March 20, 2020

Question: If my staff can’t work during the COVID-19 pandemic, can they make up their hours later?

Answer: Any changes in staff’s hours for services like Individual CLS, Skill Building and Supported Employment, should be discussed with the person’s supports team, including the Supports Coordinator/Case Manager, the individual and the staff. If the individual does not receive scheduled services due to staff not working because of the COVID-19 pandemic it may or may not make sense to have staff work more hours later in the year after this situation is resolved. Each situation needs to be looked at individually and most likely an addendum will need to be completed.

A few factors to consider:

1. Health and Safety of the individuals served is a priority. This could mean that staff continue to work with them in order to keep the person healthy and safe, or it could mean that services are paused in order to help stop the spreading of this virus.
2. If services are not being provided right now, the employee should document “COVID19 exception” to justify not providing authorized services.
3. Review the goals in the Individual Plan of Service (IPOS)/Person Centered Plan (PCP) to see if it is even logical to reschedule the time that is missed.
4. Ask if there is medical necessity for any increased hours.
5. Review the IPOS service grid - the grid usually does indicate number of units per day or week therefore an addendum may need to be held to make a change.
6. Do the extra hours make sense? If CLS staff didn’t work and missed teaching the person how to prepare meals, set up medications, do laundry, shower/bathe… for 4 weeks, it is not likely something that can be “made up” later. However, if someone’s Supported Employment staff couldn’t help the person look for a job for 4 weeks, perhaps they could increase time later to look for a job a little longer each week when they can start working again.
7. Staff should not just be expected to be available to work:
   a. Is the staff available? Some staff work with multiple people and they won’t be able to work extra.
   b. Will the increase cause overtime? This could be a problem with budgets and needs to be thoroughly discussed with the ICLS Agency or Fiscal Intermediary.