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Examples of billable activities for Supported Employment Services in SCL

John Dean

Supported Employment Notes

3-2-2009 2:50 pm – 4:00pm: Left my office at 2:15 and arrived at John's home 35 minutes later. I met with John and his mother, Mary Dean, to discuss his interview at Slocum's grocery on Wednesday. Mary will see that John has clean and pressed khaki's and a blue shirt, shined shoes and is shaved for his interview. Talked with John and Mary about the interview process, reminded John to shake hands as we have practiced, talk about why he'd like to work in the bakery stocking (John's likes to bake) and to look at the interviewer, Ms. Grainger, as he answered her questions. Also reminded John not to tell the interviewer how pretty she is; this is nice and appreciated by family and friends but not at an interview. John asked if he would get the job on Wednesday.....I said we might know that day but more than likely the interviewer would want to call his references from the resume we developed, his pastor, his neighbor, and his friend at church, and other applicants might also be interviewed. I told him we would call if we'd heard nothing by Friday, March 6. Left John and his mother at 4:00 pm and arrived at the office at 4:35, and completed the documentation

One hour (4 units) of the above time (3:00-4:00 p.m.) is billable since travel time and time to write service notes are not billable and rounding up is not permitted.

3-3-2009, 10:20 -10:30: received a call from Ms. Grainger at Slocum's grocery changing John's interview from 1:30pm to 3pm. Telephoned John and Mary to let them know the new time and let them know I would pick John up at 2:15pm.

No billable time. Documented time is not a complete 15 minute unit and they may not round up.

3-4-2009, 2pm – 4:30pm Left my office to pick up John at his home for his 3pm interview at Slocum's grocery, arrived at John's house at 2:30pm, and we left for the interview. John asked me what he should say if Ms. Grainger asked about his previous

3-4-2009 (continued): employment since this will be his first job. We talked about his helping at church during dinners, both baking and serving, and also serving at the shelter and packaging food for God's Pantry. Asked him to repeat the do's and don'ts we discussed on Monday and he did. Arrived at the store and met with Ms. Grainger. She began the interview by taking John to the back of the bakery and talking about what was prepared in the store, and what was purchased and needed only to be shelved. John was very interested and asked if the pies were made in the store or shipped in. Ms Grainger showed us the freezer where the pies are stored before baking and the commercial range where they are baked. Ms. Grainger let John know that he would be helping prep baked goods including cookies and bread, packaging, pricing and shelving baked goods. John was very excited but remembered our discussions and answered her questions appropriately. She ended the interview by shaking his hand and letting him know that she would decide by Monday. John told her that he really wanted the job. I dropped John off at his home at 4pm and returned to the office and completed the service note.

One and half hours or 6 units are billable since travel time to and from John's home and time to complete notes is not billable.

3-9-2009 10:15 am – 10:35am Ms. Grainger called to say that John can begin on Wednesday, March 11 at 8am and work Tuesday through Saturday from 8am until noon. She asked that we come into the store to complete the I-9 and other paperwork and pick up his shirts and hat on Tuesday at 2pm. Called John and Mary; Ms. Grainger had called John first.....he is very excited.

Fifteen minutes or 1 unit is billable.

3-10-2009 2pm –4:20pm: Picked John up at 2:30pm and helped him complete the paperwork at Slocum's, picked up his shirts and hat to be worn with khaki's and sneakers or other comfortable shoes. Talked with Ms. Dean who will drop John off and pick him up while he is training, and then when he has permanent hours, I will help him learn the bus route. I will pick John up on Wednesday and meet him at Slocum's the rest of the week. Dropped John off at home at 4:20, and returned to office by 5:00.

7 Units are billable (2:30-4:15), travel time to go to John's house and to return to the office from John's house is not billable and may not be rounded up.

3-11-2009 7:00am – 1:15pm: 7:30-12:30 Picked up John and drove him to Slocum's grocery.

Talked with John about clocking in at the station at the front of the store by scanning his new ID card and remembering to always have it with him. Complimented him on how nice he looked in his uniform. We clocked in and went to the bakery. John met his co-workers Wendy and Sam and immediately began to help Sam package cooled cookies after washing his hands and putting on plastic gloves. Sam priced the cookies and he and John stacked them on the table in the deli-bakery. Sam let John know that they shouldn't get in a big hurry and drop the cookies because the cookies would have to be discarded, and the mess cleaned up. John wanted a cookie and Sam let him know that he could have one cookie on his break but could not eat while he was working. We watched a DVD about the baking operation at Slocum's which included safety tips, and I asked for a copy for John to watch at home. John took his break at 10:30 for 15 minutes and spent the rest of the time helping Wendy mark down day old bread and rolls and rearranging stock for room to add the baking bread and rolls. John remembered to clock out at 12:00 after he completed his shift. John was quite excited about his first day at work and we discussed how it went on the ride home to John's house arriving at 12:30. I returned to office by 1:15.

20 Units are billable (7:30-12:30). The time driving to John's home, 7-7:30, and returning to the office from John's home, 12:30-1:15 is not billable time.

3-16-2009 6:30-8 am; 9:30 am – 1:30 pm: Met John at home at 7:00 to begin training to ride the bus to work. Walked two streets over to Popular Street to the bus stop and waited for the bus. John scanned his bus pass and we rode the eight blocks to Slocum's. John is learning to package pies this morning after helping Wendy straighten the bakery displays and mark down as needed. I left to return at 9:30 when the pies have cooled. Worked with John and Wendy to package pies; John got the containers and lids from storage and stacked them on the bakery table. Wendy showed him how to set the pies into the container, to tape the lid, and place the label. John had trouble placing the labels because they are several inches long and very sticky, but managed to place the labels correctly after the second batch of pies. John completed his shift at 12:00 and we went to McDonald's for lunch from 12:15-12:45 before catching the bus home and walking the last two blocks. During the bus ride, I helped John identify the block with the house on the corner with the lavender door where he gets off. John arrived home at 1:30 after he successfully followed directions from the bus stop to his home.

7 total units from 7:00-8:00 and from 12:45-1:30 are billable as bus training. 14 total units for on-the-job training from 8:00-9:00 and from 9:30-12:00 are billable. Time spent eating lunch is not billable.

3-18-2009 John's case manager, Tim Smith, invited me to his ISP meeting on Friday, 3-27 at 2pm at his home.

No billable time.

3-25-2009 2:30-5:15pm Drove to John's home and arrived at 3:00 in order to drive him to a meeting at the grocery store that began at 3:30. John was nervous about the meeting during the drive and we talked about that. We are meeting with Mary, Tim, and Wendy to discuss two problems he's having at work. Generally, John is doing well at his job at Slocum's. He has learned to package and label pies, cakes and cookies, to straighten bakery shelves, and has begun to interact with customers. John got upset yesterday when Wendy asked him to return to work after he followed a friend from church over to the vegetable aisle, talking and left the cart with packaged cookies in the middle of the department. Wendy called me and we talked with John and he finally understood that he created a safety hazard and also potentially annoyed a customer. We developed an outcome for his ISP meeting next week to maintain employment by speaking to but not engaging in conversations with friends at the grocery store, remembering to clock in and out since he's forgotten to complete this 3 times in 3 weeks, and not going for coffee at McDonald's and forgetting to be on time for work which has occurred twice when he got to the bus stop early and caught an earlier bus. Meeting ended at 4:15 and I drove John home from the meeting arriving at 4:45. During the drive, John and I talked about how the meeting went. He was sure he would be able to remember how to attend to his job better than before.

3:00-3:30 and 4:15-4:45 (4 total units) are billable for driving John to and from the meeting. 3:30-4:15 (3 units) are billable for the actual meeting time because this meeting was to discuss work related issues. A total of 7 units would be billable.

3-27-2009 2pm – 3pm Attended John's ISP meeting and discussed the objectives we developed on the 25th.

No billable units as ISP meetings are not billable.