

Submitting Group Service Shifts in CareAttend

Submit a Group Service Shift

Group service is when an employee provides service to two (2) or more Participants at the same time. Group services must be approved by a Participant's Family Support Coordinator.

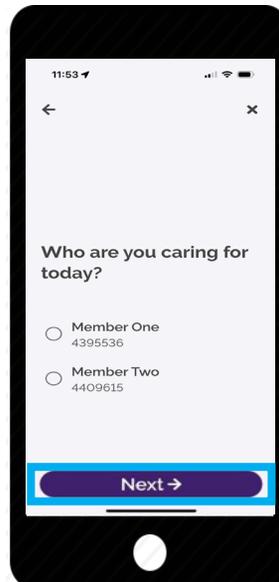
To claim a group service, employees will need to claim the entire shift with each individual Participant in the CareAttend mobile app. The easiest way to do this is to claim time after the conclusion of the shift and adjust time entries so shifts are the same for each individual Participant.

Note: Group service shifts can ONLY be entered in CareAttend. A group service shift cannot be entered in the DirectMyCare web portal.



1

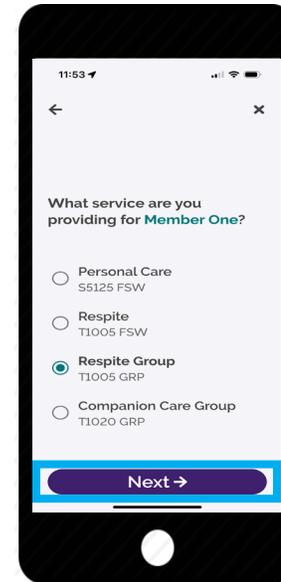
Provide group shift services to your Participants.



2

In the CareAttend app, select "New Shift."

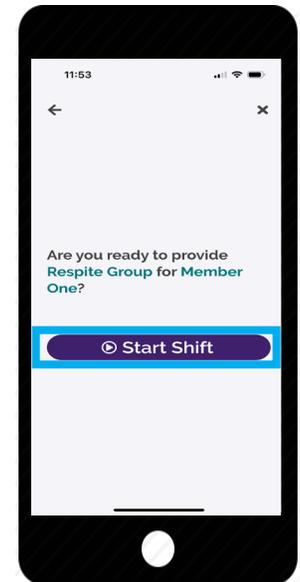
Select one of the Participants you provided services for, then select "Next."



3

Select the type of group services (GRP) you provided, then select "Next."

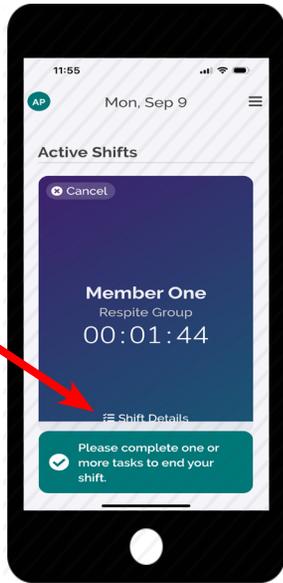
Note: Only Companion Care and Respite Care can be provided as a group service. If "Group" isn't in the title, group services are not approved.



4

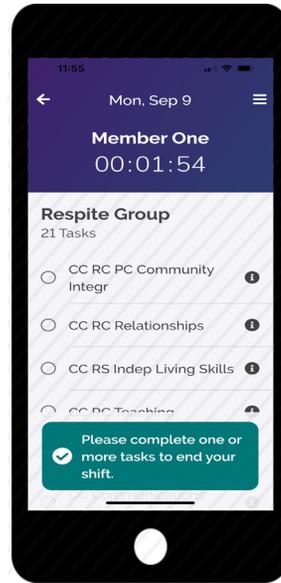
Select "Start Shift."

Submit a Group Service Shift (cont'd)



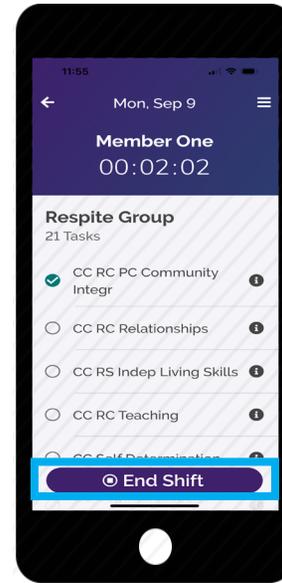
6

Select “**Shift Details.**”



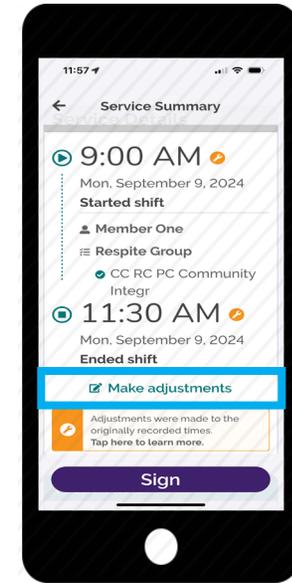
7

Choose the tasks.



8

Select “**End Shift.**”
Note: be sure to let the shift run for at least 1 minute.



9

Select “**Make adjustments.**” Adjust the shift to the exact in/out times you provided group services. Information on how to adjust a shift can be found on page 3 of the **CareAttend Manual** on the [Training Materials](#) site.



10

The Participant/Designated Representative will need to review and approve the shift. For more information on ending a shift, refer to pages 4-5 of the **CareAttend Manual** on the [Training Materials](#) site.



11

Repeat step 2-10 with all additional group service Participants, ensuring that the shift in/out times, service code, and tasks match.