CLTS

Children's Long-Term Support

iLIFE Support Services

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 to the Children's Long-Term Support (CLTS) Program. As a Parent or Legal Representative, you play an important role in directing services that support your child's health, safety, and independence.

If you choose the self-directed supports option, you become the employer of the workers who provide services to your child. This handbook is designed to guide you through your responsibilities, rights, and available supports as a CLTS employer.

You are not alone in this process. Your county CLTS team and your Fiscal Employer Agent (FEA) are here to assist you every step of the way.

Purpose of This Handbook

This handbook will help you:

- Understand your responsibilities as an Employer
- Follow state and federal employment requirements
- Maintain compliance with CLTS policies
- Create a positive, professional working relationship with your employees
- Protect your child, your workers, and your family

Our Commitment to You

We are committed to supporting you every step of the way. Being an Employer may feel overwhelming at first, but with the right information and support, families successfully manage their services every day.

This handbook is your reference guide. Keep it available and refer back to it whenever questions arise.

Together, we can build a support team that helps your child succeed.

Sincerely,

iLIFE

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



Introduction

iLIFE provides Fiscal Employer Agency (FEA) services to individuals who choose self-directed care. Funding is provided by a Medicaid Waiver program managed by the State of Wisconsin with Case Management services from each County Department of Human Services or designated county entity.

Self-Direction is a service delivery option which allows you, the client, to become the employer of the people (or 'employer of record') you choose to hire to provide support for your child. As the employer, you are responsible for recruiting, training, supervising, and managing the people you choose to hire. Self-Direction gives you, as a client/participant, the most control over your supports, but also the most responsibility.

The child enrolled in CLTS is also considered the employer, and they are required to budget payments for wages and required employment-related taxes.

iLIFE's Responsibilities as a FEA

- Prepare and distribute individual enrollment/application and worker employment packets
- Manage individual budget funds
- Manage services rendered
- Process payroll and all applicable employment related matters
- Complete end of year federal and state tax processes
- Provide workers' compensation insurance and maintain relevant documentation in each individual's file.
- Complete background checks in accordance with state and federal requirements before a worker can begin employment. Background checks must be repeated, at minimum, every four (4) years.
- Stay up-to-date with federal and state tax, labor, immigration, workers' compensation, and program requirements

To Get Started With an Employee

Client's Responsibility

The client, in conjunction with their Case Manager and iLIFE staff, are responsible for the following:

1. Making sure all services remain within budgeted limits and contacting their case manager when needs change so budget adjustments can happen to meet new needs, and/or they spend more than allowed.

2. Find and choose your worker: consider people you know or local networks; prioritize reliability and fit for your child.

3. Complete iLIFE Onboarding Packet BEFORE any hours are worked: I-9 with IDs, W-4, WT4, provider agreement, payroll setup, and the DHS Background Information Disclosure (BID). Work cannot start until background clearance is received and you receive the Employee Start Date Letter.

4. Train your worker: show routines, communication preferences, safety/behavior plans, infection control, equipment use, and documentation expectations. Review what tasks are authorized under CLTS for your child. Make sure the required training document has been completed and submitted to iLIFE.

5. Approve time accurately: make sure timecards match authorized service codes/units in the ISP; submit/approve time by the due date.

6. Create a back-up plan in case the scheduled caregivers are not able to meet client service needs.

7. Keep your child's EIN on file and secure. The Employer Identification Number is permanent and must be provided when needed; it will follow your child across programs, counties, states, and even FEA transitions.

New employees must get a 'start date letter' before they can begin working.

iLIFE will process all completed new employee paperwork and send a start date letter for the new employee. This 'start date letter' verifies that all necessary paperwork has been processed and the employee is ready to begin work on that date. If work is provided prior then iLIFE cannot process or pay before the 'start date'.

To Get Started With An Employee

New Employee Packet(s)/Paperwork

New employee packet(s) and paperwork can be found on iLIFE.org, under Forms and then select Children's Long-Term Support. Upon request packets can be mailed or emailed.

Background Checks

All workers must complete the necessary employment application documents, including a Background Information Disclosure form. Background checks are used to determine any prior caregiver or criminal history that would not allow a worker to be hired.

iLIFE conducts required background checks on all new and existing workers. Every four (4) years is the minimum requirement for existing workers to have the background checks completed. Workers who have falsified information on their employment application documents will jeopardize their employment opportunity, which could include termination. Applicants who have provided false information may be eliminated from further consideration for potential employment.

To Get Started With an Employee

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

How To Be An Employer

Job Duties

What needs to be done – clearly describe the job when talking to employees.

- What is the job? Discuss your child and your family's needs.
  - How does it need to be done? Define your expectations.
  - How much work and when does it need to be done? Morning, evening, etc.
- What are the hours
  - Is the schedule flexible, or not? For example, housekeeping or laundry can be done anytime but dressing and bathing may need to be done to match other schedules.
  - Will your needs vary during school breaks or other times?
- Who will supervise
  - Interview – explain your role as employer and define your expectations
  - Work quality – how is work quality defined?
  - Timesheet approval – explain the timesheet process

How To Find an Employee

- Ask trusted friends and family. The minimum age of employees is determined by your county.
- Job Posting – if you are struggling to find a provider, consider:
  - iLIFE Provider List – ask to see our list of potential providers we have already background checked.
  - Internet – post ads in local groups or online classifieds. Be wary of spam and scammers.
  - Post a newspaper ad. Please note this option may be more costly.
- For new job postings specify how will someone apply? Email, phone, in person?
- Interview candidates to find out if they are a good fit for your family. See the next section for tips.
- You are encouraged to ask for references.
- When offering a job, we recommend including language that the start date is contingent on the background check results.
- iLIFE will conduct a background check to confirm they are eligible to work in the program.

How To Be An Employer

Interviewing Tips

- The person being interviewed should be treated the way you want to be treated. A warm, friendly manner will set the candidate at ease and make the interview go more smoothly.
- Thoroughly describe the position and responsibilities. Review job descriptions and hours of the job.
- Talk about your child, their needs, and your needs as a family. Discuss house dynamics and how the candidate would fit in.
- Asking open-ended questions encourages more than a yes or no answer.
- Allow the person a chance to ask questions.
- Thank the person for their time.

Good Interview Questions

- What kind of experience do you have?
- What skills do you have that would help you in this position?
- What are you looking for in a job?
- What motivates you to do your job well?
- Are you able to perform the essential functions of the job?

Do Not Ask

- Are you married? Dating anyone?
- Do you have children / are you planning to have children?
- Have your wages ever been garnished?
- Do you have a disability?
- How often do you drink?
- What is your religion?

Notes

How To Be An Employer

Employee Protections & Discrimination Laws

Under the U.S. Equal Employment Opportunity Commission's laws, an employer may not discriminate against you, regardless of your immigration status, on the bases of:

- Race
- Color
- Religion
- National origin
- Sex (including pregnancy, childbirth, and related medical conditions, sexual orientation, or transgender status)
- Age (40 and older)
- Disability
- Genetic information (including employer requests for, or purchase, use, or disclosure of genetic tests, genetic services, or family medical history)
- Retaliation for filing a charge, reasonably opposing discrimination, or participating in a discrimination lawsuit, investigation, or proceeding
- Interference, coercion, or threats related to exercising rights regarding disability discrimination or pregnancy accommodation.

Contact the EEOC promptly if you suspect discrimination. Do not delay, because there are strict time limits for filing a charge of discrimination (180 or 300 days, depending on where you live/work). You can reach the EEOC in any of the following ways:

- Submit an inquiry through the EEOC's Public Portal:
  - https://publicportal.eeoc.gov/Portal/Login.aspx
- Call:
  - 1-800-669-4000 (toll free)
  - 1-800-669-6820(TTY)
  - 1-844-234-5122 (ASL Video Phone)
- Visit an EEOC Field Office (information at www.eeoc.gov/field-office)
- E-Mail: info@eeoc.gov
  Additional information about the EEOC, including information about filing a charge of discrimination, is available at www.eeoc.gov.

How To Be An Employer

Employee/Employer Best Practices

- **Communication**
  - Clear, honest, fair
  - Tell the employee what you expect

- **Retention**
  - Losing an employee is costly & time consuming
  - Appreciation for good work is key: specific, sincere, timely

- **Performance Reviews**
  - Time for both sides to review & clarify
  - Communicate goals and expectations

- **Delivering Negative Feedback**
  - Be constructive
  - Give specific examples of the problem and how to improve

- **Misconduct**
  - Late or absent
  - Failure to follow rules/complete work
  - Consider how you will discipline when expectations are not met (example: verbal or written warning) and when you would terminate a worker. Be sure to contact iLIFE if you terminate your worker using the Status Change Form.

Compensation Information

General Pay Information

It is very important that workers be paid on time. Payroll checks are paid on a set schedule, making it possible for workers to receive their pay in a timely manner with minimum delay and/or loss. The current payroll schedule is available at ilife.org/forms/childrens-long-term-support-forms/

iLIFE can only pay wages if there is a budget and authorization available to the employer through the appropriate County. If a budget or authorization is not available and an employee provides services, there is no guarantee that the time worked will be paid.

Timesheets

All timesheets are due to the **iLIFE office by midnight on the scheduled due dates** according to the **current calendar year due dates**. It is strongly discouraged to hold timesheets beyond the associated due dates for quality assurances purposes. All timesheets are paid according to the current calendar year pay dates.

Any timesheets that are turned in the next day after the due date are considered late and may be not be paid until the next payroll date.

If a timecard is not signed by both the employer and employee, it cannot be paid. If iLIFE becomes aware of an employer/employee tampering with timesheets, it will be reported to the appropriate authorities for potential Medicaid/Medicare fraud.

DO NOT HOLD ONTO TIMESHEETS LONGER THAN THE DUE DATE.

Any timesheets turned in with dates of service 60 days or older may not be processed for payment until iLIFE is assured that the payment is authorized by the county. Once iLIFE receives proper notification then iLIFE will process the payment for the timecard on the next scheduled pay date.

Confidentiality Agreement

Confidentiality Agreement

Information that pertains to families receiving fiscal agency services through iLIFE is confidential.

Please help protect confidential information, by taking the following precautionary measures:

1. Discuss work matters only with other iLIFE workers and CLTS staff who have a specific reason to know or have access to such information.
2. Do not discuss work matters in public places.
3. Destroy hard copies of documents containing confidential information that is not filed or archived.

Your cooperation is particularly important because of our obligation to protect the security of client and employee information. If at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult your Case Manager or iLIFE staff.

General Employment

Safety

Maintaining a safe and healthy environment for everyone is important. Staff should report all accidents, injuries, potential safety hazards, safety suggestions, and related issues immediately to the parent/guardian. Discuss ahead of time an appropriate emergency response plan with everyone for as many risk areas as possible.
Always seek emergency services for immediate health and safety matters.

Fire Safety

Everyone is responsible for recognizing potential fire dangers and taking an active role in preventing fires. Routinely review any risk areas for surroundings. Review fire dangers and risk areas with the proper individuals. Develop an action plan for multiple surroundings that can keep everyone safe from fire dangers and risk areas. Discuss the safest route out of the home in case of a fire with their employee(s).

Workers Compensation

iLIFE provides workers compensation insurance through United Heartland to compensate for any injury an employee might suffer while working. **If staff become injured, please get medical attention at once.**

Please report the details to iLIFE as soon as possible. A report must be completed for every injury or illness caused by the workplace, no matter how small, to keep the coverage in force and to get any benefits or other compensation to which they may be entitled. If you do not report an injury, you may jeopardize your right to workers' compensation insurance.

You can get the required reporting paperwork from the iLIFE office or visit: iLIFE.org/contact-us. and navigate to "Workers Compensation".

Employment Work Policies

Conflict of Interest

iLIFE encourages all employers to recognize a conflict of interest situations such as:

(1) which two different parties are incompatible
(2) which a person/staff is in a position to gain personal benefit from actions or decisions made in their favor.

Americans with Disabilities Act

iLIFE encourages all employers to not discriminate against qualified individuals with disabilities with regard to any aspect of their employment. Employers should be committed to complying with the American with Disabilities Act of 1990 and its related Section 504 of the Rehabilitation Act of 1973. iLIFE recognizes that some individuals with disabilities may require accommodations at work.

Equal Opportunity Policy

iLIFE encourages all employers have an equal opportunity in all employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, military status or any other category protected by federal, state and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training and social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

Policy Prohibiting Harassment and Discrimination

iLIFE encourages all employers to strive to maintain an environment free from discrimination and harassment, where employees treat each other with respect, dignity and courtesy.

This policy should apply to all phases of employment, including but not limited to hiring, terminating, and payment.

Employment Work Policies

Complaint Procedure & Investigation

iLIFE encourages all employers to have a procedure for any employee who wishes to report a possible incident of sexual harassment or other unlawful harassment or discrimination should promptly report the matter.

Employees who raise concerns and make reports in good faith should do so without fear of reprisal; at the same time, employees have an obligation to cooperate with employers in enforcing this policy and investigating and remedying complaints.

Anyone found to have engaged in such wrongful behavior should be subject to appropriate discipline, which may include termination.

Grievances

As a client or staff using iLIFE as your FEA you have the right to file a grievance if you feel you have been treated unfairly or unprofessionally with the service. It is the policy of iLIFE to treat clients/staff with fairness and professionalism. You will suffer no repercussions in service delivery as a result of filing a grievance. All grievances will be addressed in a confidential manner. Notification of the grievance process will be given to all clients/providers at the time a contract is signed or at any time it becomes clear the client/provider is not satisfied with iLIFE services.

If you have a grievance you must first discuss it with a iLIFE staff person, if this does not resolve the issue(s), or you feel this is not an option, you can proceed with the following steps:

1. A written statement must be prepared (including date and time of the grievance). You may ask for assistance from another iLIFE staff. Describe the incident fully and record the date of submission.
2. Submit the grievance to care@iLIFE.org, within 10 working days of the incident. An appointment will be scheduled with iLIFE leadership.
3. If a resolution has not occurred within 12 working days of receipt of the written grievance, your grievance will be referred to the iLIFE Program Director who will investigate the grievance and resolve the issue. The decision will be presented in writing and orally within 30 days of receipt of the written incident report.

Consent For Emergency Care Form

If I, (Parent/Legal Representative name), _____
am unable to accompany (child/individual name), _____
_____ to a Hospital Emergency Department.
I give permission to (caregiver's name)_____
to accompany the child/individual. This person has my permission to give consent for medical treatment of the child/individual if attempts to contact me are unsuccessful.

_____ _____
Signature of Parent/Legal Representative Date

Address:

_____

_____

_____

Phone Numbers:

Work Number: _____

Home Number: _____

_____ _____
Witness Signature (18 years of age or older) Date

Emergency Readiness Checklist For Caregivers

STEP 1: KNOW THE BASICS

____ The most important disaster issues for the area.

____ The recommended life-saving responses for disasters that could strike with little or no warning.

____ The fire escape route for the household I am in.

____ If there were an evacuation order, the recommended route from where I am? My evacuation transportation options. The location of the nearest emergency shelter.

____ The location of shut-off valves for the household utilities (gas, water, electricity) and how to use them. (If they take a special tool, it should be located where the caregiver can locate it easily)

____ Designate an out-of-area emergency contact, in case local phone service is disrupted.

Make sure emergency plan is communicated to all parties necessary.

STEP 2: HAVE ESSENTIAL EMERGENCY SUPPLIES READY

____ Drinking water

____ Non-perishable food

____ Flashlight

____ Portable radio

____ Extra batteries

____ Light sticks

____ Waterproof matches

____ Supply of prescription medicine

____ Current medications list

____ Cell phone

Definitions

Authorization: A document giving permission to iLIFE to spend funds on behalf of a client from a Case Manager associated to a County Department or program such as CLTS.

Circle of Support: A group of people (relatives, friends, neighbors, and others) who know the participant well and may be providing natural supports and advocacy to help the participant meet life goals or daily needs.

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.

Employer of Record: Clients or legal representatives who choose to work with the FEA are responsible for recruiting, hiring, managing, scheduling and training employees. Employer of record also review, approve, and submit timesheets to the FEA for payment.

Employer: Often referred to in general as the client.

Employee: Often referred to in general as the caregiver or the respite provider.

Financial Management Service (FMS): Clients or their legal representatives who choose to self-direct one or more services must choose either the Financial Management Service Fiscal/Employer Agent or the Financial Management Service Agency with Choice service. FMS duties include payroll, employee benefits, record keeping, background checks, and employee basic training. The FMS will also handle paperwork and reporting requirements to the Internal Revenue Service.

Definitions

Fiscal Employer Agent (FEA): A Financial Management Service provider serving as Fiscal Employer Agent, which is funded as an administrative activity and does not come out of a participant's budget. The FEA assures all Federal, State and local employment tax, labor and workers compensation insurance rules and other requirements are followed when the participant functions as the employer of workers. The FEA makes financial transactions on behalf of participants who have chosen to have budgetary authority. The FEA assures all Internal Revenue Service and other applicable employer requirements are met, assures workers chosen by participants meet all state requirements before services are provided, tracks budget utilization and purchases funded through Individualized goods and services to assure funds are being used appropriately, and reports concerns to case managers and the contracted entity as required. If you're completing this packet, iLIFE is your FEA.

Managing Employer: Clients or their legal representatives, as managing employers, have the rights and responsibilities to recruit prospective workers. Clients may choose to refer to the Agency with Choice to hire; schedule, train, and supervise workers; and discharge workers from their services when preferred.

Respite Care: The provision of short-term, temporary relief to those who are caring for family members.

Respite Worker: Respite workers are technically employed by the family for whom they work. Families are responsible for training them, scheduling and directing the work of this employee.

Support and Service Coordinator (SSC): All counties in Wisconsin have a county health and human services agency. The local county agency works directly with families in the CLTS Program. They connect you with a support and service coordinator (SSC). This person is your one-on-one partner and main contact. They can help you:

- Apply for the CLTS Program.
- Answer questions.
- Get supports and services.
- Solve issues with providers and switch providers if needed.

Definitions

Abuse & Neglect Terms

Abuse: as defined by s. 46.90(1)(a), Wis. Stats. means any of the following:

a. **Physical abuse:** intentional or reckless infliction of physical pain or injury, illness, or any impairment of physical condition.
b. **Emotional abuse:** language or behavior that serves no legitimate purpose and is intended to be intimidating, humiliating, threatening, frightening, or otherwise harassing, and that does or reasonably could intimidate, humiliate, threaten, frighten, or otherwise harass the individual to whom the conduct or language is directed.
c. **Sexual abuse:** a violation of criminal assault law, s. 940.225 (1), (2), (3), or (3m), Wis. Stats.
d. **Treatment without consent:** the administration of medication to an individual who has not provided informed consent, or the performance of psychosurgery, electroconvulsive therapy, or experimental research on an individual who has not provided informed consent, with the knowledge that no lawful authority exists for the administration or performance.
e. **Unreasonable confinement or restraint:** the intentional and unreasonable confinement of an individual in a locked room, involuntary separation of an individual from their living area, use on an individual of physical restraining devices, or the provision of unnecessary or excessive medication to an individual, but does not include the use of these methods or devices in entities regulated by the department if the methods or devices are employed in conformance with state and federal standards governing confinement and restraint.

Neglect: defined in s.46.90(1)(f), Wis. Stats., to mean the failure of a caregiver, as evidenced by an act, omission, or course of conduct, to endeavor to secure or maintain adequate care, services, or supervision for an individual, including food, clothing, shelter, or physical or mental health care, and creating significant risk or danger to the individual's physical or mental health. "Neglect" does not include a decision that is made to not seek medical care for an individual, if that decision is consistent with the individual's previously executed declaration or do–not–resuscitate order under ch. 154, Wis. Stats., a Legal Representative for health care under ch. 155, Wis. Stats., or as otherwise authorized by law.

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.

- Providing false information or misrepresenting the child's needs in order to qualify for services is considered fraud.

- 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.