

Staff and Client Scheduling Integrated Release Notes

This release is a major update. There are 5 main components:

- 1. Maps:** Maps are now available to all myMITC users but are of particular use to Schedulers. Displays maps of where employees live and where day programs, group homes and clients are
- 2. Centralized Scheduling:** A new permissions system that separates Schedulers from Time and Attendance managers providing more flexibility and control over who can see what
- 3. HCBS programs:** 2 major new procedures for agencies managing HCBS programs The new options introduce an intelligent system that creates schedules based on authorizations, targets, client availability, employee availability and training and mutual preferences. The goal of these upgrades is to help providers maximize client hours and billing without exceeding authorizations
- 4. Usability:** A whole host of new features managers and employees will enjoy and help them be more productive
- 5. Reporting:** Authorizations and weekly targets are now available along with Schedule Utilization and Variance to weekly target reports

Auto-Create Schedules for HCBS

<p>2003 - Coulson, Phil City: [Rockville] Titles: Care Giver Distance: 0 Schedule Time: 8:00AM to 9:00AM Wk Stnd Hrs: 10 Sched.Hrs: 0.5 Var: 9.5</p>	<p>2008 - Alianovna, Natalie City: Rockville Titles: Distance: 0 Schedule Time: 8:00AM to 9:00AM Wk Stnd Hrs: 40 Sched.Hrs: 8.5 Var: 31.5</p>
<p>2020 - Cousins, Harry City: Saverna Park Titles: Distance: 0 Schedule Time: 8:00AM to Wk Stnd Hrs: 40 Sched.Hrs: 8 Var: 32</p>	

Auto-Create Visits by Client

<p>Client Name: Drew Morris Address: 3219 Hamilton Dr Baltimore MD 21202 Wk Auth.Hrs: 15 Sched.Hrs: 7 Var: 8</p>	<p>2020 - Cousins, Harry City: Baltimore Titles: Care Giver Distance: 0.26 Schedule Time: 11:30AM to Wk Stnd Hrs: 40 Sched.Hrs: 14 Var: 26 Time entered is outside of client's availability.</p>
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Find Employees

<p>Saved Schedules Client Service Type Service Duration Week 1 CLIENT2 - Drew Morris 204 - PCA 1 Hours Day: Sunday GO</p>
<p>Client Name: Drew Morris Address: 3219 Hamilton Dr Baltimore MD 21202 Wk Auth.Hrs: 15 Sched.Hrs: 7 Var: 8</p>
<p>2020 - Cousins, Harry City: Baltimore Titles: Care Giver Distance: 0.26 Schedule Time: to Wk Stnd Hrs: 40 Sched.Hrs: 14 Var: 26</p>
<p>2008 - Alianovna, Natalie City: Baltimore Titles: Care Giver Distance: 0.43 Schedule Time: to Wk Stnd Hrs: 40 Sched.Hrs: 8.5 Var: 31.5</p>

Auto-Create Visits for Employees

<p>Saved Schedules Day Employee Week 1 Sunday 2008 - Alianovna, Natalie GO</p>
<p>Employee: 2008 - Alianovna, Natalie City: Baltimore Titles: Care Giver Wk Auth.Hrs: 40 Sched.Hrs: 16.5 Var: 23.5</p>
<p>Client: CLIENT2 - Drew Morris Address: 3219 Hamilton Dr Apt 103 Baltimore MD 21202 Distance: 8.2 Schedule Service: 100 - Respite Authorized Services: 100 - Respite (1 Hr), 101 - Physical Therapy (1.5 Hr), 102 - Home Care (.5 Hr) Min Duration: 1 Hr, 1.5 Hr, .5 Hr Wk Auth Hours: 15, 5, 5 Wk Sched Hours: 12.5, 3, 1 Hours Variance: 2.5, 2, 4</p>

HCBS, Home Care & Self-Directed programs tend to have more flexibility than Residential & Day programs with regards to when services might be provided. The new scheduling release aims to offer providers tools specifically designed to manage & address the unique requirements that are inherent to HCBS programs where services are provided outside of facilities.

- Maximize revenue in HCBS programs
- Minimize delivery of unauthorized services
- Avoid preventable overtime

Two new procedures are available with the goal of ensuring clients receive the maximum services allowed within authorization and that staff availability is maximized within 40 hours a week. The new procedures prompt schedulers or managers to create shifts based on employee availability and qualifications, as well as client availability and services authorized. Additional reporting is available to track Weekly Hour Targets, Schedule vs. Authorization, and more.

Both New Scheduling Procedures Support:

- Searching for employees qualified to provide specific services
- Employee restrictions to remove employees who are not available at certain times
- Employee preferences to prevent an employee being matched with a client that might cause difficulties (ex. Client has cats. Employee has cat allergies.)
- Only creating schedules for a user-defined minimum of hours and factoring in travel time

Find Clients for Employees Procedure:

- In HCBS programs, employees may not be scheduled all of their 40 hours per week, while clients may have availability to receive services
- Client Availability is maintained in Master Schedules
- Queries database to find opportunities for extra work for available, qualified employees

Find Employees for Client Procedure:

- Similarly, clients may not have all their services scheduled while employees may not be scheduled all of their 40 hours per week
- Queries database to find available, qualified staff during a window of time (the Client Availability Window) rather than a shift. For example, "I need an available, qualified employee to provide Service A during 14:00-20:00 window on Monday."

Centralized Scheduling:

- Separates access permission to Employee Schedules from Time and Attendance
- Centralized schedulers will have access to any employees for scheduling purposes, but will not have access to those employees' time & attendance data
- Relevant if your agency uses centralized scheduling and Staff & Client Scheduling with time & attendance/EVV

Open Shifts:

- Managers will receive open shift alerts on their dashboards
- Managers can choose which open shifts to publish
- The ability for specific employees to view open shifts is now optional
- New Open Shift audit report that shows who requested the shift and who approved the shift



Schedule-Building Features

- Advanced replace: Replace shifts for a specific employee/time with a new employee
- Advanced copy: Copy selected schedules to selected date range
- Advanced edit: Edit times for selected date range, employee, and time

Schedule Confirmation

- If using Schedule Confirmation, changes made can now optionally be 're-confirmed' by the employee

Shifts with Flexible Hours

- Use where the hours of attendance are open or flexible but the hours of service are fixed.
Example: a schedule can be filled any time during the day but only for 2 hours or a schedule can be anytime between 16:00 and 22:00 but only for 3 hours
- Optionally disable hours auto calculation for on call, stipend .and open type shifts

System Administrators & Reports:

- Makes Authorizations available in Staff & Client Scheduling
- Auto calculate monthly budget from Authorization
- Create Weekly Target Hours
- Weekly Schedule vs. Target Variance Report
- Schedule vs. Authorization Utilization Report

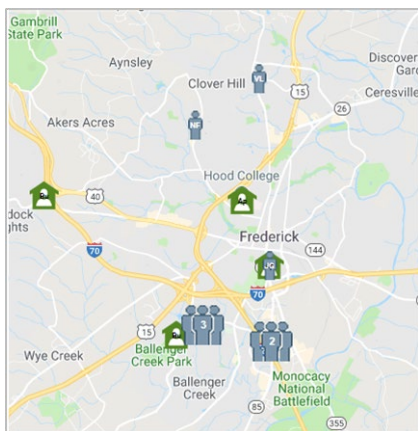
Additional Miscellaneous Features:

- Greater visibility for employees to see service codes
- Shift Colors viewable to employees

Maps

- Uses an API to access Google maps
- Requires a license from Google
- Maps are not active if API not installed

Employee Map



Client Map

