

Managing Workers

Scheduling and Timesheets

When you self-direct, it is important to only schedule your worker as much as you can pay them for. You or your representative are responsible for reviewing your worker's timesheets or Electronic Visit Verification (EVV) to make sure they are correct. Only hours that your worker actually worked should be approved on the timesheet or EVV record. If your worker claimed to work hours they did not, they should correct their mistake before you approve their hours for payment.

How to Handle Conflict

One of your responsibilities in self-direction is to show your worker how you want them to do their tasks. If a worker is not doing a task the way you like, they may not realize it unless you tell them. The more important a task is to you, the more it is worth sharing feedback if you feel your worker is not doing it right. Sharing feedback on small problems often may discourage them, so remember to provide positive feedback too.



If you have concerns about something your worker is doing, you can contact your case manager for help. If you ever feel concerned about your worker's actions, it is a good idea to write down what happened and when, so there is a record.

Recognizing Problems

No one should ever make you feel unsafe. As the employer, you have the right to let a worker go if they are acting in an unsafe way. This includes:

- **Physical abuse/neglect**
 - Not providing services you need
 - Ignoring you
 - Threatening not to provide services
 - Doing anything that causes you physical harm
- **Stealing**
 - Stealing money or possessions from you
 - Stealing your password or PIN number
 - Stealing your Electronic Visit Verification login
 - Applying for credit cards or other accounts in your name
 - Writing checks in your name that you did not authorize
- **Verbal abuse**
 - Spoken threats
 - Yelling at you or others
- **Dangerous driving**
- **Working under the influence of drugs or alcohol**
- **Pressuring you or others to commit illegal actions**
 - Asking you to approve timesheet hours that they did not actually work
 - Offering to split their paycheck with you in return for approving hours they did not work



Deciding to let a worker go is your choice. If a worker continues to make mistakes after training, reminders, and/or warnings, it may be something you feel you need to do.

Some examples of worker mistakes that might mean letting them go include:

- Being frequently late
- Not giving warning when they will be late or a “no-show”
- Poor communication skills
- Having a poor attitude while working
- Continuing to not follow directions

When You Need Help

Your case manager can work with you if you need help managing your workers when you self-direct. Your case manager cannot do the employer duties for you, but they can help you practice being an effective employer and learn how to navigate difficult situations.

Most people who self-direct find that over time, navigating difficult situations becomes easier. If you have questions about your workers or your services, your case manager is always there to help.