

Accel System: Frequently Asked Questions

1. What happens if I forget to report my time within the 8 hour time frame?

If you do not record your time within 8 hours of the end of your shift, you must contact your supervisor as soon as possible to get the shift recorded.

2. How do I split time between multiple roommates?

Accel will ask you if you worked with more than one customer. It will automatically split the time between the roommates for you.

3. How do I report admin?

You should use the "Network admin" customer (there is a different customer for each network). Your task code will be the admin task code.

4. How do I report training?

Training classes at Options should be reported under the customer called "Training, Options." The task code is specific to the class and will be given to you during the class. *Customer-specific training, team meetings and network meetings should be reported under the network admin customer.* The task codes are 9004 for customer-specific training, 9202 for team meetings and 9203 for network meetings.

5. How do I report PTO?

PTO should be reported for the shift you would have worked. The customer is network admin. Your task code will be the PTO task code.

6. How do I record PTO when I am out-of-town on vacation?

PTO can be submitted in advance so that you do not have to record PTO while on vacation.

7. How do I report sleep time?

If you are working with a customer who has sleep time, Accel will automatically give you sleep time for 11:00pm-6:00am.

8. How do I report direct service between 11:00pm and 6:00am when working with a customer who is approved for sleep time hours?

Since the system is automatically considering you asleep from 11:00pm-6:00am, you simply need to let the system know that you were awake by entering a segment for the awake time period. You will need to use the "awake sleep time" task code. For example, you worked with a sleep time customer from 11:00pm-6:00am and had to do direct service from 2:00-3:00. You will report your shift from 11:00-6:00 and enter a segment from 2:00-3:00 using the "awake sleep time" task code. Accel will automatically consider the hour from 2:00-3:00 awake time and the rest of the shift will be considered sleep time.

9. I work at a group home. Do I need to use the customer number for each individual customer in the group home when reporting my time?

In this case, the group homes are considered a customer. If you work at Ida, you will use customer number 402. If you work at Jefferson, you will use customer number 403. You do not have to enter customer numbers for each customer living in the group homes.

10. Does my shift have to be finished before I can submit my time?

The earliest you can report work is half an hour before the end of your shift. However, we recommend that you wait until the shift is complete to report work in case anything changes during that half hour (remember you have to contact your supervisor to make any changes).

11. When do I use the Payroll Adjustment form?

Employees should use the payroll adjustment form when they need to either add hours or delete hours from an entry that has already been recorded.

Supervisors will use the Payroll Adjustment form when needing to make corrections to a staff's reported time. The staff will be notified of the change and will be required to sign the adjustment form, indicating they were notified of the change.

12. Can I use the telephone system and the web interchangeably?

Yes.

13. How do I report that I performed direct service with a customer in a supported living setting?

There will be task codes that take the place of what you previously circled as "direct service" on the paper timesheets. Your primary task codes for direct service will consist of the following:

- Personal Assist
- Skill Development
- Respite
- Leap

Staff members providing Respite and Leap should already be aware of those services. Skill Development should be used when staff is working on goals with the customer. All other direct service should be recorded as Personal Assist.

NOTE: Please consult the task code list. There are specialty codes for employment and group homes.

14. Do I need to account for every minute during my shift?

Yes. For example, let's say you enter a shift from 8:00am to 4:00pm, and then only enter a segment from 8:00am until 10:00am. You will only be paid for the time from 8:00am until 10:00am. You must account for all of the time during the shift.

Options Summary of Common Task Codes

taskCode	Description	Additional Information
All Programs Benefits & Services		
0098	Bereavement	Network Admin is the customer
0099	PTO	Network Admin is the customer
1000	Personal Assist	Most common for DSP
1200	HCC	Health Care Coordination for Nurse only
3000	Skill Development	Working on goals
0000	Administrative Time	Non-billable time that isn't training
Training All Programs		
9000	Training	Misc Training
9004	Customer-Specific Training	Network Admin is the customer
9200	Misc Meeting	
9201	Services Meeting & SC Training	
9202	Team Meeting	Network Admin is the customer
9203	Network Meeting	Network Admin is the customer
Group Homes Only		
6001	Group Home Day Hours	Day Services provided for group homes only
4000	Laundry	Laundry time for Group Homes only
1201	Nurse-Group Home	Nursing services for group home
Supported Living Only		
2000	Awake during sleep	Providing services during sleep shift
Respite Programs Only		
1500	Respite-Waiver	For Respite under Waiver only
1550	NAP Respite	For Respite program only
1560	County Respite	For Respite program only
1570	DDARS Respite	For Family Subsidy program only
Employment Programs Only		
5001	Vocational Assessment	For Employment Servicesonly
5002	Job Development	For Employment Servicesonly
5003	Job Training	For Employment Servicesonly
5004	Vocation on-going support	For Employment Servicesonly
5005	Milestone 1	For Vocational Rehab only
5006	Milestone 2	For Vocational Rehab only
5007	Milestone 3	For Vocational Rehab only
5008	Milestone 4	For Vocational Rehab only
5009	VR Indirect Billable	For Vocational Rehab only
LEAP Program Only		
6000	LEAP - group participation	For Leap program only

Notes for Reporting Training

Report Under This Customer

Your Network Admin Customer
 Your Network Admin Customer
 Your Network Admin Customer
 Training Options (9000)
 Training Options (9000)

When you take a customer to a meeting:

Your Network Admin Customer

Customer Number

Training Type

Team Meetings (9202)
 Network Meetings (9203)
 Customer-Specific Training (shadowing) (900)
 You will be told other training codes during cle
 Salaried Staff training

Meeting Task code (see above)

And

Personal Assistance (1000)