 - Give ample time for employees to plan to attend meeting (at least a week)
 - Have printed agendas to ensure information delivered is retained

#1 Tip for Managers Most Important and Most Difficult

Control vs. Competency

Cultivate teamwork, creativity, responsiveness, and
productivity

Technology in the field- iPhones!

- **Benefits**

- Employees have equal access to technology
- Devices can easily interface
- Easy communication with managers
- GPS
- Email access
- Organization contacts
- Calendars
- Internet- 4G and wifi
- Calculators
- Camera/Video Cameras
- Alarms



All of the above benefits come at no additional charge!

Technology in the field- Laptops!

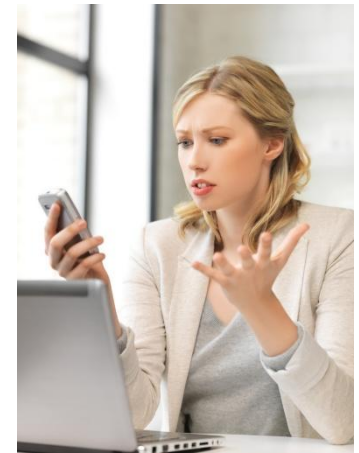
- Benefits

- Decrease drive time to office to complete clerical and operational responsibilities
- Employment Specialist can bring technology to individuals to complete applications, develop resumes and employment profiles, research businesses etc. (optimize job finding time)
 - All individuals have access to same technology
 - Personal Hot Spots can eliminate issues with internet connection- can be connected through iPhone
- Employees are not tethered to office, increases independence
- Reduces office space needed



Technology in the field- Challenges

- Phone not charged
- Lost or stolen equipment
- Network outages or dead zones
- Learning curve/varying experience using devices
- Distraction
- Sensitive information



Technology in the field- Tips!

- Provide training to all employees, regardless of their previous experience
- Use passwords on laptops and phones
- Have back-up plan to remotely remove sensitive information from equipment if lost or stolen
- Provide phone cases and laptop bags to protect equipment
- Create a Technology Use Policy
 - Establish clear guidelines about appropriate use of equipment
 - Clearly state responsibilities of employee if equipment is lost or stolen

Technology successes

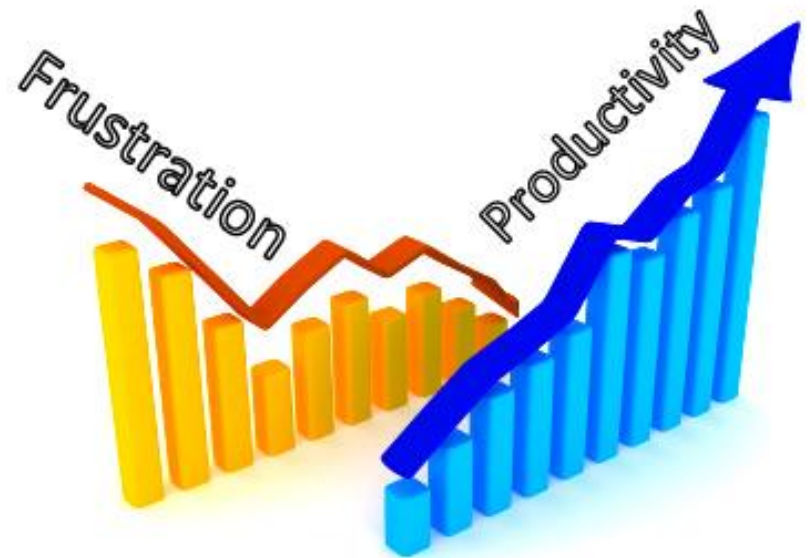
- Access to websites needed to complete documentation, travel reimbursement, emails, and organization portal
 - Decreased trips to office to use desktop computer
- Easily able to submit an application in community, directly after speaking with a manager (faster follow-up on job leads)
- Clocking in and out via phone,
 - Eliminated paper timesheets,
 - Ensures accurate count of employee hours worked
- All contact information stored and easily accessible on one device
 - Contacts can be updated through Outlook, not manually
- Created visual resumes for individuals
- APPs!
 - Time keeping, reminders, alarms
 - Low tech/low cost to high tech/high cost

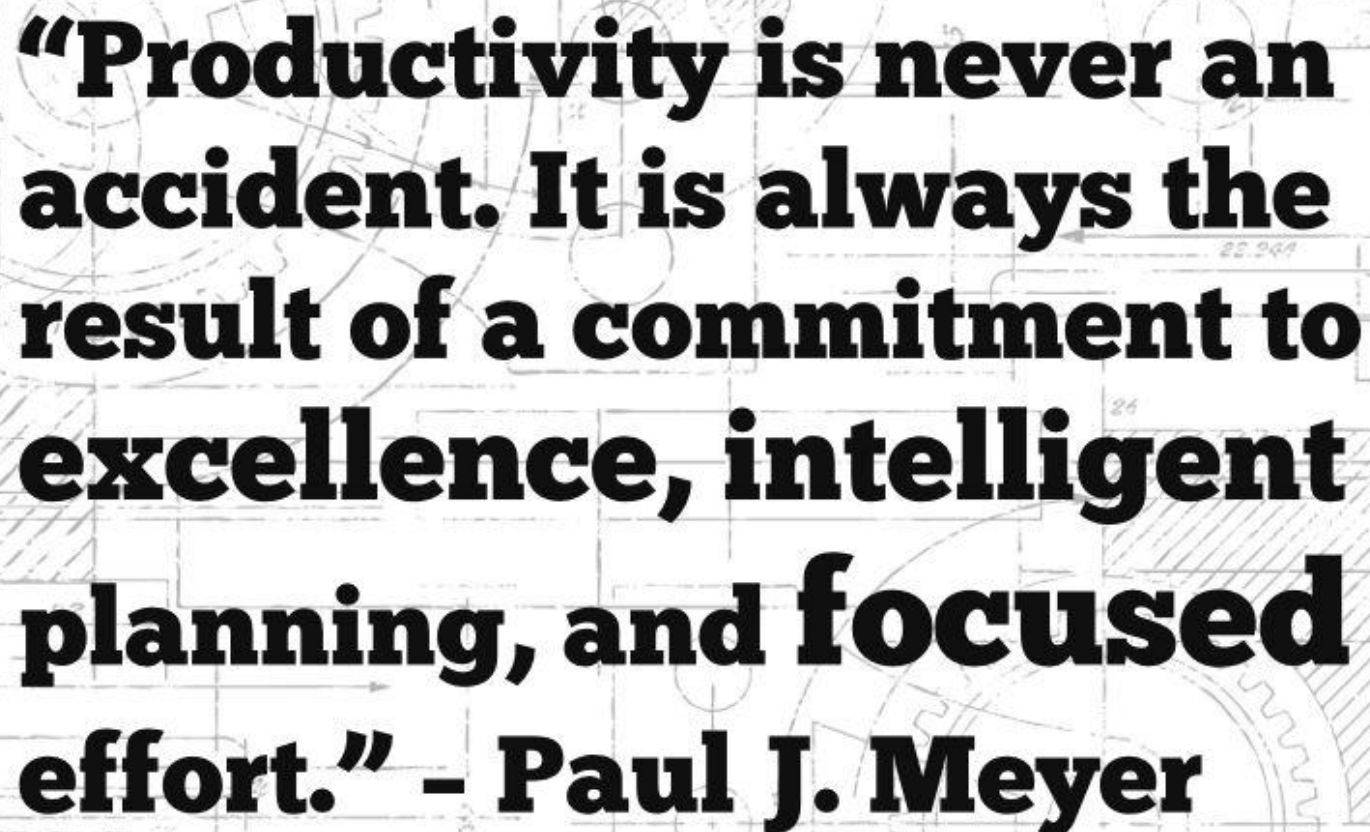
Productivity

- Set productivity standards for each employee and for the department as a whole
- Benefits
 - Helps entire department work towards a common goal
 - Clear expectations for job performance
 - Helps structure weekly schedules
 - Establishes achievable short and long term goals
 - Ensures department remains profitable throughout entire year
 - Improves employee focus

What does Productivity mean?

- Sustainability
- Solution focused
- Efficiency
- Data based decisions
- Planning
- High performance
- Resource management
- Effective business practices
- Effective use of technology
- Financial and organizational strength





“Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort.” - Paul J. Meyer

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How to determine productivity standards?

- **Considerations:**
 - Support needs of each individual
 - Total Number of hours staff can bill each year and each week
 - Staff training and vacation time
 - Travel time
 - Operational responsibilities (casenotes, team communication, meetings etc)
 - Department budget

How to manage employee productivity?

- Know current productivity
 - Update every 2-4 weeks- don't let productivity get away from you!
 - Compare productivity each time updated to gauge improvement
- Individual meetings- discuss productivity and how it has changed with employee
 - Strategize ways to improve if employee is not meeting productivity standards

Managing Service Authorizations

- Benefits
 - Organization- less stress for everyone
 - Clear understanding of individual's plan, support needs, and authorizations
 - No surprises! - working knowledge of services authorized
 - Proactive planning for new jobs and fade plans
 - Team communication about service authorization issues
 - Helps balance employee schedules and caseloads (more consistent supports)

Employment Service - Service Authorization
Employment Specialist- Chelsea Lutts

End of Fiscal Year	6/30					
Year End of Fiscal Year	2015					
Start of Fiscal Year	7/1/2015					
End of Current Fiscal Year	07/01/16					
Today	7/3/15					
Days Until End of Fiscal Year	364					
Days Occurred	3					
Weeks Until the End of Fiscal Year	52.00					
Rounded Weeks Left	52.00					
Individual:	Utilized Hou	Total Hours	Available:	Weekly Hours:	Outcome:	Location
Jane Bow	4	208	204	3.9	Development	Northeast Philadelphia
Lane Smith	3	156	153	2.9	Support	Center City Philadelphia
Megan Brooks	1	420	419	8.1	Development	Center City Philadelphia
Kerry Williams	2	350	348	6.7	Support	Northeast Philadelphia
Bob Schwartz	4	160	156	3.0	Support	Northeast Philadelphia
Brian Wells	19	150	131	2.5	Development	Northeast Philadelphia
John Brown	1	200	199	3.83	Support	Center City Philadelphia
			Total	30.96		

Service Authorizations- what to consider?

- How many weeks are left in fiscal year
- Authorized hours of service
- Is the individual looking for a job or receiving on the job supports
- What is the capacity of each employee's caseload
- Does the employee's Service Authorization tracking form meet productivity standards?

Service Authorization and Hiring

- **Most important- hire right fit staff!**
 - Look for qualified, trustworthy candidates
 - Invest in on-going training to ensure continued success of staff
 - Focus on manager support in the community and in the office
 - Set clear expectations from Day 1
- **Offer career development opportunities**
 - Helps retain high quality staff
 - Prepares staff for management roles of the future
 - Acknowledges staff's successes and gives increased responsibilities
 - In the past two years, SPIN promoted 5 employees from the Employment Services department into management positions
 - Five additional staff have been offered leadership opportunities including attending an internal leadership program, leading trainings, as well as attending external trainings and conferences

Service Authorization and Hiring

- Managers can use service authorizations and productivity standards to guide hiring practices
 - Size of caseloads?
 - Anticipate trends (new referrals, new initiative)
 - Compare individuals' hours authorized to productivity standards
 - Ensure each staff can reach productivity goals with assigned caseload

Creating Balanced Schedules

- Geographically centralized caseloads
 - Less travel time between appointments
- Balanced caseloads consisting of individuals in job finding and job support
 - Build strong relationships between individuals and Employment Specialist
 - Helps maintain productivity
- Planning schedules with manager
 - Ensures quality delivery of services while balancing clerical responsibilities
- Proactive plan for cancelations
 - Create schedule with 2-3 hours over productivity standards to accommodate for cancelations and last minute schedule changes- Stay ahead of low productivity!
 - Follow along support with another individual
 - Job development

Thank you!

Chelsea Lutts, M.Ed., CESP

clutts@spininc.org

215-698-3054

Kate Taylor, B.A.

ktaylor@spininc.org

215-698-3056