Robert Purga
NYS Director
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

- 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

- 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?

Refer Students
Family Literacy

• 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

- 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

- 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

- 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

• 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

• 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

- 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
<table>
<thead>
<tr>
<th>Student Name</th>
<th># of Times Contacted by Phone</th>
<th># of Times Contacted by Text</th>
<th># of Times Contacted by Email</th>
<th># of Times Contacted by Private FaceBook Message</th>
<th># of Times Contacted by some other electronic means</th>
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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 X May ___ June ___ (select one)

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<thead>
<tr>
<th>Student Name</th>
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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

| Student Name | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | Total |
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https://adult-education-accountability.org
Case Management
Individual Contact in EPE Programs

NYSED COVID-19 Temporary Guidance

Case Management for EPE Programs
This document is used to track contact made individually between EPE-funded Case Managers and students. This document should not be used to collect time spent in synchronous instructional activity.

Program Manager: ____________________________
Case Manager: ______________________________
Month of Service: April [ ] May [ ] June [ ] (select one)

<table>
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<tr>
<th>Student Name</th>
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These documents must be submitted to the program manager on a monthly basis. Program managers will retain for verification purposes.
### Case Management for EPE Programs

**SYNCHRONOUS INSTRUCTIONAL MEETING ATTENDANCE**

**Program Manager:** [Name]

**Case Manager:** [Name]  

**Case Manager Signature:** [Signature]

**Month of Service:**
- April [ ]
- May [ ]
- June [ ]

| Student Name | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | Total |
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### NYSED COVID-19 Temporary Guidance

**Case Management for EPE Programs**

**SYNCHRONOUS INSTRUCTIONAL MEETING ATTENDANCE**

<table>
<thead>
<tr>
<th>Program Manager: ABE Literacy Program</th>
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<tbody>
<tr>
<td>Case Manager: Rosemary Matt</td>
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<td>Month of Service: April X May ☐ June ☐ (select one)</td>
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| Student Name       | 1  | 2  | 3  | 4  | 5  | 6  | 7  | 8  | 9  | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | Total |
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| Atis Bird          | 1.5| 3  |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | 4.5 |
| Angela Wright      | 3  |    | 2  |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | 5.0 |
| George Barns       | 1  |    |    | 3  |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | 4.0 |

Case Manager Signature: [Signature]

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**Note:** The red circle highlights the total for the table.
Case Management
Synchronous Contact EPE Programs

NYSED COVID-19 Temporary Guidance

Case Management for EPE Programs

SYNONCHRONOUS INSTRUCTIONAL MEETING ATTENDANCE

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<tr>
<th>Program Manager:</th>
<th>Case Manager:</th>
<th>Month of Service:</th>
<th>Case Manager Signature:</th>
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All EPE attendance data is entered into ASISTS in HALF HOUR INCREMENTS

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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

Marisa Boomhower
Marisa.Boomhower@nysed.gov

Rosemary Matt
Rosemary.Matt@cayuga-cc.edu
Questions

Feedback