



Provider's Manual

2021-2022

 **enhancEd**
SERVICES

Welcome Enhanced Provider,

Standing at the threshold of the 2021-2022 school year, a surge of confidence and anticipation envelopes our team. We're confident in the power we possess as a leading special education agency with top-of-the-line providers and we anticipate the magic our power will work on young students this school year.

As an Enhanced provider, you bring proficiency and expertise to our workforce. Your passion and knowledge are invaluable and fuel incredible results. Your professionalism and work ethic multiply your value as a team member and ultimately make our agency be what we've come to be.

Please take the time to review the content of this manual, since it will ensure a unified approach to our educational mission. We ask that you adhere to the protocol and procedures set forth. Know that our office staff and supervisors are always ready to address any questions that may arise.

Armed with know-how and collaboration, we embark to achieve – and surpass, our mission.

Together, we've got what it takes to do what we do best: enhance.

Sincerely,

Cheskel Klein

CHESKEL KLEIN, CEO ENHANCED SERVICES

The background is white and filled with various light-colored geometric shapes and symbols, including triangles, circles, squares, and wavy lines. A prominent red rounded square is centered on the page, containing the text in white. The text is arranged in four lines, with the first line being the longest and the last line being the shortest.

**Work
smarter,
not
harder.**

Protocols

LEGAL REQUIREMENTS

Providers are required to present proper licenses and to submit all necessary legal documents as requested, prior to beginning services. Throughout the year, information, documents and signatures must be provided when requested.

TIMELINESS

Please be sure to attend sessions as per scheduled timings. Ensuring that your student receives full sessions is a crucial part of your responsibilities.

ABSENCE

If you will be unable to attend sessions for an extended period of time, please notify our office and your supervisor via email. Advance notice would be appreciated when possible.

DRESS CODE

We ask that you adhere to the dress code of your work environment.

CULTURAL SENSITIVITY

Please be culturally sensitive to your work environment. Books and materials should meet standards and electronic devices should not be used unless approved beforehand.

SUBJECT MATERIAL

We trust that, as an Enhanced provider, the material you teach is of the highest caliber - both academically and culturally. Our team of hand-picked supervisors are always available to provide guidance and direction.

**PERSONAL
MATTERS**

Please keep your cell phones off and refrain from tending to personal matters during sessions unless urgent. Remember that students must be supervised at all times.

CONFIDENTIALITY

To maintain stringent confidentiality, student information should never be shared with others. When necessary, details can be discussed with people directly involved in your student's case only.

**PARENT
COLLABORATION**

As the caretakers of their children, it is your duty to be in touch with parents regarding their child's development and progress. Aside for the trust you will build by collaborating, teamwork between home and school is vital for student success. Please reach out to parents on a monthly basis for a short phone conversation.

**PROVIDER
COLLABORATION**

Keeping others professionals involved in your student's case in the loop, will form another link in the chain of success. Make student progress be a joint effort by consistently updating your supervisor and team members of developments.

**SCHOOL
COLLABORATION**

Another team you should constantly be in touch with is school staff. Discuss all issues and progress with your student's classroom teachers and principals. Doing so will provide benefits on both ends and it will clarify a future plan of action.

**PROFESSIONAL
DEVELOPMENT**

In our pursuit of keeping providers on the forefront of the educational field, we periodically offer in-depth training. Look out for notifications about these enlightening events.

Procedures

CASELOADS

You will be notified about new caseloads via email.

Your supervisor will contact you to set up a meeting. After reviewing your student's IEP, an educational plan with specific goals will be set. You are required to enter these goals under the "Goals" section online prior to billing.

Following the meeting, please reach out to parents to introduce yourself and get acquainted with the details of your case.

SCHEDULING

Access your portal by using the login info listed in the caseload email.

Click on the scheduling icon, and proceed to create a schedule for your student as per the instructions on the page.

Sessions must be divisible by fifteen minute increments, with a minimum of 30 minutes and a maximum of 3 hours per session.

Sessions must be scheduled in accordance with your student's mandate, within days and hours specified below, and should be coordinated not to overlap with any other services your student will be receiving.

Services can only be scheduled on Sunday through Friday during the following hours:

- **Grades K-2** **7:30am-8pm**
- **Grades 3-5** **7:30am-9pm**
- **Grades 6-12** **7:30am-10pm**

Note that the billing week runs from Monday to Sunday. Sessions provided on Sunday are part of the previous week's sessions.

Sessions cannot be scheduled or recorded for dates that are blocked off on the billing calendar.

REPORTS

Throughout the course of the school year, student progress reports need to be completed as per set requirements.

BILLING

Sessions must be recorded and submitted as per below for billing to be processed.

Session Details

Log into your account and click on the billing icon to access your calendar. Your scheduled sessions will appear. Enter and save the following details for each session.

- **Session location** – select where services were provided.
- **Session time** – enter the exact time you serviced your student.
- **Session notes** – the goals you set for your student at the start of services will appear. Select the goal(s) you addressed during the session and rate the level of mastery.

Signatures

After all session details for the month have been recorded, click finalize billing on the billing page. This will direct you to the signature request page. It is the provider's responsibility to obtain signatures as detailed below.

- **Provider signature** – providers are always required to sign in the designated field.
- **Principal signature** – if sessions for the month were provided in school, the school principal is required to sign in the designated field. Alternatively, a signature request can efficiently be sent via email.
- **Parent signature** – if sessions for the month were provided at home / in office / remotely, a parent is required to sign either online or via email, as explained above.

If both school and home sessions took place during the month, a principal and parent signature is required.

All signatures must be legibly written, as illegible signatures will be rejected by the DOE.

Invoices can be submitted once required signatures have been obtained. Note that session details cannot be edited once invoices have been submitted.

PAYROLL

Billing is due at the end of every month and must be finalized before the 6th of the next month.

Payment is distributed on the 1st of the following month. If bills are submitted late, payment will be delayed.

Policies are subject to change. Please check your emails regularly for updates.

People work, not paperwork.



OFFICE INFORMATION

The office is open during the following hours:

Mon-Thurs 9am - 5pm

Friday 9am - 12pm

CONTACT US

Phone 718.717.1128

Web enhancedservices.org

EMAIL

General inquiries:

info@enhancedservices.org

Billing:

billing@enhancedservices.org

Enrollment:

enrollment@enhancedservices.org

HR and payroll:

financials@enhancedservices.org