

Work Week Limit (WWL) and How to Request a Temporary Increase



WORK WEEK LIMITS (WWL)

- A WWL is the total number of service hours an Individual Provider (IP) can provide in a work week (Sunday to Saturday).
- The standard WWL is forty (40) hours per week.
- If you do not have a higher permanent WWL, you may not work more than forty (40) hours per week unless approved by CDWA.

A temporary WWL increase may be requested by you, your Client or your Client's Case Manager. Temporary WWL requests will be evaluated on a case-by-case basis and cannot exceed twelve (12) months in duration. Reasons for requesting a WWL increase may include:

- **Lack of provider availability:**
 - ◆ The Client has made or has agreed to make good faith efforts to identify and employ an additional IP(s), but the Client needs additional time or resources.
 - ◆ Another IP for the Client is temporarily unavailable due to family/medical needs.
 - ◆ The Client is actively hiring another IP, but the process is not yet complete.
 - ◆ Client is willing to exhaust all resources but has not had the chance to look for more IPs yet (Client is new, a re-assessment resulted in increased hours, current IP quits, etc.)
 - ◆ Client has exhausted all resources.
- **Client health and safety:**
 - ◆ The IP needed to stay longer on a shift because the Client experienced an atypical emergency, or another IP became suddenly unavailable.
 - ◆ The Client or IP should notify CDWA the next business day (or the next reasonable day possible) following the situation.

HOW TO REQUEST A TEMPORARY WWL INCREASE

To request a temporary WWL increase, call 866.214.9899 or email InfoCDWA@ConsumerDirectCare.com with the following information:

- IP name
- Current WWL
- Number of weekly hours requested
- Client(s) name
- Client authorized hours (requests cannot exceed the Client's authorized hours per week)
- Reason for the request
- Length of the request
 - ◆ Start date (must be on a Sunday)
 - ◆ End date (must be on a Saturday)
- Is the Client seeking additional IPs?
- What actions have been taken to make a good faith effort to eliminate the need for overtime (include specific information about the actions taken)?
- Does the Client have other IPs who could take additional hours?
- Is there an immediate Client health and safety need? Or is the request for a temporary WWL needed to address a Client health and safety need that already occurred?
- Any additional information to support the request

CDWA may need additional information to determine outcome of your WWL request.