



# Work Week/Daily Work Limit (WWL/DWL) and How to Request a Temporary Increase

## WORK WEEK/DAILY WORK LIMITS (WWL/DWL)

- A WWL/DWL is the total number of service hours a caregiver can provide in a work week (Sunday to Saturday) or work day.
- The standard WWL is 40 hours per week and a standard DWL is 8 hours per day.
- A temporary WWL/DWL increase may be requested by the caregiver, client, or their authorized representative. Requests will be evaluated on a case-by-case basis. **Reasons for requesting a temporary increase include:**

### Daily respite care services:

- Respite services provided for 12-24 cumulative hours by one caregiver to one client, per calendar day. When providing daily respite, a caregiver cannot provide any other services that day.
- Client sleep time is not a covered activity and should not be submitted as time worked.

### Lack of provider availability:

- The client has made or has agreed to make good faith efforts to identify and employ additional caregivers.
- Client is actively hiring another caregiver, but the process is not yet complete.
- Client is new and establishing their care team, a re-assessment or amendment resulted in increased hours, or the client has approved travel limited to one paid caregiver.
- Another caregiver for the client has quit or is temporarily unavailable due to family/medical needs and the supports identified in the Client's Emergency and Backup Plan are unable to fulfill care needs.

## HOW TO REQUEST A TEMPORARY INCREASE

To request a temporary increase, complete the WWL/DWL Temporary Increase Request Form and email it to [InfoCDAK@ConsumerDirectCare.com](mailto:InfoCDAK@ConsumerDirectCare.com). **Information required to process the request may include:**

- Start and end dates (must be Sunday-Saturday)
  - Daily hours and/or weekly hours with schedule, and
  - Reason for the request
- CDAK may reach out if additional information is needed to process the request.
  - Requests may take 7 to 10 business days to process and respond.
  - A caregiver may not work more than 40 hours per week or 8 hours per day unless pre-approved by CDAK.

### Reporting overtime from an emergent situation:

- An emergent situation is a situation that requires a caregiver to stay with the client because of risk to their health or safety. The caregiver should stay with the client until emergency personnel arrive or the client reaches the hospital, whichever is soonest.
- The caregiver will contact CDAK as soon as possible but within 24 hours of the event to report the emergent situation and overtime.

Have questions?

Please contact us today!



[InfoCDAK@ConsumerDirectCare.com](mailto:InfoCDAK@ConsumerDirectCare.com)



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