

## 245D BASIC SERVICES:

### Individualized Home Supports, Night Supervision, Respite, and Homemaking

---

#### Frequently Asked Questions

Below are responses to common questions Lifeworks Fiscal Management Systems (FMS) receives about self-directing Individualized Home Supports without training (IHS). Should you have any additional questions, please do not hesitate to reach out to us: [651-454-2732](tel:651-454-2732).

#### GENERAL QUESTIONS

##### **What is the difference between IHS and Personal Care Assistance (PCA)?**

IHS is a licensed, one-to-one service that provides opportunities for people to increase their independence and connect with their community. Recipients receive a MnCHOICES assessment, to determine waiver eligibility and service is guided by a Support Plan. Staff are required to complete training on a regular basis. Respite can be used as a solo service or paired with IHS and provides short-term relief for a person's primary caregiver and can be delivered in the person's home or in the staff person's home.

PCA is a licensed, one-to-one, home-based service driven by daily activities such as bathing, dressing, walking, eating, etc. Recipients receive a PCA Assessment and service is guided by a Care Plan. Staff earn a PCA/CFSS certification – ongoing training is not required.

##### **What services are provided through homemaking?**

Homemaking is an in-home service that provides support for cleaning common-use areas and the bedroom of the person served; tasks include laundry, dishes, dusting, and more. The person served does not need to be present while homemaking services are provided. This service does not cover tasks such as deep cleaning, moving furniture, or ones that take place outside of the home, such as grocery shopping or laundry at the laundromat.

##### **Does the client need to be awake while receiving services?**

For IHS, the client must be awake to receive services. Night Supervision Services are available for when the client is asleep (though support staff must remain awake at all times).

##### **Does Lifeworks provide staffing for clients?**

Lifeworks does not provide support staff for IHS, but we can assist you with hiring your family and friends! If you do not already have someone in mind to provide assistance, you can search for support professionals by visiting: [directconnectsupport.com](http://directconnectsupport.com).

## **SUPPORT STAFF QUESTIONS**

### **How much money does my support staff earn?**

Staff earn \$15.00/hour for training, \$17.00/hour for Homemaking, \$19.00/hour for Night Supervision, \$20.00/hour for Respite, and \$20.75/hour for IHS.

### **How many hours per week can support staff work?**

Support staff can work up to 40 hours/week. Training is included in the 40 hours. Overtime is not allowed (including while completing training hours).

### **What benefits do support staff receive?**

Support staff qualify for paid training, earned sick and safe time, mileage reimbursement and the option to contribute to a 403(b) investment account. After one year of employment, staff who average 30 hours or more/week are eligible to receive medical benefits.

### **Does my support staff need to complete any training?**

Yes, in order to comply with state regulations, all support staff must complete training when they are hired and on a regular basis after. Staff are paid for completing their training.

### **How does my support staff become hired through Lifeworks?**

Being hired through Lifeworks is easy! We just need basic information about your support staff and verification of their I-9 documents. The support staff must also complete their employment paperwork, including being fingerprinted, passing a background check, and successfully passing onboarding and competency training.

### **Can support staff administer medication?**

Support staff cannot administer medication. Non-paid caregivers or family members can prepare medication to be given and support staff may offer reminders or prompts.