



Self-Direction Self-Hired Staffing FAQ

Hiring Staff:

1. When you have determined you would like to hire someone, please fill out the Self-Direction Staff Pay Attestation, signed by yourself and your staff, and submit to your Self-Direction Coordinator. We will not be able to process staff applications without this attestation completed.
2. Potential Staff must:
 - a. Be 18+ and have a High School Diploma, GED, or take an educational assessment with Wildwood if neither of these options can be produced
 - b. Have a valid NYS Driver's License. Exceptions can be made for a license, please let your Self-Direction Coordinator know if your staff does not have a license *prior* to them applying. If they select "no" for the Driver's License question the application they will be automatically knocked out and we will not see their application, if we know ahead of time we can tell them to select "yes" and then we can let HR know.
3. Potential Staff can apply at the following link - be sure they include the name of the individual they will be working with on their application:
 - a. [Self-Direction Staff Application](#)
4. Once the Self-Direction Department has confirmed receipt of the attestation, their Self-Direction Staffing Coordinator will reach out with a Welcome Email with the details of their position and to find out which onboarding path they want to take (In-Person – best if staff isn't great with technology or wants more hands-on assistance, takes a bit longer due to scheduled onboarding dates; Remote – best for staff who are comfortable with technology, quicker option). The onboarding process includes the following:
 - a. Offer letter
 - b. Hiring paperwork
 - c. Background checks (cost covered by Wildwood)
 - d. PPD skin test (tests for tuberculosis). One initially, another within 14-days of hiring.
 - e. Onboarding (in-person and remote options). OPWDD-required trainings must be completed before moving on to the next step. These are available the following:
 - i. In Person - Every other Monday (full day, OPWDD-required trainings are completed on-site)
 - ii. In-Person - The first Saturday/Sunday (varies) of every month (2nd if there is a holiday the first weekend). **Note – this option will fulfill the 90-day requirement described in step (6) as well.** OPWDD-required trainings may be completed on-site, or on the staff's own time.
 - iii. Remote onboarding is done on the staff's own time with support from their Staffing Coordinator. Staff must notify the training department when they have completed their trainings so they can move forward to the next step.
 - f. Precision Care training with Staffing Coordinator

5. When the onboarding and training process is complete, the Staffing Coordinator will clear your staff to start working and will reach out to let you know. **ALL OF THE ABOVE MUST BE COMPLETED BEFORE YOUR STAFF CAN START WORKING.**
6. For staff who choose In-Person onboarding - Within 90 days of hiring, staff must attend a Saturday/Sunday orientation in person at the Latham office. If they do not complete this requirement they will not be able to continue working until it is completed. *Note – This is only offered once per month.* For those who onboard remotely, they must complete additional online trainings within 90-days in lieu of coming into the office.

Ongoing Support of Staff:

1. Staff will have to complete mandatory trainings throughout the year through Relias and CyberHoot. CyberHoot assigns mini-trainings monthly to fulfill our regulatory cybersecurity requirement, these should be about 5 minutes each. Relias assigns trainings every couple of months. Notifications will be sent from these systems to staff's Wildwood email address when they are assigned, and more frequently when they are overdue.
 - a. Staff must complete trainings in a timely manner for regulatory purposes. **Any trainings that are overdue by more than 60-days will result in suspension from work until the training has been completed and verified by the Staffing Coordinator.**
2. Staff must utilize their Wildwood email accounts, as all work-related correspondence will be sent to this email address. They may call/text their Staffing Coordinator as well, but may not provide any HIPAA protected information over text message.
3. Staffing Coordinators will review staff's time and documentation daily and will reach out to them with any concerns.
 - a. Federal Medicaid law mandates that staff clock in and out for their shifts in real time, repeated manual entry of time will result in disciplinary action.
 - b. Community Habilitation staff must complete their shift documentation within one-day of service delivery – that means if they work today, their note must be completed by midnight tomorrow. They will not be able to enter a note past this time without getting exception access from their Staffing Coordinator. Exception access, without justifiable excuse, will result in a retraining (coaching), following by progressive disciplinary action for subsequent issues, up to and including termination. Please help us to insure your staff are completing their work requirements in a timely manner!
 - c. If staff are having issues with Precision Care, they must reach out to their Staffing Coordinator immediately for assistance. After 4:30 Mon-Fri or on weekends they will need to reach out to the Community Services Staff On-Call number, which they all have been provided, for assistance. This helps us to avoid any lost billing associated with late note times, which allows us to continue providing quality supports.