**Access II Independent Living Center**

**Consumer Directed Services**

**Suggested Best Practices for Utilizing Telephony**

It is the CONSUMER’s responsibility to ensure that Attendant time is being tracked through the Telephony system. If there are issues in utilizing the system, the **CONSUMER** needs to **IMMEDIATELY** notify his/her Access II Case Manager.

**Phone Use Suggestions**

No phone should be utilized for Telephony until the number attached to it has been appropriately registered through Access II Independent Living Center.

1. A landline, corded phone is the best phone to use with the Telephony system.
2. If a corded phone is not available, use a cordless telephone. When using a cordless phone, if there is a speaker phone option, utilize it. This allows the caller to hear information & enter information without having to repeatedly move the phone back & forth from their ear. It also allows the Consumer to hear the complete phone call.
3. If neither is available, the CONSUMER’s cell phone may be utilized. Again, utilize the speaker phone option for easier use and for the consumer’s participation. If you are utilizing a touchscreen phone, we suggest setting it on a flat surface during the call.

**Daily Best Practices:**

1. Upon arriving to work, call the Telephony system and clock in BEFORE doing any work! If there is a recorded global message, be sure to listen to the ENTIRE message.
2. Have consumer or attendant record the clock in time the system stated on a calendar or in a notebook.
3. If necessary, set a timer!
4. Perform work for the consumer as stated in the Consumer’s plan of care with direction from the Consumer. Be sure to ONLY provide services allowed on the Consumer’s Plan of Care. Also, be sure to work within the Consumer’s allotted time for the day. Any time worked outside of the allotted time for the day may delay an Attendant’s payroll check. It is not okay to “double up” time for a missed day. Not all allowable tasks can be provided 2 times in one day.
5. Upon completion of work for the day, call the Telephony system and clock out.
6. Have consumer or attendant record the clock out time the system stated on a calendar or in a notebook. Also, have the consumer or attendant note the tasks that you reported as being completed to the Telephony system during your call.
7. **Immediately call the system and press 0 for “Hours Worked and Other Information” and then 2 for “Recent Clock ins and Clock outs”. The system stores this information for the days Saturday-Friday. On Saturday, the system resets. It is best to check your time each day to verify that both calls were complete.**
8. **Verifying time worked is VERY IMPORTANT as this is how you will ensure the hours worked and tasks performed for the day were correctly completed. Access II Staff CANNOT provide this information to the consumer or attendant. Any information missing from a daily call MAY delay the attendant’s paycheck.**

**Handling Telephony Issues:**

1. Any time an attendant is unable to utilize the Telephony system due to a technical error it should be reported **IMMEDIATELY** to the consumer’s Access II Case Manager by the Consumer. Report to them what the system said and did. This information is necessary to figure out what is happening. **DO NOT CALL** and report that you forgot to clock in/out.
2. Attendants are currently allowed to submit up to one (1) time sheet (ONLY 1 Time In/Time Out per day) per pay period without it affecting their paycheck.
3. When in doubt, CALL. It is better to err on the side of caution.
4. **DO NOT CALL AND ASK FOR an attendant’s CLOCK IN/CLOCK OUT times**. Times should be recorded and verified by Consumers or Attendants on a daily basis.

**Timesheet Reminders:**

1. Timesheets are only to be completed when the attendant is unable to clock in / clock out from the consumer’s designated telephony phone number OR the Telephony system is not working due to technical error.
2. If more than one (1) timesheet (ONLY 1 Time In/Time Out per day) is submitted per payroll period by an attendant without prior authorization from the consumer’s Access II Case Manager, the entire payroll for that attendant will not be processed until the following payroll period.
3. Timesheets are due at Access II by **Noon on Monday** following the end of the payroll period. **Timesheets received after the deadline will not be processed until the following payroll period.**
4. Timesheets needing corrections will be mailed to the consumer for correction.

**Issues That Will Delay an Attendant’s Paycheck:**

1. Incomplete Telephony call and no paper timesheet submitted.
2. Complete Telephony call without tracking tasks completed.
3. Submitting paper timesheets that are missing all the required information.
4. Submitting time worked, either by paper timesheets or by Telephony call, in huge excess of Consumer’s Plan of Care. (Example: consumer’s plan of care is 3 hours, attendant submits 5 hours of work)
5. Submitting more paper timesheets than is allowed per pay period

**Telephony Time Tracking Training Tool**

**Step 1: Clocking In**

1. Dial **1-855-766-8598** from the consumer’s designated telephony phone number only
2. If there is a recorded global message, be sure to listen to the ENTIRE message.
3. System will speak the Clock In time
4. **Enter Employee PIN** \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. **Enter Job PIN** (Consumer PIN)\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. System MAY perform a random voice recognition check by saying : This is an employee security identification check, please speak your name & employee number clearly and press # to finish)
7. System will say “Press 1 to Clock In or 2 to Clock Out or O for other options”
8. **Press 1**
9. System will say “Enter Activity Code or press the pound(#) sign when finished”
10. **Enter 100 (Consumer Directed Services)**
11. System will say “Clocked IN (time) Good-Bye”
12. **Note this time on your written log (Calendar or Notebook) and then Hang Up**

**Step 2: Clocking Out**

1. Dial **1-855-766-8598** from the consumer’s designated telephony phone number only
2. If there is a recorded global message, be sure to listen to the ENTIRE message.
3. System will speak the Clock In time
4. **Enter Employee PIN** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_
5. **Enter Job PIN** (Consumer PIN)\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. System MAY perform a random voice recognition check by saying : This is an employee security identification check, please speak your name & employee number clearly and press # to finish)
7. System will say “Press 1 to Clock In or 2 to Clock Out or O for other options”
8. **Press 2**
9. System will say “Activity documentation responses required. Press 1 for YES or 2 for NO”
10. System will ask a series of questions based on tasks authorized on the consumer’s Plan of Care. Answer the questions to indicate tasks provided.

 For Example: “Did you provide assistance with Meals?” **Press 1 for YES and 2 for NO**

1. System will say “CLOCKED OUT (time) Good-Bye
2. **Note this time on your written log (Calendar or Notebook) and then Hang Up**

**Step 3: Verifying Times Worked**

1. Dial **1-855-766-8598** from the consumer’s designated telephony phone number only
2. If there is a recorded global message, be sure to listen to the ENTIRE message.
3. System will speak the Clock In time
4. **Enter Employee PIN** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_
5. **Enter Job PIN** (Consumer PIN)\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. System MAY perform a random voice recognition check by saying : This is an employee security identification check, please speak your name & employee number clearly and press # to finish)
7. System will say “Press 1 to Clock In or 2 to Clock Out or O for other options”
8. **Press 0**
9. System will say Press 1 for hours worked or Press 2 for recent clock ins and clock outs
10. **Press 2**
11. System will repeat clock in/out times for one week (Saturday – Friday). The system stores this information for one week at a time and resets itself on Saturdays. It is best to check your time each day to verify that both calls were complete.
12. Verify the times and authorized tasks the system repeats with your written log (Calendar or Notebook). After all calls are verified **Hang Up.**
13. **If a call is missing information, advise your Consumer of this information. The Consumer will need to immediately call their Access II Case Manager to advise them of the problem and to let them know a timesheet will be sent in with all the required information.**
14. **IT IS THE CONSUMER’S RESPONSIBIILITY TO ENSURE ANY TIMESHEETS BEING MAILED IN ARRIVE AT ACCESS BY NOON ON MONDAY FOLLOWING THE END OF THAT PAYROLL PERIOD.**

\*\*\*Additional timesheets can be accessed by visiting our web site at [www.accessii.org](http://www.accessii.org) \*\*\*

1. Choose **Forms & Documents**
2. Choose **Consumer Directed Services (CDS) Forms and Documents**
3. Choose **CDS Timesheet Slips**
4. If you do not have access to a computer, the Consumer will need to contact your CDS Case Manager to request additional CDS Timesheets be mailed to them.