ATTENDANT CARE WORKERS

At Granite State Independent Living (GSIL) our goal is to provide the best support possible to our consumers and Attendant Care Workers (ACWs). As we strive to meet this goal, we are continuously reviewing our processes to make them as efficient and comprehensive as possible.

As a result, effective October 1, 2019, we will be utilizing electronic Status Change forms. Blank electronic versions can be found on the GSIL Attendant Care Worker (ACW) Hub and the When to Works scheduling link for Agency Directed services.

Once you complete the Status Change form on line, it will automatically be sent to the appropriate Long-Term Support Coordinator (LTSC) for documentation and follow up as needed.

You must still follow the Status Change Policy of calling the appropriate LTSC when you notice a Status Change so the LTSC can work with your consumer to provide the best support to help resolve the issue and of punching in Code #16 when clocking out in the Advance System.

Effective October 1, 2019, we will also be including additional prompts in the Advance System to remind you to complete the Status Change Process as needed.

When clocking in you will hear a reminder to follow the Status Change Process if you observe a status change during your scheduled shift.

When clocking out, you will be asked “Did your consumer have a status change? Press 1 if yes, 2 if no”. If you press 1 you will be directed to the appropriate program director via phone. If the director is not able to answer, you will be instructed to leave a message.” This will ensure the Status Change is followed up in a timely and appropriate manner.

Do not hesitate to contact your supervisor with any questions.
**Status Change Form Process:**

- ACW observes Status Change
- ACW Discusses with consumer.
- ACW notifies LTSC via phone
- ACW will complete the on-line Status change form completely (with the consumer if consumer directed), utilizing the consumer’s Advance PIN.
- Once Status change form is complete the ACW will click button that says “send to GSIL”.
- This will trigger a task email to the LTSC.
- LTSC will follow up with consumer, case manager and other parties as necessary, documenting the follow up where indicated on the status change form.
- ACW will utilized task code #16 when clocking out in the Advance System
- ACW will press 1 when asked if they observed a status change.