

# Vesta Mobile Application – Community Location Update

## Introduction

Texas Health and Human Services Commission (HHSC) has approved an extended geolocation perimeter distance for the member home from 100 feet distance to 250 feet distance. Effective December 19th, 2021, Vesta will update the geolocation functionality on the Vesta Mobile Application from 100 feet distance to 250 feet distance. This means that if a CDS employee clocks in or clocks out using the Vesta Mobile Application and they are within 250 feet from the member home, they will not have to select a community location on the Vesta Mobile Application.

Review the frequently asked questions below for complete details.

## Frequently Asked Questions

### Will CDS employees have to update their Vesta Mobile Application?

Yes. Beginning December 19, 2021, service attendants must install the latest version of the Vesta Mobile App, Version 2.8.9. The Vesta Mobile App version 2.8.9 will be required to be installed no later than fourteen days after the release date. If the latest version is not updated by the required date, access to the Vesta Mobile Application will not be allowed until the CDS employee updates their Vesta Mobile Application.

### How does the Vesta Mobile Application determine the geolocation?

The Vesta Mobile Application uses the CDS employee's smartphone GPS location features to identify the location of a visit at the time the CDS employee clocks in and clocks out. The Vesta Mobile Application does not capture location at any other time. The location captured is called a geolocation which identifies the smartphone's latitude and longitude coordinates.

### What factors may impact GPS accuracy?

Below are some common factors that may affect GPS accuracy:

- The number of GPS satellites at the current location
- The quality of the GPS antenna/receiver on the smartphone
- Satellite signal blockage due to buildings, bridges, trees, etc.
- Indoor or underground use
- Signals reflected off buildings or walls
- Weather conditions
- Address in Google Maps does not match address in member's profile due to missing or mismatched information such as apartment number or letter, zip code, avenue vs. ave.

## How is the member's geolocation retrieved?

When a member's address is entered in the member profile in Vesta, the system will retrieve the geolocation coordinates via the Google® API for that address. Vesta stores these coordinates as the member home geolocation. This geolocation is compared to the geolocation where the CDS employee clocks in and clocks out and will determine if the clock in/ clock out attempt is greater than 250 feet from the Member Home geolocation.

## What do I do if the Member Home geolocation is incorrect?

To correct or adjust the Member Home location, FMSAs should always make sure that a valid address is associated with the member when using the mobile method.

To manage the member's address, use the following steps:

- From the member profile tab, verify the address is correct for the member.  
**Note:** This address will be used to retrieve the geolocation for the designated member. All apartment addresses should be reviewed for accuracy; [Learned Location](#) may need to be used to specify the member's home.
- If the address needs to be updated, click the action button  and select **Edit**.
- Correct the address, then click **SAVE**.

From the Electronic Visit Verification (EVV) Information in the member profile, click  to view coordinates that were validated for the member. This will display the address in Google® Maps

## Will the Vesta Mobile Application prevent the CDS employee from clocking in or clocking out if they are more than 250 feet away from the home?

No. If the Vesta Mobile Application determines that the device is more than 250 feet from the member's home, it will require the CDS employee to select a community location from a predefined drop-down list. Currently, visits can auto-verify when community location is used on a successful clock in and clock out.

## How can we identify if the clock in or clock out occurred away from the home and the CDS employee had to use the community location option?

There are several ways to identify where clock in and clock outs occurred when the Vesta Mobile Application was used.

- **Vesta Maps - Vesta Mobile Clock In/Out View** - The Vesta Mobile Clock In/Out view allows FMSAs to identify where CDS employees clock in and clock out from using the Vesta Mobile Application. This view also displays all calls made with the Vesta Mobile Application, based on the filters used. Complete information on Vesta Maps is available in the *Vesta Maps* document located in Publications on the Vesta Web Dashboard.
- **Call View Tab** - The Call View tab in Vesta Web displays the clock in and clock out community locations used by CDS employees while using the Vesta Mobile Application. When the CDS employee selects a

community location during the clock in or clock out, the location selected is displayed under Loc In and Loc Out (Location) in the Call View tab.

The Distance In and Distance Out fields display the distance the CDS employee was from the member's documented location when the clock in or clock out occurred. Vesta users can view the location where the CDS employees are clocking in and clocking out from by clicking on the 📍 icon in the Value In and Value Out fields.

- **Visit Verify Filter** – In Visit Verify filters, checking the Community Location box will filter and display any visit that auto-verified but the clock in or the clock out required a community location to be selected.

## What if the CDS employee is clocking in and clocking out from the member's home, but is still prompted to use community location?

1. The FMSA should verify the member's address and check it for accuracy. Click [here](#) for more details.
2. Determine if there are any factors described [here](#) that may be impacting the GPS accuracy.
3. Learned Location may be needed to update the expected clock in and clock out location.

## What is Learned Location?

Vesta Mobile Application uses GPS technology to compare the location where the CDS employee is clocking in and clocking out to the geolocation of the member's home address.

At times, Google Maps may pinpoint the geolocation of the member's address a long distance away from the actual home. For example, the address may be pinpointed on the sidewalk or street directly in front of the residence. This map pinpoint discrepancy may place the CDS employee's clock in/clock out outside the 250 ft. range.

DataLogic has a feature named **Learned Location** to resolve such discrepancies. Learned Location allows designated agency supervisors the ability to update the member's Google Map pinpoint location to match the true location of the home.

## When to use Member Learned Location

If the CDS employee is clocking in and clocking out from the member's home, but is still prompted to use community location, they should check the following options first:

1. The FMSA should verify the member's address and check it for accuracy.

When a member's address is entered in the member profile in Vesta, the system will retrieve the geolocation coordinates via the Google® API for that address. This geolocation is compared to the geolocation of where the CDS employee clocks in and clocks out and will determine if the clock in/out attempt is outside of the 100 ft range. FMSAs should always make sure that a valid address is associated with the member when using the mobile method.

To manage the member's address, use the following steps:

- From the member profile tab, verify the address is correct for the member.  
**Note:** This address will be used to retrieve the geolocation for the designated member. All apartment addresses should be reviewed for accuracy and to ensure the apartment number is included in the address.
  - If the address needs to be updated, click the action button  and select **Edit**.
  - Correct the address, then click **SAVE**.
  - From the EVV Information in the member profile, click  to view coordinates that were validated for the member. This will display the address in Google® Maps.
2. Determine if there are any factors that may be impacting the GPS accuracy.

Below are some common factors that may affect GPS accuracy:

- The number of GPS satellites at the current location
- The quality of the GPS antenna/receiver on the smartphone
- Satellite signal blockage due to buildings, bridges, trees, etc.
- Indoor or underground use
- Signals reflected off buildings or walls
- Weather conditions
- Address in Google Maps does not match address in member's profile due to missing or mismatched information such as apartment number or letter, zip code, avenue vs. ave.

## Accessing Vesta Maps Member Learned Location

Vesta Web Administrators and approved staff may grant users access to Vesta Maps learned location, through the following steps.

**Note:** Manager roles will be defaulted to automatically have access.

1. From the Vesta Sidebar, select **Administration > Roles**
2. From the desired role use the action button  and select **Edit**.
3. From the Permissions tab, locate the Maps section and use the  box to expand or collapse each Vesta Maps section.
  - a. If View is checked, the user will have view-only access to that Vesta map option.
  - b. If Full Permission is checked, the user will have full permission to manage that section.
  - c. If neither box is checked, access to that Vesta map section will be disabled and not visible.
4. Once all changes have been completed, select **Submit**. Repeat this process for each applicable role.

## Using Vesta Member Learned Location

1. From the Vesta sidebar, select **Maps > Member Learned Location**
2. Use the Filter to select the following:
  - Date Range

- Member - Must be selected
- Call Type - Select from All Calls, Clock In, or Clock Out
- Enable Points of Interest - Checking this box enables points of interest on the map such as businesses, which may be used as a point of reference.

**FILTERS**

DATE RANGE: Start: 07/27/2021 End: 07/29/2021  Call Type: All Calls    Enable Points of Interest

Clock In  Clock Out  Learned Location

1. Once all filters are in place, select **Apply**. The results appear on the map. The following icons may appear with the results.

-  Learned Location – Indicates the members location.
-  Clock In – Indicates the location where a clock in occurred, using the Vesta Mobile Application.
-  Clock Out – Indicates the location where a clock out occurred, using the Vesta Mobile Application.

2. Click on each icon to see details.

In the example below, employee Jane Smith is clocking in and clocking out at the member’s home, however this member lives in an apartment complex and based on the learned location, it identifies the employee clocking in/out away from the home and prompting for community location. The learned location can be updated to the member’s home, to prevent community location from being prompted.

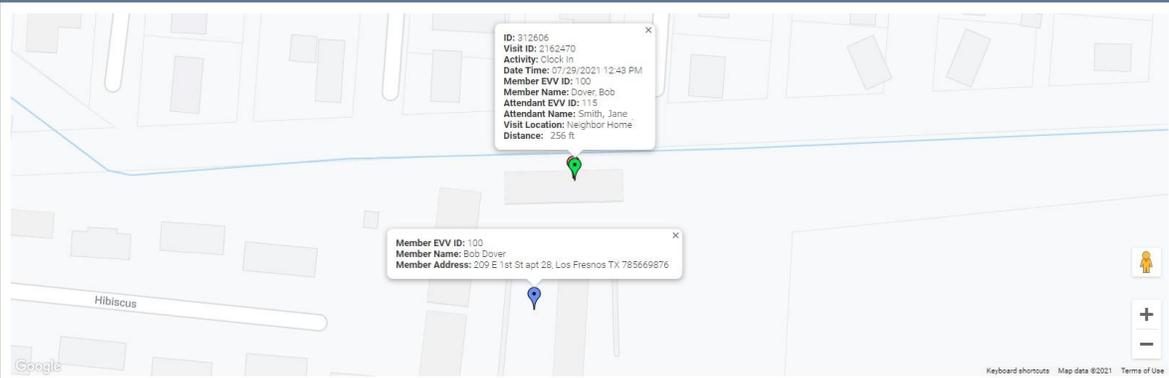
**FILTERS**

DATE RANGE: Start: 07/29/2021 End: 07/29/2021  Call Type: All Calls    Enable Points of Interest

Clock In  Clock Out  Learned Location

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**MAP**



Keyboard shortcuts Map data ©2021 Terms of Use

3. Click and drag the member’s learned location and release it where the new learned location should be.
4. Once the location has been moved, the **SAVE LOCATION** button is enabled.

The screenshot shows the Vesta EVV interface. At the top, there is a 'FILTERS' section with a 'DATE RANGE' of 07/29/2021. A search bar contains 'MEMBER - DOVER, BOB'. Below the filters is a 'MAP' section with a 'SAVE LOCATION' button. The map displays a street view with a learned location pin and a 'SAVE LOCATION' button.

5. Prior to saving, review the call records below the map to identify the distance and new distance.

ID	Visit ID	Activity	Date	Member ID	Member Name	Service Att...	Service Attendant Name	Latitude	Longitude	Call Location	Distance	New Dist...
312607	2162470	Clock Out	07/29/2021 2:49 PM	100	DOVER, BOB	115	SMITH, JANE	26.0752258	-97.4734955	Community	256 ft	9 ft
312606	2162470	Clock In	07/29/2021 12:43 PM	100	DOVER, BOB	115	SMITH, JANE	26.07522	-97.47349	Neighbor Home	256 ft	9 ft

6. If the desired location is set, click **SAVE LOCATION**. The Learned Location Change Reason box appears.

**Learned Location Change Reason**

Reason \*

7. Use the dropdown to select the reason why the learned location is being changed and select **SAVE** or select **CLOSE** to cancel the change. Reasons include:
  - a. Geolocation coordinates incorrect – Indicates the learned location stored for the member did not reflect the correct location.
  - b. Members Property Exceeds Allowed Perimeter – Indicates the learned location on the member’s property is not within 100 ft of where CDS employee is clocking in/out from.
  - c. Apartment Complex Coordinates Adjustment – Indicates member lives in an apartment complex and members home falls outside of the 100 ft perimeter.

8. Once **SAVE** is selected, the Update Member's Learned Location confirmation box appears. Select **CONFIRM** to complete the change or **Cancel** to cancel changes.

The call records display the clock in and clock out information as well as the current distance and new distance, based on the new placement of the learned location.

**Important:** Updates to the learned location will only change the distance information in Vesta Maps and will apply to all future clock in and clock out records. Previous EVV call records in the call view will still reflect the same distance information based on the learned location at the time of the clock in and clock out.

Vesta Web Maps Feature utilizes the Google® API to retrieve and display web search results for Member addresses. The geographic data displayed in Vesta Web is not reviewed or managed by DataLogic Software, Inc. DataLogic makes no warranties, expressed or implied, concerning the accuracy or completeness of the geographic data displayed.

**Vesta EVV Contact Information**  

<p><b><u>EVV Support</u></b> Monday-Friday 7am-8pm (CT)</p> <p> 1-877-329-3574</p> <p> mobileapp@vestaevv.com</p>	<p><b><u>Training</u></b> <a href="http://www.vestaevv.com/training">www.vestaevv.com/training</a></p>
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Email Inquiries: Please include Contact Person, Agency Name, Phone Number, and a brief description of the question/issue. Screenshots of any Mobile Application issues should also be attached, when possible.