

Self-Hired Staff Toolkit

Empowering your team: What you should know about your self-hire staff documentation

There are two self-hired staffing services that may be included in your self-directed plan with Heritage Christian Services.

RESPITE

A face-to-face service that provides supervision support to provide a break to unpaid caregivers.

Documentation consists of: Documenting a start time and an end time for the time staff members spend supporting the person. It may also include notes on any health or safety concerns that arise.

COMMUNITY HABILITATION

A face-to-face service that provides skill building instruction to support people with intellectual and developmental disabilities to live more independently at home and in their community. Community habilitation staff members are responsible for both teaching skills and meeting the safeguard needs of the people they work with. Skill building instruction can include things like adaptive skills development, social skills and relationship building, support with learning how to travel, money management, leisure skills and behavior development.

Documentation consists of: The start and stop times for the services as well as service documentation notes. The service documentation notes should include the following:

1. **The type of staff support provided and how many times each support was offered:**
 - Physical assistance
 - ASL/signed prompt
 - Supervision
 - Verbal prompt
 - Hand over hand
 - Role modeling
2. **The person's response:** Fully engaged, partially engaged, or refused
3. **The service location:** Home or specific community location where support was offered
4. **Comments:** Staff members write specific details about the support or service offered. This should capture how the staff member provided support for the person to work on the selected goal.
 - **What happened?**
 - Example: We went to the grocery store to work on money management and budgeting.
 - **How did the staff member provide support?**
 - Example: The staff member provided verbal prompting through price comparisons and to ensure purchases were within the set budget.
 - **How did the person respond?**
 - Example: Valerie was upset when they did not have enough money to buy all brand name items and had to purchase some store brand items to stay in budget.

Pro tip

To save time, staff members can use speech-to-text to complete their service comment. Please be sure to check for typos!

5. Monthly summary: At least one community staff member for each person supported is also required to complete a monthly summary of the previous month by received by the 15th of the following month.

Medicaid expects that documentation is completed at the time of services. In the event an employee does not document at the time of service or corrections are needed, the documentation must be completed and returned to the fiscal intermediary within 72 hours.

New York state mandates that we meet Electronic Visit Verification requirements. The required information to meet EVV compliance can only be collected at the time of services in the eVero app. **To maintain a high level of EVV compliance, it is important that documentation is completed properly in the eVero app.**

Things to remember:

- If additional support with service documentation is necessary, please reach out to your fiscal intermediary contact. They will be happy to assist you.
- Documentation should be objective. It should focus on the facts of what occurred and observable responses.
- Significant health or safety issues should be reported directly to the fiscal intermediary via emergency calling procedures and not solely accounted for in staff member documentation.
- All staff documentation should be signed off on daily by the person supported or their designee. You can also view staff documentation in the eVero Portal.