Group Jobs for Support Staff

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Group Jobs Intro Video for Support Staff

https://player.vimeo.com/video/949340784

Created 05/22/24.

Recording time for a group shift

Creating a Group shift

Creating a group shift is very similar to creating a regular shift, but it allows you to have more than one participant on the same shift.

To create a group shift:

1. From the home page, click on the Start Group Shift button or in eTime Live, select the icon with two people to start a group shift.
2. Select the participants in that shift.
   - Only participants that have a group job shared between them can be selected together.
   - If only one of the participants in this group is available for this shift, do not select a group shift. Instead, start an individual shift with that participant.
   - Once a participant is selected, participants who do not have a group job with the selected participants will not be selectable.
3. Select the group job from the list.
   - The group jobs listed on this screen are the only jobs available for the combination of selected participants.
4. If the selected job and method require EVV, select a start location for **each** participant.
   - If a shift takes place at a participant's home, select home for that participant and community for everyone else.
   - If the home that's being used for a group shift is shared by any participants, select home for these participants.
   - If the shift is not taking place at any of the participant's home, you can select community for all of them.
   - If any participant has more than one service address where home was selected, the staff should specify which service address.
5. Review the selections made and click Add to start the shift.

Events in a Group Shift

Meetings and trainings are OK.

Participant absent should not occur.

Editing a Group Shift

1. From eTime Live, navigate to and select the running group shift.
2. Add all required information for each participant.
   - Staff activities must be added separately for each participant for COMHAB and SEMP jobs.
   - Adding an event to a group shift will apply that event to all participants in that shift.

Ending a Group Shift

If during a shift there is a change in the number of participants, you should end the current shift and start a new one.

1. From the homepage, use the green "End Shift" button, or when viewing the shift in eTime Live, click the End Shift button.
2. Verify that all shift details are added properly.
   - *If the selected job and method are EVV Required, select the end location for **each** participant.*
3. Review the information.
4. Click **Submit**.

Submitting a Group Shift

A group shift is submitted for approval just like any other shift.

Once a shift is submitted, it will be held for review and it has to be approved by each participant's approver.

Updated 05/10/24.

Correcting a returned group shift

When a group shift is returned, either by ISS or one of the Circle Approvers, the entire shift will be returned and will need to be re-approved by the all of the Circle Approvers before it can be sent to ISS for review and payment. You will be able to see the following details to help you fix the issues for which it was returned:

From My Work, select the returned shift. You will see the following details about the returned shift.

1. A dropdown at the top of the page which you can use to navigate between participants to view their individual shift details.
2. A red box indicating who returned the shift, the reason, and description why the shift was returned.

To fix a returned shift, in My Work, select the shift marked as returned and:

1. Use the dropdown to review individual participant shift details.
2. Use the edit in eTime link below the red box or the Submit in eTime button at the bottom of the shift details card to correct the shift in eTime.
3. Review the reason and description for the shift being returned and make any necessary changes.
4. Click **Submit** to resubmit the shift for approval.

Updated 05/10/24.

Requesting Time Off on a group shift

The "Add Time Off" process has been enhanced to accommodate requesting Paid Time Off (PTO) for group jobs.

When adding a time off request, if you have any group job(s), you will be asked if you are asking this time off from a single or group job.

When "Group Job" is selected, you will be asked to select which job you are asking PTO for. Jobs are listed by name as well as the names of participants who are part of that group job.

The rest of the process has not been modified. See Requesting/Submitting Time Off for more information.

Updated 05/10/24.

During a group shift one or more participants has to leave, what do I do?

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End the current group shift and start a new group shift with the remaining participants. If only one participant remains, end the group shift and start a new single shift.

Updated 05/10/24.

One or more participants in the group shift is absent, how do I proceed?

One or more participants in the group shift is absent, how do I proceed?

If the there are two or more participants available for the group shift, you can proceed with the available participants. When selecting participants for the shift, do not select absent participants.

If only one participant is available, you should not use the group shift feature. Instead, begin a single shift.

Updated 05/10/24.

Participants in a group shift live in close proximity, which location do I select?

Participants in a group shift live in close proximity (for example in the same apartment complex) and they are doing an activity together in a communal area, which location do I select?

If the communal area is within the geofence for all of the participants in the group shift, you can either select home, or community for both participants.

Note: If the shift is taking place at the home of one of the participants, please select home for the participant whose home is being used, and select community for the other participant(s) in the group shift.

Updated 05/10/24.