



DSP Expectations

(For ALL DSPs- family members & non-family members)

In order to provide you with support that you need to be effective in the homes of our Person Served and to understand the expectations of your role, please see the information below:

DSP Support Resources:

Waiver Human Resources: Brian & Tiffany	Scheduling Specialist: Kayla	Care Coordination Specialists De'Zire, Kylee, Katie, Shantelle, McKinlee	Medication Management: Kodie	Waiver Director & Assistant Waiver Director: Nic & Chad
Issues related to payroll, insurance, leave forms, etc.	Issues or changes with scheduling	Issues with PS, other DSP, help that you need	Issues related to medication or personal care	Issues with staff

Mileage: How to enter mileage in notes

To document mileage it must be:

1. Included in the non-emergency transport section in checklist
2. Listed in "To/From" form
 - a. Example: From Person Served home to Rogers Walmart, Sonic on Massard, and back to Person Served house. 15 Miles
Helpful tips: Make it BOLD & enter at the end of the notes for the shift.

Expectations: During shift

- Be on time
- Be attentive to person served
- Focus on goals and daily schedule
- Maintain respect for home and family expectations
- Enter notes within 24 hours of shift –contact via text or email your CCS if you have any trouble during shift.

- Clock in/out at shift -contact via text or email your CCS if you have any trouble during shift.
- If any issues, refer to table at the top for your contact person
- Phone use is for notes, do not sit on phone and scroll

Accountability Assistance: In orientation, the expectations are reviewed. This document will serve as communication to re-establish expectations.

We will do the following to help you complete these tasks on time:

- Communicate missing items throughout the week (CCS)
- Blast Reminder on Friday- Finalize notes end of week
 - Check your emails!

If you do not complete your notes - with NO communication with CCS or on call:

- **Monday: Hard deadline. No notes = no pay**

If you need assistance, contact a staff member.

If you do not follow the above expectations and there is an established pattern of behavior, you will meet with the Waiver Director/ Administration.

If you have any questions, please reach out to Gina Mann, Executive Director.