


CHAPTER: 8	SECTION: 21	SUBJECT: Environment of Care
TITLE: Accounting for Staff Time When Providing Service Out of the Office		
EFFECTIVE DATE: 09/22/99	REVISED DATE: 12/03/02, 12/6/05, 12/16/11, 10/4/12, 10/24/13, 5/13/16, 4/30/17, 2/6/19, 9/4/19; 09/22/20, 11/09/21, 01/24/23, 11/14/23	
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

I. PURPOSE:

To reduce the risk associated with providing services out of the office.

II. APPLICATION:

To all Community Mental Health of Ottawa County (CMHOC) directly operated programs providing services outside the CMH network of service sites.

III. DEFINITIONS:

Accounting Mechanism - Any routine manner a staff member uses to communicate their schedule to their colleagues and supervisor. Examples may include an automated calendar on a computer system, use of a central or "master" appointment book, and/or an "in/out" log.

IV. POLICY:

All CMHOC staff must account for their time both in and out of the office in a manner approved by their immediate supervisor which identifies the approximate time and location of all services expected to be provided and how to contact the staff member at any time.

V. PROCEDURE:

1. Program supervisors should evaluate the means most logical for their staff to accommodate this mandate given their job duties and the site(s) from which they work. The supervisor will, as part of that plan, need to identify any training or resources needed to accomplish this (e.g., Outlook calendar training).
2. All CMHOC Staff Calendars are to be updated and kept current at all times. If schedule changes occur during the day, the staff member will advise the team supervisor and/or support staff in order to keep their schedule accurate.
3. Entries into this schedule must be specific. In other words, "Home Visits" is unacceptable. Rather, the entry should reflect the actual place and consumer scheduled to meet. For example, "J.D.'s home," "S.S. at her parents' home," "J.D. at her boyfriend's cottage in Spring Lake," "S.Q. at Spring Lake McDonald's".

4. Staff who provide services in the community must carry a cell phone with them and ensure that their supervisor and team support staff are aware of the cell phone number. If staff does not have a county issued cell phone, they must either use a county cell phone from the pool of available phones allocated to their program or use their own personal cell phone.
5. As it is not always possible to give accurate times when a staff member provides services to numerous consumers in their homes during any given day, the consumers should be listed in the order in which the staff member is planning to provide service. Times should be approximated as close as possible. ACT staff are expected to keep other each other apprised of their schedule changes throughout the day via texts or calls.

VI. ATTACHMENT:

None Applicable

VII. REFERENCE:

CMHOC Security Management Plan
CARF Behavioral Health Standards