



Self-Direction FAQ for Staff

Who do I contact at Wildwood for payroll, training, Precision Care, etc.?

For most concerns, including payroll and Precision Care, you will reach out to your Staffing Coordinator. *Please do not reach out to Precision Care support, they will direct your request back to us.* All email correspondence must be done through your Wildwood account.

- Tammy DeAmour – tdeamour@wildwoodprograms.org or call/text (518) 640-3422
- Katie Selby – ksselby@wildwoodprograms.org or call/text (518) 640-3346
- Katy Hayen – khayen@wildwoodprograms.org or call/text (518) 640-3435

If you are unsure who that is, please reach out to their supervisor, Moriah Roberts (mroberts@wildwoodprograms.org) and she will provide you that information.

For concerns with the individual/family you are working with, please contact their Self-Direction Coordinator. If you are unsure who that is, please ask your Staffing Coordinator.

For others concerns, contact info is as follows:

- Google Wildwood account access/email - techsupport@wildwoodprograms.org
- The Self-Direction HR Representative is Barb Kessler bkessler@wildwoodprograms.org

How do I access my Wildwood account?

You can access your Wildwood account at start.wildwoodprograms.org. From this start page you can access your Wildwood email, Relias and CyberHoot (trainings), Precision Care/PC Now, Paycom (payroll/HR) and staff resources. You will log in with your Wildwood email and password.

You must be in your Wildwood Google account which you can get to from a computer or iPhone/iPad by changing switching from your personal to work account in your Chrome browser. Android users will have a Work profile automatically set up in their phone the first time they log into their Wildwood account from that device, which will include secure apps automatically signed into your Wildwood programs.

What do I do if I am having issues with Precision Care?

During business hours (Mon-Fri 8:30am-4:30pm) you should contact your Staffing Coordinator. Outside of business hours and on weekends you should call/text the Community Services On-Call phone at (518) 640-1178. **If no one answers your call, please send a follow-up text and**

someone will get back to you shortly. Voicemails for on-call go to our emails and we may not see them outside of business hours, so following up with a text is best practice.

If you are unable to access Precision Care, you *must* reach out and let someone know as soon as possible. Failure to document your time/notes within one-day of service delivery impacts our ability to bill Medicaid for the services you are provided, and thus all of our abilities to provide quality supports.

Can I be reimbursed for mileage and activities?

If the individual you are working with has mileage and activity fee reimbursement budgeted, you can be reimbursed for these things. Please check with your Staffing Coordinator if you are unsure about this.

Reimbursements must be entered into Precision Care, no more than 60-days from the date we process reimbursements (see 2025 Reimbursement Schedule for dates), activity fees will not be reimbursed without an itemized receipt, and all mileage and activities must be goal-related and discussed in that shift's data collection notes with specific locations referenced. We can reimburse for tips that are documented, but only up to 20%. Meal reimbursement must be specific to a goal, and should not be upgraded items, add-ons, or several-course meals, please be mindful of how you are spending the individual's funds.

Reimbursements are processed every 2 weeks and paid in between paycheck weeks.

What is Electronic Visit Verification (EVV)?

EVV is a requirement set forth by Medicaid in early-2021 that states all staff must clock in and out for their shift in real time. When you clock in/out in Precision Care it creates a timestamp and GPS coordinates for the purpose of verifying this information. If you are unable to clock in/out in real time, please reach out to your Staffing Coordinator (during business hours) or Community Services On-Call (after hours) immediately for assistance. *Continued use of manual entry or adjustment of time will result in disciplinary action as it violates federal Medicaid policy.*

When do I have to complete my notes for Community Habilitation?

Wildwood expects staff to follow a contemporaneous time-frame of within 1 day of service delivery; this means if you work on a Monday your documentation must be completed by the end of the day on Tuesday. If you are unable to complete your documentation within this time-frame due to an issue with Precision Care or an emergency, please reach out to your Staffing Coordinator (during business hours) or Community Services On-Call (after hours) immediately.

If notes are not completed within one-day of service delivery, your Staffing Coordinator will need to provide you exception access to enter your notes. Prior to giving you exception access, your Staffing Coordinator will determine whether the lateness is excused for justifiable reasons, if it is not then they will deliver progressive disciplinary action for each subsequent offense, up to and including termination of employment.

What information does my Community Habilitation or SEMP note need to have?

You must document on *at least 2 goals per shift*, more if pertinent to services delivered. **The goals worked on must account for your entire shift** (i.e. if you work 8 hours, your notes should cover 8 hours worth of goal activity).

Your note must contain the following information:

- How did you support the individual on the goal? For example, did you offer verbal prompts or reminders, did you provide physical support, did you model what needed to be completed, etc.? How many of these prompts did you have to give?
- How did the individual respond to your support? For example, did they respond positively? Did they get frustrated? Did they ignore you? Did they ask questions, etc.?
- Is the individual making progress on this goal in the time you have been working with them? Do they need less prompts than they used to? Are they more independent than they were at first?
- Did you go anywhere or do anything that you are hoping to be reimbursed for? This information must be specifically referenced in the relevant goal. For example, if the individual has a goal for pursuing hobbies and interests and you accompany them to an art class, you will need to discuss that in the note.

How many hours can I work?

That depends on the individual's budget. Each individual determines pay rate and number of hours of self-hired staff when they plan their budget. The individual/family you are working with should be able to tell you how many hours they have budgeted for staffing. You can also check with your Staffing Coordinator for this information.

If you are not Full-Time staff, you must stay below 30 hours/week. If you need to work more than that for some reason, please reach out to your Staffing Coordinator for approval so they can verify that the budget can accommodate these hours.

Please do not exceed 40 hours/week as the budget may not be able to accommodate an overtime rate. Respite staff can never exceed 40 hours/week due to the Medicaid reimbursement rate being too low to accommodate an overtime pay rate.

Can I work with more than one individual?

Yes, but it is dependent on the number of hours due to fringe benefit rates in the individual's budget, as if you work more than 30 hours you would be considered Full-Time, and many budgets cannot support this. If you are interested in working with more than one individual, please contact your Staffing Coordinator and they can discuss options with you. In order to work with additional individuals you must be in good standing with your employment, up to date on all training requirements, and be a per diem employee staying below 29-hours each week total.

What is the policy for working on Holidays?

Staff who are Full-Time (30+ hours/week) are benefit-eligible and have paid agency holidays. This means, they **cannot** work on a holiday or the observed agency holiday. If a holiday falls on a weekend, it may be observed on that Friday or Monday. You will receive an email reminder

from the Staffing Coordinators prior to the holiday, reminding you that you cannot work. Staff who are not benefit-eligible (less than 30 hours/week), can work holidays at their regular rate of pay, but are encouraged to take them off.

Do I have any ongoing training requirements?

Yes, OPWDD requires that certain trainings be completed annually to insure that all staff have the information needed to provide quality supports. Our cybersecurity program, CyberHoot, assigns new mini-trainings monthly, they are less than 5 minutes each, and all other trainings are in Relias and you will see new ones every couple of months. You will receive emails from both Relias and CyberHoot to your Wildwood email when new trainings are assigned.

If trainings are not completed within 60-days of the due date, you will be suspended until they are completed, as these are regulatory requirements. Please make all efforts to check each of these platforms monthly to see if you have any training to complete to stay on top of this requirement. Your Staffing Coordinator will monitor your training status as well.

If you need a training quiz reset, please reach out to your Staffing Coordinator.