

DOCUMENTING SUPPORT HOURS AND TRAVEL TIME
Frequently Asked Questions (FAQ)
Whatcom County Employment and Day Services

1. Administrative tasks and activities cannot be billed to the client's support hours. Administrative tasks and activities include:

- ✓ Preparing the monthly billing
- ✓ Administrative review of client service logs
- ✓ Quality control of client services
- ✓ Administrator or Manager's time spent in training of new support staff

2. Travel time will be documented from the contractor's office, previous service site, or other "starting location" which provides the greatest efficiency in time. Whichever starting location is "least" should be documented.

Example A: Staff drive from the agency office in Bellingham out to Nooksack* to provide job coach support for Client A. Travel to the Nooksack job site would be documented for client A in the monthly service report under "job coaching".

The next service site for Client B is in Bellingham. How would travel time from Nooksack to Bellingham be documented? [A client's service hours should not be negatively impacted by another client's service location. Document the typical travel time from the agency's office to the service site in Bellingham for Client B.](#)

Example B: The direct support staff for Client A lives out in Nooksack, as does the client, even though the agency's office is in Bellingham. [The agency should work with support staff to ensure support for Client A occurs, if possible, at the beginning or end of the support's staff's shift. Travel time would be documented from the staff's home in Nooksack to the job site in Nooksack.](#)

3. Travel time will be documented for direct support staff only.

Example A: The director of the agency is having to fill in for a job coach. How would his or her staff and travel time be documented? [The director in this instance is acting in the role of a direct service staff and his or her time would be documented as client support time in this instance.](#)

Example B: The director or program manager is training a new job coach at the job site. How would his or her staff time and travel time be documented? [Training and orienting staff to their job duties is an administrative task and should not be documented to staff support for the client.](#)

Example C: The director is checking in on the job coach to monitor quality. How would his or her staff time and travel time be documented? [Quality assurance and monitoring is an administrative task and should not be documented to staff support for the client.](#)

Example D: The client needs 2:1 staffing. If it takes both staff 15 minutes to get to the job site (whether they drive together or separately) how much travel time would be documented? [Travel time for both staff could be documented \(total of ½ hour\) as long as 2:1 staffing levels have been approved for that client.](#)

4. Staff time and travel time to the annual DDD assessment is reportable under the Client’s primary service phase. (Job prep, job development, job coaching etc.)

Example A: Two staff come to the assessment. The client is currently not working and is getting a mix of job prep and job development support. How will staff and travel time be documented? [It is expected that no more than one staff attend and bill for time and travel to the assessment, unless with prior approval by the County. Document time in the assessment in which ever phase seems most appropriate to that client at the time of the assessment.](#)

5. Transportation of clients is not a component of County service, and cannot be documented unless by exception.

Example A: You are predominantly providing support to the client under the “job development” phase. The client meets you at the office, or the potential job site to complete applications. [Your travel time to meet the client at the service site, or to drive with the client from your office to the service site could be reportable as they are the same.](#)

Example B: [You pick the client up at their house in Nooksack to job develop in Bellingham. Transporting clients is done only by exception with the assumption that the client will receive travel training and/or be able to reach the job or service site by other means without transportation by the provider. Reporting the time it would have taken you from your office \(or previous service site\) is allowable. Any additional time spent by staff to transport clients cannot be documented. Check your agency’s policies related to transporting clients.](#)

Example C: [But hey, their house is right on the way, can’t I swing by and pick them up? If it is 15 minutes to the job site, and it takes you 20 because you picked them up, you may only report 15 minutes.](#)

* Nooksack is a great place to live, and is peopled with many fine and upstanding citizens. Its use as an example in this document should not be negatively construed. It is simply the service location at greatest distance from most providers in Whatcom County.