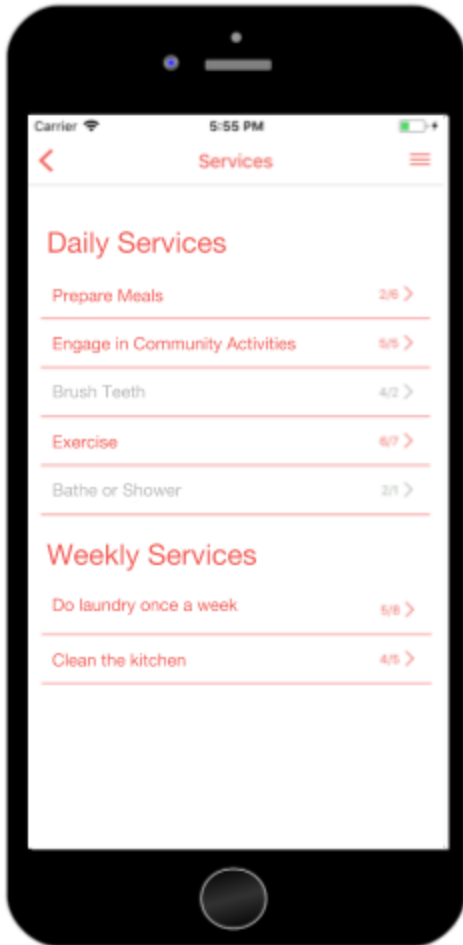


How to Update Service Frequencies

Connect a Voice
1060 Kingsmill Pkwy,
Columbus, OH 43229



Connect a Voice is changing the way that we collect Service information. You will now have the ability to set an expected frequency for a Service. This means that you will be able to tell DSPs that a Service should be performed “once a week” or “twice a day” or “once a month.”



DSPs will see when a Service should be performed. When a Service has reached compliance, (i.e. performed the number of times it was supposed to) it will “Grey-Out” so that DSPs know to focus on other Services.

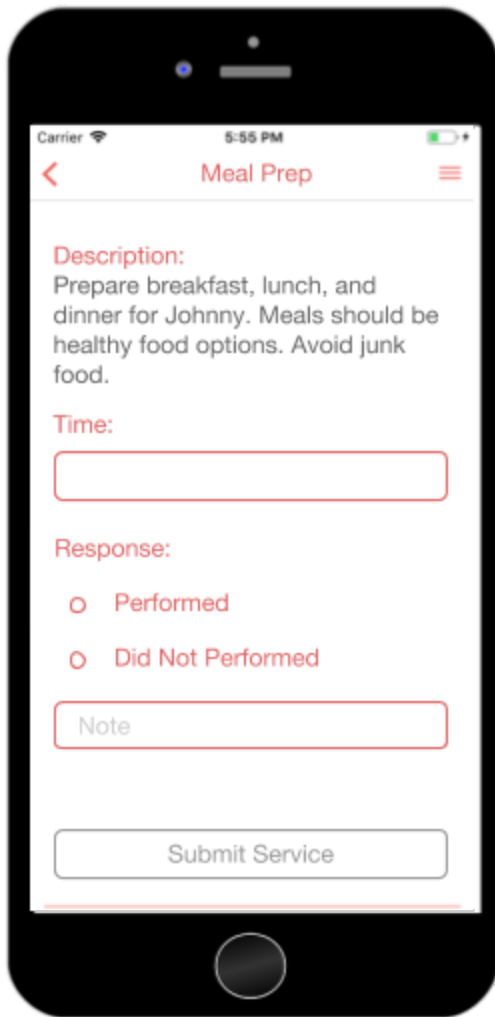
Note: DSPs will still be able to record when they performed a “greyed-out” service. Services like “Do Laundry” that are supposed to be done once a week can still be performed if, let’s say, their clothes get dirty in between that time and they need to be washed.

All Services will also be visible on one screen, organized under their Service Categories. Services and Service Categories are completely customizable per consumer.

Services will be updated shift-to-shift, so if a DSP comes onto a new shift, they will see what the previous DSP had performed.

DSPs will also see how often the Service has been performed for that period. This way they will know the Service needs to be performed 1 more time, or that it’s already been performed a

lot by other DSPs so they should try something else. This will help guide DSPs to provide proper care to their Consumers.

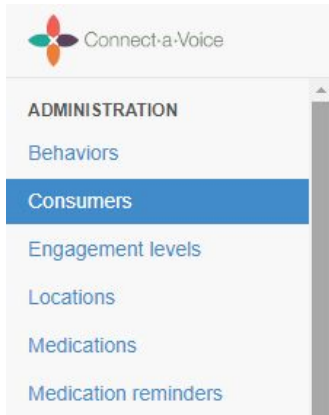


When a DSP taps on a Service, they will be taken to a screen that looks like this. They will see the Description for the Service, they will have the ability to put the Time they recorded the Service, and will be able to record their Response for that Service with a note if necessary.


In this Document, we will show you how to add in all of this information so that DSPs will be properly equipped to address the needs of their Consumers.

Updating Existing Services

To update existing Services, simply Navigate to the Consumers section of the Connect a Voice Admin Portal.



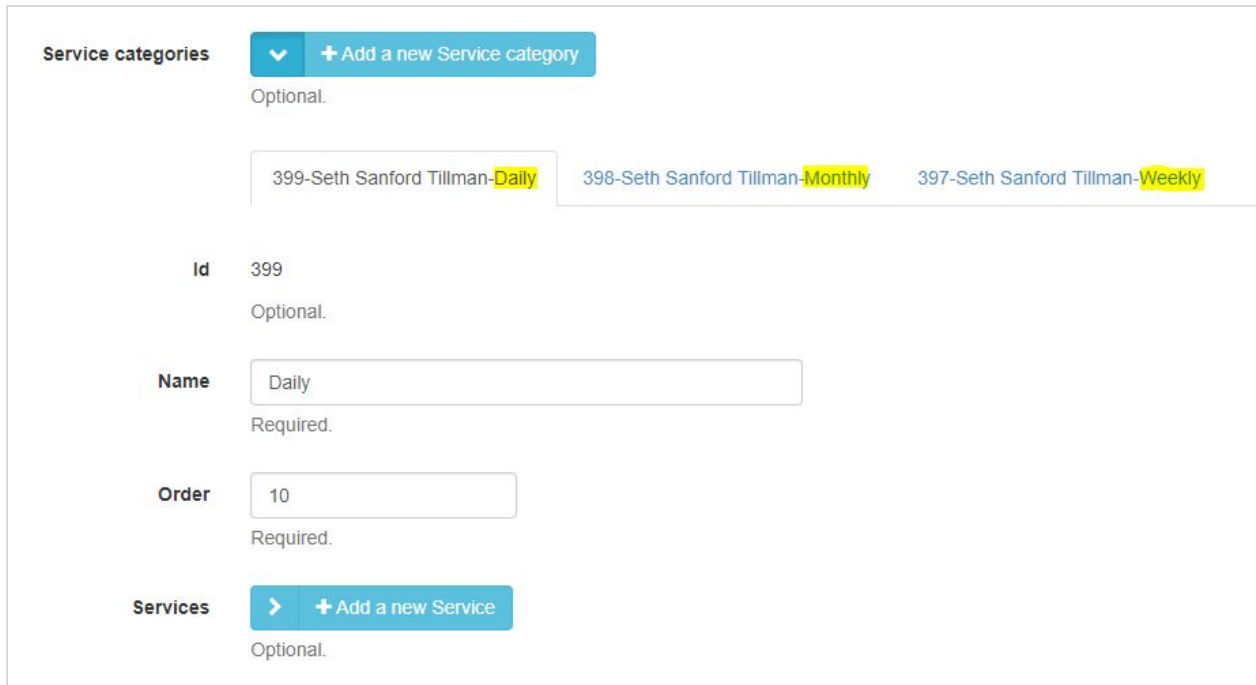
Find the Consumer whose Services you would like to update.

Simply find the Consumer and click on the Edit icon 

When you are in Edit mode, scroll down to where you see “Service Categories.”



Click on the arrow (not “Add a new Service Category”) to see a list of all the Service Categories assigned to the Consumer. Below you will see that the Service Categories are “Daily,” “Monthly,” and “Weekly.”



Click any of the Service Categories and then on the arrow next to “Services” to see the list of Services under that Category.

Below, you will see that the Services under the Daily Category are “Meal prep,” “Brush Teeth” and “Exercise.”

Services ▼ + Add a new Service

Optional.

Tillman/Daily/Meal prep Tillman/Daily/Brush teeth Tillman/Daily/Exercise

Id 1197

Optional.

Name

Required.

times

Optional.

Every **days**

Optional.

You can see that there are several new fields for each Service. We’ll walk through each one and explain what they mean and how to use them.

Name

Name

Required.

This is simply the name of the Service that DSPs will see. We recommend keeping these simple. We’ll have the ability to add more detail in a little bit.

Frequency (_ Times Every _ Days)



<input type="checkbox"/> times	<input type="text" value="3"/>
	Optional.
Every <input type="checkbox"/> days	<input type="text" value="1"/>
	Optional.

This is where you can set your expectations for how often a Service should be performed. In this example, Meal Prep should be performed 3 times every 1 days. That means every day, the DSP is expected to prepare a meal for the Consumer.

If the Service was, let's say, "Brush Teeth" it could be set to 2 times every 1 day. If it was a Service like "Check Smoke Detector" that is supposed to be performed every month, then you could set the frequency to 1 time every 30 days.

These frequencies will let DSPs know when a Service needs to be performed. When a DSP records a Service __ Times every __ Days, then it will grey-out on their phone until the "__ days" has passed. In the above example for "Meal Prep", once the DSP records the Service for the 3rd time that day, it will grey-out until the next day.

Start Date & End Date

Start date	<input type="text" value="April 21, 2018"/>	
	Required.	
End date	<input type="text"/>	
	Optional.	

The Start and End Dates are when the Service is expected to be completed. If the Service is ongoing then you can leave the End Date blank. If the Service is something like "Save up money for vacation," for example, and their vacation starts July 1st, then you can set the End Date for June 30th.

Services will not show up for the DSP if the date is before the Start Date or after the End Date.

Per Need

Per Need

If the Service does not have an expected frequency, then you can check the “Per Need” box. If the Service *does* have an expected frequency, then the Per Need box needs to be unchecked.

Description

Description
Optional.

This is to provide further instruction to the DSP. When the DSP taps on the Service, they will be taken a screen that shows the Service Description. DSPs will not be able to edit the Description.

Responses

Responses
Optional.

Description
Required.

Note required

Each Service can have its own custom responses. When a DSP taps on a Service, they will be taken to a screen that shows the Service Description and the responses. DSPs will select one of the responses to show how the Service was performed.

In the above example, the two responses are “Performed” and “Not Performed.” Responses can also be things like “Consumer Performed Service Independently” or “Needed Assistance.” You can have as many Responses as you would like.

Note: As long as a DSP records a response, it will count toward your compliance. The only time compliance is penalized is if nothing was recorded at all.

You can also check “Note Required” if you would like the DSP to leave a note explaining why they recorded that response. We suggest leaving these unchecked for Responses like “Performed” and checking them for Responses like “Did not Perform” so that DSPs can explain why it wasn’t performed.