



Respite Care Handbook

An Introduction for Parents, Guardians
And
Case Managers

Welcome to Manos Home Care.
We hope this introduction provides you
with valuable information regarding our
respite care services.

Manos Home Care
4173 MacArthur Blvd, First Floor
Oakland, CA 94619
(510) 336-2900
Fax (510) 336-2903

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1. Manos Home Care and The Regional Center

The Regional Center of the East Bay, which we will simply call 'The Regional Center' in this packet, serves children with disabilities and their families. The Regional Center and Manos Home Care are two different companies. The Regional Center contracts Manos Home Care to provide respite care.

Our Role

Manos Home Care is a separate company from the Regional Center; we are a vendor of the Regional Center. The Regional Center contracts us to provide respite care for your special needs child. Your Regional Center case manager oversees the case, while Manos Home Care employs and supervises your respite worker.

Caring for More than one Child

Many families have other children in addition to the one for which we provide respite care. It may be possible to arrange for care that includes your other children. Please contact the office for details.

The Regional Center

The Regional Center is a non-profit organization, funded by the government. The government contracts with the Regional Center “supports persons with developmental disabilities and their families with the tools needed to achieve lives of quality and satisfaction...” (Regional Center web site)

The Regional Center contracts with other agencies to help persons with disabilities, and Manos Home Care is one of those agencies. The Regional Center decides how many respite care hours each family receives. Case managers give Manos Home Care the contract, and we pay an employee to provide the respite care.

Case Managers

Case managers are employed by the Regional Center to organize the services you receive—one of which is respite. Case managers determine the number of respite hours you receive; *Manos Home Care does not have any control over the number of respite care hours you may receive.*

Manos Home
Care Office Staff

Manos Home Care's office staff are there to help you:

- Find a respite care worker
 - Coordinate your respite care schedule
 - Handle payroll problems
 - Follow up on any service problems
 - Help you understand respite care
-

Manos Home
Care Respite
Care Workers

Manos Home Care respite workers are employees of Manos Home Care and all issues regarding their performance are Manos Home Care's responsibility.

2. Services Respite Care Workers Provide

Manos Home Care respite workers care for your child so that you can have a break. Respite workers can perform a variety of activities with your child, including homework assistance, games, meals, and will clean up after the activities performed.

What Respite Workers Do

Our respite worker's primary job is to provide care in your home for your child with special needs. This may include and is not limited to the following activities: Bathing, meal preparation, assisting with behavior programs, assisting with homework and language programs, walks to a local playground, participating in games. Respite workers are responsible for cleaning up after activities (or assisting a child in clean-up).

Respite Care & Child Care

Child care and respite care are different only in the number of hours and the purpose of the care; workers perform the same services for each type of care.

Child care hours are used for weekday service designed to allow a parent or guardian to work outside of the home. Child care services will often be more hours per week. Child care hours are usually granted only to enable a parent or guardian to work—consult your case manager for further information about limitations on child care hours.

Respite care services provide parents or guardians with a break from caring for the child. These hours are used at the parents request so that they can engage in any activity they want. Parents or guardians can also stay in the home during respite care hours. Parents can use respite care for child care purposes too.

Planning Activities

Providing direction to the respite worker improves the effect of respite care. You can make lists of activities or simply tell the respite worker which activities to perform with the child for that day. Encouraging learning activities and physical activities helps your child's development. Excluding activities—such as TV & movie watching or playing video games—is OK and allows the respite worker to focus on engaging activities.

Cleaning

Since respite care is focused on the child, cleaning responsibilities are limited to dishes and counters that were used during the visit, putting away any items used during activities. Respite care workers can also help a child clean up their room.

Food

Respite care workers prepare meals for your child, but respite workers are not allowed to eat the client's food. They are allowed to bring their own food and heat it up on the stove or in the microwave.

Transportation

If you want your worker to drive your child somewhere, you must reimburse them at the IRS suggested per mile rate (these miles should not be on the time sheet). You also need to cover the costs for any entertainment activities if you request the respite worker to take the child to these events (museums, movies, etc.). These costs include the costs for your child and your respite worker.

Providing
Feedback on
Your Child

Respite workers can and should let you know

- What activities were performed
 - Type and amount of food and drink
 - Progress made on homework
 - Any problem behavior
-

Disciplining your
child

Respite workers are not allowed to use physical contact when disciplining your child. Time-outs and reprimands are acceptable. The respite care worker should notify you of any disciplinary situations. Please be supportive of any corrective action that the respite worker may have had to make. If you are concerned about how a respite worker has disciplined your child call our office immediately.

Invasive
Procedures

Federal law prohibits respite workers from performing invasive procedures, including:

- Enemas
 - Shots
 - Cleaning wounds
 - Tube feedings
 - Toe nail clipping
-

Medications

Respite care workers can assist with reminding a child to take medications provided these medications are placed in a liquid that allows the child to easily swallow them. The liquid and medication should be put in a clearly marked container out of the reach of the child. Families have to provide clear instructions as to when and how these medications are to be taken. Please put all prescription medication in a secure area away from the child. Manos Home Care and its employees are not responsible for charting any medication, and are not responsible for keeping track of the medicines that a child is taking.

3. Your Child's Profile & the Emergency Form

Manos Home Care creates a profile of your child to share with your respite worker. The information is confidential.

Annual Review	Case managers usually send us an annual review of your child prior to beginning respite care. We review this information and share relevant information with the respite worker(s).
Respite Care Intake	We contact you and fill in an intake form which covers: <ul style="list-style-type: none">• Names, addresses, and phone numbers of contact people.• Physical information• Description of abilities and behavioral issues• Activities the respite worker should engage the child in
Parent Guidance Important	The primary source of information for our work is you: the parent or guardian of your child. We depend on you for open, clear, and honest information about your child so that Manos Home Care can provide you with the best possible service.
Emergency Info Sheet	<p>In order to make sure all relevant information regarding emergency instructions, medications, and allergies is available to your respite worker, please fill out the emergency sheet information. In the section of the form labeled <i>Disability</i>, there is room to write some notes on how to handle recurring medical problems which may not need emergency care. You may want to write some notes about caring for your child during these medical episodes. See sample below for an example.</p> <p>There are duplicate copies of the form. Place one on the refrigerator and mail the other copy into office in the stamped envelope provided in your packet. This form also authorizes the respite worker to authorize medical treatment in emergencies. A sample is included on the next page.</p>

Example

Emergency Info & Medical Authorization for Child with Disabilities

Please post this form where your respite care worker can see it.

Name	Frank Samuelson		Birth Date	15/4/01	
Phone	510-323-4432		Health Plan &	Kaiser	
Address	3242 Hooke Way		Plan #	323432	
City/Zip	Fremont, CA 94539		Hospital Name & Phone #	Kaiser Permanente Fremont Medical Center (510) 248-3040	
Parent/Guardian					
Name	Home Ph	Work Ph	Relationship		
Karen Jordan	510-252-5398	510-252-3300	<input checked="" type="checkbox"/> Par <input type="checkbox"/> Guard <input type="checkbox"/>		
			<input type="checkbox"/> Par <input type="checkbox"/> Guard <input type="checkbox"/>		
Disability	Check appropriate boxes				
List info on disabilities, any illness, & emergency instructions	<input checked="" type="checkbox"/> Autism <input type="checkbox"/> Cerebral Palsy <input type="checkbox"/> Developmentally Delayed <input type="checkbox"/> Down's Syndrome <input type="checkbox"/> Mental Retardation <input type="checkbox"/> Other:				
	Frank has severe autism				
	Frank has severe asthma. If he has an asthma attack, use his inhaler. If the inhaler does not work on the				
	First try the inhaler--if not working call 911.				
Seizure	Does this child have seizures? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no				
	If yes, what kind: <input type="checkbox"/> Petit Mal <input type="checkbox"/> Grand Mal <input type="checkbox"/> Other (specify)				
	Notes:				
Medication					
List medications the child is using	None				
Contacts	Name	Home Phone	Work Phone	City	
Friend	Ralph James	510-252-4705	510-252-5423	Fremont	
Neighbor	Francis Huck	510-252-3765	510-344-7685	Fremont	
Nearest Relative	Hanna Mitchell	510-252-8844	510-252-4387	Fremont	
Doctor	Dr. Maria Sanchez		510-252-4000	Fremont	
Sibling Information					
Name	Birth Date	Hospital/Phone	Health Plan & #		
Harold Samuelson	6/3/1999	Fremont Kaiser	5432345		
Notes Harold has no disabilities.					

This sheet is provided by Manos Home Care for the convenience of the families we serve. It is the responsibility of the family to keep the information current. Manos Home Care does not keep medical records of clients, and is not responsible for any monitoring or dispensing of medications that may be listed on this form. Manos Home Care respite workers are not allowed to take prescription medications out of their bottles, but can assist in administering medications when these medications are mixed with liquid and placed in separate containers where each dosage is predetermined, and when there are written instructions for when the medications are to be taken by the child. Please call 510-336-2900 if you have questions. –

Authorization for Emergency Medical Treatment:

By signing this agreement, the parent/ guardian affirms that he/ she is the person authorized to enter into this agreement, and authorizes the childcare provider on duty to seek and obtain emergency medical treatment for my child(ren) listed above if circumstances appear to warrant such treatment. The parent/ guardian agree to reimburse the person or persons who obtain such emergency medical treatment for any expense reasonably incurred. The parent/ guardian agree to indemnify the person or persons who obtain such emergency medical treatment from any and all claims for payment by medical service providers arising from the authorization of reasonable medical expenses.

Printed First & Last Name _____ Signature _____ Date ____/____/____

4. Comparing Parent Voucher and Agency Care

The following chart compares agency care and parent vendor care. This information sheet was developed in response to many parents' questions regarding the difference between Parent Vendor, in which the parent hires their respite care worker, and Agency Care, in which agencies hire respite care workers. In our chart, we list Manos Home Care's policies; we provide respite care and child care through the East Bay Regional Center.

Issues	Parent Voucher Program	Manos Home Care
Payment	<p>You are paid by the Regional Center on the 15th for last month's service. Then you pay the worker. If you pay your respite worker before the Regional Center pays you, the money comes out of your pocket. You must pay your worker twice a month.</p>	<p>We pay respite workers every week. You will need to sign the employees' time sheets and track your hours.</p>
Paperwork	<p>You must do the following:</p> <ul style="list-style-type: none"> • Turn in records to the regional center. • Get an (EIN) Employee Identification Number • File separate payroll reports every three months to the EDD and to the IRS • File separate yearly reports to EDD and the IRS • Issue W-2s to all respite care workers you have employed during the year • File year-end W-2 reports to the IRS • Keep records for three years of all payments and withholdings to your respite workers 	<p>The worker turns in their time sheet to Manos Home Care and we handle all paperwork.</p>
Taxes	<p>You must:</p> <ul style="list-style-type: none"> • Calculate all EDD and IRS taxes and withholdings • Pay payroll withholdings to EDD and the IRS • Pay all employer taxes to EDD and the IRS • Pay fines when tax payments are late or when mistakes are made in calculating payroll withholding and tax payments 	<p>Manos Home Care pays all payroll taxes; we calculate and pay withholdings. The parent is not involved at all.</p>

Issues	Parent Voucher Program	Manos Home Care
Insurance	<p>You are required by law to provide workers' compensation insurance. You can do this through your homeowners insurance; if you don't own your home, you must take out a workers compensation insurance policy. If you aren't insured, a worker can sue you if they are injured, and you could be charged with a crime for not having workers' compensation insurance. Workers' compensation costs vary; expect to pay \$0.80 per hour (contact an insurance agent).</p>	<p>We provide workers' compensation insurance.</p>
Employment	<p><i>You employ the respite care worker</i>, and are responsible for following all employment laws. You could be taken to the labor board, sued and charged with a crime for not following employment laws.</p>	<p>Manos Home Care employs your respite workers.</p>
Respite Care Worker Taxes	<p>A total of \$1.53 must be paid to the IRS for every \$10.00 of wages respite workers earn, and \$0.34 for Unemployment Insurance to EDD when workers earn over \$750 in a quarter. These payments are usually due every quarter.</p>	<p>We withhold half of the IRS social security payments for the worker, and pay the other half. Manos Home Care pays for all of the unemployment payments owed to EDD.</p>
Take-home pay for Respite Workers	<p>The current take-home pay for respite care workers is \$8.75 per hour, after social security taxes (15.3%), and UI taxes (3.4%), SDI (.8%, &ETT taxes (.1%): \$10.70 Regional Center payment - \$1.95 Federal and California payments ===== \$ 8.75 Take-Home Pay</p>	<p>Our current wage is \$10.00 per hour; take-home pay for respite care workers employed by Manos Home Care depends upon how employees fill out their W-4 form.</p>
Training	<p>You must make sure your worker has a CPR and First Aid certificate, and you have to pay for their class.</p>	<p>Manos Pays for the CPR/First Aide training.</p>
Finding a Worker	<p>You must find your own worker.</p>	<p>Manos can find a worker for you, or assist you in your search. If you recommend the worker in a written statement to Manos Home Care and the person passes a background check, the worker you currently use or have found can work for you at Manos Home Care.</p>

5. Q & A about Parent Voucher Respite

The following is a list of questions about switching from parent voucher to Manos Home Care, and about the employment status of respite workers in the parent voucher program.

How do I switch from a parent vendor to Manos Home Care?	Call your case manager and request that you switch to Manos Home Care. After the approval, your respite care worker applies to Manos Home Care.
Can I still keep my current worker?	Yes. If the worker has a social security card, picture ID, and clears our background check, they can start work as early as two days after their background check is submitted.
Does my respite care worker have to come to Manos Home Care's office?	No. If the distance is far, we can meet the employee at a public space mutually agreed upon by the worker and Manos Home Care.
Does it cost me to switch?	No. Everything is free.
Do I have to pay my co-pay?	You probably still have to pay your co-pay. Call your case manager or Manos Home Care at 510-336-2900 about co-pays.
Why does my worker need a CPR/First Aide certificate?	State law requires Regional Center respite care workers to have these certificates no matter who employs the worker.
Why does the government identify me as an employer of my respite care worker? The Regional Center pays them, right?	Wrong. You pay the worker—the Regional Center pays you. California law states that if you pay, schedule, and tell a person what to do, you employ them.
Aren't respite care workers independent contractors if I pay them in cash?	No. They are employees, since they are paid, scheduled, and told what to do by the parents. Parent vendors are employers of their respite workers.
Where can I get more information about how to file forms, pay taxes, and follow labor laws if I am a Parent Vendor?	Taxes: IRS Publication 926, Household Employers Tax Guide 2008 & Household Employers' Guide (DE8829). Labor Law: Federal Labor Law, California Labor Code and California Wage order 15.

6. Getting the Right Respite Care Worker

Manos Home Care is committed to finding the right respite care worker for your family. We seek to be as flexible as possible in scheduling, services offered, and the placement of a respite care provider in your home, while ensuring our workers are reliable, responsible, and able to care for your child.

Who We Assign	<p>We assign a respite worker who can best match your particular needs. Some workers may be more experienced with physically handicapped children, while others have strong skills for handling difficult behaviors. Who we assign also depends upon the city you live in and the times for which you need the person. All of our workers are carefully screened based upon positive employment experience in the care-giving field. Applicant's screening also includes criminal background check through the Department of Justice. We can relay the worker's history to you upon referral.</p>
Choosing your own Respite Worker	<p>If you know someone that provides respite care, and you want that person to be your respite worker, we will hire that person for your case based on your written personal reference and after passing a background check. Call the office for wages and benefits.</p>
Who can be a respite worker	<p>Respite care workers must be over 18 years old and does not live in a different home than the child. The respite worker must also care for the child in the child's home; respite workers cannot care for the child in the respite worker's home. All respite workers need to have their CPR certificate. A parent can choose their respite worker providing the above-conditions are met.</p>
Employee Profile	<p>We can provide an employee profile of a worker in order to help you decide if this worker is right for your family. Just ask Manos Home Care to send you one.</p>
Introductory Meeting	<p>After Manos Home Care finds a candidate for the job, we set up a meeting between the family and the respite worker. After the meeting, the family and the Respite Scheduler will discuss how the introduction went, and whether the family wishes to use the respite worker. Manos Home Care will pay one hour of introductory time; if the family wishes the worker to stay for more time, the family's respite account will be charged for the extra time spent at the home.</p>

Temporarily
Replacing a
Worker

If you need a one-time replacement for your regular respite worker, we can usually provide a replacement if given sufficient advance notice. We can also replace a worker for an extended period of time, such as a week or a month.

Permanently
Replacing a
Worker

If you want your worker permanently replaced, please notify the office. There is no need to talk to the worker; we can do that. We will ask what went wrong in order to help us evaluate the worker and make a better placement for your family. Please keep the office informed as to the quality of the care being provided. If the worker is not acceptable, we will continue to recruit until we find the right person for your respite care.

Having More
than one worker

If one respite care worker can't handle your schedule, perhaps adding additional workers can fill your schedule. Some families use multiple respite workers for different shifts. Call the office to see how multiple workers can complete your schedule.

7. Setting up Your Schedule

Finding the right respite care worker depends upon finding the right worker who can fit your schedule. The following steps show you how set up and apply your schedule.

-
- 1 **Make your regular visits**

A *regular visit* is a weekly visit that has the same day, start, and end time—for example, every Monday from 3:00 p.m. to 6:30 p.m. Regular visits occur every week.

 - 2 **Make Your Regular Schedule**

Take all your regular visits for the days of the week, and put them together to form a *regular schedule*. The following time sheet example lists all the regular visits:

 - Mondays from 2:00 p.m. to 6:00 p.m.
 - Wednesday s from 2:00 p.m. to 6:00 p.m.
 - Thursdays from 2:00 p.m. to 6:00 p.m.

 - 3 **Make your variable visits**

A *variable visit* is any visit that is not a regular visit. Any visit that is not weekly or does not occur on the same day and the same time. Some examples are:

 - Sometimes on Thursdays from 8:00 a.m. to 12 noon
 - Sometimes on Saturdays with times that vary, the earliest start time 8:00 a.m. and the latest time a respite worker is needed is 10:00 p.m.; visits are no shorter than four hours, and always occur between 8:00 a.m. and 10:00 p.m.

How can we find a respite worker to fill these shifts? By turning these varying visits into a variable schedule.

 - 4 **Make your variable schedule**

Let's take the three examples above and create a *variable schedule* that fits them all. In order to do that we find:

 - a. All the days that could have visits.
 - b. The earliest times that at a visit could start.
 - c. The latest times that a visit could end.

If we do a, b, and c for the above example we get a *regular* schedule of

Thursdays from 8:00 p.m. to 12 noon.
Saturdays from 8:00 a.m. to 10:00 p.m.

These times cover all the possible days and hours listed above in point #3. See the Master Schedule sample below.
-

5 Make your
master
schedule

Now we are ready to make the master schedule. Your master schedule combines your *regular schedule* and your *variable schedule*. Call the office and tell the scheduler the variable and regular schedule. We fill in the times on the master schedule under First Shift, putting in times in the Monday through Sunday schedule, and noting if shifts are regular or variable. We use the Second Shift schedule if two shifts are requested on the same day (see sample).

Remember, more than one worker can be scheduled for these visits; the Master Schedule helps the family and the office keep track of the all the respite care your family needs.

8. Schedule and Assignment Forms

Every Parent or Guardian receives a master schedule that includes the requested shifts and a copy of the respite workers assignment. Examples are included in the next two pages.

Client Master Schedule

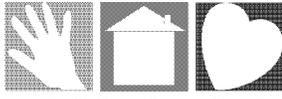
After you have made your master schedule (see Make Your Master Schedule on the previous page), Manos Home Care will send you a record of the schedule. This schedule may not match the respite care worker's assignment because the respite care worker may not be available for all of the requested shifts.

Respite Care Assignment Sheet

The respite care worker also receives an assignment sheet for the shifts that they have agreed to staff. Parents and guardians receive a copy of the assignment so that they are clear what shifts the respite care worker has agreed to cover.

See Following Samples

See the following samples of a Master Schedule and an employee assignment. Note on the assignment that the respite worker cannot stay until after 2:00 p.m. on Saturday, and can't start before 10:00 a.m.; the parent or guardian may wish to retain another respite worker that can start as early as 8:00 a.m. and stay as late as 8:00 p.m. on Saturday, when needed.



MANOS HOME CARE

Example
Client Master Schedule
Call 510-336-2900 to confirm receipt of this form and verify accuracy.

4173 MacArthur Blvd., First Floor
 Oakland, CA 94619
 510-336-2900
 FAX 510-336-2903

Date	2/5/08	Confirmed by	Tonie	Parent Guardian	Sharon Walker	Conf. Date	2/3/08
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Client Name

First	Juanita	Last Name	Smith
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Purchase of Service Information (POS) Available hours from the regional center
 Keep track of hours used to determine current hour availability (Manos Home Care can provide tracking sheets). If you, the Parent/Guardian authorize Manos Home Care employees to work over your allotted hours by signing time sheets, you will be responsible for payment. Hours are not carried over for any period.

Period	Type	Hours	Start	End	Prorated	Number
Monthly	Child Care	40	1/1/08	12/31/08	0	08431390
Quarterly	Respite Care	60	1/1/08	12/31/08	0	08476919

Notes

Introduction

Need introduction prior to first working shift? **Yes**

Replacements for regular shifts

No replacements available for variable shifts. Manos Home Care does not provide replacements for variable shifts. All replacements are subject to availability; coverage is not guaranteed.

Replacement workers: **Only staff who have previously worked with Juanita**

Master Schedule

Variable = No regular visit times; indicates earliest start and end times for shifts. Actual times determined by phone calls between Parent/Guardian & Respite Care Workers. Call the office for earliest/latest time changes.
 Regular = Visits occur every week; start and end times are fixed—changing times must be cleared by office.

First Shift

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	2:00 p.m.		2:00 p.m.	2:00 p.m.		8:00 a.m.	
End	6:00 p.m.		6:00 p.m.	6:00 p.m.		10:00 p.m.	
Type	Regular		Regular	Regular		Variable	
Min.	4		4	4		4	
Repl	Yes		Yes	No		No	

Second Shift

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start				8:00 p.m.			
End				12:00 Noon			
Type				Variable			
Min.				4			
Repl				No			

Notes

If Respite Care (RC) Worker drives client in RC Worker's car, Parent/Guardian reimburses RC worker at IRS reimbursement rates per mile. Reimbursement paid directly to RC Worker by Parent/Guardian on a weekly basis.



Example
Respite Care Assignment Sheet
 Call 510-336-2900 to ① confirm receipt of this form &
 ② confirm information.

4173 MacArthur Blvd., First Floor
 Oakland, CA 94619
 510-336-2900
 FAX 510-336-2903

Date _____

Client Name For further client information, see <i>Client</i> form.							
First Name Juanita				Last Name Smith			
Respite Care Worker Assigned							
First Name Sheila				Last Name Montgomery			
Purchase of Service Information							
Listed are the hours available from the Regional Center. Consult the Parent/Guardian in charge of hours to determine current hour availability. If you work over the allotted hours, Manos Home Care will not pay you; the Parent/Guardian has contracted you and must pay you for extra hours. Hours are not carried over for any period.							
POS 1	Monthly	Hours	40	Start	1/1/08	End	12/31/08
POS 2	Quarterly	Hours	60	Start	1/1/08	End	12/31/08
POS 3		Hours		Start		End	
Notes:							
Confirmation							
RC Worker	Date	2/3/08	Day	Friday	Time	2:30 p.m.	
Parent/Guard.	Date	2/3/08	Day	Friday	Time	3:00 p.m.	
Confirmed by _____							
Introduction		Introduction Needed?		Yes			
Schedule	Date		Day		Start Time		End Time
Schedule							
Variable = No regular visit times; indicates earliest start and end times for shifts. Actual times determined by phone calls between Parent/Guardian and Respite Care Workers.							
Regular = Visits occur every week; start and end times are fixed—changing times must be cleared by office.							
Start	Date	2/4/08	Day	Saturday	Start Time	10:00 am	End Time 3:00 p.m.
First Shift							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start	2:00 p.m.		2:00 p.m.	2:00 p.m.		10:00 a.m.	
End	6:00 p.m.		6:00 p.m.	6:00 p.m.		2:00 p.m.	
Type	Regular		Regular	Regular		Variable	
Second Shift							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start							
End							
Type							
Notes							
If Respite Care (RC) Worker drives client in RC Worker's car, Parent/Guardian reimburses RC worker at IRS reimbursement rates per mile. Reimbursement paid directly to RC Worker by Parent/Guardian on a weekly basis.							
Notes							

9. Purchase of Service (POS) Contracts

POS contracts for respite or child care provide agencies with a limited number of respite care or child care hours for your family. The agency employs a respite care worker according to your schedule.

What is a POS?	‘POS’ stands for Purchase of Service. The Regional Center issues POS contracts for many services, including respite care. A Respite Care POS must be issued in order for Manos Home Care to assign a worker to a case.	
Child care vs. Respite Care POS	The <i>type</i> of care—child care or respite care—is not important from a service delivery standpoint. ‘Child care’ vs. ‘respite care’ has to do with the reason for the care more than the structure of the care. Consult the Regional Center for more information about the difference between child care and respite care POS contracts.	
Share of Cost	Some POS contracts require you to pay a portion of the service. If you have such a contract, you will receive a monthly bill from Manos Home Care for your share of the cost. Your share of the cost is determined by the Regional Center using a standard chart. Contact the Regional Center for more information. Call Manos Home Care or the Regional Center for a co-pay chart that shows what your co-pay should be. The Family Cost Participation Chart is on the California Department of Developmental Services (DDS) web site at http://www.dds.ca.gov/FCPP/Index.cfm .	
POS Periods	Monthly	Respite care hours provided by a calendar month, beginning with the first day of the month and ending with the last day of the month.
	Quarterly	Respite care hours provided for a calendar quarter. There are four calendar quarters for each year: <ul style="list-style-type: none"> • January 1st through March 31st • April 1st through June 30th • July 1st through September 30th • October 1st through December 31st
	One-Time	One-time purchases are for a specific period defined by the Regional Center. They can be days, weeks, months, or a year long. One-time POS contracts give families the maximum amount of flexibility and are usually used when extra care is needed in addition to monthly or quarterly POS.

10. Using Your Hours

Every time a respite care worker comes to your home, their hours are tracked on a time sheet and sent to Manos Home Care. Those hours are deducted from your hours given to you by the Regional Center. You must use your hours for each period or lose them.

Issuing a POS

The Regional Center works with families to determine the amount of hours needed for respite and child care. POS contracts are issued in the name of the child; the Regional Center sends Manos Home Care a POS that authorizes how many hours the family receives for respite or child care. Parents or guardians set up the respite care schedule in coordination with Manos Home Care using only the amount of hours provided by the POS.

The shorter the POS period, the more regular the hourly usage will be. For example, a 40-hour Monthly POS will require a parent to use their 40 hours every month. A 120-hour quarterly POS would allow the family to use no hours in one month, 100 hours in another month, and 20 hours in the third month of the quarter.

You can have more than one POS

Many families have multiple POS contracts. For example, a child can have a monthly POS and a quarterly POS. A one-time POS can be added for times when the family needs a little more hours than they normally do. Tracking all the POSs can be confusing; call the office if you need help or if you need to know how many hours you have used.

Use Your Hours or Lose them

Each time a POS period ends, the hours are reset and any hours not used are cancelled. For example, let's assume a client has 40 hours a month. In February, the family uses only 30 hours. At the end of February, the 10 hours not used are cancelled; the family receives 40 new hours in March. If you wish to retain your hours for the next year's POS, it is important to use all of them during each POS period (monthly, quarterly or one-time). If you are not sure how many hours you have left for the period, call Manos Home Care at 510-336-2900 and we can tell you.

How we bill
your POS

We use the signed time sheets to charge the POS. We use the following order:

1. Monthly
2. Quarterly
3. One-time

The order applies whether the POS is for child care or respite care. We only change the order of the end date if the One-Time purchase comes *before* the end date of another purchase—that way we charge all the hours.

Starting in the
middle of a
period

Sometimes POS contracts start in the middle of a period. For example, a monthly POS that starts in May can start on the 12th of May. If a POS starts in the middle of a month, the Regional Center usually gives a portion of the hours for the beginning period—they *prorate* the hours. Talk to your case manager about a prorated POS.

Matching Your
Schedule With
Your Hours

Add up all the hours you want to schedule for the POS period, and see if they go over the amount. For example, if you have 30 hours month, get a calendar and a calculator and add up your hours. Keep a running total on a calendar as you go to make sure you don't use too many hours. Call the office if you want to know how many hours you have used.

Cancellations

If you wish to cancel a visit, call your scheduled worker at least 24 hours in advance. Call the office if you cannot get in touch with your respite worker. If you schedule a visit and do not cancel within 24 hours, your POS account will be charged two hours for show-up time.

Absences

If your worker is more than fifteen minutes late to a scheduled visit, call the worker to verify that they are coming. If lateness or absences becomes a pattern, call the office so we can assist in addressing this situation.

11. Tracking Your Hours & Time Sheets

You are responsible for make sure your worker doesn't work more than the hours you have. If a worker works more hours than the Regional Center will pay for, you must pay the worker out of your own pocket.

Use the Account Info Sheet

One of the best ways to track hours is to use a calendar and our Account Info Sheet and keep running totals. As of January 2009, we will have a chart on the Account Info Sheet which will allow you to track your hours (see Account Info Sheet example in Section 12). Mark the hours worked on a calendar, and then transfer them to the Account Info sheet, adding up the hours as you go through the month.

An Example for Tracking Hours

Mark on the calendar your total number of hours at the beginning of the period. Each visit, mark the hours worked, and how many hours you have left. If you have 60 hours per quarter, mark "60" at the beginning of the quarter. If your provider works 4 hours on the first visit, mark "4/56" on the calendar. The first number is how many hours the worker worked, and the second is how many hours are left.

Time Sheets

In order to track the hours worked by your respite care worker, they need to present a time sheet for you to initial on a daily basis, and sign on a weekly basis. That time sheet should list the hours worked during that week. Signing the time sheet shows us that the provider worked the hours on the time sheet. Keep the pink copy of the time sheet. It is your proof of how many hours your provider has worked, and the charges made to your POS. If a worker does not work a day, put in 0 for *hours worked*.

Going Over Hours

You are responsible for tracking hours. If you authorize more hours than the Regional Center will pay for, you have actually hired this worker for extra hours, and must pay the worker for their time. If you must pay the worker directly, the rate of pay is between you and the respite care worker, but must follow California minimum wage rules.

See Time Sheet Example & Account Info Example

Respite workers should always leave a copy of their time sheet with you for your records. Please keep them for at least one year for reference. An example is displayed on the next page.

Example



TIME SHEET

For Personal Attendants Only

4173 MacArthur Blvd. #15
Oakland, CA 94619
510-336-2900
FAX 510-336-2903

Due each work week you have worked on Monday at 2:00 p.m.

Check one → Adult Care Respite Care

Client Name (Please Print) May Thompson

Employee Name (Please Print) Alice Sharp

Check one only if appropriate	<input type="checkbox"/> Introduction <input type="checkbox"/> Training <input type="checkbox"/> Show up <input type="checkbox"/> Meeting <input type="checkbox"/> MSSP						
Day of the week	FRI	SAT	SUN	MON	TUE	WED	THU
Date worked	12/7/08			12/10/08		12/12/08	
Time started	2:00 pm			2:00 pm		8:15 am	
Time finished	6:00 pm			6:00 pm		6:00 pm	
Totals ↓							
Amount of time worked today (Not continuous care cases)	10 h	0h	0h	10 h	0h	9h 45m	0h
Continuous Care Case Y=Yes • N or Blank = No							
Client initials	MT			MT		MT	
Note: Client must initial each day on the day worked in the <u>Client initial box</u>							
<p>Continuous Care: By signing this time sheet the employee agrees that the continuous care service periods start at 6:00 a.m. and end at 10:00 p.m. Any work hours an employee wishes to document outside of these service periods must be recorded on separate time sheets. The employee understands that if additional hours or portions of hours are worked, the employee must notify the office on the next business day during office hours.</p>							

Worker signature Alice Sharp Date 12 / 10 / 08

By signing this time sheet, I, an employee of **Manos Home Care**, verify that I worked the hours/days listed above and that in my work I did not spend more than 20% of my time on tasks other than supervising, feeding, or dressing a person because of advanced age or physical or mental disability.

Client signature May Thompson Date 12 / 10 / 08

*Payers for clients will be charged for mileage listed on this sheet at IRS reimbursement rates. Please consult your contract and your Schedule and Price Confirmation, or contact Manos Home Care. Regional Center clients pay the worker directly at IRS reimbursement rates for miles driven in the workers' cars during their shifts; that mileage should *not* appear on this time sheet.

Bonus Amount \$ _____ Assigned by: _____ Approved (office only): _____

Copies: **White—Office** **Yellow—Employee** **Pink—Client**

12. Account Info Sheet

Manos Home Care sends out a monthly statement so you can see how many hours you have used and how we have applied them. An example is included below.

Use *Time Sheet Totals* to Match Your Records

You can match your records with our records by comparing the Hours Worked column with your time sheets. Each payroll period that falls within the month will be included. When the beginning or end of a month falls in the middle of a payroll period, only the part of the payroll period in that month will be included. In the following example, the first and second of October is included and listed in a separate row because those two days fall in one payroll period, while the third of October starts a new payroll period.

Call us if your hours don't match

If your hours listed on the time sheets don't match the hours on your Account Info sheet, call us. We may not have received a time sheet, we may have made a mistake, or a respite worker may have reported more hours than your time sheets reflect.

Call for up-to-date info

We send out the Account Info Sheets after the last payroll period of the month is posted, so you won't get your sheet till the second week of the month. If you want to know the number of hours used before your Account Info Sheet arrives, give us a call during our office hours.

Example

Account Info for October 2008

Client
 Parent/Guardian
 Address
 City, State, Zip
 Home Phone

You fill in these two columns during the month to track your hours



Time Sheet Totals

Start Date	End Date	Hours Worked
10/1/2008	10/2/2008	8.50
10/3/2008	10/9/2008	35.00
10/10/2008	10/16/2008	32.50
10/17/2008	10/23/2008	31.00
10/24/2008	10/30/2008	29.00
10/31/2008	10/31/2008	8.00

Track Your Hours for Next Month

Start Date	End Date	Hours Worked	Running Total
11/1/2008	11/6/2008	25	25
10/7/2008	10/13/2008	35	60
10/14/2008	10/20/2008	41	101
10/21/2008	10/27/2008	10	111
10/28/2008	10/30/2008	10	121

Total Hours Worked 144.00 ← These hours are posted to your account in the *Applied* column below. The above totals reflect time sheets we have received.

Please make sure respite workers turn in time sheets weekly.

If your visit totals for each week do not match the hours listed, call Manos Home Care.

Tracking Your POS Hours

POS Information						Tracking Hours Worked			
	Time Period	Type	Begin Date	End Date	Number	Allotted Hours	Used Before	Applied to POS	Left Over
1	Monthly	Child Care	7/1/2008	6/30/2009	9287697	97.00	0.00	97.00	0.00
2	Monthly	Respite	3/1/2008	2/28/2009	8277987	24.00	0.00	24.00	0.00
3	Quarterly	Child Care	00/00/00	00/00/00	0	0.00	0.00	0.00	0.00
4	Quarterly	Respite	00/00/00	00/00/00	0	0.00	0.00	0.00	0.00
5	One Time	Child Care	9/1/2008	7/31/2009	9296132	38.00	0.00	23.00	15.00
6	One Time	Respite	00/00/00	00/00/00	0	0.00	0.00	0.00	0.00
Total						159.00	0.00	144.00	15.00

Allotted Hours	159.00
Minus Used Before Hours	0.00
Minus Total Hours Worked This Month	-144.00
Total number of hours	15.00

Green = You have hours Left Over
Use it or lose it. You lose all hours not used:
Monthly POS: Your hours expire at the end of each month. **Left Over** hours are lost at month's end.
Quarterly POS: Your hours expire at the end of each quarter. **Left Over** hours are lost at the quarter's end.
One Time POS: Your hours expire at the End Date. **Left Over** hours are lost at the End Date.
Red = you went over your hours, call the office to arrange payment

Questions? Call 510-336-2900 during
 8:30 a.m. -12:00 noon, and 1:00 p.m. - 5:00 p.m. Monday through Friday
 or email us at contact@manoshomecare.com
 Need your account information in the middle of the month? Give us a call.

Glossary of Terms for Account Info Sheet

The glossary is in alphabetical order; look for the term you need and read the explanation to the right.

Account information	This title includes the month that the account sheet covers. Only one month's information is shown
Allotted Hours	<i>POS Information</i> The hours that have been provided to you by the Regional Center for that POS.
Allotted Hours	<i>In totals at bottom</i> The total amount of hours available from all POS contracts.
Applied to POS	Hours from the Total Hours Worked row that are applied to each POS contract.
Begin Date	<i>POS Information</i> The starting date of a POS contract.
End Date	<i>POS Information</i> The ending date of a POS contract.
End Date	<i>Time Sheet Totals</i> The end date of the payroll period; our weekly payroll period begins on Friday and ends on the Thursday of each week.
Green = You have hours left over	You have hours left over from one or more of your POS contracts. See the Left Over column under the Tracking Hours Worked section.
Left Over	The hours left over after the month's Hours Worked have been applied to the POS.
Minus Used Before Hours	This row subtracts the hours used in previous months that apply to a current POS period—either Quarterly or One Time POS contracts.
Minus Total Hours Worked This Month	This row subtracts the Hours Worked in the month from the Allotted Hours.
Monthly POS	A POS that gives you a specific number of hours each month; the hours you don't use in that month will be lost.
Number	This is the number assigned to the POS by the Regional Center.
One Time POS	A POS that gives you a specific number of hours during the Begin Date and End Date of the POS; the hours you don't use in that period will be lost.
POS	Purchase of Service Contract is a contract between the Regional Center and Manos Home Care to provide you with respite care service. See the Regional Center web page for additional information.
POS Information	This section of Account Info is a summary of your POS sheet provided to you by the Regional Center. Please match this information with the information on your POS sheet.
Quarterly POS	A POS that gives you a specific number of hours each calendar quarter. Calendar quarters are January – March, April – June, July – September, and October – December; the hours you don't use in that quarter will be lost.
Red = You went over...	You have used more hours than your POS contract(s) gave you. Call the office immediately in order to arrange payments and set up a schedule so you can remain within your POS contracts.
Start Date	<i>Time Sheet Totals</i> The start date of the payroll period; our weekly payroll period begins on Friday and ends on the Thursday of each week.
Time Period	<i>POS Information</i> The time cycle that determines how your hours are reset. See Monthly, Quarterly, and One Time POS definitions.
Time Sheet Totals	Each week a worker turns in a time sheet, and the hours are totaled by payroll period. We only record time sheets that have been turned in. If there are outstanding time sheets, this account sheet will not be accurate. Check these totals with the copies of your time sheets which the workers leave and tell us about any differences.
Total Hours Worked	The total of hours worked for all Hours Worked in Time Sheet Totals.
Total Number of Hours	The total number of hours you have left (green), or the total number of hours you went over (red).
Tracking Hours Worked	This section describes how we applied the Total Hours Worked to the POS contracts.
Tracking Your POS Hours	Here we combine all of your POS information, hours used, and how the hours were applied to POS contracts.
Type	Whether the POS contract is child care or respite care.
Used Before	The hours used in a prior month which are carried over to the next month; for Quarterly and One Time POS contracts only (not for Monthly POS contracts).
Use it Or Lose It	If you don't use the Hours Allotted in the Time Period of a POS, then you lose those hours, and the Regional Center may reduce your contract in the future based on the unused hours of your POS contracts.

13. Make Sure We Know What's Happening

Communication with our office is essential to maintaining quality care for your child. We have a 24-hour number through which you can reach us.

Communication With the Office	You can call the office 24 hours a day for emergencies, but for routine matters please call during our regular hours. If you can't call during our office hours, please call when you can and we can set up a phone appointment to talk to the appropriate person at your convenience.
Office Hours	Our office hours are 8:30 a.m. to 12:00 noon, and 1:00 p.m. to 5:00 p.m., Monday through Friday.
Call When There Is a Problem	<p>Please call us if there is a service problem. <i>Don't wait for a little problem to turn into a big one!</i> You should expect your respite worker to:</p> <ul style="list-style-type: none">• Care for your child in a loving and respectful manner• Work with your child's specific needs• Be available for care during the times you have told the office• Be on time• Call in advance if they are late or cannot come at the scheduled time• Turn in their time sheets on a weekly basis• Maintain a clean, safe environment• Assist in case of emergency <p>If your respite care provider is not delivering the service you need, a call to the office can really help. The conversation will be kept in confidence, and we will work with you in developing a plan of action to improve your respite service.</p>
Request Quality Services	Your expectations are crucial in obtaining quality services from our workers. You must expect quality service in order to receive it. We will do our best to accommodate your needs.

14. Respite Care Flow Chart

