CLTS

Children's Long-Term Support

iLIFE Employee Handbook

iLIFE

Choice. With Confidence.

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NOTE: Handbooks serve as informational purposes and are not required by iLIFE to be signed and returned.

Welcome Letter

Welcome,

iLIFE would like to welcome you as an employee in the Children's Long-Term Support (CLTS) Program. Your role is essential in supporting children and families by providing services that promote health, safety, and independence.

As an employee, you are hired by a parent, guardian, or authorized representative who directs the services. You play a key role in carrying out those services with professionalism, respect, and care.

This handbook is designed to guide you through your responsibilities, rights, and expectations as a CLTS employee.

You are not alone in this process. Your employer and iLIFE, as the Fiscal Employer Agent (FEA), are here to support you every step of the way.

Purpose of This Handbook

This handbook will help you:

- Understand your responsibilities as an employee
- Follow state and federal employment requirements
- Maintain compliance with CLTS policies
- Build a positive, professional relationship with your employer
- Provide safe, high-quality services to the child you support

Our Commitment to You

We are committed to supporting you in your role. Working in the CLTS Program is meaningful and impactful work, and with the right tools and guidance, you can succeed and grow in this position.
This handbook is your reference guide. Keep it available and refer back to it whenever questions arise.
Together, we can support children and families in achieving their goals.

Sincerely,

iLIFE

Introduction

iLIFE assists families who choose self-direction through the Children's Long-Term Support (CLTS) Program. This program is paid for by Medicaid and managed by the State of Wisconsin, with support from your local county.
Self-direction means families choose who provides care and how services are given. As an employee, you are hired by a parent, guardian, or authorized representative. This person is your employer and will guide your work.
Your job is to provide care and support based on what your employer asks and what the child needs. Your work helps the child stay safe, healthy, and as independent as possible.

iLIFE's Responsibilities as a Fiscal Employer Agent (FEA)

iLIFE helps with the business side of employment so you and your employer can focus on care. iLIFE will:

- Handle your hiring paperwork
- Process your paycheck
- Take care of tax and required forms
- Provide workers' compensation insurance
- Run background checks before you start work and every 4 years
- Keep records and follow state and federal rules

iLIFE does not manage your daily work—that is your employer's role.

About the CLTS Program

The CLTS Program helps children with disabilities or special needs live at home and in their community.

- The program is paid for by Medicaid
- The State of Wisconsin oversees the program
- Your local county helps manage services

What is Self-Direction?

Self-direction means families choose:

- Who provides care
- What services are provided
- When and how care is given

This gives families more control—but it also means they are your employer.

Contacting iLIFE

Contact Information

Website: iLIFE.org

iLIFE Financial Management Services
P.O. Box 80455
Milwaukee, WI 53208

Main phone: 1-888-490-3966 (toll free in Wisconsin)

General email address: fiscal@iLIFE.org



Your Role as an Employee

As a CLTS employee, you:

- Work for the parent, guardian, or authorized representative
- Follow their instructions for care and daily tasks
- Show up on time and be dependable
- Treat the child and family with respect
- Keep information private

Your role is important. The support you provide makes a real difference.

What You May Help With

Your duties will depend on the child's needs. You may be asked to help with:

- Personal care (like dressing or hygiene)
- Daily activities (meals, routines, supervision)
- Community activities (going to appointments or outings)
- Skill building (helping the child learn and grow)

Always follow the instructions given by your employer.

Your Employer's Role

Your employer (parent/guardian/representative):

- Hires you
- Trains you
- Sets your schedule
- Tells you what tasks to do
- Supervises your work

If you have questions about your job duties, ask your employer first.

Getting Paid

To be paid on time:

- Submit your timesheets correctly and on time
- Make sure your hours are approved by your employer
- Follow the payroll schedule available at ilife.org/forms/childrens-long-term-support-forms/

If you have questions about your paycheck, contact iLIFE.

Your Role as an Employee

Important Rules to Follow

As a CLTS employee, you must:

- Provide services as agreed
- Be honest when reporting hours worked
- Follow all program rules
- Respect the child's rights and privacy
- Maintain professional behavior at all times

Safety and Respect

You must always:

- Keep the child safe
- Treat the child and family with dignity and respect
- Report any concerns or unsafe situations

If there is an emergency, call 911 right away.

Background Checks

Before you start work:

- iLIFE will complete a background check

This check will be repeated at least every 4 years.

Need Help?

- Job questions: Ask your employer
- Pay or paperwork questions: Contact iLIFE
- Program questions: Contact your county case manager

You are not alone—there is a team here to support you.

Training Verification

The employer must ensure that the employee has received training on the following subjects pertaining to the individual:

1. Information about the individual's specific disabilities, abilities, needs, functional deficits, strengths and preferences. This training should be person specific for the people to be served.
2. Recognizing and appropriately responding to all conditions that might adversely affect the member's health and safety including how to respond to emergencies.
3. Employers shall ensure that employees are knowledgeable in the adaption and use of specialized equipment and in the modification of the member environments. Staff completes regular training/continuing education coursework to maintain/update their level of expertise.
4. Interpersonal and communication skills and appropriate attitudes for working effectively with clients.

Training Resources:

- **Respite Care Association of Wisconsin** Free Training Courses respitecarewi.org/free-training-courses/
- **Certified Direct Care Professional (CDCP)** www.dhs.wisconsin.gov/caregiver-career/index.htm
- **Clean Hands in Healthcare Training** www.cdc.gov/clean-hands/hcp/training/index.html
- **CDC/STRIVE Infection Control Training** www.cdc.gov/infection-control/hcp/training/strive.html
- **First Aid Online Classes** www.redcross.org/take-a-class/first-aid/first-aid-training/first-aid-online
- **Safety Guidelines** – www.osha.gov/law-regs

Fraud Notice

Misuse of Children's Long Term Support (CLTS) funding is fraud. Due to being a Medicaid funded program, this would be Medicaid fraud, which is a federal offense. The following information is provided with the intent of educating and informing parents and providers regarding the use of these funds, and to ensure understanding and compliance with their intended use.

- CLTS monies are to be used only for the benefit of the child who has qualified for services. Any use or acceptance of money for anything other than goods or services to the eligible child is considered fraud.

- Timesheets for in-home workers should reflect the number of service hours actually provided to the eligible child. Any alteration of the timesheet to inflate or misrepresent the number of hours provided to that child is considered fraud.

- Families cannot benefit financially from providers other than by the direct benefit of the service that their eligible child receives. A provider giving a "kickback" to a parent is considered fraud.

- CLTS funds can only be used for allowable services that are pre-approved by the child's Service Coordinator. Misrepresentation of a service that you provide or receive in order to claim reimbursement for non-allowable services is considered fraud.

- If you are aware or become aware of a situation involving misuse of CLTS Waiver funds, please contact the Service Coordinator assigned to the case immediately. In the interest of good stewardship of public funds; and to maintain public trust, program continuation, and adherence to program objectives, the County Waiver Agency will aggressively follow up on any such report if sufficient information is offered. If the initial review suggests intentionality, the County would be obligated to report such suspicion to law enforcement for further investigation.

Children's Incident Reporting for Providers

As part of the Children's Long-Term Support (CLTS) Waiver Program, you must report incidents to the county waiver agency (CWA) as soon as possible. This is done by reporting the incident directly to the contact person identified by the CWA.

What is an incident?

An incident is an event or situation that risks harm to the physical health, mental health, safety, or well-being of a child. All unapproved restrictive measures, including manual restraint, must be reported to your SSC. An incident is an event that:

- Has happened.
- Is suspected, or thought, to have happened.
- Is threatened to happen.

Examples of incidents include:

- The child has been or is suspected of being abused, neglected, or exploited.
- The child is physically restrained by a CLTS Program provider.
- The child is suicidal and is admitted to a hospital.
- The child is given the wrong medicine and is admitted to the hospital.
- The child has contact with law enforcement.

If any of these incidents occur please contact your Support & Service Coordinator. The following link will take you to a chart of county contacts. When it opens, scroll down to find the chart.
https://www.dhs.wisconsin.gov/clts/contact.htm

Children's Incident Reporting for Providers

What must be reported?

Report to the CWA any event or situation involving a participant that you have directly observed, or have information about, that meets the definition of an incident as listed above.

How do I report an incident?

You must report incidents and risks to a participant's safety using the process outlined by the CWA. The CWA will inform you of its specific incident reporting requirements, including their contact information for submitting the report.

What happens after an incident is reported?

Once you have reported an incident, the CLTS Support and Service Coordinator is required to:

1. Refer allegations of child abuse and neglect to the county child protective services agency or the local law enforcement agency for further investigation, if applicable.
2. Work closely with you and the family to reduce further risk to the participant and prevent other children from being harmed.
3. Review the participant's service plan to identify possible changes to supports, services, or assigned providers to help prevent further incidents.
4. Implement changes identified in the service plan review.
5. Report incidents to the Wisconsin Department of Health Services.
6. Any instances of substantiated findings or criminal conviction of a paid caregiver (provider) for abuse, neglect, or exploitation of a participant will result in barring the provider from working as a caregiver and having direct access to a participant enrolled in the Children's Long-Term Support Waiver Program or Children's Community Options Program.

If a critical incident occurs, families and providers should seek all necessary care and assistance from medical or emergency personnel as appropriate. This reporting procedure does not provide an immediate response or replace other mandatory reporting expected of agency personnel.

Employee Acknowledgment

I acknowledge that I have received a copy of the **CLTS Employee Handbook.**

I understand that the handbook contains important information about my role, responsibilities, and expectations as an employee in the CLTS Program.
By signing below, I confirm that:

- I have received and reviewed the Employee Handbook.
- I understand my responsibilities as a CLTS employee.
- I agree to follow all policies, procedures, and program requirements.
- I understand that I am responsible for asking questions if I do not understand any part of the handbook.
- I understand that failure to follow these policies may result in disciplinary action, up to and including termination.

Key Acknowledgments

I understand and agree that I must:

- Follow the directions of my employer (parent, guardian, or authorized representative).
- Provide services as outlined in the Individual Service Plan (ISP).
- Accurately report time worked.
- Maintain confidentiality of all participant information.
- Report any incidents, injuries, or safety concerns.
- Report suspected abuse, neglect, or exploitation as required by law.

At-Will Employment Statement

I understand that my employment is at-will. This means that either I or my employer may end the employment relationship at any time, with or without cause, as allowed by law.

Employee Information

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Employer Acknowledgment

I confirm that I have provided the Employee Handbook to the employee listed above.

Employer Name (Print): _____

Employer Signature: _____

Date: _____

Return Form to iLIFE