

QSMOBILE MANUAL

We Make it Easy, You Make it Matter



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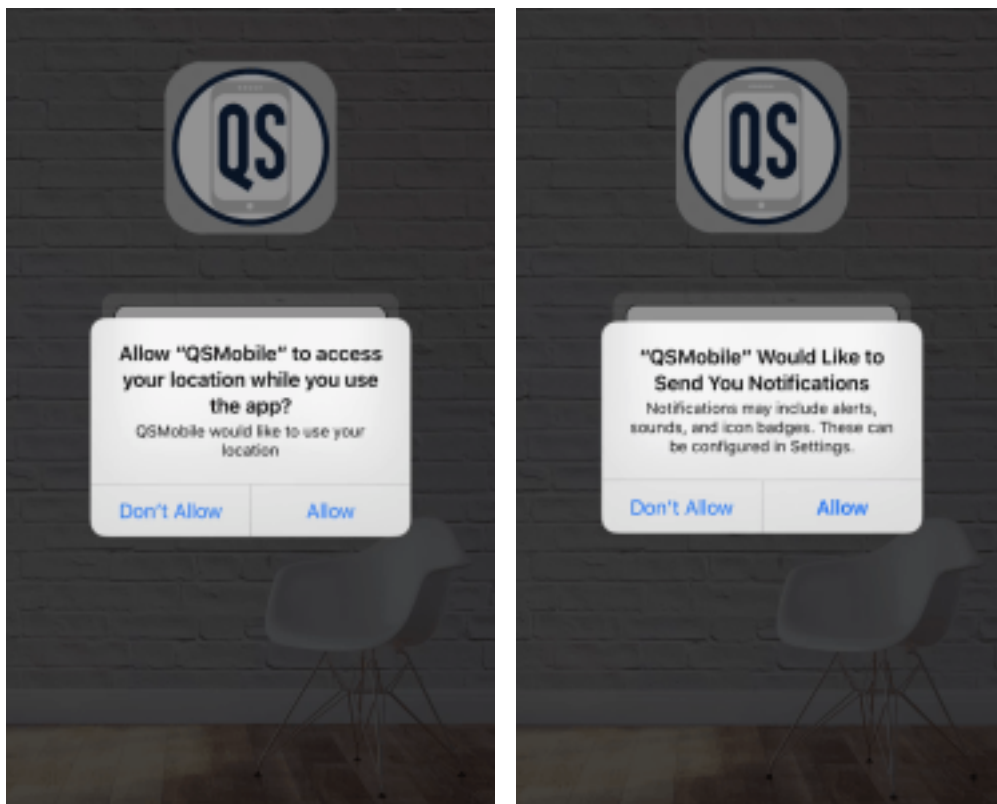
INSTALLATION AND CONFIGURATION

Installation

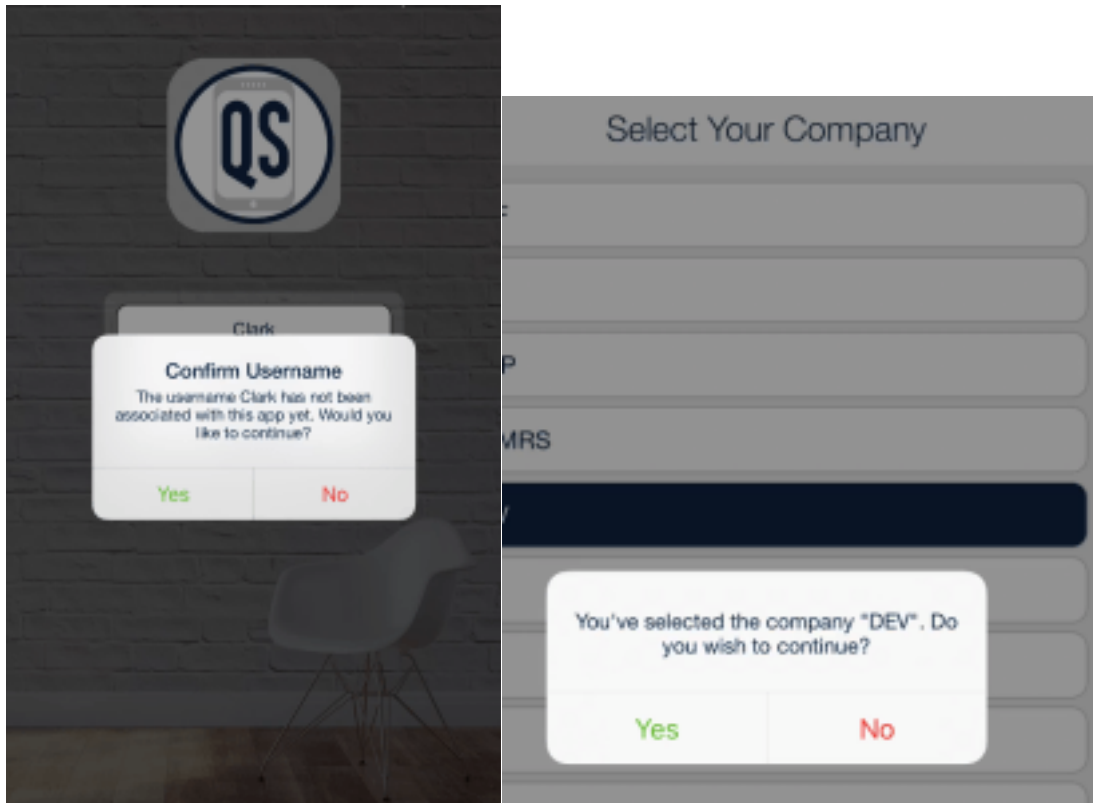
To install QSMobile on Android device, [click here](#), or search the Google Play Store for “QSMobile” or “QSP”. To install QSMobile on an Apple device, [click here](#), or search the App Store for “QSMobile” or “QSP”.

Configuration

If this is your first time installing QSMobile, here are the steps you can expect to take to get the app configured appropriately. When opening QSMobile for the first time, you will be asked if QSMobile can use your location while you use the app, and you will also be asked if QSMobile can send you push notifications. We encourage you to “Allow” these requests as they will optimize your experience.

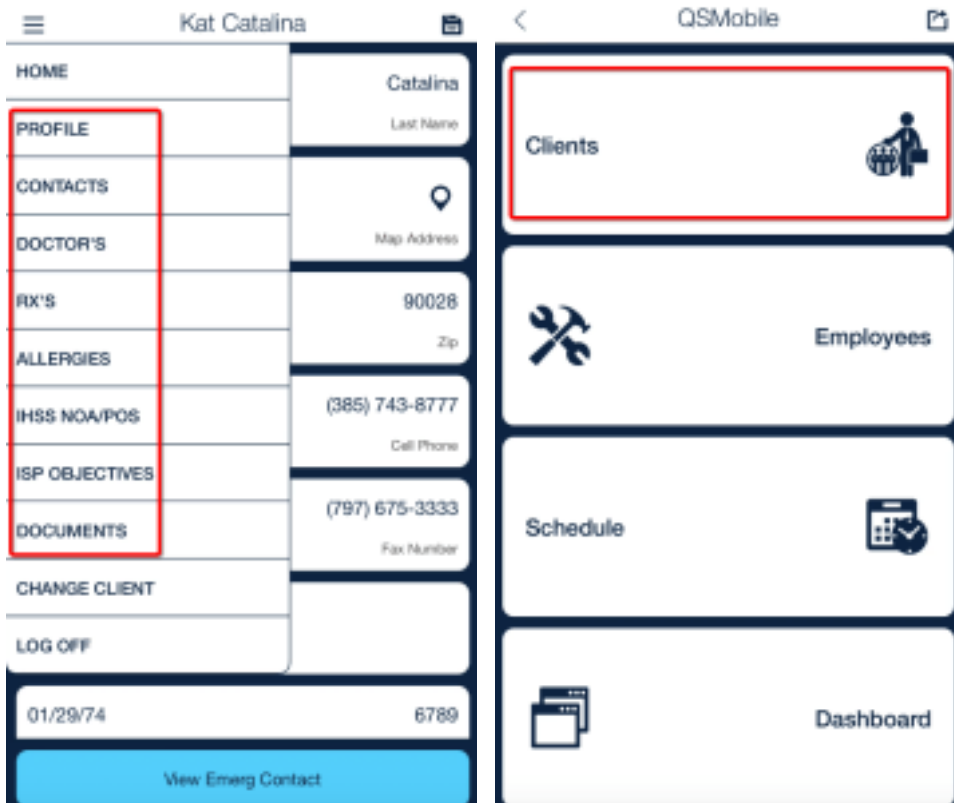


Next, after you enter your agency-provided log in credentials for the first-time, you will get a one-time prompt that requests you confirm your username by press Yes. When you do so, you will directed to a list Company Code list. Please select and confirm your agency’s company code. This is also a one-time configuration.



CLIENT MODULE

Your depth of access to the client module is reliant on the permissions of your security Role. Contact your agency's administration for questions pertaining to client security access. Upon entry, you'll see a list of the clients that you are permitted to access, and if they have pictures associated with their profiles, you'll see those too. If need be, in the top right hand corner is an option to search for a particular client. This uses a Contains Filter, so you can type in any part of any name and it'll the pertinent results. The menu to view available tabs is in the top left hand corner after you've selected the client. Client options include: Profile page, Contacts, Doctor's visits, Medication prescriptions, Allergies, IHSS NOA/POS, ISP Objectives, and Documents.



Client Profile

Basic, yet important info is available on the profile landing page for your client. Don't have their address or phone number memorized yet? No need! We've memorized it for you. Even date of birth, and last 4 of their Social Security Number are available when needed. Check out these cool actions that are available at your fingertips throughout the app.

Map Address – Selecting the “Map Address” icon will open up your device’s default navigation app with the location of the client’s address already pin-pointed!

Call/Message – When selecting the Home, Call or Other phone labels, you’ll be prompted to Call or Message that number. Selecting the appropriate action will open up your device’s default phone or messaging app with the number already populated!

Email – Selecting the email label will also open up your device’s default email app with the email address already entered!

☰ Kat Catalina 📄

Kat		Catalina
First Name		Last Name
7051 Hollywood Blvd		
Address		Map Address
Hollywood	CA	90028
City	State	Zip
(818) 523-5456		
Home Phone		Cell Phone
(123) 456-7899		(797) 675-3333
Other Phone		Fax Number

☰ Kat Catalina 📄

Kat		Catalina
First Name		Last Name
7051 Hollywood Blvd		
Address		Map Address
Hollyw	CA	90028
City	State	Zip
(818) 5		
Home Ph		Cell Phone
(123) 456-7899		(797) 675-3333
Other Phone		Fax Number

Select Action

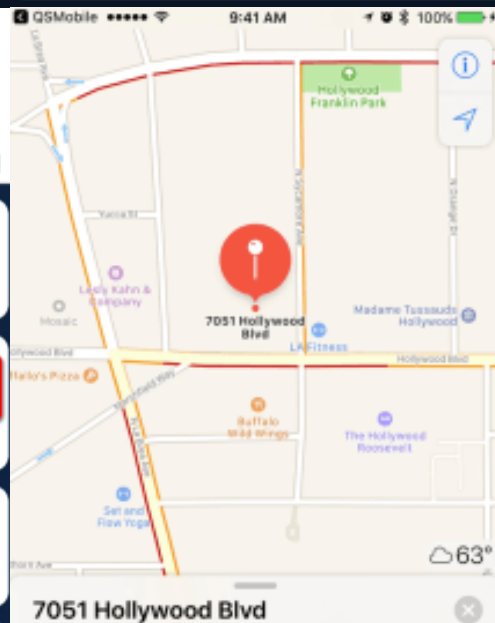
Call

Message

Cancel

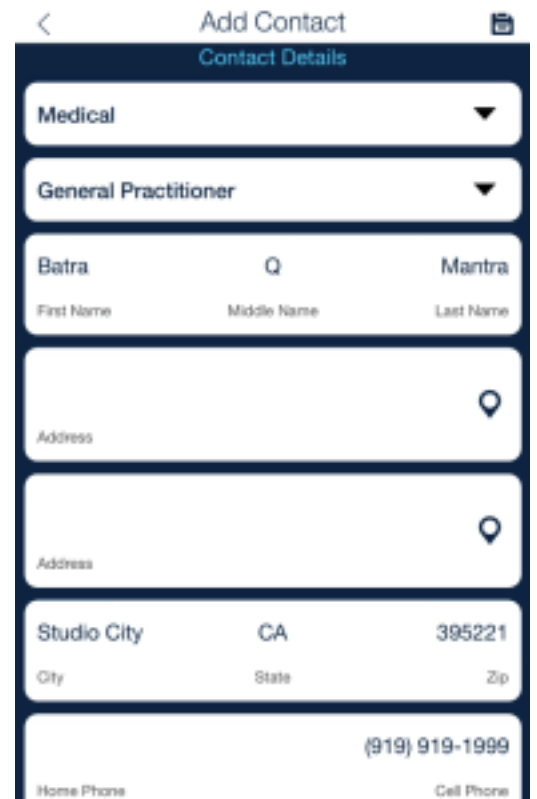
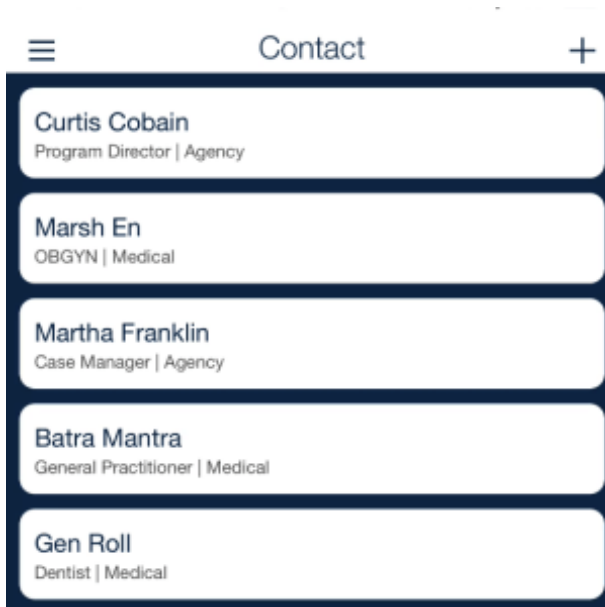
☰ Kat Catalina 📄

Kat		Catalina
First Name		Last Name
7051 Hollywood Blvd		
Address		Map Address
Hollywood	CA	90028
City	State	Zip



Contacts

All your client's contacts are listed for your convenience, and the Call/Message and Map Address features are available for Medical and Important contact types. If your permissions allow it, add Medical and Important contacts as needed!



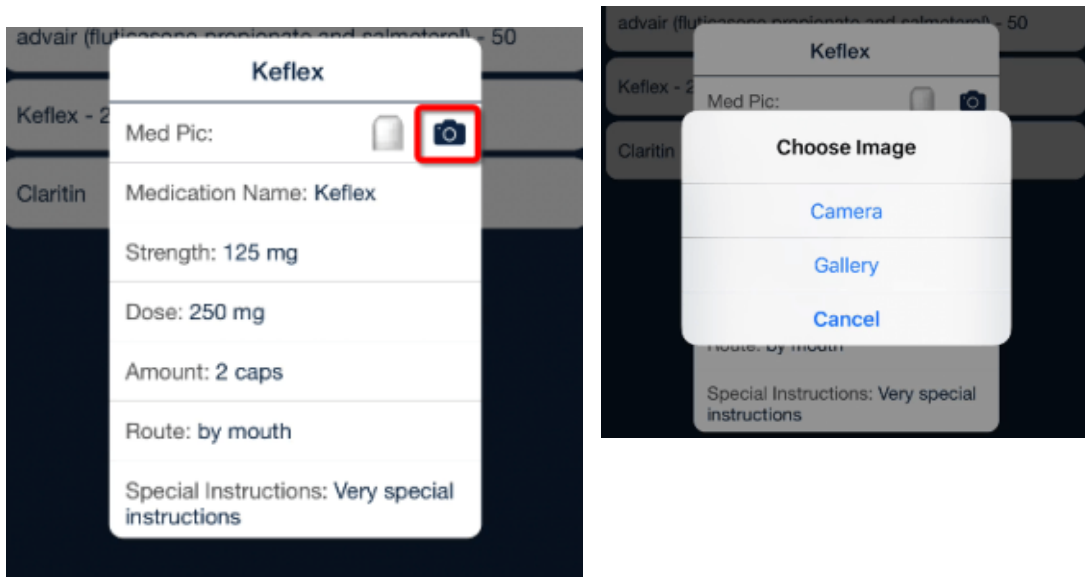
Doctor's

You can have access to all the details of your client's past and present doctor's appointments. Adding a next doctor visit, or editing the details of another, can all be done within the app, if you have the permissions to do so, of course.



Rx's

A great companion to any doctor appointment is a list of all your client's medications and their full details! This view only access provides the right medication information at the right time. Jump over to QSP if you need to add or edit a prescription. Add Image: You can also choose to upload or take a picture of a medication and attach it directly to a specific medication record!



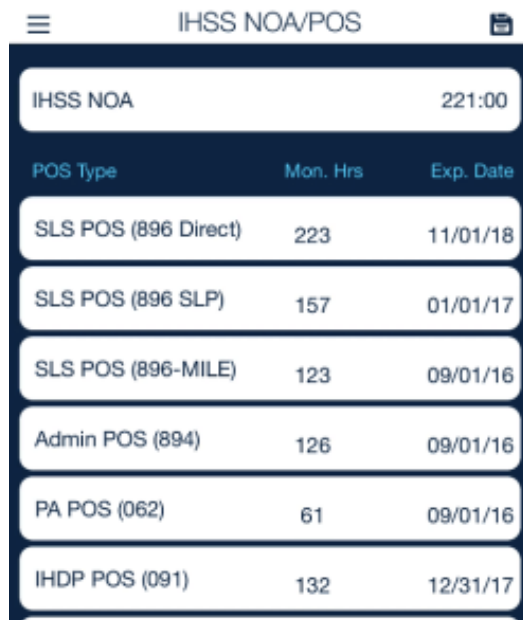
Allergies

You guessed it. If your client has an allergy, and it's listed in QSP, it will show up here to view. If there are no known allergies for your client, than that's even less to react too!



IHSS NOA/POS

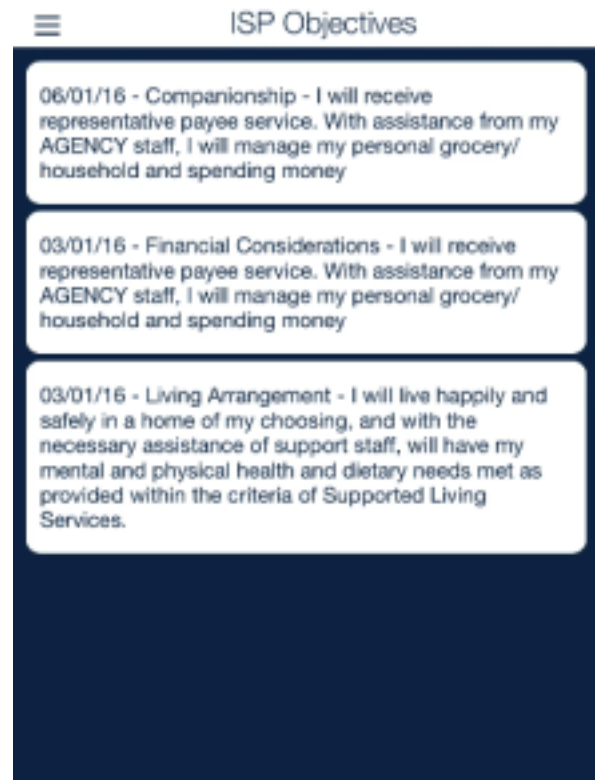
Gotta love these acronyms. This is just another way to view and edit POS or IHSS details. Did the authorized amount change? Update it here. Does the expiration date need to added or adjusted? Make it happen, if your permissions allow it. Do you need a raise at work? We can't help you there.



POS Type	Mon. Hrs	Exp. Date
IHSS NOA	221:00	
SLS POS (896 Direct)	223	11/01/18
SLS POS (896 SLP)	157	01/01/17
SLS POS (896-MILE)	123	09/01/16
Admin POS (894)	126	09/01/16
PA POS (062)	61	09/01/16
IHDP POS (091)	132	12/31/17

ISP Objectives

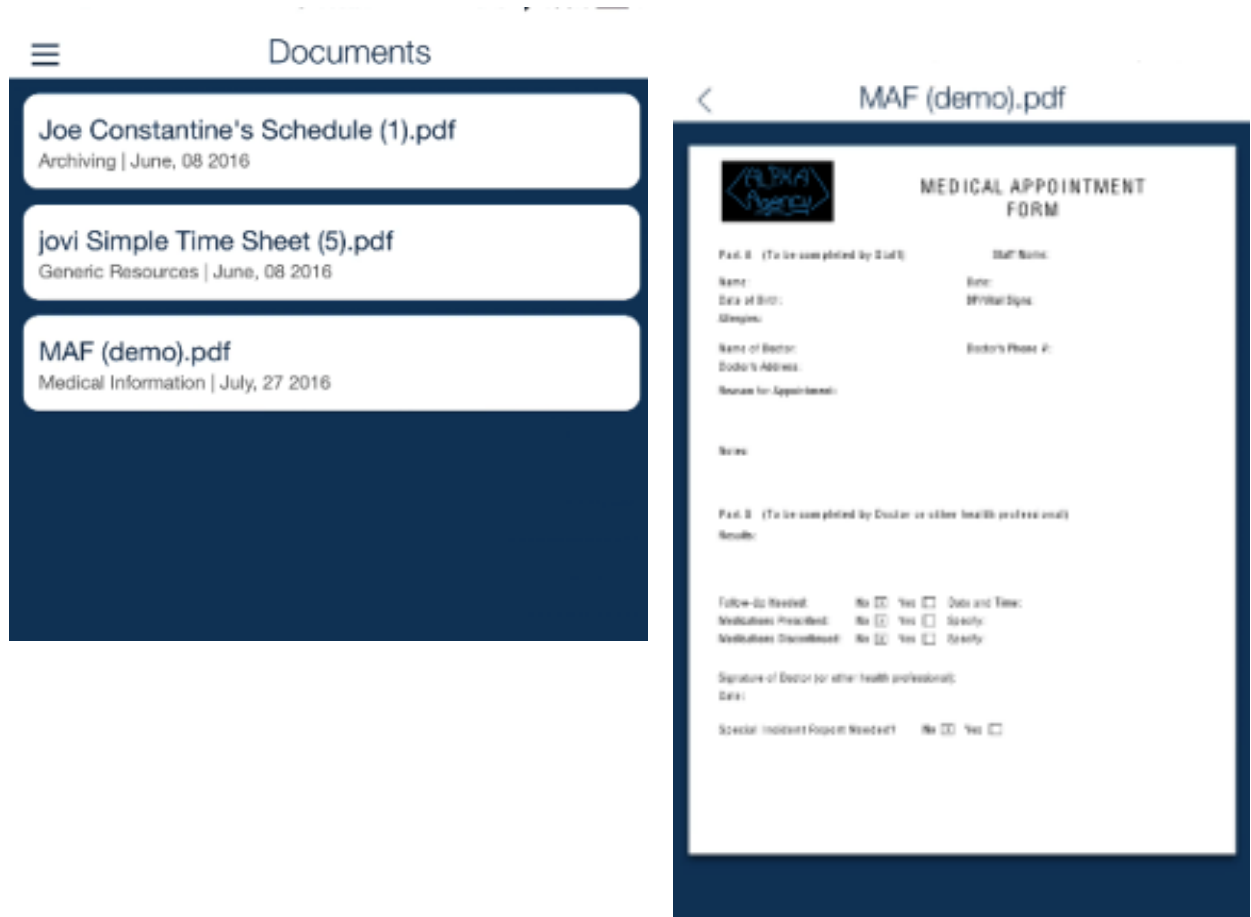
If you've taken the sweet time to input ISP objective details, they can be easily referenced – not updated or added to here, but viewed, read, looked at, gazed upon, comprehended, and other synonyms you can postulate.



ISP Objectives
06/01/16 - Companionship - I will receive representative payee service. With assistance from my AGENCY staff, I will manage my personal grocery/ household and spending money
03/01/16 - Financial Considerations - I will receive representative payee service. With assistance from my AGENCY staff, I will manage my personal grocery/ household and spending money
03/01/16 - Living Arrangement - I will live happily and safely in a home of my choosing, and with the necessary assistance of support staff, will have my mental and physical health and dietary needs met as provided within the criteria of Supported Living Services.

Documents

If you love paper, you'll probably love viewing paper through a screen. Documents that are uploaded to a particular client's profile in QSP can be accessed and viewed simply, without ever having to worry about a paper cut.



EMPLOYEE MODULE

Your depth of access to the employee module is reliant on the permissions of for your security Role. Contact your agency's administration for questions pertaining to employee security access. Upon entry, you'll see a list of the employees that you are permitted to access, and if they have pictures associated with the profiles, hopefully they are smiling. If need be, in the top right hand corner is an option to search for a particular employee. This uses a Contains Filter, so you can type in any part of any name and we'll find your match.....not that kind of match. The menu to view available tabs is in the top left hand corner after you've selected the employee. Employee options include Profile Info, Training and Requirements, Client Specific Training, Time Off Requests and Documents.



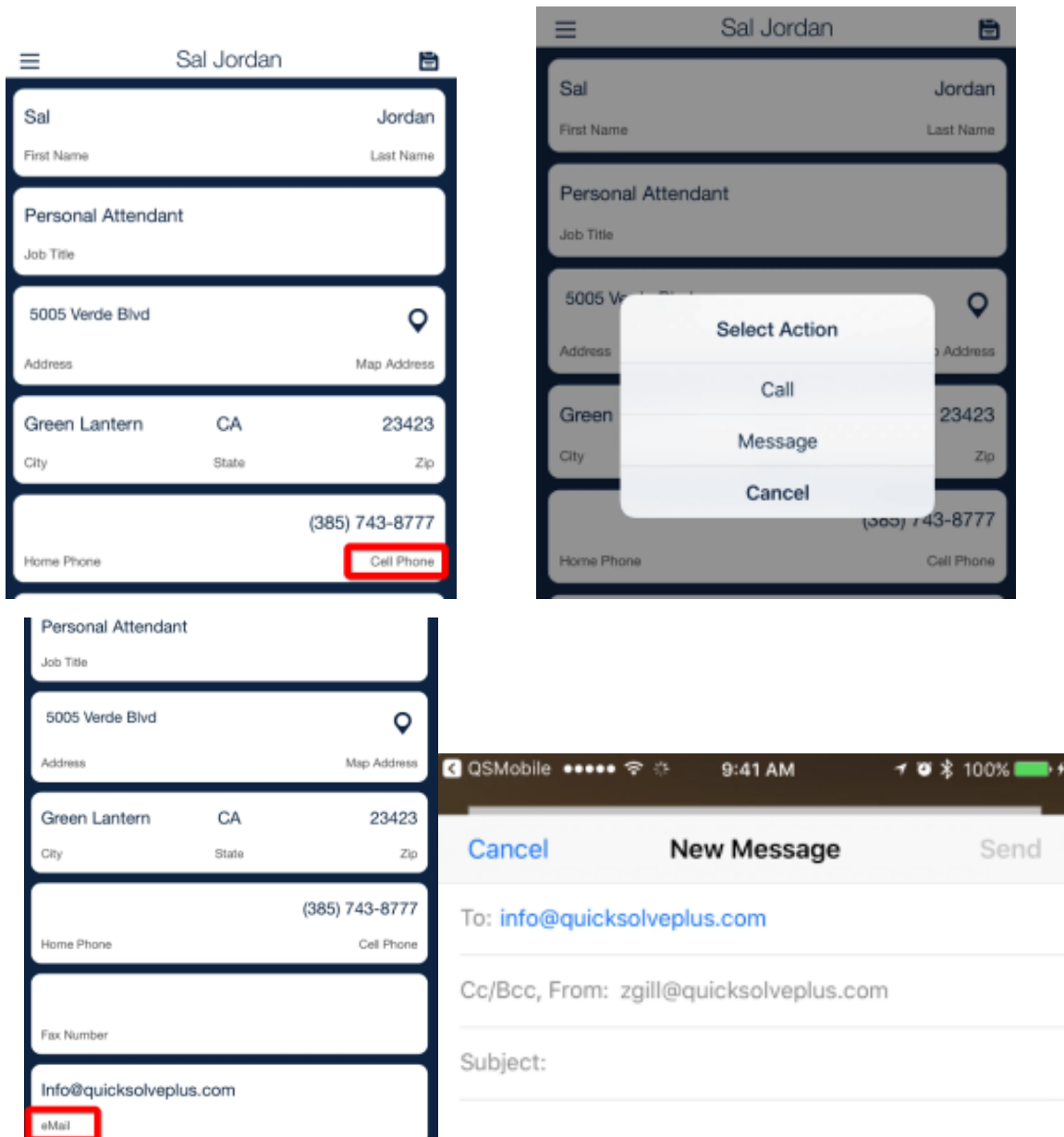
Employee Profile

Basic employee info is available on the profile landing page, whether it's your info, or the info of an employee that you need to call to ask if they can fill a shift tonight (not like that ever happens too often). Check out these cool actions that are available at your fingertips throughout the app.

Map Address – Selecting the “Map Address” icon will open up your device’s default navigation app with the location of the client’s address already pin-pointed!

Call/Message – When selecting the Home, Call or Other phone labels, you’ll be prompted to Call or Message that number. Selecting the appropriate action will open up your device’s default phone or messaging app with the number already populated!

Email – Selecting the email label will also open up your device’s default email app with the email address already entered!



Training & Req.

If your HR team is rock stars by keep up with employees and ensuring all their training and requirement details up to date, then you can confidently view those details. Your permissions may even allow you to update or add an item, and/or expiration date. If a record is out of date, your HR team will know what to do.

The screenshot shows a mobile app interface titled "Training & Requirements". It features a list of items, each with a checkmark icon on the left. The items and their expiration dates are:

- ✓ Employment & Pers. Ref. Completed
- ✓ Work Authorization
- ✓ Life Scan Completed
- ✓ First Aid Certification 07/30/18
- ✓ CPR Certification 07/31/18
- ✓ TB Test 02/03/17
- ✓ Mandated Reported Form Completed
- ✓ I-9 on File
- ✓ Stated Availability Form 02/01/17
- Has Car
- Can Drive
- ✓ Auto Ins. 04/07/17

Client Training

To be trained or not to be trained, isn't that the question?

Well, if you believe in that sort of thing, then employee client training data will reflect that reality. All types of client trainings for specific clients will be available to view here, all day and all night.

The screenshot shows a mobile app interface titled "Client Training". It features a list of training items, each in a white rounded rectangle on a dark blue background. The items are:

- Client Directed Training - Heart, Devin
- Special Training - Catalina, Kat
- Client Training Benchmark - Munroe, Oreo
- Client Info Training - Munroe, Oreo
- Client Directed Training - Vader, Garth
- Client Directed Training - Torro, Zorro

TOR

Time Off Requests (TOR), whether approved, pending or denied, will be on display to remind you of how many vacations you (or your employees) thought they needed. If there are not TOR's listed, well then a vacation is definitely needed.



Documents

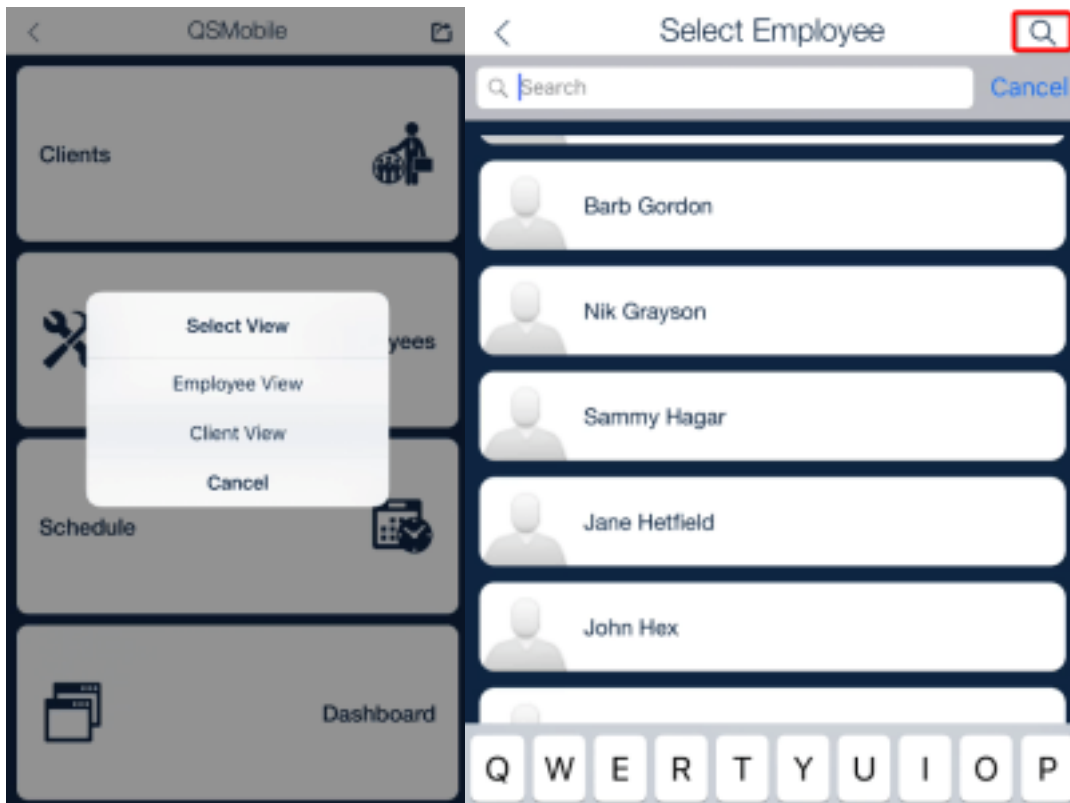
Safely and securely storing employee documents is an option in QSP, and if used, those documents can also be viewed here. If the price is right...I mean if the permissions are right, then you'll have access to these documents.



SCHEDULE

The Schedule is the primary module for all things related to client and employee scheduling, and the majority of scheduling tools that you have available in the QSP are also usable within the mobile app. Some scheduling functions that are not available, however, include: creating repeating shifts, and overtime exempt sleep shifts.

Upon selecting “Schedule” from the main page, you’ll be prompted to choose which scheduling perspective you’d like: Client View or the Employee View. Regardless of which view you prefer initially, you can always toggle to the other view. A list of employees (if employee view is chosen) or clients (if client view is chosen) will display with the option to Search for a specific name, using letters that are contained in any part of the name. Which employees/clients that display for each user will depend on how their security permissions have been set.

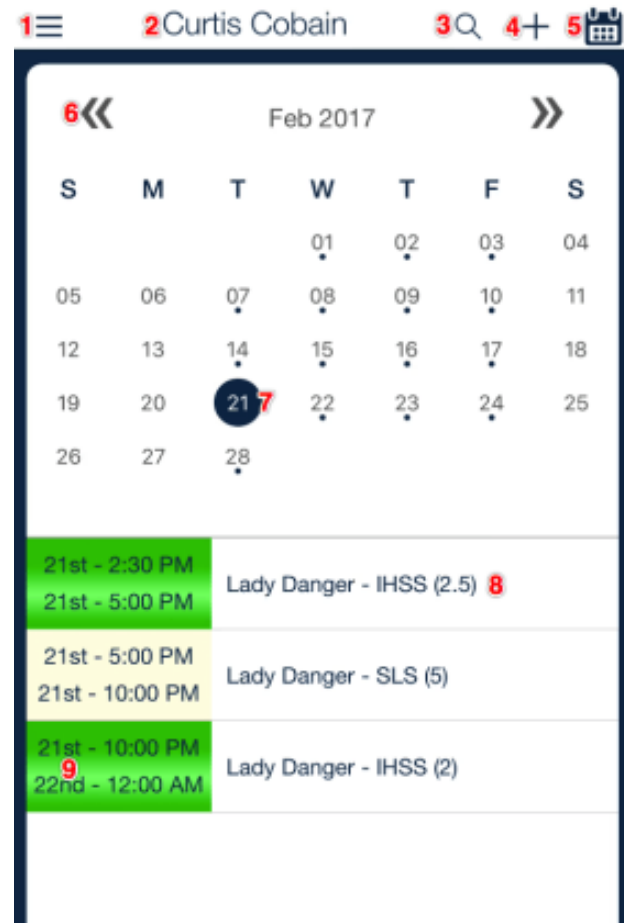


Schedule Overview

Regardless if you are looking at a schedule from the client or employee view, these items are still relevant.

For more details on certain ones, click their link.

1. [Menu](#) – When selected more navigation options will display
2. [Name \(client or employee\)](#) – Selecting the name will reveal contact details!
3. **Search** – Use the Search to display list of employees/clients (depending on which view of the schedule you are in) if you desire to switch to a different schedule
4. [Add Shift](#) – Click for more complete details on how to add a shift.
5. [Week View](#) – Switch it up with a different schedule view
6. **Change Months** – Back and Forward arrows help to toggle between months
7. **Day indicator** – The large blue circle surrounding a specific date indicates which day has been selected.
8. [Shift summary](#) – Small blue circles below dates represent a scheduled shift. The shift summary is revealed below the schedule.
9. **Next/Prior Day Shift Display** – If a shift began the prior day, or ends the next, these dates help to reflect that reality.

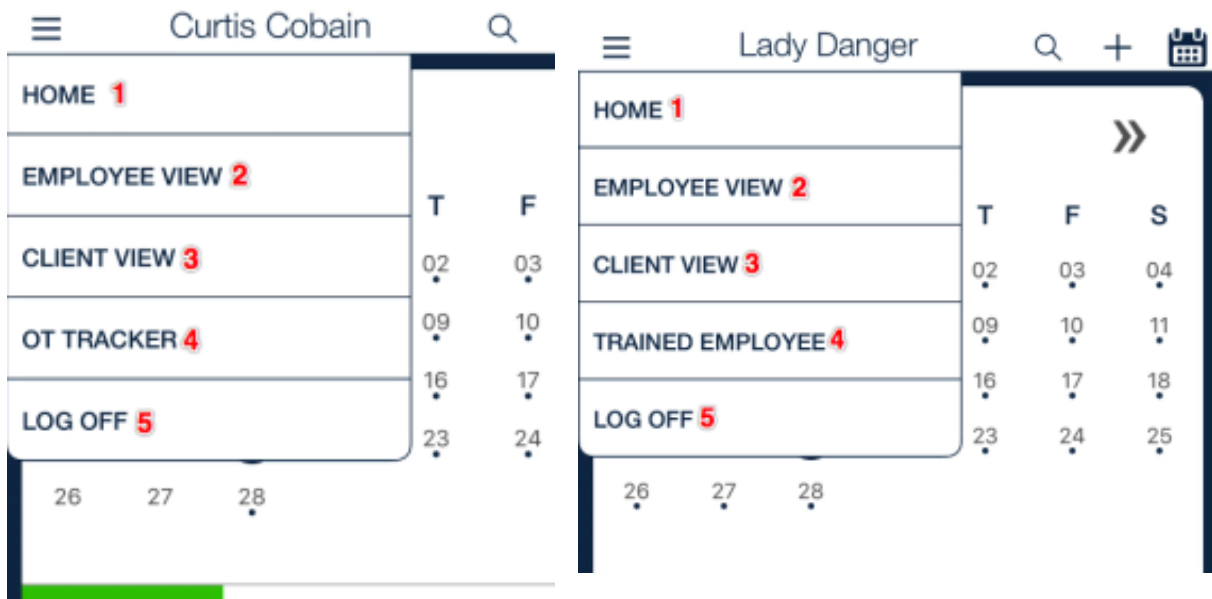


1. Menu

The menu options vary slightly depending on whether you are in the employee or client view of a schedule.

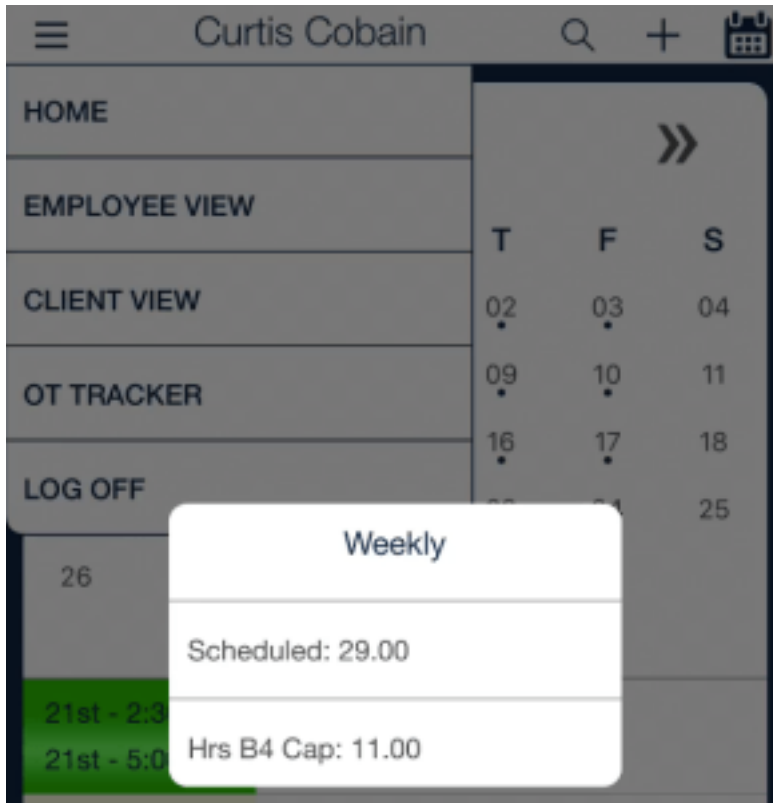
These are the menu options that shared:

1. **Home** – Have you ever heard the phrase “ET phone home”? This doesn’t do that. Selecting it will bring you back to the main page.
2. **Employee View** – This will bring up a list of employees to view
3. **Client View** – This will bring up a list of clients you are permitted to view
4. **OT Tracker** (Employee View)/**Trained Employee** (Client View) – See below for details
5. **Log Off** – We recommend you always log off when not actively using QSP’s mobile app. A 30-minute idle timer, however, will auto-log you off.



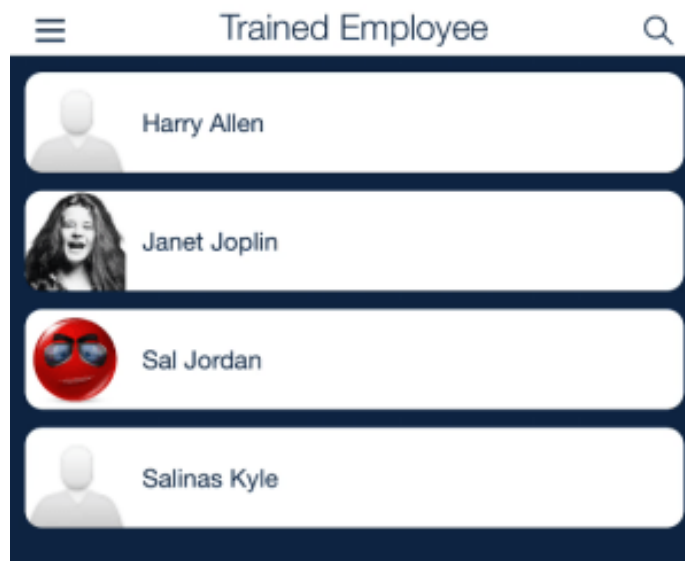
Employee View Menu: OT Tracker

This feature gives a quick, condensed view of the employee’s weekly scheduled hours and any overtime. To view these details for a particular work week, first select any day within that week, then open up the OT Tracker. You will see total scheduled hour for the week next to “Scheduled”. You will also see “Hrs B4 Cap” which, if positive, shows the amount of hours available before hitting the weekly overtime cap. If negative, it reflects the total hours already in overtime for the week. Note: The OT Tracker is setup based on your company’s overtime settings. For some, this means that ILS scheduled totals will not calculate.



Client View Menu: Trained Employee

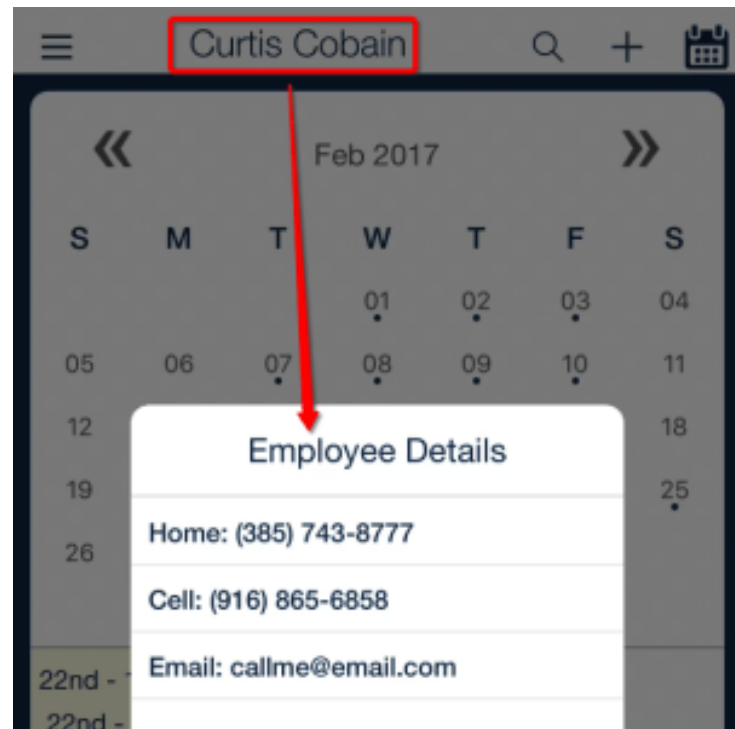
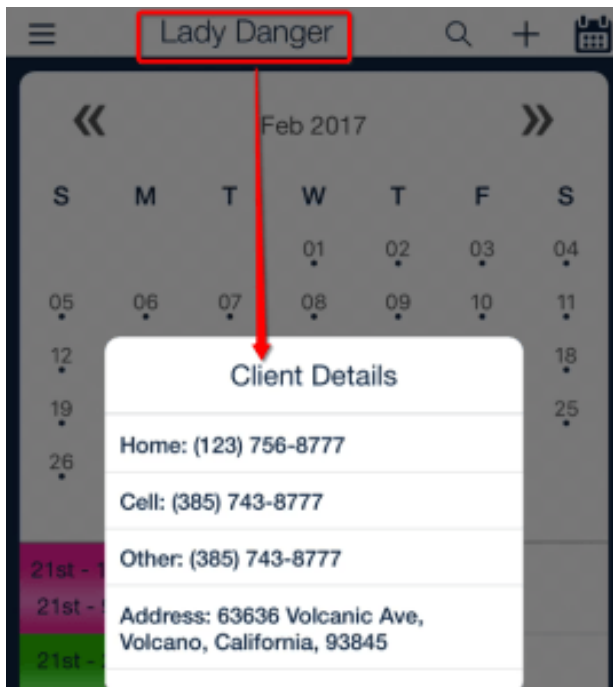
When this option is selected from a client's view, a list of all employees who have been designated with "training" for that particular client will display. Furthermore, when an employee's name is selected from this list, you will be directed to that employee's schedule. This feature could come in handy when searching for an available and trained employee for a particular client.



2. Personal Contact Details

To quickly see contacts details, simply select the name of the person who's schedule you are viewing. If viewing a client schedule, and the client name is selected, you will see phone numbers and address.

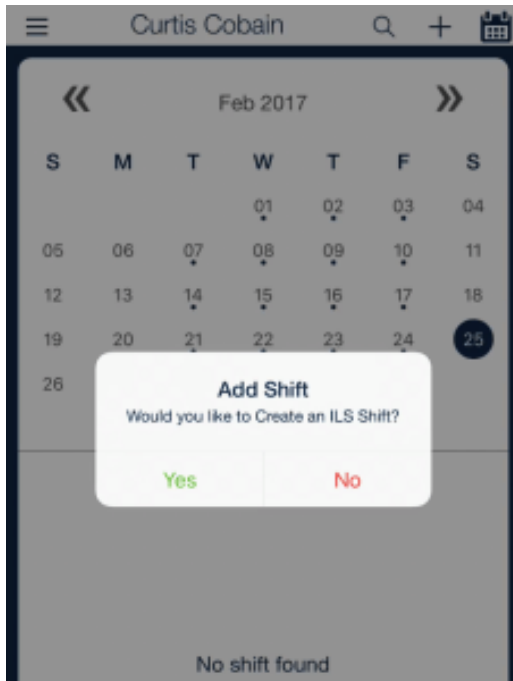
Selecting a phone number will bring up the option to Call/Message. Selecting the address will use your device's default mapping app to map the address. If viewing the employee schedule, and the employee name is selected, you will also have the option to Call/Message. If there's an email address, selecting it will open up your device's default email app with the employee's email address populated as the recipient.



4. Add Shift

The Add icon is in the top right hand corner of both the employee and client view schedules. First select the day of the month you'd like to create a shift, and then select the Add button. You may be prompted if you want to create an ILS type shift. If yes, select Yes. If not, and you want to create any other type of shift, select No.





New Shift Details

If you added a new shift from the employee view, that employee name is set in the employee name field. If you added a new shift from the client view, that client name is set in the client name field. It's best practice to add details from top to bottom, left to right. These same details apply even if you are editing a particular shift, which is done by selecting it from the daily summary.

Service Type: A service type is required for a shift to save

Start and End Time: Use the time picker to easily select the right shift times

Start and End Date: These are set automatically by which day was chosen. If the shift end time ends on the next day, the end date will need to be adjusted manually.

Miles Driven: Total miles driven can be manually entered here

From/Destination: These fields can be used to enter mileage specific details. If the location pin-drop icon is selected, your approximate current location will be snagged. These mileage details will populate to the Mileage Detail Report.

Objective: Info entered here is meant to correlate with the mileage details, and will populate to the Mileage Detail Report.

Schedule Notes: This general text area can be used to capture notes related to the schedule. Any info entered here will generate to the employee's time sheet

Service Notes: This text area is meant to capture notes related to the service provided during the shift. The notes entered here will generate to the Service Notes Report.

Linked Shared Shifts

When the SLS-Shared service type is chosen from a new or edit shift window, a link icon will appear next to the save button. When selected, it will bring up a list of clients. Selecting a client(s) name will give the option to attach either a SLS-Shared or IHSS service type to that client's shift. Once saved, a linked icon will appear on the shift summary. Selecting the icon will reveal which client(s) are linked to that shift.

ILS ISP Objectives and Service Notes

The screenshot shows the 'Shift Detail' screen with a list of destinations: 'Grocery store', 'Return', and 'Destination #4'. A white 'Objectives' popup is centered over the screen. The popup contains a title 'Objectives', a dropdown menu showing 'Use of Public Transportation', a text input field with '1.5' and a label 'Time', a text area with 'Planned route from home to work then bought ticket and practiced riding public transit', and a 'Service Notes' section. At the bottom of the popup is a blue 'Add' button.

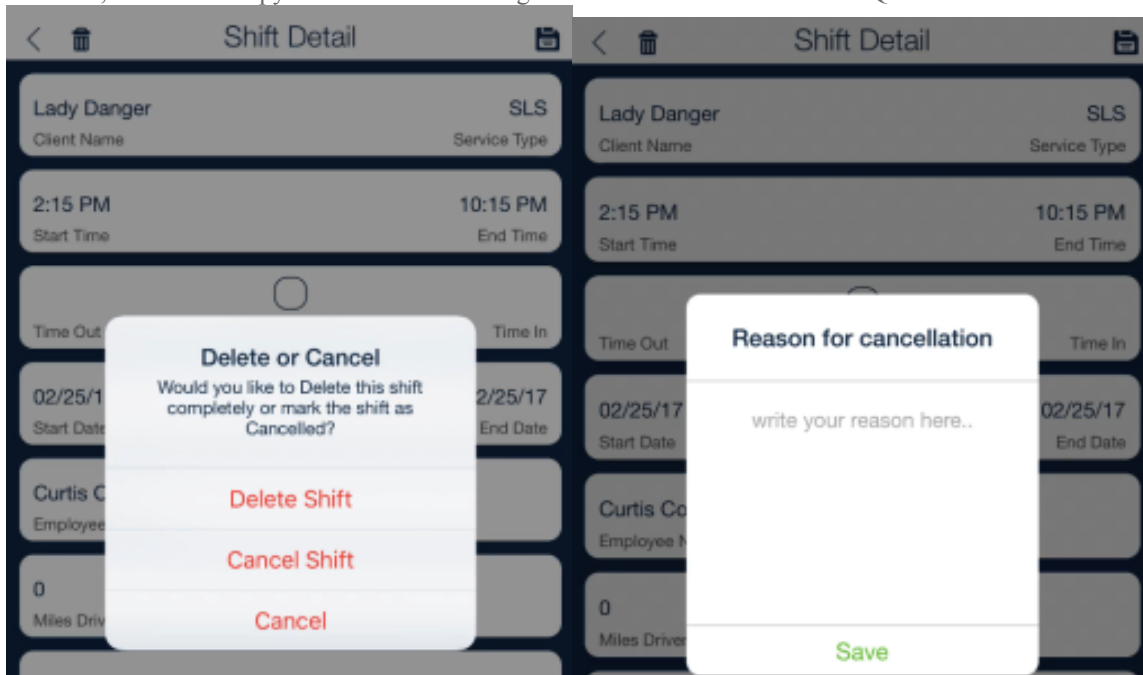
At the very bottom of the ILS shift window is the option to Add Objectives and enter service notes. Once Add is selected, a popup will appear with an Objective drop down that lists all current ILS ISP Objectives for the client (as setup in their client profile). Once an Objective is selected, a time needs to be entered that correlates with the amount of time spent with the client working on that objective. Service Notes then need to be added to describe what happened. If the shift and objectives are saved, but the total shift time does not match the total time spent on objectives, a warning will alert you. Simply, edit the Objectives time(s) to equal the total shift time.

The screenshot shows the 'Shift Detail' screen with a list of destinations: 'Destination #4', 'Destination #5', and 'Destination #6'. A white warning message box is centered over the screen. The message reads: 'The total time spent on Objectives doesn't match the total time on the shift'. Below the message is a green 'OK' button.

The screenshot shows the 'Shift Detail' screen with a list of destinations: 'Grocery store', 'Return', and 'Destination #4'. A white 'Objectives' popup is centered over the screen. The popup contains a title 'Objectives', a dropdown menu showing 'Sexual Health & Safety', and a list of objectives: 'Sexual Health & Safety', 'Use of Public Transportation', 'Use of Medical & Dental Serv...', and 'Home & Community Safety'. At the bottom of the popup is a blue 'Add' button.

Deleting/Cancelling Shifts

It happens to the best of us. The need to throw a scheduled shift in the trash will occur and when it does, you can either delete it permanently, or cancel it. First, open up the shift. Second, in the top left hand corner select the trash can icon (or waste basket, if that's your term). You will be prompted to either "Delete Shift" or "Cancel Shift" (or Cancel to dismiss the popup and not do anything drastic). Choosing to "Cancel Shift" will bring up the option to provide a reason for this cancellation. Once saved, the shift is removed from schedule, but a blind copy is still saved. Viewing cancelled shifts can be done in QSP.



5. Week View

Some times a bird's eye, month view isn't your preference. If you are looking for a new perspective to view a schedule, try toggling to a Week View by pressing the calendar icon in the top right hand corner of a client or employee's schedule. The week view gives a Sunday to Saturday, 12am -12am, view based on which day in which week is selected. To return to month view, simply re-select the calendar icon.



8. Daily Shift Summary

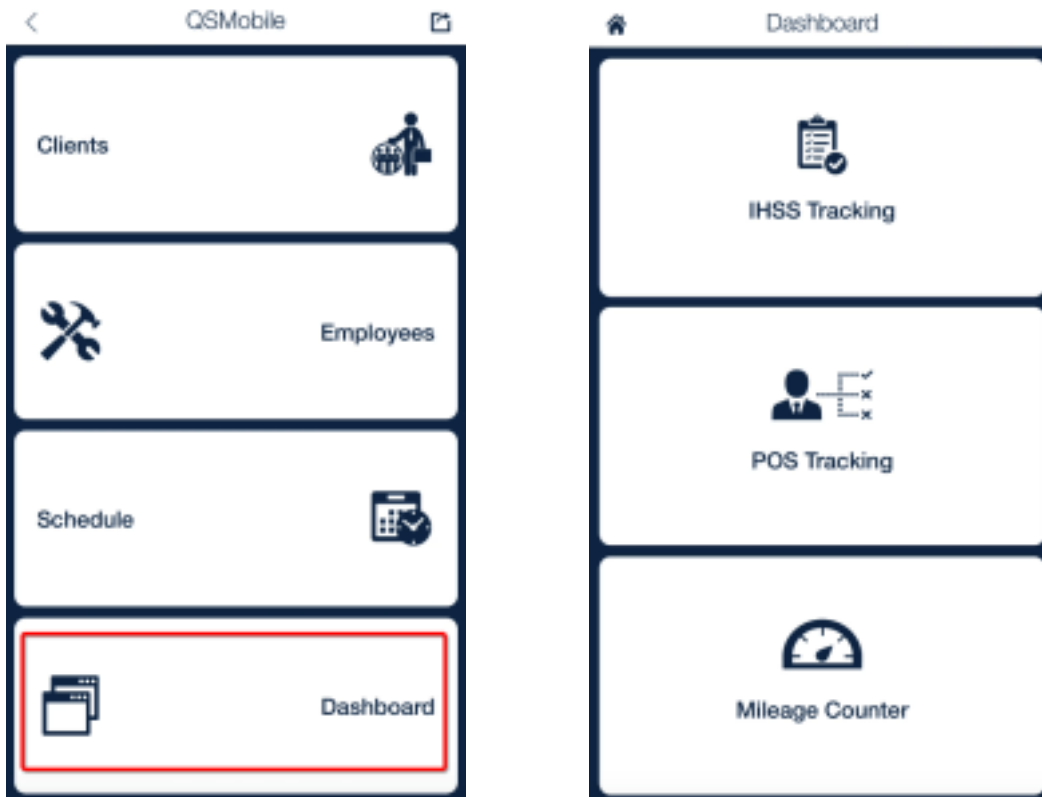
In Month View, each day of the month that contains at least one shift will display a blue dot as an indicator that there are shifts scheduled. Selecting a day with scheduled shifts will reveal a summary of those shifts. All the same shift colors you may be used to seeing in QSP will reflect here, such as green for IHSS, white for payroll/billable types, blue for client doctor appointments, purple for client events/natural support, and burgundy for custom employee events. If an ILS type shift has service notes already entered, a notepad icon will appear. The shift summary details also include shift time and dates. Note that the dates help to reflect when a shift begins or ends on a prior or next day. To see the details or edit a particular shift, simply select it.

The screenshot displays the 'Lady Danger' calendar application. The top bar shows the name 'Lady Danger' and navigation icons. The main view is a monthly calendar for February 2017. A blue dot on the 16th indicates scheduled shifts. Below the calendar, a detailed shift summary for February 16th is shown, listing shifts with their times, durations, and service notes. The shifts are color-coded: pink for SLS, green for IHSS, and yellow for SLS. A notepad icon is present next to shifts with service notes.

Date	Shift Time	Shift Duration	Shift Type	Service Notes
16th	5:30 AM - 5:45 AM	0.25	ILS Travel	Maxx Rose - ILS Travel (0.25)
16th	5:45 AM - 6:45 AM	1	ILS Service	Maxx Rose - ILS Service (1)
16th	12:00 PM - 2:00 PM	2	ILS Service	Job Dylan - ILS Service (2)

DASHBOARD

Whether you are the one scheduling service hours, or servicing those hours, the Dashboard module provides an IHSS and POS tracking dashboard for managing the utilization of hours. It also has an employee Mileage Counter that gives a total for all miles entered into a given month.



IHSS/POS Tracking

If you've made it this far, then you have the appropriate permissions to view IHSS and POS tracking data for particular clients. To view a specific client's dashboard, first choose between IHSS or POS Tracking. Then, select the client you wish to view. The dashboard will default to the current month and year, but selecting the appropriate drop downs can change those.

IHSS: The NOA (Notice of Action) displays the total IHSS hours awarded for that month. "Scheduled" indicates the amount of IHSS hours that have already been scheduled for that month. "Total" is a percentage of Scheduled/NOA. "Worked" is the amount of IHSS hours presumable worked through

today’s day (based on the schedule). “Not Worked” is a calculation of NOA – Worked. The second “Total” is percentage of Worked/NOA.

POS: The appropriate type of POS can be selected, but will default to a main POS for the client. The first row will show the name of that POS (Direct, ILS Monthly, etc) and the total hours available for that month. The rest of the rows are based on the same calculations as noted above with IHSS.

< Mason Bourne

February	2017
NOA	60:25
Scheduled	14:15
Total	23.6 %
Worked	13:15
Not Worked	47:10
Total	21.9 %

< Timmy Hendrix

February	2017
ILS Monthly	
ILS Monthly	29
Scheduled	35
Total	120.7 %
Worked	22
Not Worked	7
Total	75.9 %

Mileage Counter

This quick tool is meant to show the total of all miles documented for an employee in a given month. The month and year can be adjusted via their appropriate drop downs. Mileage is entered into the “Miles Driven” field within each applicable shift.

< Brave Bravo

February	2017
Mileage	81.3