



## IMAGINE ENTERPRISES

October 14, 2015

Dear CDS Employers,

During September 2015 Imagine Enterprises had a routine DADS CDS Compliance Audit and received a 98.95% rating, ranking us in the top 5% of FMSA's in Texas! As you can "*imagine,*" we are very pleased with the rating and wanted to share this news with you. Our next audit will be in the winter and will focus on the fiscal side of the FMSA duties.

As CDS services through Imagine Enterprises continues to grow, I wanted to share with you contact information for CDS staff to help you with your questions. Many of you are acquainted with BJ & Sherry for your payroll needs. The Abilene area employers know Larry Franklin well as he was a long-time service coordinator at the Betty Hardwick Center. Our newest hire is Shari Prouhet, assistant for all areas of the state, who can help with forms, can field questions for me, and will be in contact regarding annual employee evaluations, among other things. Below is our contact information.

Cheryl Harris	Director of CDS	832-563-0661/800-572-7159	cherylharris18@comcast.net
BJ Fulcher	HCS CARE Billing Specialist	325-695-9431	bjfulcher39@gmail.com
Sherry Newlin	Texas Home Living CARE Billing Specialist	903-445-2704	sjnewlin@aol.com
Larry Franklin	CDS Assistant	325-829-6132	**Abilene area only**
Shari Prouhet	CDS Assistant	imagineshari@gmail.com	**All areas of Texas*

While Imagine is always striving to improve our services, CDS employers can also take the next steps to improve the quality of services delivered by their employees by conducting additional trainings. We encourage you to have an "*ongoing training*" with your employees, share this letter with them as part of the training, and use DADS Form 1732 (attached) to document the training. Remember that this form is also used for annual evaluations that are due to Imagine Enterprises in May.

### **Time sheets Reminders**

- Time sheets are due on the 5th & 20th each month, scanned/email or faxed to the contact information found on the current CDS Pay Date chart.
- Quality narrative is needed on each time sheet. This information is critical to ensure payment and no recoupment during an audit.
- The employer must retain the original time sheet, not the employee. DADS can conduct home audits on individuals and will request the time sheets from the employer. The service coordinator also needs to be able to review the time sheets during their monthly visits to monitor the services being provided and to ensure the services tie back to the Person Directed Plan.

**Employee Performance Tips**

- PAS/HAB, Community Support, and Supported Home Living are direct services based on the goals set by the client and/or their family during the annual meeting. If you do not have a copy of the current PDP ask your service coordinator for one and share it with your employees so they understand what should be worked on.
- Remind your employees that these direct services are customized to the client's needs and your employees should remain focused so they can provide meaningful and quality services. Interruptions such as cell phone usage, personal shopping, bringing their children, relative or friends to work, or when transporting clients to appointments/in community should not be allowed. Employees are earning wages provided by Medicaid funds; funding for these services are specifically for the client and their time is to be focused only on the client.

**Employer Tips**

- If your employee is unable to work, please have a back up employee identified and new hire paperwork in place so you can utilize their services or natural supports if available. To get a new hire packet Shari, myself, or Larry (Abilene area only) to start this process. Cheryl will run the background checks and tell you when the employee can begin to provide service.
- Please review the monthly CDS Tracking sheets we send to you and review the remaining hours per service. These are the only hours authorized.
- W-2's will be mailed in January directly to the employees.
- Employee recruitment tip: as the employer it's your responsibility to recruit and interview employee candidates. Use your circle of support by talking with other families about where they found their staff, your friends at church or disability group and your family may have suggestions too. During the interview ask the candidate what days and hours they are available because meeting your needs is the important. Care.com has also been successfully used.
- Employee bonus: bonuses are given if the employer asks for this perk to be included in the CDS budget. Bonus monies are accrued through the budget year and based on the number of hours the employee works. Also know that bonuses are given at the discretion of the employer and should be based on outstanding and faithful work. An employee should never ask for a bonus.
- CDS Employer Manual: this is the link for the CDS employer manual provided as a guideline from DADS. It covers topics such as recruiting employees, setting work schedules, managing employees, etc.

<http://www.dads.state.tx.us/services/cds/employer/index.html>

Thank you for choosing Imagine Enterprises as your FMSA, we value your partnership. As always, if you have questions, please contact me at 832-563-0661.

Sincerely,

*Cheryl Harris*

Cheryl Harris  
Co-Chief Operations Officer  
& Director CDS/Project SPEAK

Attachment: DADS Form 1732