



## Idaho Program

### Paper Timesheets Guidelines

These instructions detail how a paper timesheet should be completed for the Idaho program.

#### Table of Contents

Paper Timesheets .....	2
Special Scenarios .....	5
Frequently Asked Questions .....	6

#### Timesheets

Timesheets are completed with Time In/Time Out. Before being paid, validations are done on each timesheet to ensure enough funds remain in the Budget to cover the expense. All timesheets are recorded in 15-minute increments, and services should begin and end at 00, 15, 30, and 45 minutes after the hour. Rounding to the nearest 15 minutes is allowed by the Department of Labor<sup>1</sup>. You can round down employee time from 1-7 minutes, but you must round up employee time from 8-14 minutes and count it as a quarter hour of work.

Submitting timesheets through the Connect Portal is the most effective way to log your time. When a timesheet is submitted, validations occur daily and you will receive notification within a day if things need corrections. To register, follow the link from your good-to-go notification during enrollment or contact Palco to request a Connect Registration Form.

#### Rates of Pay

Rates of Pay are provided to Palco on the Participant/CSW Agreement form at the time of enrollment. To change pay rates, Employers must submit an updated Participant/CSW Agreement form before the pay period begins.

#### Service Codes

These service codes should be used when completing the paper timesheet. Instructions are listed below in **Section B**.

Service Codes							
Emotional Support Services	ESS	Learning Support Services	LSS	Relationship Support Services	RSS	Skilled Nursing Support	SNS
Emotional Support Serv 2	ES2	Learning Support Serv 2	LS2	Relationship Support Serv 2	RS2	Skilled Nursing Support 2	SN2
Emotional Support Serv 3	ES3	Learning Support Serv 3	LS3	Relationship Support Serv 3	RS3	Skilled Nursing Support 3	SN3
Job Support Services	JSS	Personal Support Services	PSS	Support Broker Services	SBS	Transportation Support Serv	TSS
Job Support Services 2	JS2	Personal Support Serv 2	PS2	Support Broker Serv 2	SB2	Transportation Supp Serv 2	TS2
Job Support Services 3	JS3	Personal Support Serv 3	PS3	Support Broker Serv 3	SB3	Transportation Supp Serv 3	TS3


## Paper Timesheets

Timesheets are completed with Time In/Time Out. Before being paid, validations are done on each timesheet to ensure enough funds remain in the participant's budget to cover the expense.

All timesheets are recorded in 15-minute increments, and services should begin and end at 00, 15, 30, and 45 minutes after the hour. Rounding to the nearest 15 minutes is allowed by the Department of Labor. You can round down employee time from 1-7 minutes, but you must round up employee time from 8-14 minutes and count it as a quarter hour of work.

### Use this checklist to ensure the timesheet is not rejected and worker payment is not delayed

- Use one timesheet per Participant.
- Use one timesheet per Worker
- Complete **Section A** of the Timesheet:



PO Box 242930  
Little Rock, AR 72223  
Toll Free 866.710.0456  
Online: [PalcoFirst.com](http://PalcoFirst.com)

### Idaho Program Timesheet

*Make plenty of copies of this timesheet. This is the only timesheet that will be accepted. If you make a mistake, mark a single line through the mistake, initial beside it and make the correction nearby. On days that the worker does not work, you may leave it blank.*

Participant Name: \_\_\_\_\_ Participant Palco ID: \_\_\_\_\_

Worker Name: \_\_\_\_\_ Worker Palco ID: \_\_\_\_\_ Month/Year: \_\_\_\_\_/\_\_\_\_

- **Line 1 – Participant Name:** This is the name of the client receiving services. Please print the Participants's name clearly on the line.
- **Line 2 – Participant Palco ID:** 6 digits Palco ID. The ID can be found on Palco's Welcome or Good-to-Go notification.
- **Line 3 – Worker Name:** This is the name of the worker who is providing services to the participant. Please print the worker's name clearly on the line.
- **Line 4 – Worker Palco ID:** 6 digits Palco ID. The ID can be found on Palco's Welcome or Good-to-Go notification.
- **Line 5 - Month/Year:** This is the month and year that the participant is receiving services within.

Complete **Section B** of the Timesheet:

Day of Month	Service Code	Time In					Time Out				
		H	H	Min- Round to the nearest 15 min			H	H	Min- Round to the nearest 15 min		
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM
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		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 00	<input type="radio"/> 15	<input type="radio"/> AM
		<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM	<input type="text"/>	<input type="text"/>	<input type="radio"/> 30	<input type="radio"/> 45	<input type="radio"/> PM

**Day of Month Column:** Please type the date of the day when the services were provided. Valid date: 1 or 1<sup>st</sup>; 5 or 5<sup>th</sup>; 10 or 10<sup>th</sup>.

**Service Code Column:** Write inside the box the combination of the letter and the number that identifies the Service Code type accordingly.

**Time In Column:**

– **Hour**  : Enter the time (Hours) your shift started in HH format (HOUR)

– **Min – Round to the nearest 15 min:** Fill in the circle indicating the minutes.  
(Correct Method: “●”; Incorrect Method: “⊙”, “①”, “②”, “③”, “④”, “⊗”, “⊖”, “⊕”)

Time is currently entered in 15-minute increments at HH:00, HH:15, HH:30, and HH:45. Round down to the nearest quarter hour if an attendant is within the first 7 minutes of the interval and Round up if to the nearest quarter hour if an attendant is within the last 7 minutes of the interval.

For example, if an attendant clocks in at 8:08, their time could be rounded to 8:15. If an attendant clocks in at 8:07, their time should be marked as 8:00.

– **AM/PM:** Fill in the circle indicating if the attendant worked in the AM or PM.

**Time Out Column:** Enter the time (Hours) your shift ended in HH format (HOUR).

– **Hour**  : Enter the time (Hours) your shift started in HH format (HOUR)

- **Min – Round to the nearest 15 min:** Fill in the circle indicating the minutes. (Correct Method: “●”; Incorrect Method: “⊙”, “①”, “②”, “③”, “④”, “⊗”, “⊖”, “ ”)

Time is currently entered in 15-minute increments at HH:00, HH:15, HH:30, and HH:45. Round down to the nearest quarter hour if an attendant is within the first 7 minutes of the interval and Round up if to the nearest quarter hour if an attendant is within the last 7 minutes of the interval.

For example, if an attendant clocks out at 10:08, their time could be rounded to 10:15. If an attendant clocks out at 10:07, their time should be marked as 10:00.

- **AM/PM:** Fill in the circle indicating if the attendant worked in the AM or PM.

Complete **Section C** of the Timesheet:

*Your signature confirms that these hours were actually worked. Submitting a timesheet for hours not actually worked, is considered fraud. Please note, your signature date must be on or after the last date worked.*

\_\_\_\_\_  
Employer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Worker Signature

\_\_\_\_\_  
Date

*Please return this form to Palco via email: [timesheets@palcofirst.com](mailto:timesheets@palcofirst.com) or via fax to 1.877.859.8757  
The most effective method of submitting timesheets with Palco is online at <https://connect.palcofirst.com>, please consider this instead of paper. Timesheets are due by 12pm MST, two days after the end of each pay period.*

- **Line 6.a. – Employer Signature:** Signature of the Employer who reviewed and approved the timesheet.
- **Line 6.b. – Date:** This should be the date that the employer reviewed and signed the timesheet. This date cannot be prior to the last day of services provided by the worker
- **Line 7.a. – Worker Signature:** Signature of the worker who provided the services. Employer of Record who reviewed and approved the timesheet.
- **Line 7.b. – Date:** This should be the date that the worker reviewed and signed the timesheet. This date cannot be prior to the last day of services provided

**Review timesheet completely:** all fields are completed and legible, time is entered accurately for each shift.

Send timesheet to Palco **by 12:00 PM MST on the due date** (See Payment Schedule for the exact date).

- Scan and email a PDF to [timesheets@palcofirst.com](mailto:timesheets@palcofirst.com)
- Fax to 1.877.859.8757
- Mail to Palco, ATTN: Timesheets, PO Box 13260, Maumelle, AR 72113  
(Allow five business days before inquiring about your mailed timesheet status.)

### **General Recommendations:**

- ✓ Fill in the timesheet clearly. Your Employer and Palco will need to be able to read your timesheet in order to process your time, or your payment may be delayed.
- ✓ Fill in all the required fields. Your timesheet will not be processed and paid unless all of the fields are completed properly.
- ✓ Use dark ink.
- ✓ Use separate timesheets for different Participants
- ✓ If you make a mistake, use a new timesheet; do not use whiteout.
- ✓ Do not submit multiple copies of the same timesheet.
- ✓ Do not email, mail or fax the same timesheet.
- ✓ For overnight shifts you must complete one line for work you did before midnight and another line for work you did after midnight. For example, say you worked overnight Friday night from 9:00 PM to 6:00 AM. Enter the start time as 9:00 PM, and enter the end time for that day as 12:00 AM. Now, you did not finish working at 12:00 AM, you just finished working on Friday at that time. Enter the rest of your time on Saturday from 12:00 AM to 6:00 AM.

## **Special Scenarios**

### **Overnight Shifts**

*Shift Crossing Midnight/Spanning Two Days:* If the employee's shift spans two days (starting on one day and crossing over midnight to another day), it will be necessary to complete one line for work completed before midnight and another line for work completed after midnight.

For example, if an attendant worked overnight the 16<sup>th</sup> from 5:00 PM to the 17<sup>th</sup> 5:00 AM, the attendant will need to enter the Time In as 5:00 PM and Time Out as 12:00 AM for 16<sup>th</sup>. For the 17<sup>th</sup>, the attendant will need to enter the Time IN as 12:00 AM and Time Out as 5:00 AM.

### **Overnight Shift that Crosses Pay Periods**

If a shift starts on the last day of any pay period and ends on the first day of the next pay period, crossing over midnight into the new pay period, an additional timesheet for the next pay period will need to be submitted before the timesheet will clear.

For example, if an attendant works on the last day (15<sup>th</sup> of the month) of the pay period from 5:00 PM until 04:00 AM the next day (which is the first day of the new pay period), the attendant will need to type the Time In as 5:00 PM and Time out as 12:00 AM and a new timesheet will need to be submitted for the 16<sup>th</sup> from 12:00 AM to 04:00 AM.

## Frequently Asked Questions

### **How will I know that my timesheet is ready for approval?**

For access to this information 24/7, we recommend utilizing our online timesheet portal, Connect, where you can submit time electronically and monitor it through the entire process.

### **How will I know my employer/worker approved my time?**

You will receive an email once your time has been approved. However, approval does not mean a timesheet will be paid. It must still pass all other checks per program policy.

### **I submitted my time. Why have I not been paid?**

There could be various reasons for not being paid like:

- Missing some important documents for payroll process (Rate of Pay, W4 Form, Direct Deposit Information, Etc.).
- Insufficient funds available in the Budget
- Eligibilities Issues
- Timesheet has been rejected by Employer Please contact our customer support team for assistance.

### **What happens if I make a mistake on my timesheet?**

If you make a mistake on your paper timesheet which prevents it from being paid, Palco will notify you after validations have ran. We recommend utilizing Connect in lieu of paper timesheets to prevent many common mistakes that occur with paper, such as missing information and illegible writing. Notifications of issues on paper timesheets may come later in the payroll process and may result in payments being issued on off-cycle or the following pay day due to timesheet processing deadlines. Again, many common issues can be resolved quickly by utilizing Connect.

To register for Connect, follow the link from your good-to-go notification during enrollment or visit [Connect Registration](#). Instructions for utilizing Connect can be found [HERE](#).

## Contact Palco

For more information about Palco, email us at [idaho@palcofirst.com](mailto:idaho@palcofirst.com) or visit our website: <https://palcofirst.com/idaho/>

Our Customer Support team is ready to help and give you answers fast,  
contact us Monday – Friday 8:00am – 5:00pm at **1-866-710-0456**.