



NYSED Case Management During COVID-19 Temporary Guidance

The background features a large, abstract graphic composed of overlapping circles and segments in various shades of red and white. The text is centered within a dark red circular area.

Robert Purga

NYS Director

NYSED/Purga COVID-19 Temporary Guidance

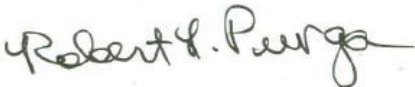


THE STATE EDUCATION DEPARTMENT / THE UNIVERSITY OF THE STATE OF NEW YORK / ALBANY, NY 12234

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March 20, 2020

TO: All NYSED funded adult education programs WIOA, ALE and EPE

FROM: Robert Purga, Director, ACCES Adult Education Programs 

SUBJECT: COVID-19 Guidance

This memo provides revised guidelines for NYSED State and Federally administered adult education programs to provide the maximum allowable flexibility in providing continuity of learning and student engagement for adult education programs. The major priority is to provide flexibility for and support for online learning now that face-to-face classes have become unavailable across the State. We will provide additional webinars for Employment Preparation Education (EPE) training and Adult Literacy Education (ALE) and Workforce Innovation and Opportunity Act (WIOA) specific policies and steps in the coming

AGENDA

- **Understanding Case Management in Adult Literacy Education**
- **Synchronous Case Management Opportunities**
- **Literacy Zone Expectations**
- **Outreach to Students**

Case Management Required Metrics in Adult Literacy

**WIOA (Program
Area 1, 2, and 3)
Funded
Programs:**

**1 FTE Case
Manager for
every 200 active
students**

**WIOA Literacy
Zones (Program
Area 4) Funded
Programs:**

**1 FTE Case
Manager for
every 100 active
students**

**EPE Funded
Programs:**

**1 FTE Case
Manager for
every 600 active
students**

**ALE Funded
Programs
(beginning
7/1/2020):**

**1 FTE Case
Manager for
every 200 active
students**

Understanding Case Management in Adult Literacy Education

What has not changed:

Case managers are still responsible for referring students to community resources in 10 categories:

- **Health Literacy;**
- **Financial Literacy;**
- **Family Literacy;**
- **School Relations;**
- **Functional Literacy;**
- **Social Services;**
- **Community Outcomes;**
- **Workforce Readiness;**
- **Legal Services; and**
- **Citizenship.**

Understanding Case Management in Adult Literacy Education

Critical Distinction:

Case Managers must **REFER** students to community resources

Primary First Step, finding resources within your community:

- What is open currently?
- How do they access resources?
- Is there any access to free Broadband in your region?
- If so, how do students access it?
- How do they communicate with you? With these resources?

Health Literacy

Refer
Students

- **Those with no Primary Physician, is there are clinic in your community?**
- **What do they do if they need medication, is there a place in your community where they can get it?**
- **Are they on Medicaid? Do they qualify for Medicaid? How do they apply for it?**
- **Do they understand how to manage the COVID-19 virus?**
 - **Where can they go to be tested?**
- **Have they experienced this in their family, if so, how are they managing the distancing?**

Financial Literacy

**Refer
Students**

- **Have they lost their job?**
- **Are they working from home?**
- **Have they applied for unemployment?**
- **If undocumented, how do they find assistance?**
- **If essential workers, who cares for their children?**
- **Do they know how to protect themselves as much as possible?**

Family Literacy

**Refer
Students**

- **Do they have children at home?**
- **Are they helping them with schoolwork?**
- **Do the children have special needs?**
- **Do they know how to get the free breakfast and lunch that is available?**
- **Have they explained to their children how to avoid the virus?**
- **Is someone home with the children during the day?**

School Relations

Refer
Students

- **Are they hearing from their children's teachers?**
- **Do they know how to contact the schools/teachers?**
- **Do they have the materials the children need to do their work?**
- **Is there technology available from the school?**

Functional Literacy

Refer
Students

- **Do your students own a thermometer?**
 - **Do they know how to use one?**
 - **Do they know what their body temperature is supposed to be?**
- **Do they know the symptoms they should watch for?**
- **Do they know what to do if they think they have symptoms of the virus?**

Social Services

Refer
Students

- **Where do they get financial assistance?**
- **Where and how do they apply for food assistance?**
- **Are there food banks open in their community?**
 - **What hours are they open?**
 - **Who is eligible?**
- **Do they have to pay their rent? Is it being excused/delayed?**
- **Where else in the community can they receive assistance?**

Community Outcomes

Refer
Students

- **Where are places that are safe for them to go?**
 - **Parks**
 - **Stores**
 - **Beaches**
 - **Public areas**
- **Are they helping neighbors?**
- **Do they check on their elderly family members?**

Workforce Readiness

Refer
Students

- Have they received their stimulus relief payment?
- If not, how do they check on the status?
- How do they inquire and where?
- If they have been laid off, have they applied for unemployment insurance?
 - Are they eligible?
 - If not, what other suggestion might there be?

Legal Services

**Refer
Students**

- **Domestic abuse?**
- **Child abuse?**
- **Eviction?**
- **Essential services?**
 - **Electricity**
 - **Water**
 - **Phone service**

Contact with Students in WIOA/ALE and EPE funded programs

Will not record actual time with students, only the fact that you had successful contact with them:

- **Phone**
- **Text**
- **Email**
- **Facebook**
- **Other**

Primary mission for Case Managers during COVID-19

- **stay in touch with students,**
- **calm fears,**
- **identify needs,**
- **refer to community resources**

Case Management Synchronous meetings in WIOA, ALE, and EPE funded programs

Case Managers during COVID-19 Temporary Guidance period may schedule dates and times to offer case management type instructional offerings to students.

Synchronous Case Management Instructional Meetings with Students

**Maximum 3
contact hours per
week per Case
Manager**

Examples:

- Completing an unemployment application
- Completing an application for food assistance
- Applying for the Earned Income Credit (IRS)
- Keeping themselves and family members safe

Case Management Contact WIOA/ALE Programs

NYSED COVID-19 Temporary Guidance

Case Management for WIOA and ALE Programs

Program Manager: Jane Manager

Case Manager: Rosemary Matt

Month of Service: April May June (select one)

| Student Name | # of Times Contacted by Phone | # of Times Contacted by Text | # of Times Contacted by Email | # of Times Contacted by Private <u>FaceBook</u> Message | # of Times Contacted by some other electronic means |
|------------------|-------------------------------|------------------------------|-------------------------------|---------------------------------------------------------|-----------------------------------------------------|
| <u>Aris Bird</u> | 4 | 3 | 3 | 0 | 0 |
| Michael Morris | 2 | | 1 | 1 | 0 |
| Robert Mills | 0 | 0 | 7 | 0 | 0 |
| | | | | | |

Case Management Contact WIOA/ALE Programs

This document, when completed, should be uploaded to the Accountability website at the conclusion of each month during the COVID-19 Temporary Guidance.

<https://adult-education-accountability.org>

Case Management Synchronous Contact WIOA/ALE Programs

This document, when complete, be uploaded to the Accountability website at the conclusion of each month during the COVID-19 Temporary Guidance.

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Case Management Individual Contact in EPE Programs

These documents must be submitted to the program manager on a monthly basis. Program managers will retain for verification purposes

Case Management Synchronous Contact EPE Programs

**These data must be entered into ASISTS and these
contact hours are EPE reimbursable**

Synchronous Case Management Instructional Meetings with Students

**Maximum 3
contact hours per
week per Case
Manager**

Examples:

- **Completing an unemployment application**
- **Completing an application for food assistance**
- **Applying for the Earned Income Credit (IRS)**

Program Questions

Case Manager Training

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Questions

Feedback

