



Memo

To: All Employees
From: Sharon M. Francis, CEO
Date: Nov. 1, 2020 (updated from 9/18/2020 version)
Re: EVV at CISS

Our organization is now using a secure, online system for our employees to clock in and out of work in real time, replacing paper timesheets. This process is called Electronic Visit Verification (EVV). It is used by other social service organizations such as IHSS, and each company can choose their own system. The federal government is requiring all homecare organization employees by 1/1/2021 to use EVV to capture their work hours, type of service provided, and service location to combat Medicaid fraud. Our organization has spent years researching software options. We have chosen to partner with MITC, an established, reputable company, providing EVV services across the U.S.

Please review the information below and contact us should you have questions or any issues with these directions, policies, and procedural changes.

EVV FAQs

Is this system required? When must I start using EVV?

Yes, it is required of all staff. Your start date will be sent to you by our office soon. We are rolling out the software in waves so we have the resources to help all employees who may have questions or need assistance.

How will I know what to do?

You will be given step-by-step guides to help you log in for the first time, change your password to one of your choosing, and view a brief instructional video. You can access these guides on our payroll website at any time at www.islandsocialservices.org/payroll

What if I do not have a smartphone or tablet?

Contact our office and we will give you instructions for how to clock in/out by calling a toll-free number from the customer family's registered land line home phone number, and inputting a series of numbers each time you clock in and out that are unique to you.

What if I forget to clock in or out one day?

You will receive training on how to correct your clock-ins/outs or "punches" and add an attendance request if you forgot and missed a clock-in/out. All edits must be done within 24 hours. Employees must aim for accuracy in their punches just like they would on a paper timesheet. All minutes logged in the system as time worked apply against the family's available hours. Staff must take care to only punch in when they are about to start work (i.e. upon entering the family's home, not in their car), and promptly punch out when work has ended while still at the work location. By doing this, your location and the times will be accurately captured.

How do I log my mileage and travel time?

When it is time for you to clock out, you will see prompts to add Round trip mileage and Activity mileage. **ONLY** complete these fields if you are an authorized CISS driver. If you work with more than one CISS family per day and are an authorized driver, you will need to complete the Travel Time form and send that to our office to be paid for the time that it took you to drive between the CISS job locations.

EVV FAQs, continued...

Will I be paid for my personal mobile device use?

Yes, employees will be reimbursed each pay period automatically for using their own mobile device, such as a smartphone or tablet. Employees who use a device that does not belong to them are not entitled to this reimbursement. After extensive research on this topic, we have determined that the reimbursement rate will be \$0.05/punch. This rate will be adjusted periodically to account for cost of living increases. Employees who believe that their device costs per EVV punch exceed this amount should furnish proof to the HR Manager to review. Reimbursement is intended to cover the portion of the mobile device cost attributed to accessing the EVV system, not to fully-fund a device. Other options to clock in/out are available should an employee not agree to the reimbursement policy.

Does the family or person I'm supporting have to sign my device screen or log in to approve my hours?

No – they will be given access to view all the time paid to everyone who supports them when we turn that feature on. The software requires location tracking (GPS) only at the moment staff clock in/out. This is a federal EVV requirement and verifies that an employee was at the approved location to provide the service. Access can be granted by CISS to customer families to make corrections to staff punches and to receive instant notifications of shifts submitted.

What if the family still wants me to use a paper timesheet?

Inform them that this is no longer necessary and that they should contact our office for information and training on how they can access the system (expected launch is Jan. 2021). Families may still request that staff log their scheduled and worked hours on a calendar in the family's home to help the family and/or multiple staff keep track of all schedules.

What other features will the EVV software offer for families and staff?

By January 2021, our goal is to have all our staff actively using the EVV software so we can start rolling out more features. Families will be able to view their authorization balances, all hours worked with their loved one (hours, dates, and staff name), and eventually schedule shifts or request care from within the app.

In addition to clocking in and out for all time worked, and logging all reimbursable mileage, our Spring 2021 goal is to use the EVV software as an all-in-one platform for our staff to:

- schedule their hours with families, and update their availability for new referrals
- receive notices when they are approaching overtime
- receive notices when a family's authorization balance or end date is nearing
- view and respond to recruitment requests for which an employee is eligible
- view all their expiring documents and trainings, and receive automatic reminders of renewals
- upload documents to HR
- log all required notes and documentation for their position
- view and register for trainings
- view paycheck stubs
- view sick pay balances and request paid sick leave
- receive in-app communication from the office
- receives texts from the office

As you can imagine, this is a very large endeavor for the company. Your cooperation is greatly appreciated! If you have any questions, please do not hesitate to contact our office. Thank you. ☺