

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Consumer Related  
**SUBJECT:** Consumer Attendance  
**EFFECTIVE DATE:** January 1984

**POLICY NO:** 05-018  
**PAGE(S):** 1 of 2

**Policy:**

Cottonwood, Inc. will maintain daily attendance records of consumers participating in service areas, as required by the designated Medicaid authority.

**Procedures:**

1. Service Coordinators/Directors will designate person(s) to be responsible for tracking daily attendance and using timesheets designated per department. All timesheets and supporting documentation must be dated and signed by the person responsible for completing the form.
2. Residential attendance sheets will be printed the first working day following the first of the month by the Residential Coordinator. The attendance sheets must be signed and dated by the Residential Coordinator. Residential will also complete Inclement Weather Attendance sheets when applicable.
3. The designated Residential Coordinator will twice monthly submit attendance tracking to the CFO and the HCBS Clerk.
4. Attendance for Day services settings will be entered into the computer each week by the supervisors and this information will be made available to the HCBS Clerk.
5. Consumers have the responsibility to participate fully in services and attend each day they are scheduled to attend, as determined by their Person centered Support Plan (Support Plan). Funding must be considered when altering schedule and administrative oversight must be obtained.
6. An effort will be made by Cottonwood, Inc. to capture all billable hours as defined by state and federal guidelines. This means that absences beyond regular sick and vacation time will result in follow up from the support team, including department Coordinators/Directors, Targeted Case Manager, and Administrator of Services, as needed. Continued attendance issues could lead to consequences, including a reduction in the person's schedule or possible loss of services.
7. In the event a person served fails to attend services without a legitimate reason, the individual served or their responsible party (guardian/parent/payee, etc.), if applicable, will be contacted to find out what issues need to be resolved to have this individual return to

services on a regular basis. A follow up meeting may be scheduled to include all appropriate support team members to discuss the following related issues:

- Barriers to attending and possible solutions
- Consider other services
- Possible loss of funding
- Discharge from services