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FREQUENTLY ASKED QUESTIONS – Service Note

Electronic Service Note text box – CellTrak App enhancement – effective July 5, 2020

Introduction

- Support Service Professional's (SSP's) using the CellTrak App will transition from submitting current paper Progress Notes to documenting them electronically. Documentation in the new required Service Note text box should sufficiently describe the activities, location and supports provided. The note should relate to the goals/outcomes identified in the Individual Support Plan for the type, frequency and duration of the service being provided (i.e.: Home & Community, Companion, etc.).
- **This only pertains to SSP's that use the CellTrak App.** IVR users will continue with the same paper documentation submitted weekly no later than Tuesdays at 4pm. IVR users can transition to an electronic Service Note by utilizing the CellTrak App.
- The electronic Service Note addition should not impact the number of units of service/support provided, either by providing beyond authorized (overextending the shift because the Service Note was not completed directly prior to logging off at end of shift) or underutilizing (completing the Service Note too early and logging out before final 15 minute unit is complete).

Frequently Asked Questions

1) What is a quick and basic overview of the change?
Paper "Progress Notes" (used to record shift notes) are being discontinued for CellTrak users. These notes will now be typed into the required Service Note text box in the CellTrak app.

If issues arise (loss of internet, etc.) and the SSP is unable to use CellTrak, two documents must be submitted within 24 hours:
- Missed Activity Report Form
- Service Note Form (new)

Both forms should be completed in their entirety and submitted together. Submit Service Notes weekly on Sunday, Monday or Tuesday, no later than 4pm.

IVR (phone) users have no change to current weekly submission of paper Progress Notes. If an issue arises with IVR, the Missed Activity Form is required within 24 hours.

2) Why is the Service Note replacing the Progress Note?
The current Progress Note served two documentation purposes which can be generalized as:

    1) Verifies an individual received the support/service as authorized in their ISP.
    2) Focuses on if an individual has experienced progress from the support/service provided.

To achieve alignment with guidance from the Office of Developmental Programs (ODP), the Notes are being separated into a Service Note (completed at the time of service before logging off the shift) and Progress Notes (completed on a regular interval period such as monthly, every two months or quarterly basis). Further information on the new Progress Note will be forthcoming. This separation is being implemented now for CellTrak users due to the ability to submit the new Service Note electronically.

3) What qualifies as an acceptable Service Note?
An acceptable Service Note must sufficiently describe the activities, location and supports provided. The note should relate to the goals/outcomes identified in Individual Support Plan for the type, frequency and duration of the service being provided (i.e.: Home & Community, Companion, etc.).

4) I'm an IVR user, do I submit a Service Note now?
The process and documentation (current "Progress Note") for IVR users remains the same. IVR users will be notified before any changes occur. If a ME & SSP would like to switch to electronic Service Notes, please contact the AWC Team for guidance. We highly encourage utilizing the CellTrak app.

5) Should I complete the Service Note box before the end of my shift?
Yes, it is a good practice to log into CellTrak about ten minutes before the end of your shift and complete your Service Note. If the individual you work with is able, you should review with them what you worked on that day. This is a great way to end your work shift, and ensures you have a good summary of what occurred during your shift.

6) If I am working a short activity (i.e., 15 min.) when should I complete the Service Note so that I don't go over my scheduled time?
The same answer as above applies, but less time is needed with such a short activity. Instead of 10 minutes prior to the end of your shift, a couple of minutes prior may be sufficient to provide an effective note and log off. The full 15 minute unit should be utilized.

7) If I finish my note early (i.e., 5 minutes) should I just log out?
Almost all services (with some exceptions) are 15 minute units, so you should provide services in full 15 minute increments.

8) Will I be able to finish without typing my notes in the Service Note text box?
No, it is a required field. The system will not close your shift until all requirements are met.

9) If I have back to back shifts with another SSP, how do we ensure we don't overlap?
Allow sufficient time to document your Service Note in order to prevent overlaps. The recommended process is explained in FAQ #4.

10) If I work three different shifts in one day, does this mean I will document three separate times in the Service Note text box?
Yes, a Service Note is completed at the time of service for each shift.

11) Is the Service Note text box specific to one service only?
Yes, an SSP logs in and provides one type of support/service. Before finishing the shift, the Service Note text box documentation must be completed.

12) What if my Service Note is not considered sufficient?
It is critically important to follow the guidance offered on what qualifies as an acceptable Service Note. If there is any lack of clarity, we encourage each SSP to reach out to the Managing Employer first and then the AWC Team if needed. An insufficient Service Note jeopardizes payment. Service Notes are the method of capturing the supports deemed valuable for each individual, so it is important to include adequate detail when completing them. Proper documentation will lead to better overall outcomes.

13) How many characters does the Service Note text box allow? How much can I document?
We are not aware of a limitation. If you experience any issue, please contact the AWC Team.

14) I can't get the CellTrak app to work. How do I document now that I no longer use the paper Progress Note?
If the CellTrak app cannot be used during a visit, SSP's must fill out and submit the Missed Activity Report Form and Service Note form within 24 hours. These forms can be found on the EVV Resources website at https://yourawc.org/evvresources/. It is critically important that both forms are filled out in their entirety. Upon completion, email the forms to awc@yourawc.org.

6/26/20