



KELLIE'S SITTING SERVICES, INC

123 Cleveland Road • Boyce, LA 71409
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Administration:

09/27/17

Glenda S. Washington

Executive Director

To: Attendants

V. Rena' Sanders

Program Manager

From: Glenda Washington,
Executive Director

Precious Alexander

Administrative Assistant

Re: LaSRS (Getting locked out the system, Not calling On-Call to Clock In/Out, Correct telephone numbers, Overlapping Times, & Apollo Answering Services)

Hello Team Kellie's,

Kellie's would like to take this time to thank each of you for your continuous effort with Clocking In/Out on the LaSRS System. As you know Monday, September 25, 2017 was the official "Go Live" date for Region 6 "Kellie's is Live". Kellie's will continue to assist everyone as diligently as possible with all problems and concerns relating to you successfully using LaSRS.

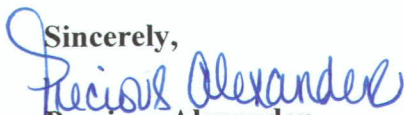
However, there are still some problems that you are having consistently throughout the Agency.

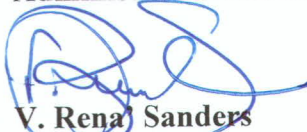
- There is a limit on how many times you are able to Sign In/Out before the system locks you out. The system will lock you out after the 3rd try of not inputting the correct Username/Password. *Your password has to be updated and changed every 90 days*.
- You are not to call Apollo (On Call Answering Service) to Clock In/Out, this is for Emergencies Only. If you are experiencing difficulties with Clocking In/Out, please contact Precious Alexander or the Human Resource Department during business hours 8:00am-4:30pm at the office. Also after hours you can reach Quen Aaron or Matilda Gray at (318) 277-1775.
- Remember, if there is a Telephone number change please contact your Case Supervisor at Kellie's to update the phone number in LaSRS. It is very important that Kellie's have an updated telephone number in the LaSRS System for you to successful Clock In/Out. Also, note, not Clocking In/Out equals no check.

- For SIL Attendants please be mindful when you are Clocking In/Out during each shift. You must allow the ending shift person to Clock Out before the next shift person can Clock In.
- Remember, Attendants that you must pay attention to the consumer(s) name when you are Clocking In/Out in the LaSRS System. You have 5 minutes to void the wrong consumer(s) name and Clock In with the right consumer.
- Do Not practice Clocking In/Out because Kellie's is No Longer in Training Mode, the LaSRS System (EVV) is Live as of September 25, 2017. *Example: Clocking In and 2 minutes later Clocking Out or Clocking In/Out several times in a shift.*
- LT-PCS/CCW Attendants do not go over weekly amount of hours the consumer service time allotted. *Example: If Jane Doe gets 20 hours a week you are to work 20 hours a week.*
- Please clock in according to the Consumer's Plan of Care and write the same time on your timesheet. All time must match, example: If your schedule starts at 6:00 a.m. and happen to clock in at 5:58 a.m. after the Attendant on duty has clocked out. You must record 5:58 a.m. on the time sheet.
- It is important that you Clock Out after every shift! and Log Out!

If you should misplace this letter, always refer to Kellie's website at: Kellieservicehouston.com; to go under employee center, click on announcements. All letters to you are stored for your convenience.

Thank you for being a part of the best Team in Central Louisiana

Sincerely,

 Precious Alexander
 Administrative Assistant


 V. Rena Sanders
 Program Manager