



Family Caregiver Q & A

Q. How do I identify a Program Approved Service Agency for either SLS or Comprehensive Services?

A. If you already know which Program Approved Service Agency (PASA) you'd like to receive services from, you can contact that agency directly or ask your Resource Coordinator to contact them to determine whether they are able provide the service. It is important to understand that agencies are not obligated to provide services so even if you'd prefer a specific agency that agency may not be able to provide services to you.

If you do not have a specific agency in mind or the agency that you'd prefer is not able to provide the service, your Resource Coordinator can give you a list of Program Approved Service Agencies (PASAs) if you want to contact providers independently. Or, if you need assistance identifying potential service providers, you can request that your RC complete a Request for Proposal (RFP). The RFP is a document that summarizes your support needs and preferences (without any personal identification) so that agencies can determine if they can meet your needs. The RFP is distributed to all PASAs (unless otherwise requested) and then those agencies send a response to your Resource Coordinator if they think they can meet your needs. Your Resource Coordinator will let you know which agencies they receive a positive response from and share their responses with you. You can then either contact the agencies yourself or request that the agencies contact you to discuss what they can offer.

Q. How do I select a Service Agency from those that respond to the RFP?

A. This will depend upon your specific needs and preferences. It is helpful if you can prioritize what is most important to you in order to determine which agencies might be the best fit. Your RC can provide you with a list of general questions to help you with the interview process.

Q. What if I want to have a family member be my paid provider?

A. First, it is important to distinguish between what is important to you versus what is important to your family member as the employee of an agency. Do you want to use the same agency for all of your services or are you be ok with having different service agencies (PASAs) provide different services? If you want to use the same agency for all of your services, then you'll need to find an agency that is a good fit for both you and your family caregiver. If you want use different agencies for different services, then you can request sending out separate RFPs (one for the services that will be provided by a family caregiver and one for the services that will be provided by agency staff). After you have identified which



agencies are a good fit for you, your family member can then determine which of those agencies they want to work for.

In either case, your RC can send out an RFP that outlines what services you need and which services you want to be provided by a family member. You can then interview the agencies that express interest in serving you to determine if they are a good fit for you. And, your family member can have a separate conversation with the agency regarding becoming a paid employee. It is important to understand that while your RC can assist you in finding an agency that meets your support needs, they cannot assist your family member with anything related to their becoming an employee of an agency.

Q. How does my family member become a paid provider?

A. After you have identified which agency or agencies are a good fit for you, your family member can contact those agencies to discuss becoming an employee. How your family member decides which agency to work with will depend upon their personal preference since the number of hours, rate of pay, and training requirements (beyond the standard requirements) will vary by agency.

Q. What are the employment requirements for a family caregiver?

A. Family caregivers are required to meet the same criteria and complete the same training as any other employee that provides the same service. They are also required to comply with the rules associated with each waiver as well as any agency specific policies & procedures. The standard requirements for all employees that provide services through the SLS and HCBS-DD waiver include: CPR, First aid, Safety Care, Driver training, Pharmacology, MANE, incident reporting, and person specific training such as g-tube feeding. A criminal background check is also required as well as a copy of your motor vehicle record if you will be providing any transportation.

Q. What will my family caregiver be required to do as an employee?

A. They will need to document when they are working and what services they are providing, document the administration of any medications, obtain documentation from your doctor or dentist for any treatment, complete incident reports, and complete any other agency specific documentation.

Q. How will my family caregiver services be monitored?

A. Program Approved Service Agencies are required to monitor their employees to ensure that they are complying with all waiver requirements which include observation of the employee performing their job duties. Each waiver has different documentation and monitoring requirements but, at minimum you can expect a supervisor to visit your home on a monthly basis for HCBS-DD services and quarterly for SLS services.