



**CONSUMER/ATTENDANT TRAINING MANUAL
FOR
CDS PROGRAM/ATTENDANT CARE**

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CONSUMER DIRECTED SERVICE PROGRAM **MEDICAID STATE PLAN**

Duties and Responsibilities of the Consumer

- To recruit, hire, train, and supervise attendant(s).
- Outline specific attendant duties/tasks outlined on consumer care plan.
- To educate the attendant(s) to meet the consumer's need to maintain independence.
- To schedule attendant hours, keep accurate records and prepare timesheets.

Eligibility Criteria for the Consumer

- The Consumer **MUST** be Medicaid eligible.
- The Consumer **MUST** be at least 18 years of age.
- Be physically disabled.
- Be able to self-direct own care.
- Have a need of personal care attendant services.
- Agree to an annual re-evaluation for needs assessment.

LIFE INC has a written agreement with the Division of Health and Senior Services. This Agreement is entered into for the purpose of efficiently and effectively carrying out the implementation and administration of the Division of Health and Senior Service Consumer Directed Service Programs (CDS), which include the Non-Medicaid Eligible (NME), Medicaid State Plan (MSP), and the Independent Living Waiver Programs (ILW).

The **CONSUMER** is the **EMPLOYER** and will obtain and Employer Identification Number (EIN) from the State of Missouri. **THE ATTENDANT IS NOT EMPLOYED BY LIFE INC. PLEASE MAKE SURE YOUR ATTENDANT(S) UNDERSTAND THAT THEY ARE EMPLOYED BY THE CONSUMER AND NOT LIFE INC.**

LIFE INC is RESPONSIBLE FOR PROCESSING EMPLOYER FORMS, TAXES, AND ATTENDANT PAYROLL FOR CONSUMERS.

LIFE INC IS RESPONSIBLE FOR ENTERING CONSUMER TIMESHEETS AND THE OPERATION OF THE CDS PROGRAM.

THE CONSUMER IS RESPONSIBLE FOR TURNING THE TIMESHEETS IN ON TIME AND CARRYING OUT ALL THE RESPONSIBILITIES OF BEING AN EMPLOYER.

HOW TO RECRUIT, HIRE, TRAIN, AND SUPERVISE ATTENDANTS

Recruiting the Applicant for the PCA Position

- Sources to finding an Applicant could be:
 - Agencies
 - Bulletin Boards
 - Newspaper
 - Word of Mouth
 - Family/Friends

The Applicant must meet the following qualifications

- Be at least 18 years of age.
- Meet the physical and mental demands required to perform specific tasks required by a particular consumer.
- Agree to maintain confidentiality.
- Be emotionally mature and dependable.
- Be able to handle emergency type situations.
- Fill out Family Care Safety Registry Application for background check. The background fee will be paid by LIFE INC.
- If applicant has previous charges, or pending charges, they will be responsible for background fee.
- Not be the consumer's spouse.

Interviewing the Applicant for the PCA Position

The interview is the time to get to know the applicant. This also gives the applicant time to understand the position and see if this is a job that he/she would like to do.

First of all, the tasks that are expected to be performed need to be explained. Provide them with a list of duties and describe each. Many of these duties are of a very personal nature and you want to make sure they are comfortable doing these types of tasks.

Here is a list of suggested questions to ask the applicant:

- Do they have dependable transportation?
- What other responsibilities do they have? Family? Other jobs?
- Do they have other skills that you require: driver's license, cooking, housework?
- What is their ability to lift?
- What are their social interests?

Provide the applicant with an application to fill out which outlines their past work experience and references.

Explain any special rules you want them to follow. Discuss issues such as: No smoking, tardiness, personal telephone calls or visitors. Describe the work environment in which they will be working.

Once the attendant(s) **have been hired**, they need to **contact the Center to set up a time** to fill out the appropriate employee forms. **These forms are to be completed before the attendant can begin work.** Two forms of identification are needed to complete the required forms. If the attendant does not have the appropriate forms of identification, they **cannot** begin employment until they have met that requirement. Appropriate forms of identification: A valid driver's license and social security card.

Traits to look for in an Attendant

Trustworthiness

Honesty

Sense of Humor

Good Attitude

Common Interests

Dependability

Ability to Follow Directions and Communicate

Training a Personal Attendant:

- Know your own needs.
- Communicate these needs.
- Have a contract- either written or oral.
- Use a checklist for work assignments.
- Familiarize attendant with your surroundings.

Supervising a Personal Attendant:

It is your responsibility to supervise the Attendant. You are the employer. Be up-front with your needs and explain them clearly. Communication is critical especially in the beginning of the relationship. If conditions do not improve within a reasonable amount of time, then be assertive.

MY OBLIGATIONS AS AN EMPLOYER

IT IS YOUR RESPONSIBILITY TO:

NOTIFY the Center CDS Department of any changes in regards to your health, financial status, living situations, etc.

NOTIFY the Center CDS Department with address or phone number changes. This is a program designed to help you maintain your independence.

- **It is YOUR RESPONSIBILITY** to complete timesheets in an accurate and timely manner so that your Attendant(s) can be paid on schedule.
- **It is YOUR RESPONSIBILITY** to turn in timesheets at the end of each pay period.
- **It is YOUR RESPONSIBILITY** to keep your timesheet in your home.
- **IT IS YOUR RESPONSIBILITY** to keep your timesheet neat and clean.
- **IT IS YOUR RESPONSIBILITY** to make sure that the timesheet is signed each day by you and your attendant.

NOTIFY your CDS Advocate of any problems resulting from the quality of services provided by your personal attendant(s).

IT IS YOUR RESPONSIBILITY to be home for scheduled home visits.

IT IS YOUR RESPONSIBILITY to have a back-up plan.

Failure to comply with the above guidelines can result in termination of Attendant Care Services.

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Following are some suggestions to avoid confusion or problems:

Be sure your Attendant(s) understands that you are not sick. You need help doing daily routines that you can no longer do for yourself. You are an independent individual. You only want help in areas outlined as part of the Attendant(s) duties. You are the one who decides what to do and how to do it. Give your Attendant(s) clear directions on what needs to be done and the proper techniques involved. Be direct and firm when a problem occurs.

HAVE A BACK UP PLAN IN PLACE

Have back-up Attendant(s) who can fill in when your regular Attendant cannot be at work. They may have an unscheduled emergency. The Attendant(s) also needs days off. *Back-up plan does not have to be a paid Attendant.*

- **IT IS YOUR RESPONSIBILITY to oversee your care, not family members or attendant(s).**
- **IT IS YOUR RESPONSIBILITY** to understand that you are subject to unannounced home visits by either Center Staff or State Staff.
- **IT IS YOUR RESPONSIBILITY** to notify or have someone notify CDS Advocate if you are admitted to hospital AND/OR when you are released from the hospital.
- **IT IS YOUR RESPONSIBILITY** as the employer to mail or bring in any tax forms you receive regarding the Consumer Directed Service Program so we can take care of them for you.

FAMILY CARE SAFETY REGISTRY GUIDE-LINES

- LIFE INC will conduct periodic FCSR inquiries on each attendant. If the FCSR inquiry comes back with charges on the attendant, the attendant will be suspended and asked to complete a Good Cause Waiver application.
- The Good Cause Waiver application/information is to be turned in to LIFE INC. LIFE INC will fax information to FCSR Good Cause Waiver panel.
- The Good Cause Waiver panel will approve or deny Good Cause Waiver.

The Good Cause Waiver panel determines the timeframe it takes to reach a decision on each Good Cause Waiver application.

When and if a Good Cause Waiver is granted, the attendant will be able to work as a paid attendant. If the Good Cause Waiver is denied, the attendant will not be able to work as a paid attendant.

HOW TO PREPARE AND KEEP ACCURATE TIMESHEETS

You will be supplied with a Consumer Directed Service Timesheet. The Timesheet is to be completed and signed by YOU and YOUR ATTENDANT on a DAILY BASIS. ALL consumers are required to fill out the third page of the timesheet. If you have more than one Attendant working for you, they must keep a separate timesheet. Also, they cannot work during the same time frame on the same day. The completion of these timesheets is the factor on when the Attendant(s) will get paid. If YOU FAIL to complete the timesheet and submit to the Center on time, the Attendant(s) may not get paid on time.

The Pay Period ends on a Friday. You have until NOON the following Wednesday to turn your timesheet in. If a timesheet is not received on time, the Attendant(s) may have to wait until the next pay period. At the end of each pay period PLEASE REVIEW the timesheet for ERRORS/SIGNATURES.

Please mail, fax, or bring the timesheet to the Center. If you fax the timesheet, you may want to call and verify we received the faxed timesheet. Also, if you fax the timesheet, you will need to mail the original timesheet to the Center. Faxed timesheets must include all three pages of timesheet. Please bring your timesheet in to be checked during our normal working hours. If the Center is closed, you may put your timesheet in the gray drop box.

A pay cycle calendar is provided, pointing out the beginning and ending date of each pay period as well as the check date. Please review the Pay Cycle Calendar with your Attendant(s).

RECORDING OF TIME

Please use AM and PM when putting the time that your attendant began work and the time your attendant finished work. Fill in total hours used each day. If you have been evaluated for 3 hours per day, 5 days a week, 3 hours would be your total hours per day.

Timesheets must stay with consumer until time to be turned in. Consumer is responsible for timesheet being turned in. Consumer or attendant should be the one turning in the timesheet. If anyone other than the consumer or attendant turns in the timesheet, and if an error is found, the consumer and attendant is risking attendant not getting paid on time if the error is not corrected.

Consumer is responsible for starting timesheet at the beginning of each pay period. If timesheet is not started at the beginning of each pay period we may not be able to bill for days prior to starting timesheet. This includes ER, outpatient, and test visits to the hospital.

If a timesheet is turned in without signature of consumer or attendant, we will not be able to bill for the days not having the proper signatures. Signatures cannot be added after timesheet is turned in.

Please check timesheet **DAILY** to make sure all information is correct.

TIME REPORTING REMINDERS

- No white out is allowed anywhere on the edit slip or timesheet.
- Cross out and changes must be initialed.
- Use only dark blue or black ink
- Pay periods, dates of service, tasks, AM/PM, in/out times, initials signatures, reason for edit slip, all this information is mandatory.
- Do not turn in any stained, torn, wet, or soiled edit slip or time sheet of any kind.
- You still must turn in edit slips and time sheets no later than 12 noon on the Wednesday prior to pay day. If you have an emergency and cannot make it by 12 noon, please call us to let us know about your situation.

TELEPHONY

- The payroll department looks at the Telephony report periodically throughout the payroll cycle. Many times edit slips are needed due to an incomplete visit (a time not recorded properly). When an edit slip is required we will not pay that day if the edit slip turned in is an arbitrary time not close to the telephony reported time. For example we have a reported telephony time of 630PM start time but no end time; the attendant/consumer must fill out an edit slip to properly record hours. We receive an edit slip with a start time of 2PM and an end time of 4PM, for the day and we have telephony hours starting at 630PM that edit slip will not be paid. The same rule applies to a clock out time being drastically different than what is on the report. Accuracy is imperative.
- If an attendant forgets to clock out and the time runs into the next day, if an edit slip is not turned in correcting the issue payroll will be unable to process the entire payroll for that cycle.
- Edit slips must be filled out completely. The reason for the edit slip being turned in must be filled out. Make every effort to utilize telephony for each day services are used. Excessive excuse of “the attendant forgot to clock in/out” especially for several days, or the entire pay period raises a red flag. Forgetting to clock in/out can cause compliance issues which could result in the consumer/attendant being reported for non-compliance to the MO Department of Social Services. Again every effort must be made to use telephony on the days services are given.
- The payroll department encourages the consumer or attendant to periodically call in to have us check recorded time in telephony. If anyone needs additional training on telephony please let your advocate or the payroll department know.
- Please inform the payroll department if an attendant/consumer does not have work hours during a payroll period. Payroll does the best it can to call consumers when discrepancies are found but due to the volume of time sheets issued each cycle the payroll department may not be able to call to ask for clarifications or corrections. Whenever a timesheet or edit slip is incorrect it can delay either part of the attendants pay or all of it depending on the issue.

We appreciate your cooperation in this matter and will make every effort to answer your questions and address your concerns.

SCHEDULING YOUR ATTENDANT(S)

You are responsible for scheduling your attendant(s). It is very important that you communicate properly about the hours you expect each attendant to work. If you have more than one attendant working for you, make sure there are clear expectations about the days and times you expect them to show up. It is recommended before an attendant leaves at the end of the workday, discuss with the attendant the next time you expect to see them. **Write down your attendant(s) schedule for your benefit, as well as for individuals who work for you.** If you forget who is to be in and when, refer to your written schedule.

It is very important to have a back-up. Let your attendant(s) know that from time to time, you may call upon them to be a back-up. Make sure that when you call them as a back-up, you explain the situation and ask if they can help you. Remember that you want to give as much notice as possible.

Have clear duties and tasks identified for attendants to perform. They cannot read your mind and deserve the benefit of knowing what is expected of them. If these tasks change, make sure and talk to every attendant about the changes you desire.

ATTENDANT MANAGEMENT

Treat attendants that way that you want to be treated. Remember that they are used to doing tasks in their own home a certain way. You may desire for the tasks to be done for you in a different way. It may take time for them to get used to the way you like to have things done.

Do not bully attendants. You risk them quitting or verbally abusing you right back. You are the employer, but an effective employer deals with their employees fairly and with a cool head. Do not dictate orders to your attendant(s), as though they are your slaves, they are not. They can quit on you in an instant and leave you with no care. You severely jeopardize your independence if this happens.

We want you to succeed. Remember to contact us if you need assistance.

CONSUMER ATTENDANT MANAGEMENT

As an employer, you are responsible for informing your attendant(s) of consumer and attendant responsibilities covered in the training manual.

ATTENDANT RESPONSIBILITIES

ATTENDANTS are responsible for notifying Consumer and Center CDS Staff of any changes in their phone number or address.

ATTENDANT must fill out change of address form. Attendant and Consumer must sign the change of address form.

ATTENDANTS **NOT** reporting changes can result in attendant not receiving statement of wages, or other important information from Center.

ATTENDANT must fill out attendant paperwork for each consumer they are hired to work for.

ATTENDANT must have a Family Care Registry for each consumer they are hired to work for.

ATTENDANTS who work for more than one consumer must allow a 15 minute interval between each consumer they are hired to work for. This also applies to consumers who share the same household.

ATTENDANTS have two options for receiving their wages. Attendants can have their check direct deposited into their checking or savings account, or they can request the Ready Funds Card.

ATTENDANTS agree to consumer confidentiality by signing the OHCDs contract.

HOW TO KEEP YOUR PERSONAL CARE ATTENDANT HAPPY

- Offer a pleasant working environment that your PCA can enjoy.
- Make sure all job duties are clear. Offer a written contract outlining what the PCA duties and responsibilities are as well as your responsibilities as an employer.
- Hold up to your end of the contract. Don't be taken advantage of, but do be FLEXIBLE!
- Listen to your attendant's suggestions. Keep an open mind. Be mindful of what really matters to you and what doesn't. Don't be afraid to let your wants and needs be known.

TOP TEN REASONS ATTENDANTS QUIT THEIR JOBS

1. Their initial job description was incomplete or keeps changing.
2. The method and order in which they must perform their duties are inefficient and wastes time.
3. Their working environment is messy, unpleasant, disorganized, etc.
4. They feel their work is not appreciated.
5. They feel another PCA is favored over them.
6. The employer is dishonest about the hours worked, the salary owed, or has inappropriate expectations, such as loans or sexual favors.
7. The employer is either too passive or too aggressive in his/her style of interaction.
8. There are unreasonable duties. Those duties which the employer is able to perform alone, those which cannot be performed in the allotted time or those which are too tightly supervised.
9. The employer is intolerant of honest mistakes. Does not understand the need for sick time, emergencies, etc.
10. The employer does not respect the PCA personal life and expect his or her needs to take priority over all else in the PCA life.