

NYSED COVID-19 Temporary Guidance

March – April, 2020

Questions & Responses from Case Manager Training webinar, April 23, 2020

1. What would be the appropriate action for a student who I suspect to be in an emotionally abusive home situation?
 - a. Refer the student to a community organization that provides services to individuals experiencing domestic abuse. If you believe the situation is dire, report the situation to the police.
2. Can we record a video and upload it? I ask, because some of the students may not be available during the time I hold the meeting.
 - a. You can do that but it would not count as contact nor as synchronous contact time.
3. Do students need a TIN number in order to apply for EIC?
 - a. We do not know, that would be research the case manager can complete.
4. Define "contact." Contact is only made when a student responds to attempts, correct?
 - a. Yes, the student must respond.
5. For EPE reimbursable, do new CM codes need to be created containing COV in title?
 - a. Yes, case manager classes need to be created under the COVID-19 Temporary Guidance.
6. How do we get the forms - we need to use?
 - a. All forms are posted to the Accountability website and every RAEN website.
7. So, telephone calls are also being recorded as contact hours?
 - a. No, telephone conversations with students are considered contact with students and would be counted on the contact document. They do not count as contact hours in ASISTS.
8. Is there a process for vetting services that we refer students to?
 - a. Case managers should be sure the agency is one they are familiar with and have confidence in the agency's services.
9. Please clarify - for the month of April, we are using the tracker beginning tomorrow?
 - a. Reporting for Case Management services during COVID-19 Temporary Guidance begins April 23, 2020
10. No new course codes are needed, correct? Just submit the forms?
 - a. For WIOA and ALE, no new codes are needed. For EPE, a new class code to record synchronous contact hours needs to be created.
11. Most Adult Ed divisions operate with part-time per diem Instructors. That said - if 10 students receive 3 hours per week of Tutoring is the Instructor than paid for 30 hours?
 - a. How a case manager is paid is left up to the program manager and employer, please contact your immediate supervisor for this information.
12. Just to clarify how do you define FT...35 hours? 30 hours?

NYSED COVID-19 Temporary Guidance

March – April, 2020

Questions & Responses from Case Manager Training webinar, April 23, 2020

- a. That is up to the employer to determine, not NYSED.
- 13. Is there a method in place for CBOs to share identified resources? Interestingly enough many of the issues that you are discussing are issues that staff may be dealing with (in addition to our students)
 - a. These resources will vary by region so there is no plan for storage at this time.
- 14. Are you requiring us to backtrack for the month of April?
 - a. Reporting for Case Management services during COVID-19 Temporary Guidance begins April 23, 2020
- 15. Would pre-class discussions count as contact?
 - a. It is unclear what is meant by this.
- 16. Would class discussions count as contacts?
 - a. No, they would not.
- 17. We have external partners providing virtual workshops in partnership with our team, focused on many of the priority issues mentioned. Are we able to count this as well?
 - a. No, only the work being done by the NYSED funded agency can be counted.
- 18. How do we get this form? Do we create them?
 - a. They are all posted on the Accountability website and each RAEN website, these forms cannot be altered.
- 19. Just to be clear...the 3 hours of Case Management Synchronous meetings are separate from the instructional time our students may be engaged in
 - a. Yes, that is correct, case management meetings need to be addressing concerns that impact our students and their family's lives.
- 20. Can we record a video and upload it? I ask, because some of the students may not be available during the time I hold the meeting.
 - a. No, that is a great resource for students but it will not constitute case management contact hours.
- 21. Please send the power-point as a resource to us as case managers
 - a. The PowerPoint and attendance documents have been uploaded to the Accountability website: <https://adult-education-accountability.org/>
- 22. If a Case Manager joins the on-line classes to help support the teachers and students in their own on-line learning... would that count as case management?
 - a. No, it would not.
- 23. Do we enter anything into ASISTS or just use the form?
 - a. The data from the attendance document for EPE funded programs is to be entered into ASISTS. WIOA program managers will upload the documents to the Accountability website.

NYSED COVID-19 Temporary Guidance

March – April, 2020

Questions & Responses from Case Manager Training webinar, April 23, 2020

24. Are we supposed to create “covid” tagged CM courses in ASISTS for synchronous CM? Or use what they have?
 - a. Yes, you should create new classes marking the COVID-19 Temporary period.
25. The synchronous contact for 3 hours a week, just to clarify it needs to be done every week?
 - a. Programs MAY offer it every week to students but it is not required.
26. Would you be able to pass along some of the places where our students can access free masks?
 - a. It is the responsibility of each case manager to seek out these resources within their own community. The local health department may be of assistance with that information.
27. Can we use Edmodo to communicate with students?
 - a. We are not familiar with that product.
28. Will there be lead time before going back to in person? Will the state have requirements requiring Adult Education programs to take temperatures, wear masks, etc like the guidelines are proposed for reopening.
 - a. This is not information that we have at this time.
29. For these CM Instructional Meetings, could we invite a referral partner to join in and provide a q and a session?
 - a. Yes, but the Case Manager must facilitate the entire time.
30. Can a small program, can case management synchronous meeting be qualified as a 1-to-1 telephone call? Rationale: One-third of students are without to online access.
 - a. Case managers can connect with students by phone but that is not considered a synchronous meeting.
31. IT support for ability to connect to meetings and classes - is case management
 - a. Case managers should contact their program manager for guidance on technology availability.
32. Is that 3 contact hours per 1 FTE case manager?
 - a. No, any case manager in any portion of FTE assignment MAY have the ability to provide up to 3 hours per week. This is not a mandate, this is an OPTION that case managers can provide. We suggest you work with your program manager to decided your next steps.
33. If I call a student and they don't pick up, does that count as a contact?
 - a. No, if you do not make contact with the student then it does not count as contact.
34. The Case Management for WIOA and ALE Program form is for ANY communication, not just the CM Instructional Meetings.

NYSED COVID-19 Temporary Guidance

March – April, 2020

Questions & Responses from Case Manager Training webinar, April 23, 2020

- a. There are two documents for WIOA and ALE programs, one is to collect the synchronous meeting time and the second document collects the contact made with students via phone, email, text, Facebook, or other.
35. We are emailing hundreds of students. Every month we have to write all their names?
 - a. Yes, if your program would like credit for those contacts.
36. To be clear, 3 hours/ wk per Case Manager, not per student for each Case Manager?
 - a. The synchronous meeting is meant to include multiple students.
37. Just to be sure, does this mean that we should use this form for all WIOA and ALE case management instead of using the attendance form for instruction? We had originally thought we needed to use a duplicate instructional form for case management. How do we report case management prior to 4/23 or so we not report that? Thanks.
 - a. Reporting for Case Management services during COVID-19 Temporary Guidance begins April 23, 2020.
38. All of the other calls I've made prior to today in April will NOT be recorded on the April sheet?
 - a. Reporting for Case Management services during COVID-19 Temporary Guidance begins April 23, 2020.
39. OACES has been documenting all case management from day 1 of the COVID-19 crisis. All the exact contact data reflected in the NYSED report shared today is included in our documentation. Can we submit that data on the report at month end?
 - a. Reporting for Case Management services during COVID-19 Temporary Guidance begins April 23, 2020.
40. The # of times of contact: is this when we send them a message or when they respond to us?
 - a. The student needs to respond, if you do not make contact with the student then it does not count as contact.
41. If we were tracking our hours prior to today, could we record it on the document? We started tracking after the March 30 date.
 - a. Reporting for Case Management services during COVID-19 Temporary Guidance begins April 23, 2020.
42. 3 hours of synchronous case management is optional for WIOA.ALE?
 - a. Yes, it is optional for all programs but advised if possible.
43. Are the three hours of case management included in the 3 hours max of synchronous instruction for EPE (Tutorial class), or are they three separately noted

NYSED COVID-19 Temporary Guidance

March – April, 2020

Questions & Responses from Case Manager Training webinar, April 23, 2020

- hours... so a total of 6 hours of synchronous contact time max per student (3 tutorial with the teacher + 3 contact hours with the case manager)?
- a. They are separate, both are available to students.
44. Are WIOA case management hours recorded in .50 hour increments - like EPE hours are?
- a. Yes, under the COVID-19 Temporary Guidance.
45. Do all synchronous meetings need to be recorded for verification?
- a. No, they do not.
46. How does data get entered into ASISTS? (Catherine Connolly)
- a. A class code is created for COVID-19 Case Management.
47. Can the case management and attendance sheets we upload to the accountability site be an excel document? People on Macs had problems with the PDF document for attendance.
- a. No, the fillable form must be uploaded to the accountability site. These documents are already linked to a predetermined Excel document. b
48. Please write the accountability website
- a. <https://adult-education-accountability.org/>
49. Will you have some intake docs you can share? Or RAEN or LNY could share?
- a. There is no opportunity for intake during the COVID-19 Temporary Guidance period, for new students, the fillable ISRF is the only document necessary. This is already posted on the Accountability website.
50. Does EPE hours go into Asists for contacting students?
- a. No, there is no time entered into ASISTS for contacting students.
51. Can a program manager act as case manager?
- a. Yes, if the program manager is paid as a case manager on the budget for the project.
52. If you are performing Case Management through an incarcerated setting, can we work through the program manager working in the jail as we cannot contact the inmates directly?
- a. No face to face contact by literacy staff is permitted.
53. Will we get the case management forms from RAEN directors?
- a. Yes, all RAENs have been sent the PowerPoint and the forms, they are also posted to the Accountability website.
54. For programs working with incarcerated students, can we contact them via paper with written responses back from them? I am envisioning a questionnaire that would cover the 10 areas and allow students to ask questions about information they made need. I could then put together information and send it in to them. Would this count?
- a. It would count as contact, not as reimbursable contact hours.

NYSED COVID-19 Temporary Guidance

March – April, 2020

Questions & Responses from Case Manager Training webinar, April 23, 2020

55. We will need a new course code for entering time in ASISTS for synchronous EPE reimbursement?
- Yes, using the COVID-19 ASISTS guidance.
56. If you have both WIOA Area 1 and EPE funding, what is the target FTE?
- The FTE case management is a requirement in both those funding sources. The WIOA contract will include the FTE portion and the EPE application would include the FTE for case management.
57. Can't students be coded both EPE and WIOA? For reporting purposes we have also been told that EPE trumps WIOA.
- COVID-19 Temporary Guidelines for EPE will trump those of WIOA.
58. Students haven't been able to get devices because they don't have Osis numbers in adult ed. Will our students be able to get devices?
- Please check with your program manager, we do not know anything about Osis.
59. Gov. Cuomo has indicated that the re-opening of NYS may take place on a regional basis. Will the adult lit. wing of SED adjust regulations to reflect those regional changes?
- That information will be shared when it is made available.
60. Where do we find those resources?
- Each case manager should already know (if they have been working in case management capacity) the resources within their community. Now they would need to update that list based on whether those resources are currently open and operating.
61. Should contact hours from a synchronous case management meeting be recorded on the class attendance sheets that are uploaded to the NYSED accountability page each month? If not, how should we monitor & report these contact hours?
- Yes, for WIOA and ALE programs the attendance documents must be given to the program managers who will then upload them to the Accountability site.
62. Is the EIC something available to immigrants without legal status? What do you recommend best ways to support immigrant population without legal status?
- We do not know the criteria for Earned Income Credit, that is something a case manager should research.
63. I am not sure if I miss-heard. The Synchronous Case Management Instructional Meeting is a max of 3 contact hours per week. Is that also per student? For example is 2 hours with one student, and 3 hours with another student within' one week acceptable?
- The synchronous meetings are meant to be with groups of students.
64. This is for ALE as well although the requirement does not begin until next FY?

NYSED COVID-19 Temporary Guidance

March – April, 2020

Questions & Responses from Case Manager Training webinar, April 23, 2020

- a. That is correct, this webinar was optional for current ALE funded programs.
65. Where do we list the student outcome? How are we tracking reaching the goals for the students?
- a. Literacy Zones would continue to track outcomes in ASISTS. Other programs are not required to track referral outcomes.
66. How /can we count contact with referral agencies when talking about students... with releases of information in place.
- a. Case managers should be referring students to resource agencies, case managers should not be discussing student information with referral agencies.
67. But there was no field which lists specific outcomes, ie. health, financial etc.
- a. Literacy Zones are the only program that must track the categories.
68. We have been monitoring all of our contacts with participants. May we record on the accountability form those made in the month of April prior to today?
- a. Reporting for Case Management services during COVID-19 Temporary Guidance begins April 23, 2020.
69. If we have been using a Excel version of an attendance document can we use that or does this document trump that?
- a. Programs must use the documents that were shared during the webinar and have been posted to the accountability site and on all RAEN websites.
70. Maximum 3 hours per week per case manager....is that per student?
- a. The synchronous case management classes are meant for groups of students.
71. If some information is posted to a google classroom will that count for Case Manager credit
- a. No it will not.
72. So the case manager will need to be set up with a code in ASISTS?
- a. They have always needed a class code in ASISTS, however now that code will include the COVID-19 reference.
73. Are only synchronous epe hours going into assists
- a. Yes, that is correct.