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**Administrative Contacts and Roles**

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| **Name** | **Role** | **Contact Info** |
| Kim Emmet | Company Owner  Pike County Director | [kim.emmet.cvs@gmail.com](mailto:kim.emmet.cvs@gmail.com)  570-220-6594  Off on Wednesdays |
| Amanda Truelove | Wayne County Director  EVV Admin | [amandatruelove.cvs@gmail.com](mailto:amandatruelove.cvs@gmail.com)  845-807-8717  Off on Mondays |
| Alison Kandrovy | Employment Services Director CVS-OVR Specialist  Intern Director | [alison.kandrovy@gmail.com](mailto:alison.kandrovy@gmail.com)  570-240-1046  Off on Fridays |
| Jen Schultz | Payroll and Billing Admin  Office Admin  Onboarding Admin | [jenschultz.cvs@gmail.com](mailto:jenschultz.cvs@gmail.com)  Off the last 2 Fridays of the month |
| Melissa (Missy) Johnson | Office Admin  Onboarding Admin | [cvsincbilling@gmail.com](mailto:cvsincbilling@gmail.com) |

Employee Resources: <http://www.communityvocationalservices.net/employee-resources.html>

**Who To Contact When**

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| **Item** | **Description** | **Contact Person** |
| Address/Name Change | If you move or have a name change please contact admin. | Jen and Missy – email/CC both |
| Billing | Billing is submitted once a month if you have any questions regarding a billing sheet or need any assistance with submission questions please reach out to admin.  \*\*Submissions need to be turned in by the deadline Jen sends out each month (email reminder) and contact admin IMMEDIATELY if an unforeseen circumstance will make billing late\*\* | Jen and Missy - email/CC both |
| Coverage | If staff are sick or need time off for appointments, etc. they are responsible for switching to a different day or finding coverage (use team lists and employee contact sheet or ask admins for suggestions) and then let the consumer, family and admins know. If a consumer says they do not want coverage you need to do an underutilization form (turn in with your billing) and indicate that.  \*\* If a consumer asks for coverage and we are unable to provide coverage the agency must file an incident report. \*\* | Wayne County- Amanda  Pike County- Kim |
| EVV | This is our clock in/out system for all services **EXCEPT** SE or CPS whether you are using Sandata Mobile Connect App or call-in option. If you get locked out of your account, contact admin immediately via email or text. If you accidentally have an error in clock in or out and need updates made, please email admin. | Amanda |
| Incidents | Incidents include death, suicide attempt, hospitalization, psychiatric hospitalization, emergency room visit, abuse, neglect, missing person, injury requiring treatment beyond first aid, disease reportable to the Department of Health, fire, misuse of funds, rights violations, law enforcement activity, mediation error and restraint. If you are with a consumer and they have an emergency, please call 911 first then notify admin. Agency is required to report all incidents. Admin will turn in report but ask you for details and may ask follow up questions. | Wayne County- Amanda  Pike County- Kim |
| Internship | Any questions regarding your schedule, tracking hours, specific consumer questions, etc. please contact admin.  \*\*Initial interview will be conducted with Alison and Kim\*\* | Alison |
| OVR | Any job coaching questions about schedules, contract, Share Point, etc. please contact admin. | Alison |
| Payroll | If you have questions regarding your pay, need to make updates on payroll forms, etc., please contact admin. | Jen |
| Service Changes | Any changes that need to be made to services such as updating a goal, request additional hours or a change in hours please contact admins. They will then request a service request meeting with the consumer and the supports coordinator, and all changes need to be approved by AE. Staff will be notified when updates are approved.  \*\* Please always check the top of the billing sheet for hours authorized and end date\*\* | Wayne County- Amanda  Pike County- Kim |
| Trainings | Staff are required to complete annual trainings. If you experience any issues with completion, tests or downloading certificates please reach out to the admins.  \*\* All trainings on the annual log are required\*\* | Jen and Missy- email/CC both |
| WorkBright | This is the system we use for all employee documents such as car registration, car declaration pages, trainings, payroll forms, etc. You will receive emails when tasks need to be completed. If you require copies of your submitted documents/clearances and are unable to retrieve them from your WorkBright account, please reach out to both WorkBright admins. | Jen and Missy- email/CC both |