



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 Brittany	Scheduling Specialist: Kayla	Care Coordination Specialists Brittany, Kylee, Katie, Shantelle, McKinlee	Medication Management: Kodie Georgia	Waiver Director: Nic
Issues related to payroll, insurance, leave forms, etc.	Issues or changes with scheduling	Issues with notes, PS, other DSPs, 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 on Duty Checklist
 - a. Example: **From Location to location. 15 Miles**

Expectations: During shift

- Clock in and out at scheduled time
- Be Awake- OVERNIGHT Shift: Check in on app every 2 hours
- 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 or on-call if you have any trouble during shift.**
 - **Notes must be targeted to goals**
 - **If notes are insufficient, we will provide you with coaching to make improvements. Reach out to your CCS for training requests.**

- 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: This document will serve as communication to re-establish expectations.

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

- Blast Reminder on Friday regarding notes
 - Check your emails!

WHY:

To submit billing to the state, we must be able to show a complete shift which includes, clock in, EVV Location, notes targeted on personal care plan goals, and clock out.

If these items are not completed, we cannot bill. If we do not bill, we will not get reimbursed for the shift.

If we submit an incomplete shift, it may be flagged as fraud. We do not want that.

Therefore, we will be implementing steps to improve the notes accountability for our staff.

We do understand that there are, at times, issues. The steps are in place to help navigate the issues.

If you do not communicate the issues, then see below.

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

- **Monday: Hard deadline. No notes = Disciplinary Action**
 - **Missed notes (1st Time)– Write up**
 - **Missed notes (2nd Time) - Write up**
 - **Missed notes (3rd Time) - Termination**

REMINDER: If you have trouble clocking in/out, saving notes, you MUST communicate with CCS or on call (5PM-7AM) at the time of incident.

- **If you do not, it will be considered insubordination and disciplinary action will occur.**

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