Welcome

CONSUMER DIRECT CARE NETWORK
SOUTH DAKOTA

Time Entry & Pay

Consumer Direct Care Network South Dakota

Today's Presentation

❖ Who is Consumer Direct Care Network (CDSD)

❖ CDSD Payroll Schedule

❖ Overview of Time Entry Methods

❖ How to Submit/Approve a Test Shift

❖ Question and Answers

Who we are...

Mission

To provide care and support to people in their homes and communities

Vision

To help people live the life they want

Values

Respect, **I**ntegrity, **S**ervice, **E**xcellence

CONSUMER DIRECT
CARE NETWORK
SOUTH DAKOTA

Experts In Self-Directed Services

We are the largest, most experienced provider of self-directed services in the nation.

- Participant-focused customer service
- Experienced, collaborative partner with all interested parties
- Reliable, easy-to-use technology
- Long-standing and stable leadership team

What We Do:
- South Dakota office and staff presence ensures high quality and responsive customer service
- Service delivery experience in urban and rural communities
- Tools designed just for self-direction

Consumer Direct
Experience and Trust

- Consumer Direct Care Network South Dakota (CDSD) is part of the larger Consumer Direct Care Network
- Over 30 years' experience supporting home care services
- Serving 94,000 Participants and 112,000 Caregivers around the country
- Serving 14 states
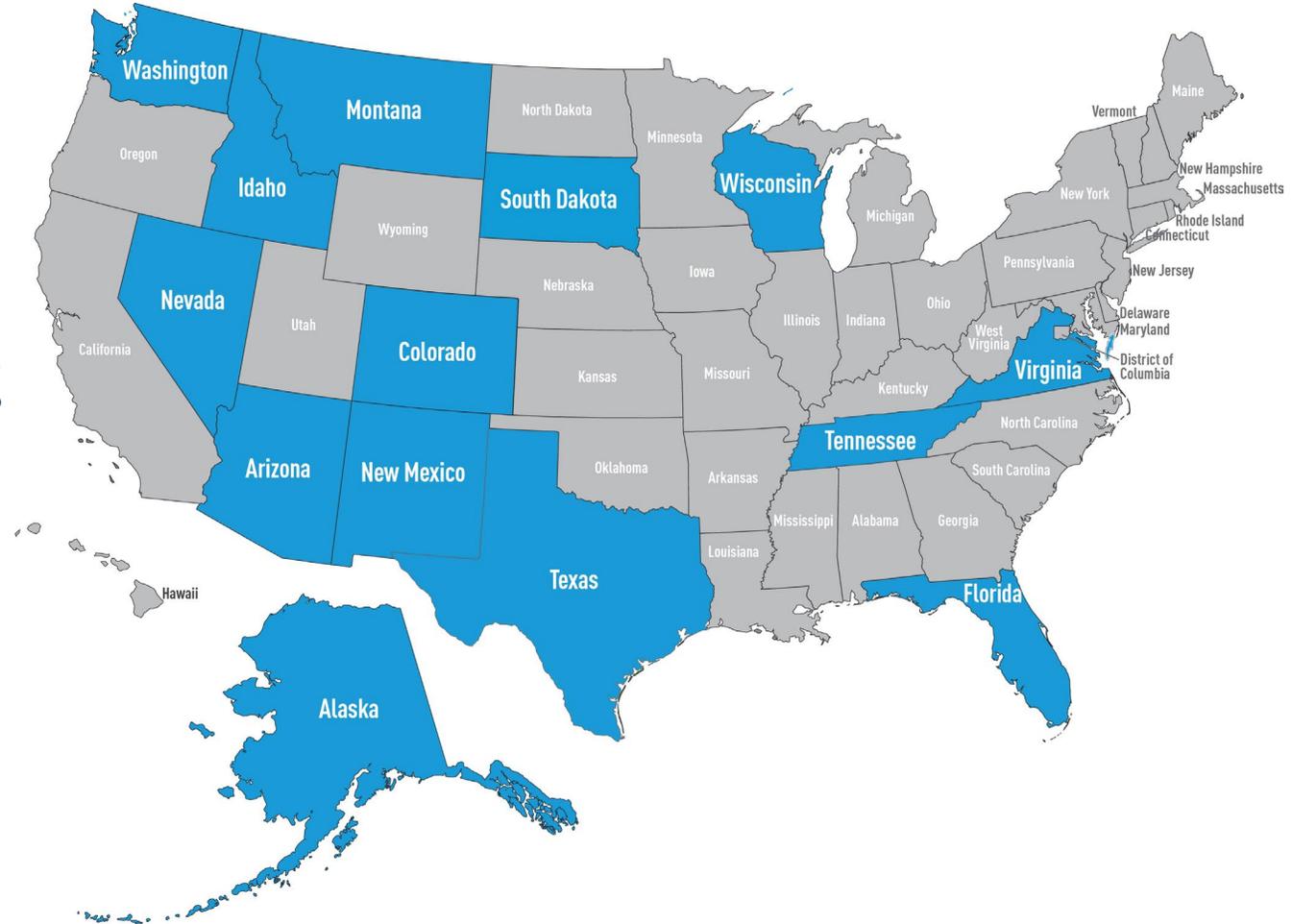
CDSD Time Capture: 08/25/2024

- ❖ Participants with LifeQuest will start claiming time with Consumer Direct South Dakota on 08/25/2024

- ❖ Employees will no longer be able to clock in and out with Focos/LifeQuest starting on 08/25/2024

- ❖ Additionally, participants and employees will soon gain access to DirectMyCare.com to manage shifts

- ❖ Participants/Employees will not be able to activate accounts for time capture until after enrollment packets have been completed and processed by CDSD

Payroll Schedule

Payroll Schedule

❖ Authorized hours will not change due to the transition to
   Consumer Direct Care Network South Dakota

❖ Wage per hour stays the same

❖ The Payroll calendar stays the same

❖ Pay dates will be every other week (biweekly) on Friday

❖ Pay amount will be based on 14 days of work

Payroll Schedule

2024 Payroll Calendar

Symbol Key: ○ Pay Day △ Postal and Bank Holiday

JANUARY
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	△1	2	3	4	5	6
7	8	9	10	11	○12	13
14	△15	16	17	18	19	20
21	22	23	24	25	○26	27
28	29	30	31			

FEBRUARY
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	○9	10
11	12	13	14	15	16	17
18	△19	20	21	22	○23	24
25	26	27	28	29		

MARCH
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	○8	9
10	11	12	13	14	15	16
17	18	19	20	21	○22	23
24	25	26	27	28	29	30
31						

APRIL
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	○5	6
7	8	9	10	11	12	13
14	15	16	17	18	○19	20
21	22	23	24	25	26	27
28	29	30				

MAY
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	○3	4
5	6	7	8	9	10	11
12	13	14	15	16	○17	18
19	20	21	22	23	24	25
26	△27	28	29	30	○31	

JUNE
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	○14	15
16	17	18	△19	20	21	22
23	24	25	26	27	○28	29
30						

JULY
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	△4	5	6
7	8	9	10	11	○12	13
14	15	16	17	18	19	20
21	22	23	24	25	○26	27
28	29	30	31			

AUGUST
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	○9	10
11	12	13	14	15	16	17
18	19	20	21	22	○23	24
25	26	27	28	29	30	31

SEPTEMBER
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	△2	3	4	5	○6	7
8	9	10	11	12	13	14
15	16	17	18	19	○20	21
22	23	24	25	26	27	28
29	30					

OCTOBER
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	○4	5	
6	7	8	9	10	11	12
13	△14	15	16	17	○18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					○1	2
3	4	5	6	7	8	9
10	△11	12	13	14	○15	16
17	18	19	20	21	22	23
24	25	26	○27	△28	29	30

DECEMBER
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	○13	14
15	16	17	18	19	20	21
22	23	24	△25	26	○27	28
29	30	31				

2024 Bank & Post Office Holidays
*Consumer Direct Care Network office closures

- *New Year's Day - Monday, January 1
- *Martin Luther King, Jr. Day - Monday, January 15
- Presidents Day - Monday, February 19
- *Memorial Day - Monday, May 27
- *Juneteenth - Wednesday, June 19
- *Independence Day - Thursday, July 4
- *Labor Day - Monday, September 2
- Columbus Day - Monday, October 14
- *Veterans Day - Monday, November 11
- *Thanksgiving Day - Thursday, November 28
- *Christmas Day - Wednesday, December 25

Payroll Schedule

- Each pay period consists of two Sunday through Saturday work weeks.

- All shifts are due Monday by midnight following each work week.

- Late time or time with mistakes may result in late pay. Thank you!

Work Week 1 Sunday through Saturday	Timesheet Due Monday	Work Week 2 Sunday through Saturday	Timesheet Due Monday	Pay Date Friday
12/17/23 to 12/23/23	12/25/23	12/24/23 to 12/30/23	1/1/24	1/12/2024
12/31/23 to 1/6/2024	1/8/24	1/7/24 to 1/13/24	1/15/24	1/26/2024
1/14/24 to 1/20/24	1/22/24	1/21/24 to 1/27/24	1/29/24	2/9/2024
1/28/24 to 2/3/24	2/5/24	2/4/24 to 2/10/24	2/12/24	2/23/2024
2/11/24 to 2/17/24	2/19/24	2/18/24 to 2/24/24	2/26/24	3/8/2024
2/25/24 to 3/2/24	3/4/24	3/3/24 to 3/9/24	3/11/24	3/22/2024
3/10/24 to 3/16/24	3/18/24	3/17/24 to 3/23/24	3/25/24	4/5/2024
3/24/24 to 3/30/24	4/1/24	3/31/24 to 4/6/24	4/8/24	4/19/2024
4/7/24 to 4/13/24	4/15/24	4/14/24 to 4/20/24	4/22/24	5/3/2024
4/21/24 to 4/27/24	4/29/24	4/28/24 to 5/4/24	5/6/24	5/17/2024
5/5/24 to 5/11/24	5/13/24	5/12/24 to 5/18/24	5/20/24	5/31/2024
5/19/24 to 5/25/24	5/27/24	5/26/24 to 6/1/24	6/3/24	6/14/2024
6/2/24 to 6/8/24	6/10/24	6/9/24 to 6/15/24	6/17/24	6/28/2024
6/16/24 to 6/22/24	6/24/24	6/23/24 to 6/29/24	7/1/24	7/12/2024
6/30/24 to 7/6/24	7/8/24	7/7/24 to 7/13/24	7/15/24	7/26/2024
7/14/24 to 7/20/24	7/22/24	7/21/24 to 7/27/24	7/29/24	8/9/2024
7/28/24 to 8/3/24	8/5/24	8/4/24 to 8/10/24	8/12/24	8/23/2024
8/11/24 to 8/17/24	8/19/24	8/18/24 to 8/24/24	8/26/24	9/6/2024
8/25/24 to 8/31/24	9/2/24	9/1/24 to 9/7/24	9/9/24	9/20/2024
9/8/24 to 9/14/24	9/16/24	9/15/24 to 9/21/24	9/23/24	10/4/2024
9/22/24 to 9/28/24	9/30/24	9/29/24 to 10/5/24	10/7/24	10/18/2024
10/6/24 to 10/12/24	10/14/24	10/13/24 to 10/19/24	10/21/24	11/1/2024
10/20/24 to 10/26/24	10/28/24	10/27/24 to 11/2/24	11/4/24	11/15/2024
11/3/24 to 11/9/24	11/11/24	11/10/24 to 11/16/24	11/18/24	11/27/2024 (Wed.)
11/17/24 to 11/23/24	11/25/24	11/24/24 to 11/30/24	12/2/24	12/13/2024
12/1/24 to 12/7/24	12/9/24	12/8/24 to 12/14/24	12/16/24	12/27/2024
12/15/24 to 12/21/24	12/23/24	12/22/24 to 12/28/24	12/30/24	1/10/2025

CONSUMER DIRECT
CARE NETWORK
SOUTH DAKOTA

Submitting Time

❖ **Three methods to submit time with CDSD**

- Mobile Application (CareAttend)

- IVR (Interactive Voice Response)

- DirectMyCare.com Web Portal

    - Note: Web portal is not EVV compliant. It may only be used for services that do not require EVV

DirectMyCare
Web Portal Activation

Step 1: Activating DirectMyCare.com
Preparing for the Transition

❖ **DirectMyCare.com**

- Both Participants (or their Designated Representative) and Employees need to start by activating and signing into DirectMyCare.com

- Participants and Employees will be registered for an account in DirectMyCare.com after enrollment packets have been completed

- Participants and Employees must access their accounts by clicking the '**Sign In**' button on DirectMyCare.com and selecting '**Forgot Your Password**'

  - Do NOT click the 'Register' button

DirectMyCare.com Activation

To get started, click the 'Sign In' button on DirectMyCare.com

- Do NOT click the 'Register' button
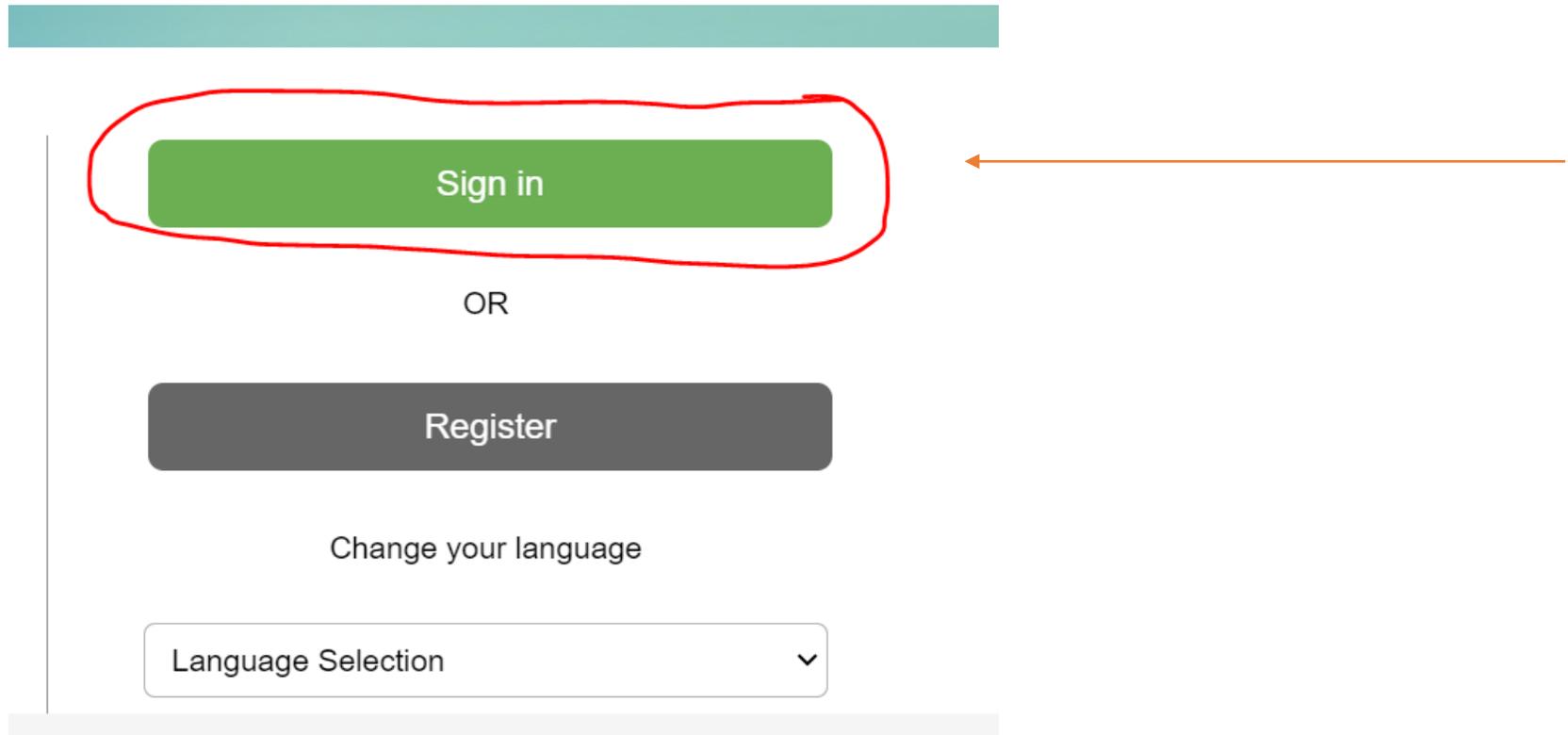
DirectMyCare.com Web Portal Activation

Reset Your Password

1. From the DirectMyCare sign-in screen, select

   "**Forgot your Password?**"

2. On the next screen, enter your email address

   and select "**Send Verification Code**"
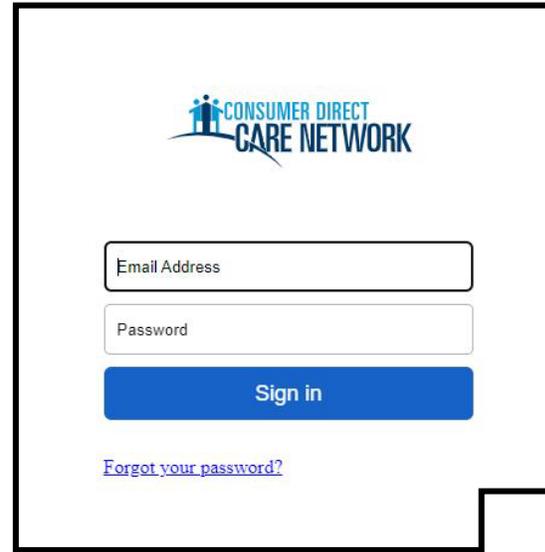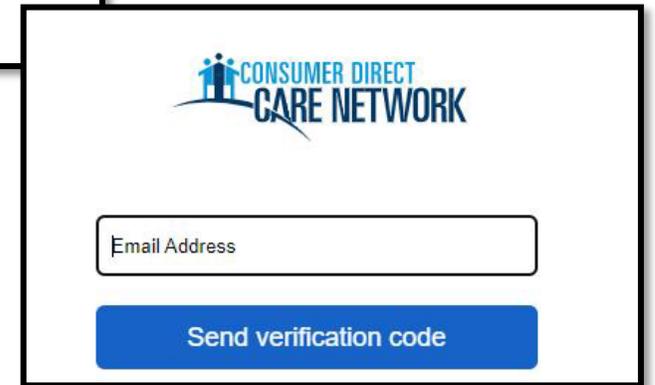
DirectMyCare.com Web Portal Activation

Enter Verification Code

1. Open a new browser window and check your email for the verification code. The email will come from "**Microsoft on behalf of Consumer Direct Care Network B2C**"

2. Return to the registration page and enter the code from your email into the verification box.

   ▪ Select "**Verify Code**"

   *If you need a new verification code, click "**Send new code**."*

3. Select "**Continue**"
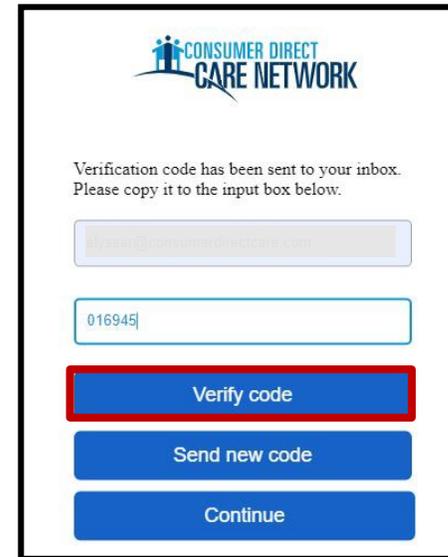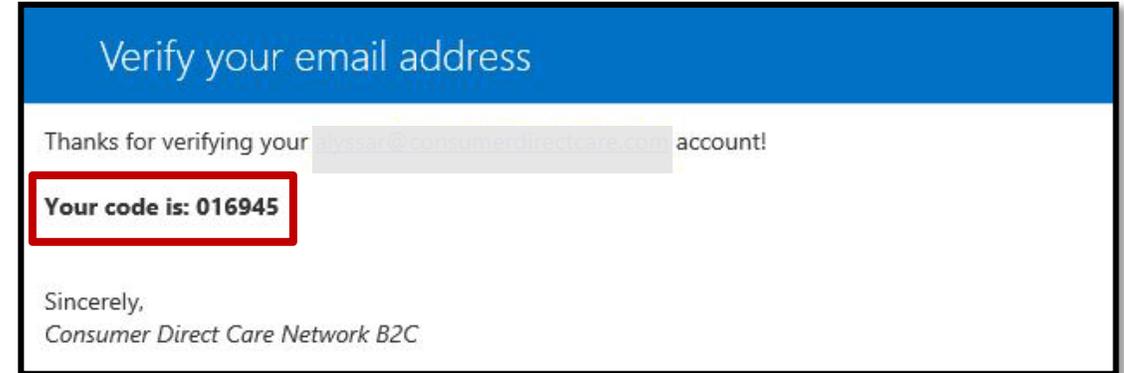
DirectMyCare.com Web Portal Activation

Create Password

1. Create a **new password** and confirm it. The password must contain:

   - A minimum of 8 characters

   - Lowercase and uppercase letters

   - At least 1 numeric character

   - At least 1 special character

2. When finished, you will be logged into the DirectMyCare.com web portal

DirectMyCare.com Web Portal Activation

SSN Validation

3. Verify the last 4 digits of your **Social Security Number**, then select "**Continue**"

4. You will get a confirmation message that you are logged into the DirectMyCare.com web portal. Follow the instructions in the message to continue
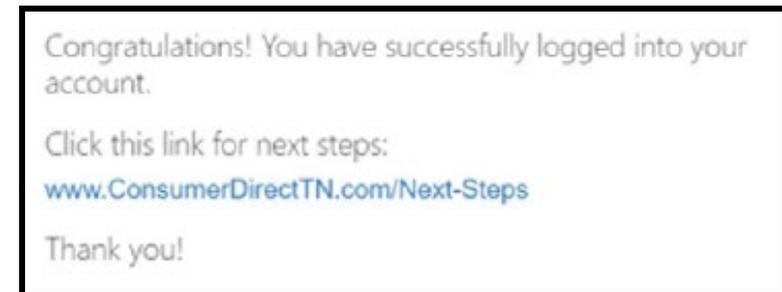
CareAttend App

Step 2: Employees Download the CareAttend App

After signing into DirectMyCare.com, the employee will need to download the CareAttend app

- Only the employee will download the CareAttend mobile app, not the participant

  - The participant will only use the CareAttend mobile app to approve the shift at the time of clock out

- Once the CareAttend mobile app has been downloaded, the employee can sign in and use the mobile app to clock in and out

  - The sign in for CareAttend is the same login information created for DirectMyCare.com

Download the CareAttend App - Android

1. OPEN THE PLAY STORE AND TAP THE SEARCH BAR

Tap the Play Store icon and then tap the Search bar to open the search function.
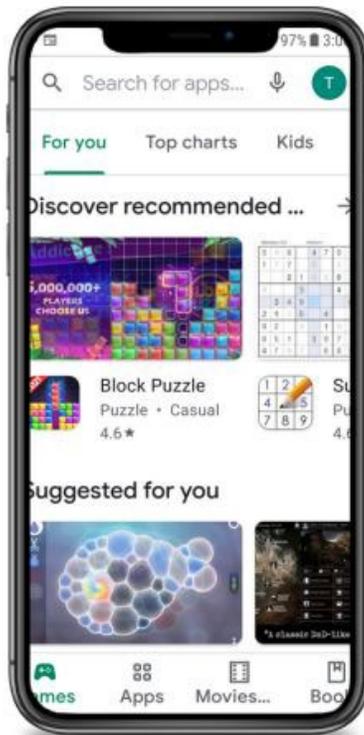
2. SEARCH FOR CAREATTEND

Type "CareAttend" into the search and tap Search. Tap "CareAttend" to select the App.
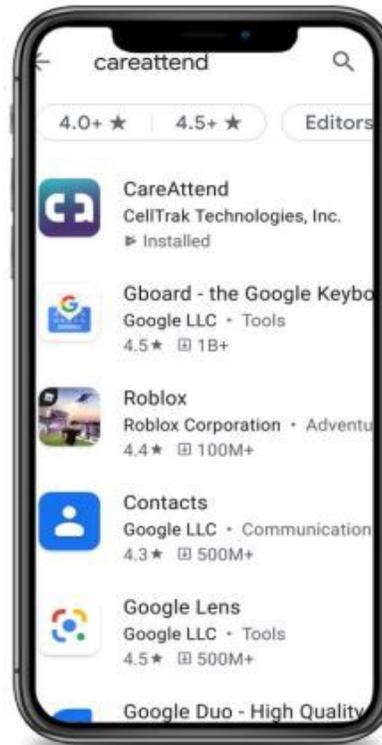
3. INSTALLING THE APP

Tap "Install" to download and install the app.
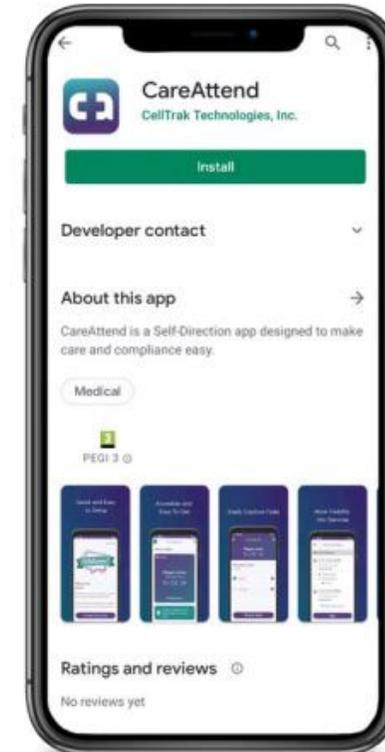
Download the CareAttend App - iOS

**1. OPEN THE APP STORE AND
USE THE SEARCH FUNCTION**
Tap the App Store icon and then tap
the magnifying glass at the bottom to
open the search function.
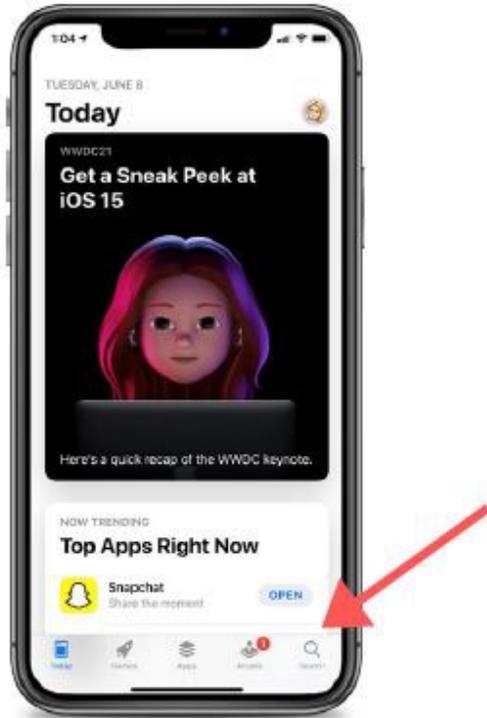
**2. SEARCH FOR CAREATTEND
AND GET THE APP**
Type "CareAttend" into the search bar and tap
Search. Then tap "GET" to download the App.
You may need to enter your Apple ID password.

Step 3: Employees Submit a Test Shift

- All shifts must be submitted to CDSD starting on 08/25/2024 for LifeQuest participants

- However, we highly recommend that all employees input a test shift into CareAttend to practice using the system before 08/25/2024

CareAttend Setup - Employees

1. Open the CareAttend app and select the **Sign In** button

2. On the **Select your sign in method screen**, select the circle next to Consumer Direct Care Network. Select the Next button

3. Sign in using your login information from the DirectMyCare Web Portal

Select your sign in method

Choose Care Attend if you don't see your sign in method below.

○ Care Attend

⦿ Consumer Direct Care Network

Sign in with your existing account

Email Address

Password

Forgot your password?

Sign in

Don't have an account? Sign up now

CareAttend Setup - Employees

4. After you log in, you will see a Welcome screen. Select **Create**

   Passcode

   ▪ Enter in a six-digit passcode. The passcode cannot be six

      consecutive digits

   ▪ Remember this passcode, you will need to enter it each time

      you log in

5. Optional: If your device supports the feature, you may choose to

   enable Fingerprint or Face Unlock:

   ▪ Select the Enable button if you would like to use the feature

   ▪ Select Skip for now if you do not want to enable the feature

CareAttend Setup - Employees

6. On the Location Services Screen, click the Allow GPS Button

7. On the Save Battery Screen, select the Allow Motion Access Button

8. Your account has been set up. Select the Get Started button

Location Services

In order to function properly, Care Attend needs permission to access GPS location.

Allow GPS

Why is this needed?

All set!

Way to go! Your account setup is complete! You can start using the application right away.

Get Started
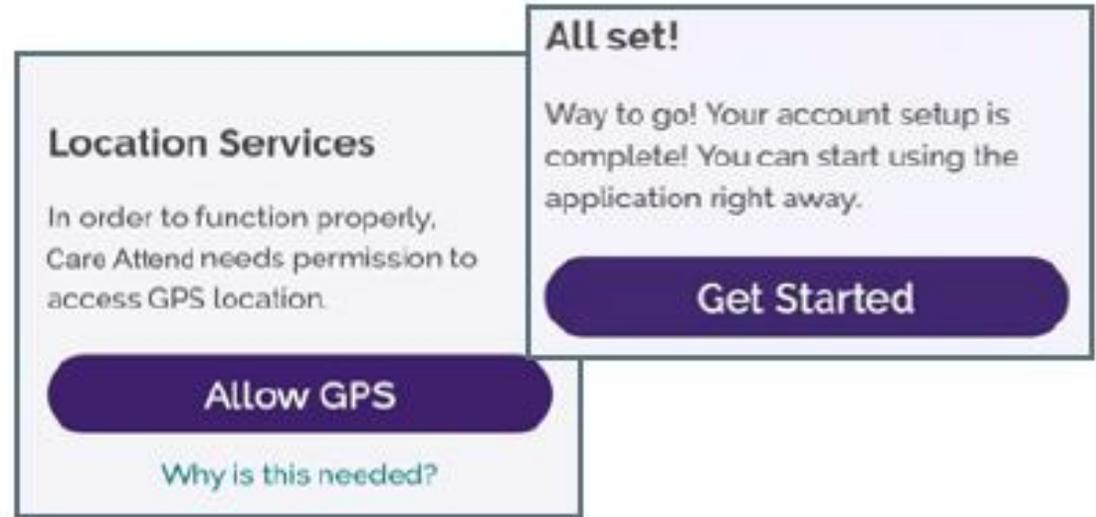
CareAttend - Employees
Submitting a Test Shift

1. Select the **New Shift** button

2. Choose your **Participant**

3. Select **Test Shift**

4. Select **Start Shift**. You will see a running time clock with the name of the participant you selected

Nice to see you, Donna!

No Active Shifts

When you're ready to begin, tap **New Shift** below to get started

⊙ New Shift

Who are you caring for today?

⦿ George Crinchton
500201

◯ Sydney Martinez
500111

◯ Alex Ferreria
544673

Next →

What service are you providing for George Crinchton?

⦿ Personal Care
T1019

◯ Respite Care
T1005

Test Shift

Next →

Are you ready to provide **Personal Care** for George Crinchton?

⊙ Start Shift
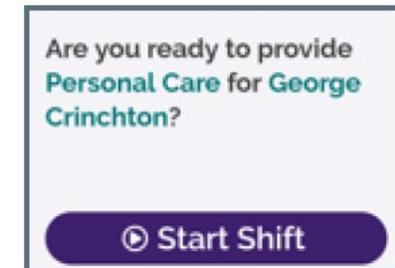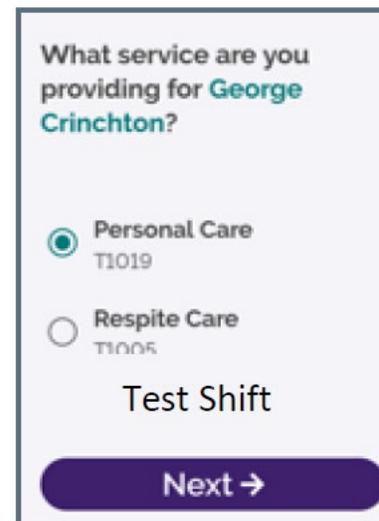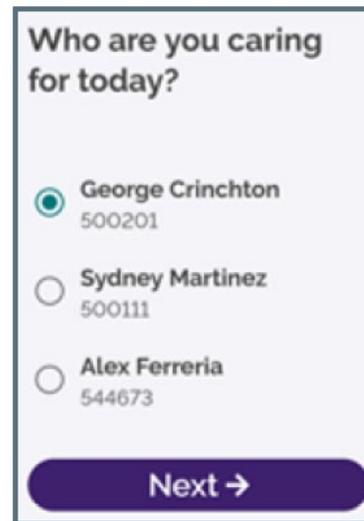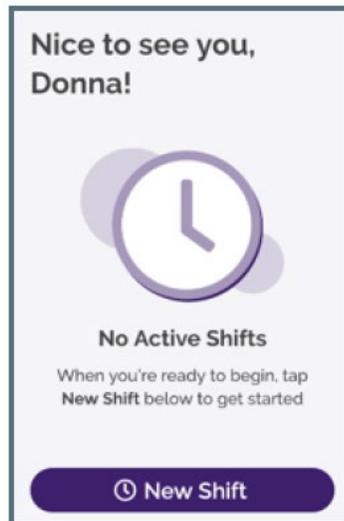
CareAttend - Employees
Submitting a Test Shift

5. Select the **End Shift** button

6. View the **Service Summary**

7. Sign the attestation and select **Submit**

   ▪ You may turn the device sideways for a larger signature box
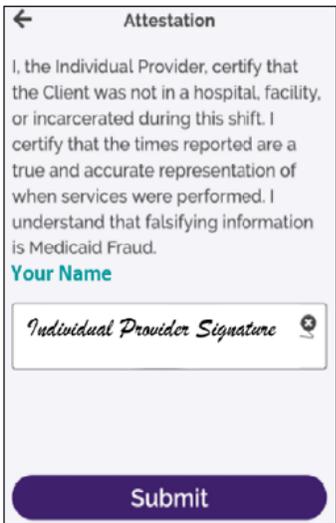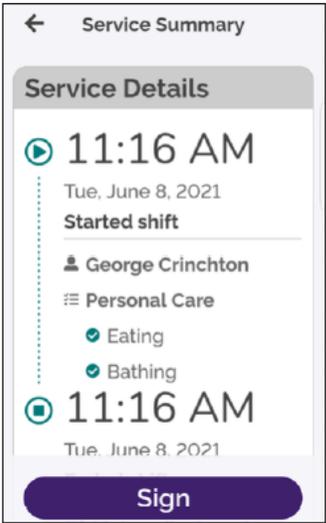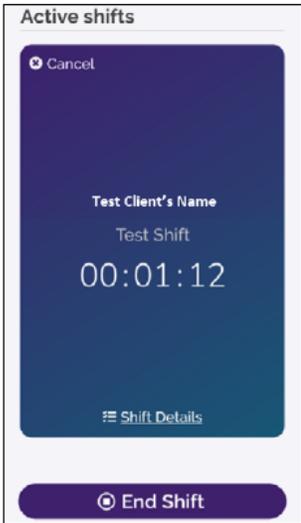
CareAttend – Participants/DRs
Approving a Test Shift

Once the worker ends their shift on the device, participants or DRs need to approve the shift

1. Review the **Service Details**

2. Tap inside the signature box. You may turn the device sideways for a larger signature box

3. When you are finished signing, select the **Submit** button to approve the test shift
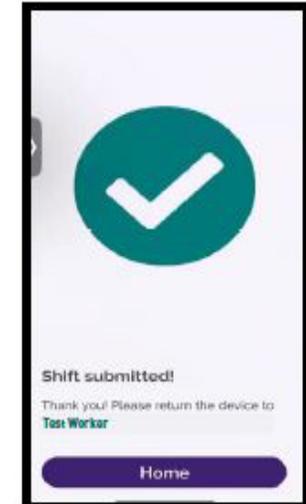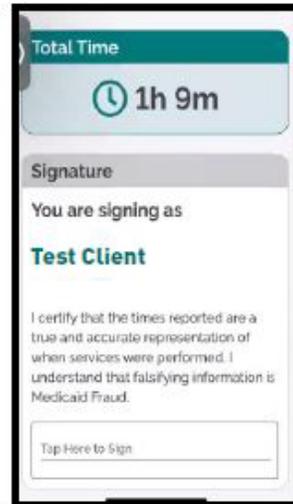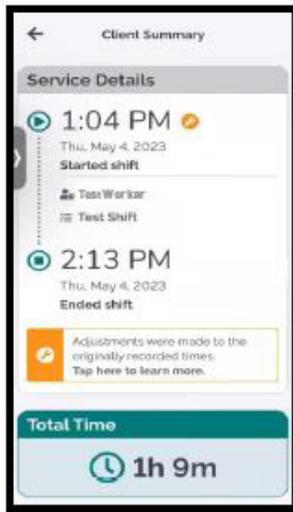
DirectMyCare.com

Time Entry

DirectMyCare.com Web Portal Time Entry

DirectMyCare.com Web Portal Time Entry - Employees

DirectMyCare.com Web Portal Time Entry - Employees

DirectMyCare.com Web Portal Time Entry - Employees

Time Entry

Home   FAQ   Contact Us

Legend

Client [Rita Book] Week [2 Weeks]   ◀ ▶ 📅 Sun Sep 26 - Sat Oct 09

Week 1 (Sep 26 - Oct 02)   Work Week Limit : 40

Client	Service Code	Sun 9/26	Mon 9/27	Tue 9/28	Wed 9/29	Thurs 9/30	Fri 10/1	Sat 10/2	Total Hrs.
☐ Rita Book	Personal Care								0.00
☐ Rita Book	Test Shift								0.00
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Additional Actions:		✔	✔	✔	✔	✔	✔	✔	

Week 2 (Oct 03 - Oct 09)   Work Week Limit : 40

Client	Service Code	Sun 10/3	Mon 10/4	Tue 10/5	Wed 10/6	Thurs 10/7	Fri 10/8	Sat 10/9	Total Hrs.
☐ Rita Book	Personal Care								0.00
☐ Rita Book	Test Shift								0.00
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Additional Actions:		✔	✔	✔	✔	✔	✔	✔	

⚠ Action Required   ✔ Action Completed

✖ Close

RITA BOOK

Service Code
Personal Care (T1019 U6) ⌄

Task Selection
Select Option

Date
09/29/2021   📅

Time Worked
[HH] Hours   [MM] Minutes

☐ Seattle Paid Sick and Safe Time (PSST)

Some or all of this shift was done in Seattle
Attestation

Source
WEBTS

DirectMyCare.com Web Portal Time Entry - Employees

DirectMyCare.com
Approve a Test Shift

DirectMyCare.com Web Portal
Approving a Test Shift

1. Log into the DirectMyCare.com Web Portal from the CDSD website

2. Select the **Sign In** button

3. Enter your email address and password and select the Sign In button

4. From the My Dashboard screen, select the **Time Entry** button

5. Choose a worker from the dropdown menu.

6. Use the arrows in the top right corner of the screen, or select the calendar icon, to view the weeks of service

DirectMyCare Web Portal
Approving a Test Shift

7. To approve a test shift, click in the cell where an orange TEST icon appears.

Service Code	Sun 4/23
Test Shift	TEST

8. You will see a panel open on the right side of the screen. Review all of the information and select **Approve**.

9. An attestation will open where you agree that shift details are true and accurate. Select **OK** to agree.

10. When a test shift is approved, the orange TEST symbol will turn green.

Service Code	Sun 4/23
Test Shift	TEST

Testcg One

Service Code
Test Shift (TEST)

Date
04/10/2023

Time In   Time Out
08:00 AM   10:00 AM

Time In (Actual)   Time Out (Actual)
08:00 AM   10:00 AM

Source
WEBTS

Caregiver's Comments

Adjustments

Cancel   Reject   Approve

Get Ready For the Transition

❖ **Visit ConsumerDirectSD.com for the most up to date information.**

❖ **Please look for our name or logo in your email inbox or mailbox.**

❖ **Make sure to mark our email address as a safe sender.**

InfoCDSD@ConsumerDirectCare.com

Thank you!

Contact Info

Phone: 1-888-535-2010

Email: InfoCDSD@ConsumerDirectCare.com

Website: ConsumerDirectSD.com