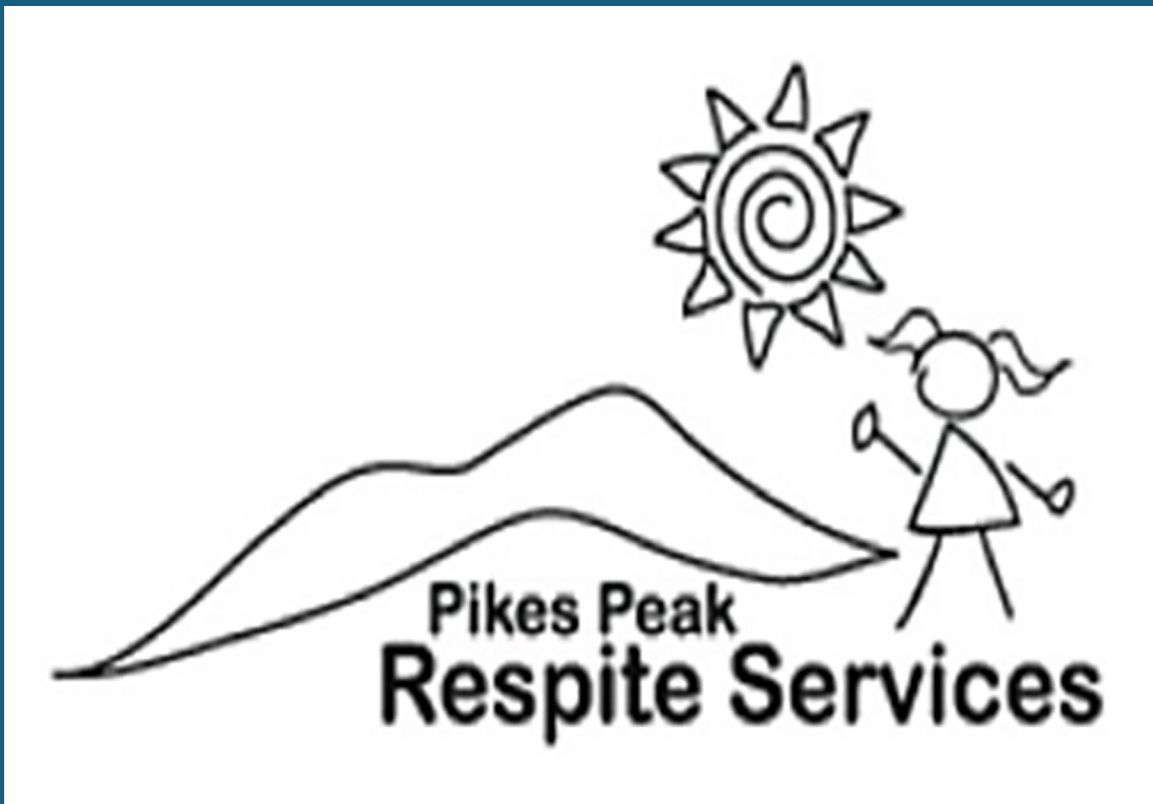


# PROVIDER RESOURCES



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## SERVICE DESCRIPTIONS

As a Direct Service Provider (DSP) it is vital that you understand what the services are, what they entail, and what responsibilities you may have during your shift.

### GOAL-BASED SERVICES

If the Person Receiving Services (PRS) has an ISSP, IBSSP, Protocols or POC already written, you should receive an email within a week of the PRS being added to your roster. These documents contain especially valuable information about the PRS, including the level of care needed for Activities of Daily Living (ADL, dressing, bathing etc.) recognized behaviors or general goals and the process to achieve these goals. The processes are listed as: Objective, Methodology and Criteria of Effectiveness. These will help when writing a Visit Note.

1. **Understand the Objective (Goal):** This involves reading the documents (or a that outline the goals for the PRS to meet. These documents will provide information on the specific objectives or goals that need to be achieved.
2. **Implement the Methodology:** Once the objective or goal is understood, the next step is to implement the methodology. The methodology refers to the steps or strategies that need to be followed to meet the goal. It may involve specific actions, techniques, or approaches that are designed to help the PRS achieve the desired outcome.
3. **Track the Criteria for Effectiveness:** To measure the success of the methodology in meeting the goal, it is important to track certain benchmarks. This involves collecting data that can be used to evaluate the progress and success of the chosen activities. The criteria for effectiveness may vary depending on the specific goal, but it could include factors such as participant engagement, skill development, social interaction, or any other relevant indicators.
4. **Choose Activities:** Using the information gathered from understanding the objective, implementing the methodology, and tracking the criteria for effectiveness, activities can be chosen. These activities should align with the goal, be based on the chosen methodology, and have the potential to meet the criteria for effectiveness. For example, if the goal is to develop social skills, activities that involve interacting with others in the community, such as joining a book club or volunteering at a senior center, could be chosen.

GBS requires participation from the PRS. You and the PRS should be working on the goals for at least 80% of the shift. If the PRS is sleeping or refusing services, you must log out of your shift until they can join in again, (Or log into Respite or Homemaker if they have those). If an ISSP has not been created yet, please discuss with the PRS and /or their primary caregiver what goals they would like to work on.

## **Child and Youth Mentorship** (C/YM, for children/youth on CHRP waiver)

### **What is it?**

This service provides a consistent, prosocial relationship between a Child & Youth Mentor (CYM) and the PRS. It promotes a caring and positive environment, offering stability, safety, and security. It allows for the child/youth to thrive by giving them the emotional support and encouragement that is needed to improve their self-confidence, build positive relationships, and achieve future aspirations.

Primary function: To support a child/youth who, due to multiple types of behaviors or other challenges, are involved in the court/juvenile, foster, or mental health systems and have already been, or are about to be, removed from their homes. Intended as a prevention and intervention strategy, this service is used by the High-Fidelity Wraparound (HFW) team to implement a plan specifically designed to either place the child/youth back into the home or stop the displacement from occurring in the first place.

### **This Includes:**

- Developing a healthy, trusting relationship by being a steady and dependable presence in their lives and maintaining that trust by setting appropriate boundaries, communicating clearly and often, and being consistent with both your words and actions.
- Forming a personal and positive bond by being an active listener that shows respect and attention to viewpoints, desires and/or goals. Expanding on these subjects may lead to the discovery that you have the same likes. Pursuing mutual interests with a shared enthusiasm will deepen the bond even further.
- Maintaining a balance by placing attention on cultural, sporting, and extra-curricular activities, as well as academics. While goals are an integral part of this service, and improvement in school may be one of them, solely focusing on goals and reform is a less effective mentoring tool and may halt any progress.
- Acknowledging their strengths, talents, and gifts, and encouraging them to find ways to use them, builds self-confidence, and improves problem solving skills.
- Engaging in activities outside of the home to help expose youth to new opportunities and experiences.

### **Responsibilities:**

- Follow guidelines for a GBS.
- CYM shifts cannot exceed 12 hours
- Assist in the implementation of individual and behavioral plan goals.
- Attend and participate in Facilitator meetings.
- Communicates with families and PPRS staff.
- While the service does include some Respite aspects, that is not its intended purpose. CYM's should be actively engaging with the PRS during shifts. Please avoid "screentime" unless it serves as a teaching tool.

## **Supported Community Connection Ind. (SCCI, for adults on SLS Waiver)**

### **What is it?**

This service provides a wide variety of opportunities to teach the necessary skills that will be needed to navigate the community successfully. The DSP will utilize the community as a learning environment where the PRS can practice these skills and work towards goals that promote independence.

Primary function: To give support and guidance as the PRS accesses the community and participates in activities like everyone else. The DSP will aid the PRS in building relationships and natural supports by taking the PRS to various places where they can interact and practice skills with someone **other** than their family or the DSP. (The Staff Portal has resources to locate free community activities.)

### **Suggested Activities:**

- Dining out: Reading and ordering from a menu (verbally, with talker, using pictures, etc.) Appropriate conversation and volume. Pricing and payments.
- Shopping: Food/necessities – Keeping to a list/budget, checking expiration dates, asking for help to find items, trying clothes on before buying.
- Joining a gym: Maintain weight, work on range of motion or build strength.
- Meeting people who have similar interests and hobbies: Book clubs, museums, crafting classes, camps, and workshops.
- Finding and maintaining healthy friendships and natural supports: Respecting boundaries, taking turns in a conversation, asking for explanations, self advocacy, appropriate language/volume and being safe.
- Accessing community education or training: Apply for and take online or in person classes, read schedules, knowing the way around campus, knowing bus/shuttle routes, finding counselors or tutors, vocational classes for job skills.
- Volunteering in the community: Helping at an Animal shelter, senior center, homeless shelter, library etc.

### **Responsibilities:**

- Follow guidelines for a GBS and any rules the Primary Caregiver has.
- Shift cannot be submitted for less than 2 hours.
- Include the PRS (and/or caregiver) when making plans for the next shift.
- Make sure the PRS (and yourself) are dressed appropriately for the activity/weather.
- Be Prepared!! Double check that everyone has what they need before you leave.
- Attempt to come back to the residence 15 minutes before the planned end of shift. This should give you enough time to complete visit notes, make/finalize new plans, get a signature, and submit your shift.
- Have fun and stay safe!

## **Community Connector** (CC for CES Waiver, SCC for CHRP Waiver)

### **What is it?**

CC is the child/youth version of SCC. Activities are the same with an adjustment for age. Responsibilities are the same except CC might require more line-of-sight supervision.

Primary function: To give support and guidance as the PRS accesses the community and participates in activities like everyone else. The DSP will aid the PRS in building relationships and natural supports by taking the PRS to various places where they can interact and practice skills with someone **other** than their family or the DSP. (The Staff Portal has resources to locate free community activities.)

## **Mentorship** (MS, for adults on SLS waiver)

### **What is it?**

This service allows people to learn from one another by sharing knowledge, experience, and connection over a period of time. It is for adults on a one-to-one basis, in the home or community.

Primary function: To guide, teach, or support an individual in any area of interest, whether for personal or professional reasons.

### **This Includes:**

- Developing a healthy, trusting relationship by setting appropriate boundaries, communicating clearly and often, and being consistent with both your words and actions.
- Forming a personal and positive bond by being an active listener that shows respect and attention to viewpoints, desires and/or goals. Expanding on these subjects may lead to the discovery that you have the same likes. Pursuing mutual interests with a shared enthusiasm will deepen the bond even further.
- Giving fact-based instruction on the subject.
- Modeling/demonstrating the skill(s) needed for the subject, if applicable.
- Offering general advice by sharing good and bad life experiences (if it pertains to the subject) and discussing what was learned by the experience.
- Educating the PRS on how to locate other resources, especially if the Provider knows nothing about the subject themselves.

### **Responsibilities:**

- Follow guidelines for a GBS.
- Have fun and stay safe!

## **Homemaker Enhanced** (HE, adults, children, multiple waivers)

### **What is it?**

Services that consist of the performance of basic household tasks within the participant's primary residence, where the Primary Caregiver is unable to manage both the home and participant care, due to the participant's disability.

### **Habilitation Includes:**

- Giving direct training and instruction, per the plan, to the PRS. This may take the form of verbal or written directions, visual aids, demonstration, or actual hand over hand techniques (if the PRS allows) which is more than basic cuing to prompt the PRS to perform a task.
- Making and keeping a schedule, time management for keeping on task,
- Sweeping, vacuuming, mopping floors. Wiping, washing, scrubbing, or sanitizing of equipment, stove tops, counters, sinks, mirrors, tubs/showers, and toilets.
- Laundry - wash, dry, put away. Removing and replacing bed linens.

### **Responsibilities:**

- Follow guidelines for a GBS.
- Follow safety protocols regarding cleansers, watch the PRS carefully to avoid ingestion of harmful substances.
- Using a training program with specific objectives and anticipated outcomes, with the primary goal of increasing independence

### **Extraordinary Cleaning Includes:**

- An increase to the time/frequency of visits needed due to an increased volume of unmanaged tasks or the need for deeper cleaning/sanitizing efforts as a direct result of the PRS behavioral or medical needs (fecal smearing, severe bladder and bowel incontinence, severe allergies, or a compromised immune system).

### **Responsibilities:**

- Communication with the primary caregiver on what task may be a priority that day.
- Following the exact instructions from the primary caregiver on how they want something cleaned.
- The only goal here is to hopefully establish a maintenance routine for the household chores so it does not become overwhelming.

### **Does Not Include:**

- Cleaning the entire home (if they live with someone) cleaning should be limited to the kitchen, and the areas that the PRS is constantly in. (Their bedroom, their bathroom (or the one they share with someone the most), and their laundry.

- No one else's rooms, no one else's laundry and no one else's toys.
- Homemakers are not responsible for animal care of any sort, aquariums, terrariums, cages, litter boxes, kennels, outside yard area, etc.
- Service animals are not an exception.
- Toy/Book Organization can be gathered to one area for floor care, such as vacuuming and sweeping.
- Personal Care Services.
- Moving furniture and appliances or climbing to clean.
- Yardwork or pool area.
- Putting up/removing Holiday Decorations.

## **NON GOAL-BASED SERVICES**

These services do not have goals associated with them. However, they should still include enough details that reflect the number of hours entered and what you and the PRS were doing.

### **Homemaker Basic** (HB, adults, children, multiple waivers)

#### **What is it?**

Services that consist of the performance of basic household tasks within the participant's primary residence, where the Primary Caregiver is unable to manage both the home and participant care, due to the participant's disability.

#### **Includes:**

- Sweeping, vacuuming, mopping floors. Wiping, washing, scrubbing, or sanitizing of equipment, stove tops, counters, sinks, mirrors, tubs/showers, and toilets.
- Laundry - wash, dry, put away. Removing and replacing bed linens.

#### **Responsibilities:**

- PRS does not have to be present for this service.
- Communication with the primary caregiver on what task may be a priority that day.
- Following the exact instructions from the primary caregiver on how they want something cleaned.

#### **Does Not Include:**

See Homemaker Enhanced



## **Personal Care** (PC, for adults on SLS waivers)

### **What is it?**

In-home services that typically include assistance with the following:

| Activities of Daily Living<br>(ADL's) | Instrumental Activities of Daily Living<br>(IADL'S) |
|---------------------------------------|-----------------------------------------------------|
| BATHING/PERSONAL HYGIENE              | PAYING BILLS/BUDGETING                              |
| TOILETING/CONTINENCE                  | GROCERY SHOPPING/MEAL PREP                          |
| MOBILITY/TRANSFERRING                 | APPOINTMENTS - MAKING/TAKING                        |
| EATING/DRINKING                       | GENERAL UPKEEP OF HOME                              |
| DRESSING                              | LAUNDRY                                             |

### **Responsibilities:**

- Give aid and support the PRS, as needed, with any of the tasks listed above, which, due to their disability, they cannot manage on their own.

## **Respite Services** (R, adults, children, multiple waivers)

### **What is it?**

Respite is provided on a short-term basis, because of the absence, or need for relief, of the Primary Caregiver of the PRS.

### **This Includes:**

- Providing a caring and safe environment.
- Planning age-appropriate activities.
- Preparing meals or snacks.
- Maintaining hygiene.

### **Responsibilities:**

- Receiving one-on-one care. No other clients should be present.
- Providing Respite in the residence of the participant or DSP (upon completion of a passed home inspection conducted by a member of the PPRS Admin Team) or in the community.
- Respite can only be worked for 10 hours or less in a 24-hour period.
- Perform other caregiving duties.

## **Group Respite** - see **Respite** (GR, for children on CES waiver)

Can only be worked for 10 hours or less in a 24-hour period.

2 or more children in the same home, on waivers or;

1 child on a waiver and their typical sibling(s). Waivers do not include cost of care for typical sibling(s) and if a provider is asked to provide said service for all children a rate of pay must be negotiated between the provider and primary caregiver for the typical sibling(s) to be paid by the caregiver and not PPRS.

## **Day Respite** - see **Respite** (DR, adults, children, multiple waivers)

Is for an individual for 10+ to 24 hours

Used in emergency situations if the primary caregiver is expected to be away from home for extended periods of time or overnights, to ensure primary caregivers are given a chance to sleep.

**Only Independent Contractors can provide Day Respite.**

## **SCC Mileage Reimbursement** (SCCMR, for adults, multiple waivers)

### **What is it?**

|                                   |                                   |
|-----------------------------------|-----------------------------------|
| Odometer<br>readings from         | Odometer<br>readings To           |
| <input type="text" value="0.00"/> | <input type="text" value="0.00"/> |

Only one claim of SCC Mileage Reimbursement can be made per SCC-I shift. The reimbursement rate is \$10.00 per SCC-I shift.

All transportation reimbursements require odometer readings.

Starting in Odometer readings from:

**0.00** Place cursor on the 0 to the left of the decimal point. Press Backspace.

.00 Type your starting #: 23451.00

Repeat for Odometer readings to:

.00 Type your ending #: 23466.00

SCC Mileage Reimbursement will be applicable only to SCC-I trips that are 20 miles or less per round trip. Any SCC trips exceeding 20 miles round trip will require executive approval from our agency.

### **KEEP IN MIND THE 15 MINUTE MINIMUM FOR SHIFTS**

If your SCC-I shift is from 2:00 PM – 4:00 PM, you would enter a SCCMR shift either before the start of the shift or at the end of the shift.

Before: 1:44 PM – 1:59 PM

After: 4:01PM – 4:16 PM

Allow for a 1-minute difference between the end of one shift and the start of another to avoid overlap.

SCCMR does not require a signature. The only thing you need in Visit Notes is “Transport” “Driving” etc.

You cannot submit SCCMR by itself. There must be a SCC-I entry as well.

**Currently CC (CES) and CC (CHRP) shifts will also receive reimbursement for \$8.00 per shift (1 claim per shift). These do not require entry in any system, it is automatically added during payroll.**

# VISIT NOTES – STANDARD OPERATING PROCEDURE

## What is a Visit Note?

A Visit Note is a legal document for the State of Colorado, PPRS, and for the Parents or Guardians to reflect activities and goal tracking during any shift or service.

## VISIT NOTE REQUIREMENTS:

For Goal Based Services -

Visit Notes must reflect the service being provided, highlight learning moments, describe goals and the steps taken during a shift to accomplish them.

Visit Notes should use Objective Language - Fact-based and pertinent to the goal, this cuts down on fillers and stops meandering sentences, resulting in a concise but informative note.

Visit Notes should be consistent and transparent, minimize jargon and abbreviations, avoid Subjective Language such as, “I think, she seemed, he acted”, etc. Describe behaviors rather than labeling the client or making judgements.

Visit Notes must reflect all the above requirements and be inclusive of time. A 2-hour shift will need the same requirements as a ten-hour shift; however, you must show that in a 10-hour shift more work was completed towards goals and more learning moments.

Visit Notes must be proofread before submission.

Visit Notes should not be the same day after day.

\* Non-Goal Based Services require everything listed above except goals. \*

**Visit Notes must be completed for every visit. Failure to produce a completed visit note will result in the shift entering a rejected status and could lead to your shift not being approved on time for that pay period’s upcoming pay date.**

## PROVIDER ELIGIBILITY CHART

|                                      | Direct Support Provider | CYM Provider | Primary Caregiver Live-In Provider | Family or Other Live-In Provider |
|--------------------------------------|-------------------------|--------------|------------------------------------|----------------------------------|
| Respite                              | YES                     | YES          | NO                                 | YES                              |
| Group Respite                        | YES                     | YES          | NO                                 | YES                              |
| Day Respite                          | YES IF I.C.             | YES IF I.C.  | NO                                 | YES IF I.C.                      |
| Homemaker Basic                      | YES                     | YES          | YES                                | YES                              |
| Homemaker Enhanced                   | YES                     | YES          | YES                                | YES                              |
| Personal Care                        | YES                     | YES          | YES                                | YES                              |
| Mentorship                           | YES                     | YES          | YES                                | YES                              |
| SCC (SLS)                            | YES                     | YES          | YES                                | YES                              |
| CC (CES)                             | YES                     | YES          | YES                                | YES                              |
| CC (CHRP)                            | YES                     | YES          | YES                                | YES                              |
| Transition Supp. Child/Youth Mentor  | NO                      | YES          | NO                                 | NO                               |
| Intensive Support Child/Youth Mentor | NO                      | YES          | NO                                 | NO                               |

**ONLY INDEPENDENT CONTRACTORS CAN PROVIDE DAY RESPITE**

## IMPORTANT THINGS TO KNOW

- **SHIFTS MUST BE SUBMITTED ON THE SIRIUS CARE APP IN REAL TIME UNLESS YOU ARE A PARENT PROVIDER. PARENT PROVIDERS WILL HAVE A 48-HOUR GRACE PERIOD.**
- Only Parent Providers can use LRP services, (EX: Community Connector (LRP))
- Keep track of your shifts.
  - Failure to submit a shift in real time (or within 48 hours if you are a Parent Provider) will result in that shift being void.
  - If you cannot start or end your shift for any reason, you must contact an administrator immediately with supporting information (details of what you were trying to do and screenshots of the shift and error message). Failure to do so will result in the shift being void.
  - Excessive requests for Administrators to fix shift entries (wrong times/service) will result in disciplinary action.
- Respite/Group Respite can only be entered for up to 10 hours.
- Day respite must be entered for 10+ hours up to 24 hours. (Only by an I.C.)
- Other services have a Max Limit of 12 hours, per client, per 24 hours.
- CC/SCC cannot be entered for less than 2 hours - IF the client has a medically (or behavior related) documented reason from a physician or licensed behavioral technician for a variance to our 2-hr. scheduling minimum for CC and SCC shifts, please submit it to our CEO Beverly Seeman at [bev.seemann@pikespeakrespiteservices.com](mailto:bev.seemann@pikespeakrespiteservices.com) for an exception to policy. This is the only way to waive the 2-hour scheduling minimum for CC and SCC shifts.
- 1 claim for transportation reimbursement for each SCC shift provided per client, maximum of 1 claim per calendar day. Applies to both contractors and employees.
- CC shifts come with an automatic transportation stipend, for employees only, per CC shift per client. Maximum of 1 stipend payable per calendar day per client.
- If you are a Part-Time or Full-Time Employee, the max amount of hours you can submit is 12 within a 24 hour period. (One shift for 12 hours {except Respite} or several shifts totaling 12 hours)
- Full-Time – 40 hours a week
- Part-Time - 30 hours a week (this may extend to 40, however, repeated extensions may result in a status change to Full-Time.
- PPRS does not offer Overtime. If overtime becomes necessary, inform Beverly immediately so she can authorize the hours or make alternative arrangements.
- You cannot bring clients to your own home, even with Parent/Guardian/Self permission, until you have a home inspection, and it is approved.

## PROVIDER RESPONSIBILITIES

To ensure timely and accurate payment, providers must:

Understand the services offered. If you are unsure about a service or its requirements, you will not be able to perform the job correctly.

Write accurate and complete Visit Notes.

Submit shifts via the Sirius Care App on the day of service (or within 48 hours for Parent Providers). This ensures an accurate calculation of service hours, especially for clients with multiple providers.

Know which services you can provide, the maximum hours per service you can submit for, and the weekly hour limits based on your employment status. Remember that overtime is not allowed unless pre-authorized.

Understand and track the start and end dates of services. Do not submit for services that have not started or have expired. If no new services appear 30 days before the end date, contact Josh regarding a new plan.

Shifts are grouped by pay period based on Start Date – End Date – Pay Date. All shifts for a pay period must be submitted on the day of service, (within 48 hours if a Parent Provider) or if in a rejected status, a correction emailed by 11:59 PM on the pay period end date (which is always a Sunday).

**Example:** All shifts worked from 03/25/24 to 04/07/24 must be submitted by 11:59 PM on 04/07/24 (if not submitted in real time.) Once approved, these shifts will be paid on 04/15/24.

Check your Submitted Shifts tab for errors either before leaving the residence on the day of service or by reviewing missed/rejected shifts throughout the week. All rejected shifts must be corrected and approved by 11:59 PM on the pay period end date. Shifts worked on the end date but later rejected will have until 9:00 AM on the following Tuesday to be approved.

**Example:**

End date: Sunday, 04/07

Upcoming Tuesday: 04/09. Missing these deadlines will delay payment until the next pay date.

**Example:** A shift worked on 04/03 submitted on 04/10 (missing the Sunday and Tuesday deadlines) will now be paid on 05/01/2024 if approved.

# REJECTED STATUS: SHIFT CORRECTION INSTRUCTIONS

## HOW TO REOPEN A SUBMITTED SHIFT

Log in to Sirius Care and then click on Shifts at the bottom of page. Then click on the submitted shifts tab. Locate the shift you want to reopen and click View Services. You will see the service name, start date and time, end date and time, and the status of the shift. To review the visit notes, click on shift details. If the status says Rejected, please contact an administrator for the correction if they have not already contacted you about it.

Below you will see the most common reasons for a Rejected status. Please review your submitted shifts and if you see an error, please follow the instructions in the correction column and send emails to:

[helpdesk@pikespeakrespiteservices.com](mailto:helpdesk@pikespeakrespiteservices.com)

If you are a new employee, an administrator may text or email you about the rejection and the correction. You can reply to the administrators email or send corrections to the email listed above.

| Rejection Reason   | Description                                                                                                                                                                                                             | Correction                                                                                                                                      |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Notes              | Notes don't account for the number of hours used, no detail at all. GBS notes are missing goal or purpose of service. Notes ramble on with fluff words. Notes repeat shift to shift. No proofreading before submitting. | Review all resources regarding services and notes.<br>Send an email with the name, date, service and the additional notes.                      |
| Wrong service      | The chosen service is one you aren't allowed to provide or the notes clearly indicate a different service should have been picked or notes indicate a different PRS.                                                    | Review all resources regarding services and notes.<br>Send an email with the correct service or PRS name and which entry we will be correcting. |
| Time or Hour Error | Your clock in/out is the same (11AM-11AM). AM/PM is incorrect. You have exceeded hours for your employment status or the service. Date span is too long.                                                                | Review all resources regarding services and notes.<br>Send an email with the correct start and end times and which entry we will be correcting. |