

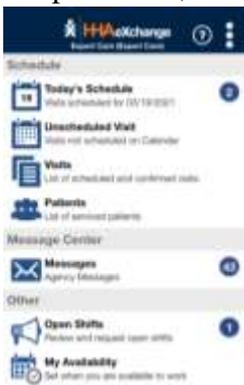
## HHA Training

As a Caregiver you need to have a clear understanding of the services you can provide and how to use the HHA eXchange mobile app. You need to know which service your Recipient will be receiving; Respite or Community Living Support (CLS) or both.



1. **Log in screen:** This is how you login in each day to the app.

2. **Main Screen:** You will always start on this page after you sign in. This page is how you clock in/out of visits, see past visits, and view or respond to messages from ExpertCare.



3. **Today's Schedule:** This function is used to Clock In/Out of scheduled visits for the current day. You can identify what shift is Respite or CLS by opening the visit and viewing what is listed under Plan of Care Tasks.

\*If the time listed is not the time you work, that is okay, you are still able to use that visit to clock in.



4. **Clocking In:** Clock into your shift by pressing the clock in button. Always select GPS



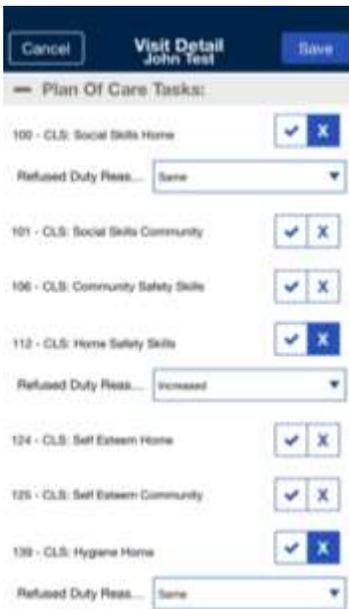
**QUICK TIP**

*Respite*- to provide the primary guardian a break.

**CLS- assist, remind, observe, guide and/or train** on the Recipient's goals from their IPOS.

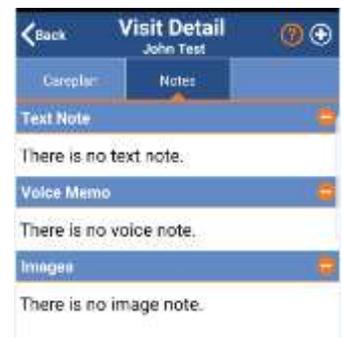
5. **Clocking Out:** Reopen the visit and press the clock out button. Check off the goals worked on under “Plan Of Care Tasks” by pressing the “X”. This allows you to identify if the progress increased/decreased/same. Once you clock out of your shift you will need Guardian’s signature.

+++++You will do the same for any other shifts/services. +++++



6. **Note:** Press the “+” in the top right corner of the visit. Select “Visit Text Note” and type your shift note detailing your shift related to if it was CLS or Respite, for that specific visit. Press “Save”.

\*\*\*\* Remember to always provide a note that reflects your goals from the Plan of Care (POC).\*\*\*\*



## Daily shift notes

- CLS/Respite notes **MUST** be written to reflect the Recipient's goals that you checked in the POC dropdown.
- **The way you write notes may make the difference between Medicaid accepting the documentation or rejecting it. You should be writing facts, not your opinions. We encourage you to use the following words when writing notes:**

Assisted	Observed	Monitored	Taught	Teaching	Arranged
Coordinated	Advocated	Maintaining	Activities	Attended	Reminded
Guided	Planned	Choices	Checked	Training	Supported
Helped	Explained	Built	Participated	Socializing	Achieved
Prompted	Provided	Completed	Aware	Prepared	Verbal directions

These words reflect what you should be doing with a Recipient. This is not a complete list of words, but this type of wording helps those reading your notes to understand what was worked on during the hours you were with the Recipient.

**Example 1:** Susie's goal is to communicate better, using gestures, words or picture cards.

**Good Note:** Susie was pacing the kitchen, trying to open cupboards. I directed her to her picture cards and asked what she wanted. Susie walked away and pulled on the cupboard. I asked if she was hungry or thirsty. She indicated thirsty with a gesture. I reminded her of the picture cards and offered choices of drinks. She indicated her preference. Throughout the shift, Susie was reminded to use cards to indicate her needs or wants. She participated about 50% of the time.

**Bad Note:** Susie was upset. I got her a glass of water. We did many things.

## Other HHA Scenarios

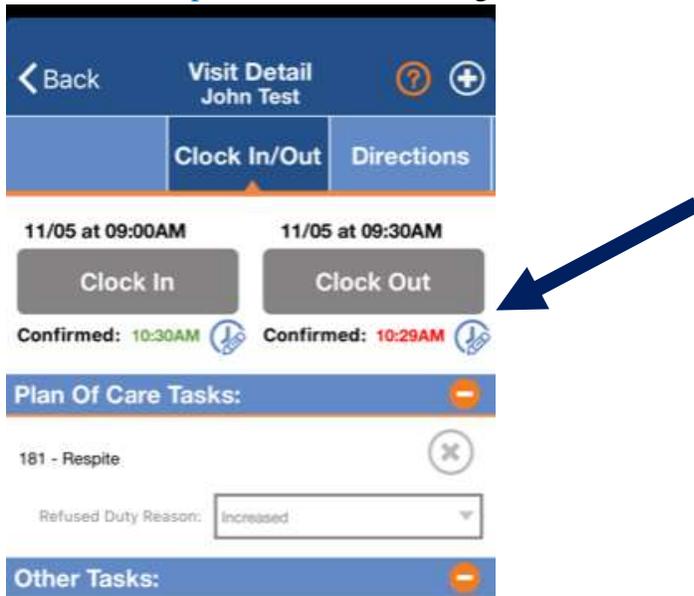
### Correcting a clock in/out time:

1. Be sure to have the Guardian present to sign off on your correction because there is no option to skip the Guardian signature.
2. Open the "Visits" tab. Locate and open the visit.

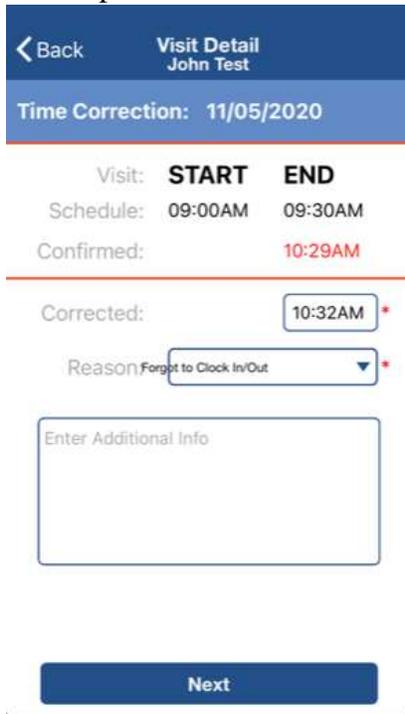


The visits tab will auto show you 7 days in the past. To see future, tap the funnel icon and update date range.

3. Press the **blue pencil** in the bottom right corner of the time you need to correct.



4. Enter updated information into the corrected box.



5. Obtain Guardian's signature.
6. Press "Save".

## **HHA Timesheet App**

- All Recipient details found inside the HHA app are HIPAA protected and part of their Medicaid file.
- Caregivers are to clock in and clock out for each service performed in a day. You need to check off the POC tasks and add a shift note for each service.
- Upon clocking out for the day, the parent/guardian must sign off on the hours worked for each service.
- If you need a visit added to your schedule in HHA eXchange, please call ExpertCare.
- Caregivers cannot work over the Recipient's authorized budget.
- If your Recipient moves- please contact ExpertCare.

### **Remember:**

- Caregivers can only work up to 40 hours per week between Sunday-Saturday. This includes any time paid for trainings.
- Caregivers can work up to 16 hours within a 24-hour period. Never more than 16 hours in one day.

# Types of Services

## 1. Respite *What is Respite and How You Can Help?*

The main goal for respite is to provide a temporary or short-term relief for the main guardian.

- Parents and/or guardians may or may not be present while respite is provided.
- Caregivers can **ONLY** provide respite in the Recipient's home or in the community.
- Respite can be provided if the Recipient is resting or sleeping.
- Caregivers will always provide safety and help make safe choices for the Recipient (follow safeguards).
- Caregivers are to support and encourage while providing 1:1 care in the Recipient's home or community.

## 2. Community Living Supports (CLS) and How You Can Help the Recipient on their GOALS?

CLS is used to work on goals/activities that are specific to each Recipient's skills and ability. These specific goals are found in their (IPOS) Individual Plan of Service. Caregivers are to **assist, remind, observe, guide and/or train** on these specific goals during each shift. CLS is to increase or maintain personal independence in the Recipient's home or in community.

The following are examples of IPOS goals. These are always to be provided 1:1 with the Recipient.

- Activities of Daily Living (ADL) (bathing, eating, dressing, personal hygiene)
- Meal preparation (food choices, temperature, food safety, cooking safety)
- Laundry (sorting, proper soap, washing, drying, folding, properly putting away)
- Routine household care (dust, sweep, wipe down counters, dishes, make bed)
- Shopping (grocery shopping, follow list, clothing, proper sizes)
- Money Skills (budgeting for bills, understanding correct amounts, change received)
- Socialization and relationship skills (stranger danger, personal space, tone of voice)
- Participation in community activities (bookstore, park, playground, library, pet store)
- Self-Administration of medications (verbal reminders, awareness of meds, NEVER dispense)

### What Types of Things Are NOT CLS?

- **Transportation to and from medical appointments.**
- **CLS services can not be provided when the Recipient is asleep. You are not working on a CLS goal.**
- **Virtual schooling**

### When can you start working on your case?

- Only ExpertCare can approve your start date once all required trainings are completed.
- CLS/Respite authorizations must be reviewed with you by ExpertCare before starting your case.

**Missing a visit?:** Do you have a shift that is missing under "today's schedule" or need to have a shift added?  
Please call the office 248-643-8900 or emergency phone 248-229-3088 ASAP.