

Teri's Topic

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WE'RE MOVING!

Life Patterns is pleased to announce that we are moving! Construction has started and we are still finalizing plans, but expect to be in our new office before the end of the year! **Our new address is 3300 SW 29th** – yep-just north and east of where we are currently located. The new place will have better parking and accessibility! We hope that our move will be seamless for all, but as the move date comes closer, we may need a little patience as we settle in. Be sure to check out Facebook – Jon is posting pictures of the progress! <https://www.facebook.com/Life-Patterns-Inc-574599659552844/>

HOW TO HANDLE DIFFICULT SITUATION

The best plan you can have is to prevent problems before they arise. Be sure to develop clear job descriptions and provide detailed training.

Communication is key to avoiding difficult situations. If someone is not completing their job as you have trained them, the first step is to talk to them. This should be done at the beginning or at the end of the shift, so you have their full attention. Be clear on what you want the person to correct, and stay calm. Always ask if they have any questions and if they understand your concerns.

If you continue to have the same problems such as tardiness, forgetting to complete part of their duties, the next step is to have a signed and written notification.

Example: Issue: Being late for work

- On May 1 and May 10, I talked to you about being late for work, and you continue to be late 2 out of 5 days.
- Consequence: Example-Arriving late more than once a month will result in termination.

Respect works both ways-you must treat your employee with respect, just as you want them to treat you with respect.

Sometimes you will find a little extra training or a better description of what you expect will solve the problems. On-going training is always a good way to keep a good employee excited about their job. Remember the employee is not only providing the daily needed care, but also enriching the life of a person with a disability in their community.

Due to the holidays,
PLEASE have ALL TIME CHANGES
Emailed, faxed or mailed by December 16th

Have a success story or idea you would like to share?
Send to Sarah Laing for our next newsletter.
sarah@lifepatternsks.org

TAX TIME IS JUST AROUND THE CORNER

HAS YOUR EMPLOYEE MOVED?

To ensure that each employee receives a W-2 timely, please check with your employees to see if they have moved this year. Change of address forms are on our website.

<https://www.lifepatternsks.org/forms-for-workers-and-new-members.html>

EXCESS FUNDS

As in past years, we will be calculating excess funds after the 12.15.17 payroll. We will contact employers with more than one employee to determine distribution. Funds will be distributed on the 12.29.17 payroll. Time is of the essence so if you receive a call or email be sure to get back with us as soon as possible. Any funds that are not distributed must go back to the state.

SAFEGUARDING INDIVIDUALS WITH DISABILITIES AND MEDICAID RESOURCES

Each of us: parents, guardians / family members, and direct support workers of people with disabilities have a duty and responsibility to prevent and detect fraud and ensure that the plan of care funds are used in the best interest of the individual with a disability. Life Patterns takes fraud and abuse seriously and has established policies regarding Medicaid Fraud Prevention and Detection and Abuse, Neglect, and Exploitation. These policies are provided to each new employee upon hire and are also located on our website: lifepatternsks.org.

Examples of fraud are:

- Submitting or calling in time when not working
- Submitting or calling in time using someone else's name or ID number
- Doing unauthorized, or not doing the tasks required
- Knowingly submitting false information

Examples of Abuse, Neglect, and Exploitation are:

- Any act, or failure to act, that is likely to cause harm
- Failure or omission to provide goods or services reasonably necessary to ensure safety and well-being
- Misappropriation of an adult's property, or intentionally taking unfair advantage of physical or financial resources
- Taking or appropriating money or property for any use of purpose not in the due and lawful execution of an adult's trust.

In addition to the Medicaid Fraud and Abuse, Neglect, and Exploitation policy, Life Patterns also has a Whistleblower Protection Policy and complies with the Federal Deficit Reduction Act of 2005, Section 6032 and Kansas Medical Assistance Program, Section 5900. These policies, are also located on our website. Please take time to familiarize yourself with these policies and do not hesitate to contact us if you have any questions or concerns.