

The ITT Service Log Process Overview

Email from Lisa Schumacher:

I believe with your increased familiarity in the ITT system and your attention to what you are putting in the logs, my log reviews have become less cumbersome. Your logs will still need to be signed by the 20th of the month after services are delivered.

It is absolutely critical that you adhere to these timelines. Extensions beyond the 10th to submit your logs will be on a case-by-case basis and you must ask me for this extension. The decision will be at my discretion, so you will want to ask for an extension well in advance if you know that there is going to be a problem with a specific month, i.e. an extension request on the 9th of the month when you have minimal logs completed will be an issue. The timeline is in place not only for processing of access funds that are needed to support the work that is done with our students but also because they are needed for timely review of caseload data. Thanks for your understanding.

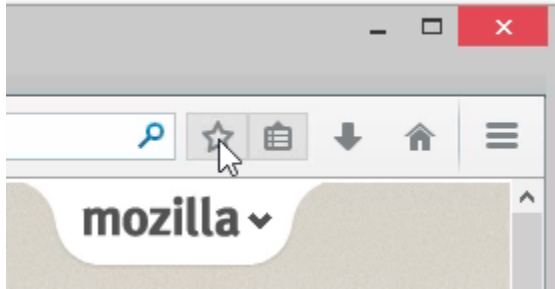
1. Create a single workload per day. Progress Indicators don't work correctly with multiple workloads.
2. Each student added to the workload becomes that days service logs.
3. Update their Service Definition, Time and Notes.
4. Submit the Service Logs to your Supervisor. No later than the 10th of the following month.
5. Your Supervisor Approves the Service Log (possibly send back for revisions). Should be completed by the 15th of the following month. You should get an email when approved.
6. Sign your Service Logs. Should be completed by the 20th of the following Month.
7. Get your Service Logs Cosigned by the 20th of the following month.
8. MIS Uploads Logs to PCG the 25th of the month after services were delivered.

Use the correct browser for the application

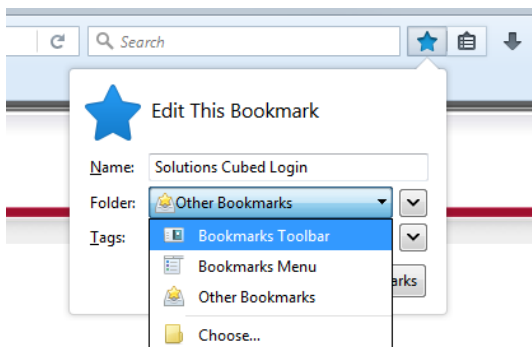
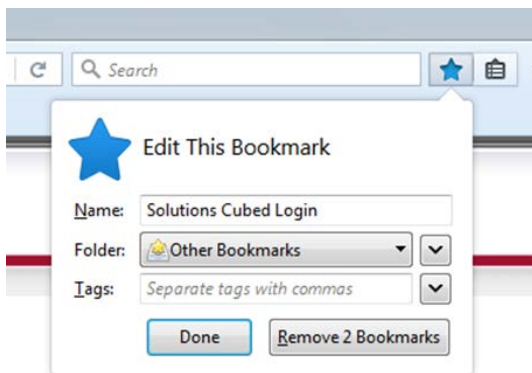
Using the wrong browser for the application you are running can give you undesired results. Be aware that when you click on links to your applications, the (Default or Currently Open) browser may not be the one that runs that App correctly. Some of the issues are badly displayed form fields, Data is displayed incorrectly and Reports never complete and just spin. If you are experiencing strange results running Apps, make sure you check the browser the App is running in. For CATS IEP, use only Chrome. For ITT, use only Firefox.

Bookmark ITT in the Firefox Browser

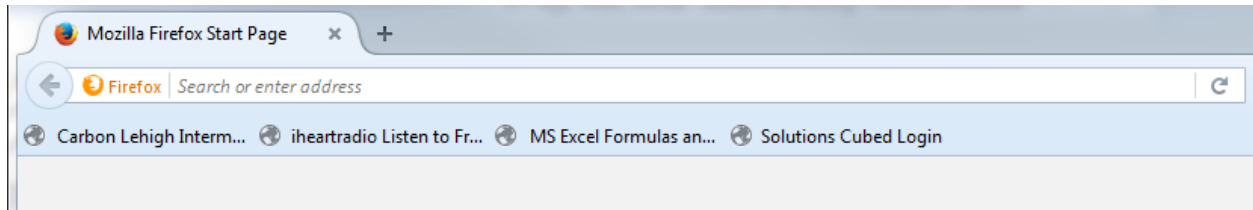
On the CLIU.org website, under Departments, under Special Programs and Services, under Software Support and Resources, ([Software Support and Resources](#)) click on the ITT link. You should see the ITT login window appear. Don't do anything in the ITT login window. Click the star on the browser toolbar. The star will turn blue and a bookmark for the page you're on will be created in the Other Bookmarks folder.



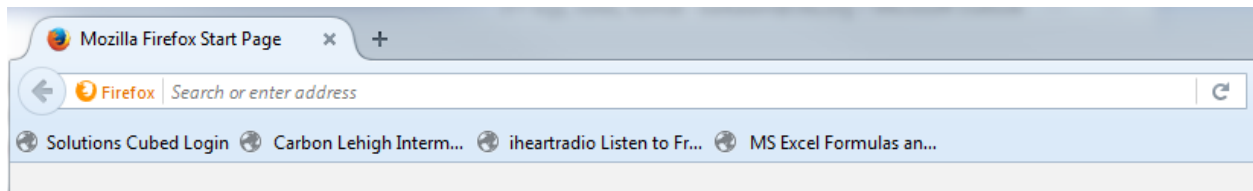
To have your bookmark appear on the tool bar, click the star a second time to open the **Edit This Bookmark** window. The default setting is "Other Bookmarks". Pull down the Folder: menu and choose Bookmarks Toolbar. Press Done.



This will place the bookmark on the toolbar just under the browser address box.



You can reorder your Bookmark Toolbar by clicking and dragging the bookmark to the place you want.



To use the Bookmark, just single click on it and your page will appear.

Closings, Holidays and Days Off

Only enter time off progress indicators in the workload. Don't add it manually to individual service logs. For some reason, given the sequence of entry, ITT will get confused and the logs will not sign in some instances. The workload will have to be deleted and re-added.

Step 1. Make sure all your students that were scheduled for that day which you would have seen if the school was open are listed in the workload.

Step 2. Enter the appropriate Day Off Progress Indicator to the workload. You will get the message that some number of service logs is not completed. You answer YES. Those students will inherit the progress Indicator that you entered.

Step 4. If you send notes home to parents, you should add an explanation of why the student wasn't seen. You will have to go into each service log and fill in the notes tab.

NOTE:

If you require a Co-Signer, some or all of your students may display "Cosigner Not Present" in the service log Cosigner field. That is because there is no direct therapy and thus no billable direct time.

Delayed Openings and Early Dismissals.

Only enter time off progress indicators in the workload. Don't add it manually to individual service logs. For some reason, given the sequence of entry, ITT will get confused and the logs will not sign in some instances. The workload will have to be deleted and re-added.

By adhering to the following instructions, all given student services are documented. All your extra time is accounted for in the workload "Non-Student Minutes". The students that didn't receive services that day will inherit the Progress Indicator as to the reason. Your time will be balanced by the "Custom Hours" so you will not have a 9 hour day when the reality is that it was a 7 hour day.

Step 1. Fill in all student related service log times that were able to be provided in the time the school was open. (as usual)

Step 2. Fill in all Non-Student related minutes on the workload. (as usual)

Step 3. Add the Progress Indicator "Delayed School Opening" or "Early Dismissal" to the workload. Either of these will have the "Custom Hours Off" box appear. If there were students that were not serviced, you will get the message that some number of service logs is not completed. You answer YES as usual. Those students will inherit the progress Indicator.

Step 4. Fill in the "Custom Hours Off". Using the example of a 2 hour delayed Opening: If you had the whole time off then enter 2 for the custom hours off, If you worked an hour later then subtract that hour and only enter 1 for the custom hours off, If you surpass the 2 hours off with your extra work time then leave the custom hours blank. The Progress Indicator still needs to be used to document the students time off. If entering fractions of an hour you can enter .5 or 1.25 or 1.5 or 1.75 for less than a full hour.

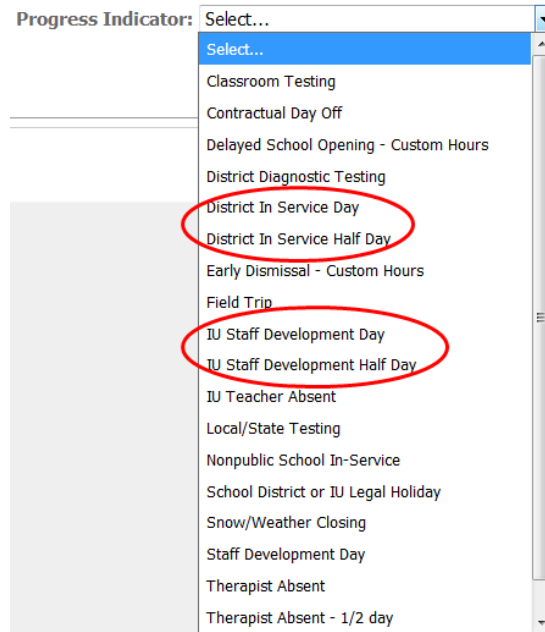
NOTE:

If you require a Co-Signer, some or all of your students may display "Cosigner Not Present" in the service log Cosigner field. That is because there is no direct therapy and thus no billable direct time.

Using In-service half day VS. Early Dismissal Custom Hours

Some staff is using the early dismissal custom hour's box in individual student logs when schools dismiss early for an in-service half day. It is confusing to the supervisors who are approving your logs. When schools let out early for an Act 80 day, you need to use the "district in-service half day" indicator in the student logs, even if it isn't truly a half day. Make sure this gets entered in the workload indicator field. The student log indicators do mess up the hour's summary report and cause unnecessary digging for clarification.

Documenting IU Staff Development and District In-Service days in ITT



District In Service Day

District In Service Half Day

Either of the “District In Service...” progress indicators are used as the Workload Progress Indicator **where the school district is scheduled to close for a full or half day and therapists are still expected to report for work.** For a half day, first document the students you were able to see for a half day. Next, apply the workload indicator **District In Service Half Day.** You will be given 3.5 hours plus your student therapy time and the students you didn’t see will inherit the progress indicator. For the full day do the same thing except there are no students to document. They will all inherit the **District In Service Day.** Makeup time is not required.

IU Staff Development Day

IU Staff Development Half Day

Either of the “IU Staff Development...” progress indicators are used as the Workload Progress Indicator **where the IU has scheduled a meeting or training and the school is open.** For a half day, first document the students you were able to see for a half day. Next, apply the workload indicator **IU Staff Development Half Day.** You will be given 3.5 hours plus your student therapy time and the students you didn’t see will inherit the progress indicator. For the full day do the same thing except there are no students to document. They will all inherit the **IU Staff Development Day.** Makeup time is required.

If you require a Co-Signer, some or all of your students may display “Cosigner Not Present” in the service log Cosigner field. That is because there is no direct therapy and thus not billable.

The Time tab

Enter the correct Clock Time In and Time Out on Service Logs.

We are finding time overlaps with service logs. When entering service logs providers must put in the correct clock time in the time in and time out fields so that when the next provider enters time, there isn't an overlap. The billing process does not work well with providers having overlapping time in service logs on the same day.

Service Logs Documenting IEP Meetings.

There are instances where logs are being entered for IEP meetings where the current/new IEP does not support the discipline because it was discontinued. What happens is the IEP info in ITT can't be fixed because of the erroneous service log. In general, IEP meetings should be documented in the workload in Non-Student minutes.

How to enter service log time

Any time that can be directly attributed to a student can be entered on the students service log under the Time Tab. Below is a guide as to what time categories can be used.

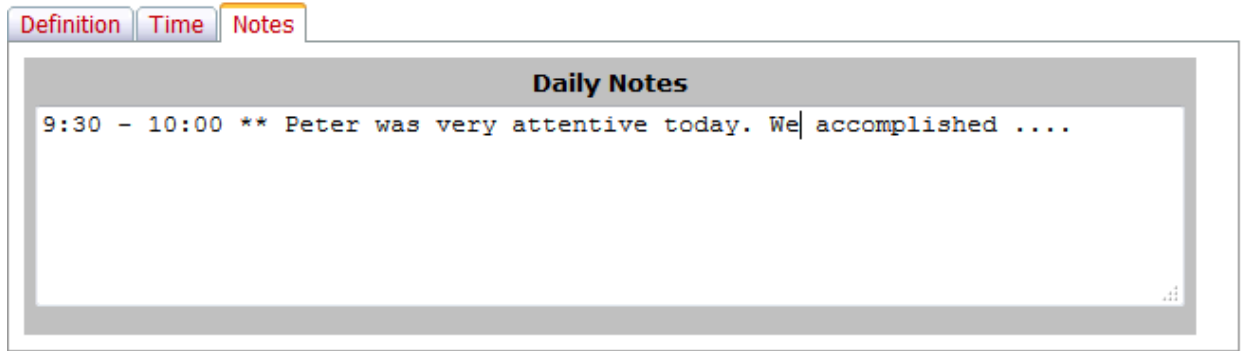
REPORTING GUIDE FOR ITINERANT SERVICES

Direct Time SA IEP SA 504	Professional and/or Paraprofessional Contact	Parent Contact	Report Writing	Student Related Meetings	Equipment /Device Management	Travel	Professional Responsibility
<ul style="list-style-type: none"> Working directly with student(s) 1:1 or in groups Examples could be: <ul style="list-style-type: none"> Teacher training (device training, equipment training) and the student is present. Collaboration with classroom staff on direct instruction techniques with student present. Modeling strategies to staff with student present. Pull-out and push-in services. Accompanying student on field trip/CBI for instruction. Instruction within/out of school building, job site. Student training using assistive device or equipment. Collaboration with teacher, paraeducator, TSS, with student present regarding sign language. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>SA/EVAL- SENSORY IMPAIRED/Itinerant Autistic Support STAFF ONLY (INCLUDES C&O)</p> </div> <ul style="list-style-type: none"> Observing student during initial evaluation 	<ul style="list-style-type: none"> Any contact (face to face, emails, phone calls, notes to staff, etc.) regarding the individual student (student not present) Training/consulting with staff (student not present) Teaching staff how to record progress monitoring data Teacher and/or paraeducator training (device training, equipment training) and the student is not present Inservicing staff pertaining to a specific student Requesting and reviewing medical records File review for new referrals <p><i>Staff examples include: Teacher, Paraeducator, PCA, TSS, Outside Agency, District Administrator, Medical Personnel</i></p>	<ul style="list-style-type: none"> Any contact (face to face, emails, phone calls, notes to staff, etc.) regarding the individual student 	<ul style="list-style-type: none"> Completing Progress Reports Writing ERs Writing IEPs Writing consultations Reporting quarterly progress Writing end of year consultation report Writing Daily Notes Writing SSAFP for graduation student 	<p>TIME IN ATTENDANCE</p> <ul style="list-style-type: none"> Actual MDE Meeting Actual IEP Meeting Student Related Team Meeting as per IEP, if parent is present Transition Meeting 	<ul style="list-style-type: none"> Device Programming Hearing Aids/FM Maintenance 	<ul style="list-style-type: none"> The time between when you sign out at a one building and sign in at the next building 	<ul style="list-style-type: none"> Access (MA) reports data/logs Email Program Assistant with required student documentation for Itinerant Time Tracker Recording time in Itinerant Time Tracker for individual student Scheduling students/observation Copying Writing lesson plans Ordering/delivering adapted materials Equipment research Time spent applying for PaTTAN short-term loans Time spent obtaining equipment Entering student progress data in computer Setting up progress monitoring data sheets for itinerant goals Creating visual support Writing social stories Preparing Materials Enlarging classroom materials Braille classroom materials

Note: Divide time between students seen per location.

Providing Individual therapy when IEP is calling for Group

In all circumstances, you must document exactly what type of therapy was given on that day even if one student shows up for group therapy. Individual therapy must be documented for that student. This situation occurs when the IEP is calling for Group therapy but due to a lack of students that day, (absences for example) you can only provide Individual therapy so it must be noted as a service mismatch by including Asterisks after the time. You cannot have the reverse situation where an Individual is added to a Group setting. When entering the text in the Notes tab, the format should be Time in – Time out (mismatch Asterisks **) and text of the note containing the name of the student. Please see the example:



The screenshot shows a software interface with three tabs: 'Definition', 'Time', and 'Notes'. The 'Notes' tab is active. The main area is titled 'Daily Notes' and contains a text input field with the following text: '9:30 - 10:00 ** Peter was very attentive today. We accomplished' The text is in a monospaced font, and the cursor is positioned at the end of the line.

Entering Consult Service Logs

We were having a problem where some Consult Service Logs were unable to be signed at the end of the month and some were. We found that the information wasn't following a certain set of rules. The following describes how to enter a Consult Service Log. Whenever a student's discipline under their services tab, is "CONS" for consult, a provider cannot enter treatment codes. A consult is not therapy. So if you can't enter treatment codes, you can't enter Student Progress either. The only thing you can enter is Indirect Service or some other non-student indicator. ITT will then allow you to enter time and notes. If the discipline is wrongly stated on the IEP then it needs to be fixed. When entering consult time, you can use "Support for school Personnel" SSP (Green) or any indirect item in Blue. The other Green items on the time input tab will either give you an error message or the log will not sign when you try to sign it and will not give you an error message. We then have to go debug it.

Signing Your Service Logs

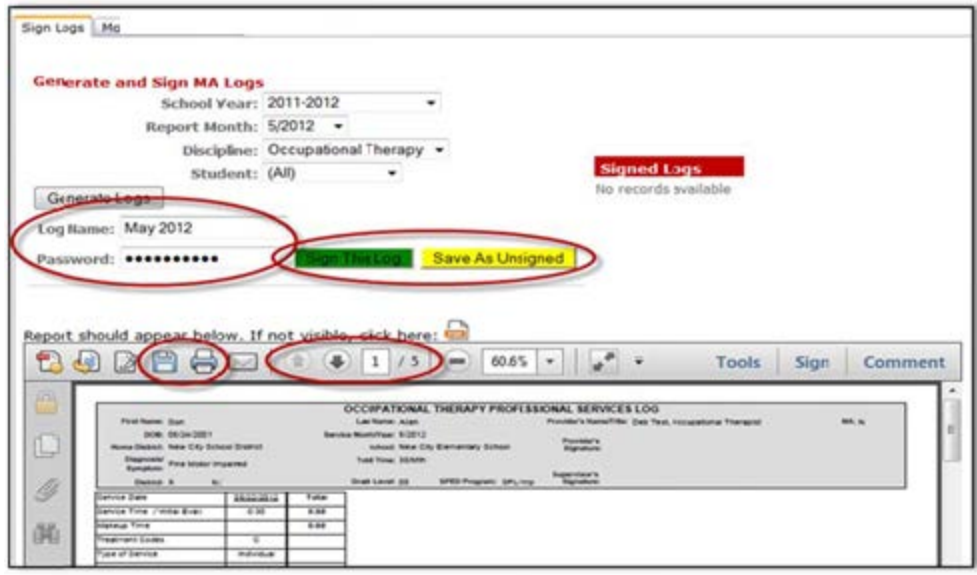
Signed Service Logs signify that the month is closed and the Service Log is in a non-editable state. It tells your supervisor that you are done for that month and ready for MA Billing. This is why all of them must be signed so we know you are done and ready to move on to next month.

1. From the Reports Menu, select MA Log Report under Log Reports.
2. Select the appropriate School Year, Report Month, and Discipline. To generate all logs, select All in the student dropdown. Select CoSigner in the dropdown if staff is assigned a CoSigner (not : This CoSigner field is only visible to staff that are assigned CoSigners).
3. Click Generate Logs.

The screenshot shows a software interface titled "Report" with a "Sign Logs" section. On the left, there is a form titled "Generate and Sign MA Logs" with the following fields: "School Year: Select a School Year", "Report Month:" (dropdown), "Discipline: Select a Discipline", "Student:" (dropdown), "Generate Logs" button, "Log Name:" text box, and "Password:" text box. A green button labeled "Show As Assigned!" is visible next to the password field. On the right, there is a table titled "Signed Logs" with the following data:

NAME	REPORT MONTH	DISCIPLINE	STUDENT	ADDED	SIGNED	OPEN
ServiceLog	2/2013	OT	All Students	04-08-2013	Yes	
ServiceLog	1/2013	OT	All Students	02-28-2013	Yes	
ServiceLog	12/2012	OT	All Students	01-21-2013	Yes	
ServiceLog	11/2012	OT	All Students	12-19-2012	Yes	
ServiceLog	10/2012	OT	All Students	12-06-2012	Yes	
ServiceLog	6/2012	OT	All Students	06-06-2012	Yes	
ServiceLog	5/2012	OT	All Students	06-06-2012	Yes	
ServiceLog	4/2012	OT	All Students	05-15-2012	Yes	
ServiceLog	3/2012	OT	All Students	04-25-2012	Yes	

4. PDF copies of the logs to be signed will appear at the bottom of the screen. You really don't have to read through the logs. This feature is here in case you need to hand sign rather than using an electronic signature.
5. Enter the electronic signature password, your login password, in the Password field. Your log Name will be automatically entered but you have the opportunity to change it.

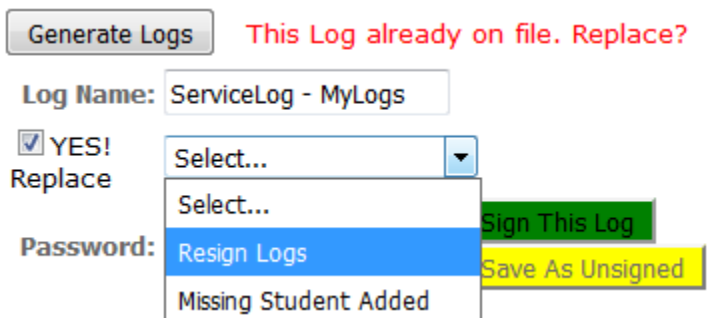


6. Click Sign this Log.
7. The logs will display under the Signed Logs list.

Re-signing Your Service Logs When More Logs Need to be Added Later

In the course of events, sometimes not all of your service logs for a given month make it into the first wave of signed service logs. Service Providers don't have the report capabilities to see if there are any outstanding service logs to be signed. This is why there are emails constantly being sent out as a reminder that there are unsigned Service logs. Don't shoot the messenger.

The re-signing process is exactly like the initial signing process in the previous section except for a couple of confirmation questions at the "Sign this log" button click.



Signing Service Logs when having Two Cosigners

If you look at the screen shot, you have the option of choosing either of your cosigners. The system is smart enough to figure out which logs go with which cosigner because you entered that cosigned on the service log so make sure that information is correct. If you look at the Signed Logs list, you will see the name ServiceLog – Schwartz – NELSON. These logs were only for cosigner NELSON. So what has to be done is you have to sign your logs twice, sign once for NELSON and once for WENDLING. That should cover all your logs and you don't have to figure out which is which.

The screenshot shows a web interface for signing logs. On the left, there is a form titled "Generate and Sign MA Logs". The form includes several dropdown menus: "School Year" (set to "Select a School Year"), "Report Month", "Discipline" (set to "Occupational Therapy"), "Student", and "CoSigner" (set to "NELSON, SHERI"). Below these is a "Generate Logs" button. Underneath, there are input fields for "Log Name:" and "Password:". To the right of the password field are two buttons: "Sign This Log" (green) and "Save As Unsigned" (yellow).

On the right side of the interface is a table titled "Signed Logs". The table has the following columns: NAME, REPORT MONTH, DISCIPLINE, STUDENT, ADDED, SIGNED, and OPEN. The table contains three rows of data:

NAME	REPORT MONTH	DISCIPLINE	STUDENT	ADDED	SIGNED	OPEN
ServiceLog - Schwartz - NELSON	10/2016	OT	All Students	12-05-2016	Yes	
Karle Schwartz 2016 2017	10/2016	OT	All Students	12-05-2016	Yes	
Karle Schwartz 2016 2017	7/2016	OT	All Students	12-05-2016	Yes	

Speech Therapists Signing Service Logs when “No Cosigner Present”

Speech therapists have different requirements than other disciplines when it comes to cosigning Service Logs for MA billable services. Speech therapists that do not have their 3 C's require a Speech cosigner with their C's to cosign their Service logs and that **cosigner must be present in the building** while the therapy is taking place.

Our problem was when the cosigner is not present in the building causing “No Cosigner Present” to be used as the cosigner which flags the log as unsigned and leaves them hanging around on the Unsigned Logs report causing a lot of confusion in many areas.

Starting March 2017, we have a new cosigner designation when the cosigner is not in the building. Please use “**Alternate Cosigner Not Present**” when your cosigner is not available. This is to be used in any/all situations like Day Care, In-home and specific buildings. It is a catch all where if there is no cosigner then use “**Alternate Cosigner Not Present**”. This should also be treated as a second cosigner when signing. See the above section on having two cosigners.

Jdi

Save CoSigner: Alternate Cosigner Not Present, .

Select...

No CoSigner Present

Alternate Cosigner Not Present, .

KORBA, JESSICA

DIS
SPI

Definition Time Notes

What makes a Service Log Unsignable? (not a real word in the dictionary)

A service log becomes unsignable when one of the following conditions are present:

1. A consult service log has time and progress indicator incorrectly entered. See the section on “**Entering Consult Service Logs**” in this document.
2. Cosigner is “No CoSigner Present” and there is therapy time entered on a Service Log. See explanation below:

This happens in one of two ways. First, see the above explanation of Speech Service Logs (not for everybody). Secondly, when delayed opening or delayed closing (or any other time off indicator) is being entered in the Workload Progress Indicator and the Service Log data is entered in the wrong order. If there are service logs in the workload that are blank and you add the progress indicator, ITT will flag the log as “No Cosigner Present”. If you then go back and add time, the log is now unsignable. See below for the correct sequence of entering time off.

CONSULT AHEAD : EMS, SHES (1/9/2017) M
SSP M

Save CoSigner: No CoSigner Present

DISCIPLINE	FREQUENCY	SSP FREQUENCY
OT	60/Mth	

Definition Time Notes

SERVICE	TIME IN	TIME OUT	MIN
Direct	10:50 AM	11:20 AM	30
Make Up			0
Over IEP			
SSP Time			

Entering Service Logs for Delayed Openings and Early Dismissals

Step 1. Fill in all student related service log times that were able to be provided in the time the school was open.

Step 2. Fill in all Non-Student related time on the workload.

Step 3. Add the Progress Indicator “Delayed School Opening” or “Early Dismissal” to the workload. Either of these will have the “Custom Hours Off” box appear. If there were students that were not serviced, you will get the message that some number of service logs are not completed. You answer YES as usual. Those students will inherit the progress Indicator.


Step 4. Fill in the “Custom Hours Off”. Using the example of a 2 hour delayed Opening: If you had the whole time off then enter 2 for the custom hours off, If you worked an hour later then subtract that hour and only enter 1 for the custom hours off, If you surpass the 2 hours off with your extra work time then leave the custom hours blank. The Progress Indicator still needs to be used. All given student services are documented. All your extra time is accounted for in the workload “Non-Student Minutes”. The students that didn’t receive services that day will inherit the Progress Indicator as to the reason.

Cosigning your signers Service Logs

1. From the Reports Menu, select Log Reports, and MA Log Co-Sign.
2. Select the Discipline and Provider (Itinerant) from the dropdowns for the provider of the logs that need to be co-signed.
3. Click Search.

Co-Sign MA Logs
 Discipline:
 Itinerant:

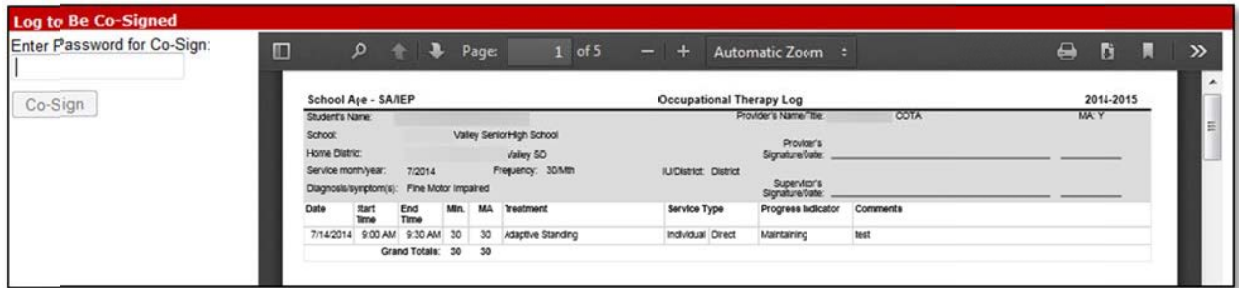
Signed Logs
Log to Be Co-Signed
 Enter Password for Co-Sign:

4. A list of the provider’s signed logs will appear in the list. Click the  icon to open the logs to be co-signed. Log names are listed as “Service Log- Signer’s name- Cosigners name”. If Signer has multiple Cosigners, several logs will be listed. NOTE: Cosigner will see separate Service Logs for other logs that a provider also has a Cosigner. Review service log name before choosing.

Signed Logs							
1	2	3	4	5	6		
PROVIDER		NAME	REPORT MONTH	DISCIPLINE	SIGNED	CO-SIGNED BY	VIEW
Provider		ServiceLog - Provider-Cosigner	7/2014	OT	07-31-2014	Cosigner	
Provider		ServiceLog - Provider-Cosigner	7/2014	OT	07-23-2014	Cosigner	
Provider		ServiceLog - Provider-Cosigner	7/2014	OT	07-31-2014	Cosigner	
Provider		ServiceLog - Provider-Cosigner	7/2014	OT	07-31-2014	Cosigner	
Provider		ServiceLog - Provider-Cosigner	7/2014	OT	07-16-2014	Cosigner	

5. Each of the provider’s students whose logs are available to sign will display in the PDF

report format. The student's logs are sorted alphabetically by student's last name. Each student's log will represent one page.



6. After logs to be co-signed appear under the Selected column, enter the electronic signature password.
7. Click Co-Sign.
8. The name of the provider who co-signed the logs will appear in the Signed Logs section under Co-Signed By.

Hours Summary Report

You supervisor uses the Hours Summary Report to monitor your workload

Therapist Name	Hrs/Wk	Scheduled	Actual	Non-Student Percentage	Accounted For Percentage	Comments
Mike Barkala	35:00	154:00	134:17	52.13%	87.2%	School District or IU Legal Holiday (4x), Student Absent (7x)
Mike Barkala	35:00	154:00	143:22	38.69%	93.1%	Early Dismissal (2x), IU Staff Development Day (1x), School District or IU Legal Holiday (4x), Staff Development Day (1x), Student Absent (8x), Student in School, but Unavailable (2x)
Mike Barkala	35:00	120:30	114:30	28.17%	95.02%	Early Dismissal (4x), Field Trip (1x), School District or IU Legal Holiday (3x), Student Absent (8x), Student in School, but Unavailable (7x), Therapist Unavailable (3x)
Mike Barkala	20:00	74:00	71:04	20.4%	96.04%	Student Absent (3x), Therapist Absent (2x)
Mike Barkala	35:00	143:30	142:48	21.14%	99.51%	Contractual Day Off (1x), Student Absent (11x), Therapist Absent - 1/2 day (1x)

Related Services issues and the IEP format. We are going through an exercise to clean up a lot of IEP's that were created around April 2016 and earlier before we started using the NEW CATS IEP system. The billing system cannot accept the answer individual or group. It needs to be one or the other or two separate lines on the IEP with the proper division of time for each. As an example, one of the major problems we are fixing is where the IEP reads as shown below:

Speech and language Pathology / Therapy	classroom	120 minutes a month; direct, consultative and integrated	10/29/2015	10/28/2016
Additional Notes:				

Below is an example of what it should look like:

B. RELATED SERVICES – List the services that the student needs in order to benefit from his/her special education program.

Service	Location	Frequency	Setting	Projected Beginning Date	Anticipated Duration
SPEECH AND LANGUAGE PATHOLOGY / THERAPY		60 mins/month	Individual	09/23/2016	09/21/2017
Additional Notes: Individual					
SPEECH AND LANGUAGE PATHOLOGY / THERAPY		60 mins/month	Group	09/23/2016	09/21/2017
Additional Notes:					

Discipline:	Speech Language Therapy - SPL	Begin Date:	10/29/2015
Frequency:	120	End Date:	10/28/2016
Frequency Type:	Monthly - Mth	Disposition:	Select...
SSP Frequency:		Diagnosis/Symptom Reason:	Speech Language Therapy
Frequency Type:	Select...		
Service Type:	Individual or Group - I/G		
Location Type:	School Environment		
Host District:	Lehighton Area SD		
Building:	Lehighton Area MS		

Please remember to bill your evaluations.

There are IEP's being entered into ITT where we are finding evals related to the IEP that are still in an unbilled state. Evals exceeding 150 days old are too old to bill. This is lost revenue for the work you have done.

1. Email ITT@cliu.org least 5 days in advance of an eval or re-eval so that PCG is set up accordingly.
2. Email ITT@cliu.org to notify when the eval or re-eval is complete.

OR

- 2A. Email ITT@cliu.org to notify when the eval or re-eval is not eligible and needs to be closed/deleted.

This applies to all evals except for counseling, social work, and psychology. They have a different process.