

Proper Staffing and Clock In/Out Procedures for LaSRS

1. The individual must be present at the center when clocked in. If a Direct Service Worker (DSW) is transferring the individual into your care, the clock in/out must occur **AFTER** the DSW has released the individual to the program.
 - a. Clock the individual in once he or she **boards** the bus, NOT when you pull up to the home.
 - b. Clock the individual out when he or she gets off the bus.
 - c. Clock the individual in/out once the individual is no longer in the care of the DSW. To avoid confusion, it is strongly recommended that you tell the DSW your clock in/out time for the center-based/supported employment/transportation service.
2. If you clock in the wrong individual, immediately clock that person out and clock in the correct individual. Have the appropriate staff at your agency make a note on the incorrect clock in/out as to what occurred.
3. Some services require that the DSW providing the service be identified at clock-in. If the DSW providing supports changes, a clock in/out is required so that the correct DSW is identified during the period of support. This is no different than if you change a DSW in a home for PCA services. The correct person providing the supports must be identified in the system throughout the shift, when required.
4. A reason for manual adjustments to the time in this system is required. The OCDD Central Office, as well as other DHH offices may monitor this information to ensure improper adjustments are not being made.
5. Agency staff are not allowed to provide services across waiver programs at the same time unless those services are the same. Day Habilitation in New Opportunities Waiver, Supports Waiver, and Residential Options Waiver may be provided by the same agency staff at the same time. However, agency staff should not provide Supported Employment services at the same time as Day Habilitation/Prevocational services.

Note: An exception to the multiple services provision above may be made for Prevocational Services and Day Habilitation services as long as all individuals are in the same immediate location and being supported by the same agency staff. However, the maximum staffing ratio cannot be exceeded.

6. The lowest ratio of agency staff to individuals must be observed when providing services across waiver programs. For example, if you are providing Supported Employment services on a 1:4 staffing ratio for Supports Waiver, you may support two individuals in the New Opportunities Waiver, and two individuals in the Support Waiver for the same service, but you cannot exceed the ratio of 1:4 staffing.