



LOTUS COMMUNITY CARE

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Attn: Ms. Lee Matherne

Re: EVV Comments from Lotus Community Care

Dear Lee,

At our initial agency meeting with DSWs to discuss transitioning to EVV system, about half of our direct support staff resisted the change, which is understandable given that most of our DSW ages range between 45 to 60+. However, after 2 weeks of “testing” period, and almost a month of going live using the system, both office and field staff are very happy for the convenience. To make the transition successful, management must require DSWs to have access to smart devices to accommodate their jobs, in some cases we assisted both DSWs and families jointly to access wi-fi and smart devices. Our agency did not pay for smart devices, because our DSWs and families are willing to obtain cost effective ways to share or purchase their own devices.

LASRS saves us a lot of time from manually entering timesheets weekly and reduces human errors in data entries. Secondly, with GPS tracking capability, we are able to track staff’s location to see whether they are working with clients, so much easier for our field supervisor to do supervisory visits or pop-up visits. Thirdly, and most important, we can easily view service record in the system, instead of having to pull out files of past timesheets.

Going forward, EVV system did a great deal in eliminating paper timesheets, so we are wishing for EVV system to eventually eliminate weekly paper logs and notes that must be submitted with time sheets.

Please call with any questions.

Regards,

Tina Owen