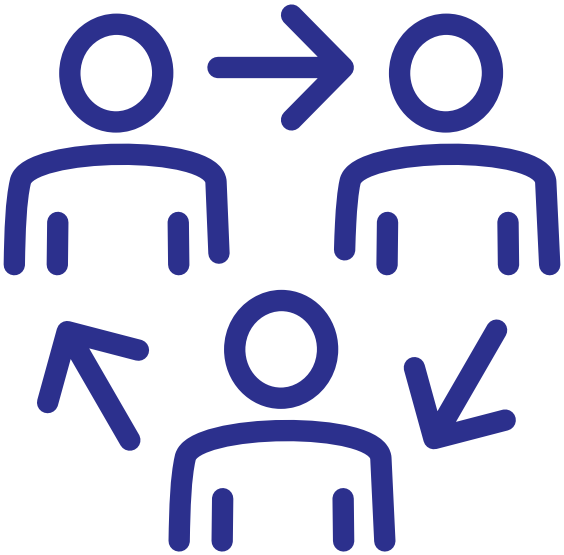
Basics for Direct Care Workers

Content created by:

Lori Knapp CHOICE™

Part of the AssuranceSD Family



Introduction

When a person chooses to self-direct their services, it can be both exciting and a little stressful. Self-direction gives the person more choice and control over who supports them and how their care is provided. It also means the person may be taking on the role of employer for their Direct Care Workers. This guide will help you understand self-direction and your role in supporting the person. Many people have learned how to make self-direction work well, and you can be an important part of that success.

This Direct Care Worker Guide provides you with the basics. It gives an overview of self-direction, information to support you as you work with the program participant who has hired you, and some of the rules of the road that help you stay on course. Throughout this guide, we have referred to the person you will be supporting using different terms: program participant, employer and person. We will also use multiple terms for you, the Direct Care Worker: employee, worker, and caregiver.

Additional resources are available on our website.
LoriKnappChoice.com

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Understanding Self-Direction

What is Self-Direction?

Self-direction is a service model that helps people stay independent at home and in their communities. In self-direction, the program participant decides how, when, and who provides their services and support. It's not like traditional agency services because they get to hire their workers. The focus is on the program participant. They have the choice, control, and flexibility to choose support that best fits their life.

Why Choose Self Direction?

Self-direction is grounded in the belief that people with disabilities know their needs best. And they are in the best position to plan and manage their services. Self-direction promotes personal choice and control over the delivery of services.

RESPONSIBILITIES OF THE PERSON CHOOSING SELF-DIRECTION

The individual choosing self-direction has responsibilities as an employer. They are responsible for:

- Hiring
- Training (if needed)
- Scheduling
- Managing those who work for them

Key Support Roles and Responsibilities

There are individuals and organizations that support people choosing self-directed programs. The roles and names often vary by state and program, but there are typically two key roles.

FINANCIAL ADMINISTRATIVE MANAGEMENT

Often called a Fiscal Intermediary, Fiscal Agent, or Financial Management Service. The Fiscal Agent is responsible for paying workers and vendors. The Fiscal Agent assists workers and vendors in completing required paperwork. They also issue payments and file state, local, and federal taxes on behalf of your employer.

INFORMATION AND ASSISTANCE

Often called Service Coordinator, Independent Supports Coordinator, Care Manager, or Care Team. This person supports the individual who is self-directing. They usually assist with program eligibility and developing a Service Plan. They also help identify workers and vendors and assist with other employer-related duties. They check in with the individual who is self-directing to ensure they are healthy and safe.



Your Role as a Direct Care Worker

It is important to remember that the Financial Management Services provider, or FMS, is not your employer. The participant or service recipient is the employer. This means the participant makes the day-to-day decisions, such as hiring workers, setting schedules, giving training, and directing how work is done. The FMS supports the program participant with employer paperwork and other administrative tasks, such as payroll and related records, but the participant is still the person in charge of their workers.

Person Centered Services

Person-centered services are supports that focus on what the program participant wants and needs. They help the person get support in a way that respects their choices, goals, and strengths. This means that as a DCW, you listen to your employer and learn about their goals. You can ask questions like, “What is important to you?” and “How can I help you live the life that you want?” The services you provide are built around the program participant and not around what might be easiest for you.

Expectations of Your Employer

Your employer may ask you to fill out a job application and sign an agreement. The agreement explains the tasks you need to do and the amount of time that has been approved. This booklet includes a sample agreement. If you are not sure what your employer expects, ask them. They know best what help they need.

Assistance with Activities of Daily Living

Activities of Daily Living (ADLs) are the basic things people do each day to take care of themselves. When you help someone with these tasks, you are giving hands-on assistance. This means that you may help with:

- Eating/feeding
- Getting dressed
- Personal hygiene (brushing hair and/or teeth care)
- Bathing or showering
- Using the toilet
- Moving from place to place, like walking or getting in and out of a chair or bed
- Doing exercises or stretches from a therapeutic treatment plan
- Preparing and cleaning of areas used for care, such as the bathroom or kitchen

Some people can do these things by themselves. Others may need help with all of a task or only part of it. Help them to do as much of the task as they can on their own.

Assistance with Instrumental Activities of Daily Living

Instrumental Activities of Daily Living (IADLs) are everyday tasks that help a person live on their own and take care of their home and daily life. IADLs can include:

- Care of hearing aids or eyeglasses
- Making meals
- Cleaning
- Doing laundry
- Shopping
- Using the phone
- Internet use
- Managing money
- Taking medications the right way
- Getting to appointments

Like ADLs, some people can do these tasks on their own. Others may need help with some parts. For example, a person might need help remembering to take their medication, paying bills, or setting up and using transportation.

Durable Medical Equipment and Durable Medical Supplies

There is a good chance that your employer may use either durable medical equipment (DME) or durable medical supplies (DMS). DME is medical equipment that can be used many times and lasts a long time. It helps a person with their health, safety, or daily needs. Examples include wheelchairs, walkers, canes, hospital beds, and oxygen equipment. You may be asked to help keep this equipment clean. If your employer uses DME they can teach you how they use it and explain any help they may need with it.

DMS are medical items that are used to help with health needs but may need to be replaced more often. These supplies are often used with medical equipment or for personal care. Examples include gloves, bandages, catheters, and testing strips. Help your employer keep these items stocked.

Universal Precautions

Universal Precautions are safety steps used to help stop the spread of germs and infections. They mean you should treat all blood and body fluids as if they could carry diseases. This helps protect both you and the person you care for.

Universal Precautions include:

- Washing your hands before and after giving care
- Wearing gloves when you may touch blood or body fluids
- Covering cuts or broken skin
- Cleaning spills the right way
- Throwing away used items, like bandages or needles, safely
- Avoiding contact with blood or body fluids whenever possible

These safety steps are important because you may not always know if a person is sick. By using universal precautions every time, you lower the chance of spreading infection.

You might use universal precautions when:

- Helping with personal care
- Cleaning up blood or body fluids
- Changing bandages
- Helping with toileting
- Handling dirty laundry
- Throwing away sharp items like needles



Working Together Effectively

Your job as a Direct Care Worker is very important. The person you support depends on you to help them stay safe and live in their community. A strong relationship grows when you work with the person, not do things to them. Also, remember that you are working in their home. Understanding the ideas in this section can help you build a positive and respectful relationship.

Self-Direction

As you learned earlier in this guide, people with disabilities know their own needs best. The person you support knows how they want their care to be done. Judy Heumann, a disability rights leader, once said, “Independent living is not doing things by yourself. It is being in control of how things are done.” This is an important idea to remember in your work.

Independence and Rights

Your job is to support your employer's independence. Be careful not to do too much for them. Help your employer do as much of their own care as they can.

People in home and community-based self-directed programs have rights that you need to know and respect. These rights include:

- The right to be treated with dignity and respect
- The right to privacy
- The right to make choices
- The right to be free from pressure, abuse, and unnecessary restraint
- The right to take part in planning
- The right to choose their supports and providers
- The right to be included in the community
- The right to get information in a way they can understand
- The right to help make healthcare decisions
- The right to speak up about concerns without fear of punishment

Cultural Humility

We all come from different cultures and backgrounds. We grow up in different places and have different life experiences. Our culture can be shaped by where we live, the clothes we wear, the language we speak, and our political or religious beliefs. Because people are different, misunderstandings can sometimes happen.

That is why it is important to stay curious and practice cultural humility. Cultural humility means being open to learning, thinking about your own beliefs and actions, and understanding that each person's culture is important. Learning about other people is something we do throughout our lives because every person is different.

Cultural humility includes:

- Being curious and wanting to understand others
- Being humble and knowing you do not have all the answers
- Showing empathy and treating people fairly

When differences come up, we can choose to stay curious and ask kind, respectful questions. When we do this, we learn from each other and our lives become richer. There is a great resource that may be helpful to you. It is called "Caring Across Cultures," and it is available at incontrolwisconsin.org/cac

Communication

Good communication is one of the most important parts of being a Direct Care Worker. It helps build trust, prevents mistakes, and helps the person feel safe and respected.

Communication means more than talking. It also means listening, watching, and making sure you understand the person's needs. Some people use words to communicate. Others may use gestures, facial expressions, communication devices, or behavior to show what they need or how they feel.

As a DCW, it is important to listen carefully and speak in a clear, respectful way. Give the person time to respond. Do not interrupt or rush them. If you do not understand, ask polite questions. Never pretend you understand when you do not.

Good communication also helps protect the person's independence. When you listen and offer choices, you help the person stay in control of their own life. This shows respect and supports their rights.

You also need to communicate well with family members, care managers, and other team members. Sharing important information can help keep the person healthy and safe. Report changes in the person's health, mood, behavior, or daily routine as soon as possible.

Remember: communication should always be kind, respectful, and person-centered. When Direct Care Workers communicate well, they provide better support and build stronger relationships.

Challenging Conversations

Building a good working relationship with your employer is important. One of the best ways to do this is to address issues as they come up. Many people avoid conflict, but talking about concerns early can actually strengthen your relationship and build trust.

Some conversations may feel difficult, especially when they involve emotions, feedback, or sensitive topics. Preparing ahead of time can make these conversations easier.

How to prepare:

1. **Know your goal.** What do you want to talk about, and what outcome are you hoping for?
2. **Check your assumptions.** Focus on what you've seen or experienced rather than guessing the other person's intentions.
3. **Notice your emotions.** Be aware of what you're feeling and why.
4. **Gather facts.** Be ready with clear examples.
5. **Consider their perspective.** Think about how the other person might feel or react.

During the conversation

- **Be honest.** Start by sharing that you want to work together to find a solution.
- **Listen actively.** Ask questions and focus on understanding the other person.
- **Stay calm.** If emotions rise, it's okay to pause and take a break.

Don't be afraid to look for other resources to support you. There is a training that was mentioned earlier called "Caring Across Cultures" that might be helpful. You can find it at incontrolwisconsin.org/cac

Who Are You Serving?

General information about people with disabilities

People with disabilities are a natural part of every community. They live, work, learn, and build relationships just like everyone else. A disability is only one part of a person's life. It does not define who they are.

There are many different types of disabilities. Some people have physical disabilities that may affect movement, balance, strength, or the use of arms and legs. A person may use a wheelchair, walker, cane, or other equipment.

Some people have sensory disabilities. These include disabilities that affect hearing or vision. A person may be deaf, hard of hearing, blind, or have low vision. They may use sign language, hearing aids, a white cane, or other supports.

Some people have intellectual or developmental disabilities. These disabilities may affect how a person learns, understands information, solves problems, or communicates. Some people may need extra time, simple instructions, or help learning new tasks.

Some people have mental health disabilities. These can affect a person's mood, thoughts, or behavior. A person may live with anxiety, depression, bipolar disorder, or other mental health conditions. Support should always be calm, respectful, and understanding.

Some people have brain injuries or memory problems that affect thinking, decision-making, behavior, or daily activities. Others may have chronic health conditions that cause pain, tiredness, or other challenges.

Some disabilities are easy to see, and some are not. A person may have more than one disability. Every person is different, so no two people with disabilities are exactly the same. As a Direct Care Worker, your job is to listen, learn, and support the person in a respectful way.

People with disabilities have the same rights as everyone else. They have the right to make choices, be treated with dignity, have privacy, and be included in their communities. They should be supported in doing as much as they can for themselves.

Respectful language also matters. Always speak to the person, not just to family members or others around them. Use the words the person prefers. Focus on the person, not on the disability.

The most important thing to remember is this: people with disabilities are people first. They have strengths, goals, interests, and opinions. Good support starts with respect, kindness, and listening.

Information specific to your employer

Each person you support is their own unique person. Even when two people have the same diagnosis, they may have very different strengths, needs, and ways they like things done. That is why it is so important to get to know the person and understand what matters most to them.

Be sure to learn about:

- What they can do on their own
- Any important medical conditions
- Their strengths and abilities
- How they want their care and support provided
- Their personal goals and desired outcomes
- Any advanced directives

The more you understand the person's individual needs and preferences, the better support you can provide.



The Basics

The following topics are important for you to understand. It is the responsibility of your employer to train you in these areas. Review the information carefully and be prepared to ask questions when you discuss these topics with your employer.

Providing Quality Services

Providing quality services means giving support in a way that is respectful, dependable, and centered on the person. Good service is not just about getting tasks done. It is about helping the person feel safe, comfortable, valued, and in control of their daily life.

Quality services begin with getting to know the person. Each person has their own needs, strengths, routines, and preferences. Listening to and learning what matters most to the person helps you give support in a way that works best for them.

Providing quality services also means paying attention to everyday needs. This includes understanding good nutrition, special diets, and how to help with meal planning and meal preparation. It also means helping maintain a clean, safe, and healthy home while respecting the person's preferences for housekeeping and daily routines.

Good quality support is reliable and thoughtful. It means showing up on time, doing your work carefully, noticing changes, and following directions. It also means treating the person with kindness, patience, dignity, and respect.

Most importantly, quality services support the person's independence and choice. Your role is to work with the person, not take over. When you provide support in a way that honors their needs and preferences, you help build trust and support a better quality of life.

HIPAA and Confidentiality

Confidentiality and privacy in support services and health care are important for protecting your employer, maintaining trust, and ensuring the best quality of care.

HIPAA is the Health Insurance Portability and Accountability Act. These are national standards to protect personal health information. Information like your employer's name, address, social security number, and the support and services they receive are all protected. This data cannot be shared unless they provide permission.

Confidentiality helps maintain trust between you and your employer. People in your employer's support network are expected not to share their personal, medical, or support-related information with others.

When using online portals, email, or shared devices, protect privacy by logging out when you are done, using strong passwords, not sharing login information, and keeping screens and printed papers out of view of others. Do not share names, health information, passwords, financial information, or other personal details. Only share information with people who need it to provide or manage services.

Ethical Standards

Ethical standards are the basic rules of doing the right thing. They guide Direct Care Workers to provide support in a way that is honest, respectful, and fair.

One important ethical standard is respecting the person's dignity and choices. This means treating each person with kindness and respect, listening to their wishes, and supporting them in a professional way.

Ethical standards also include respecting personal property. A person's home, money, food, clothing, and belongings should always be treated with care and respect. Never use, borrow, take, or throw away something that belongs to the person unless they have given permission.

Another important part of ethical care is respecting the person's right to refuse care. People have the right to make choices about their own lives, even when a worker may not agree. If a person refuses care, stay calm and respectful. Follow agency rules or care plan directions about what to do next and report the refusal when needed.

Following ethical standards helps build trust and protects the person's rights. It also helps Direct Care Workers provide safe, respectful, and high-quality support every day.

Fraud and Abuse

Fraud, waste and abuse are terms often used and seen in the media. Most people who use self-directed programs use their funds responsibly. But some situations can be confusing. If you have questions about fraud, waste, or abuse, contact your Fiscal Services provider for help. The information below will help you understand the rules and avoid these problems.

WHAT ARE FRAUD AND ABUSE?

- **Fraud** is when someone lies or tricks others on purpose to take money from the Medicaid long-term care programs. Fraud is always done on purpose.
- **Abuse** is when a provider, caregiver, or vendor does something that causes the program to pay money it should not have to pay.

COMMON TYPES OF FRAUD AND ABUSE

Billing for services that were not given

- Example: A person is supposed to get a service but cannot go. The provider still bills for the service even though the person did not get it.

Billing for hours not worked

- Example: You are scheduled to work, but you do not show up. Then you put those hours on your timesheet anyway.

Billing for services during a hospital or nursing home stay

- Example: Most long-term care services cannot be billed when a person is staying in a hospital or nursing home.

Changing or faking time sheets, invoices, signatures, or hours

This can happen in different ways:

- You sign your own timesheet and also sign for your employer.
- You ask your employer to sign a blank timesheet.
- You add extra hours after your employer has signed/ approved the timesheet.
- You keep turning in hours after you no longer work for your employer, and the FMS was not told that you no longer work for your employer.

Double-billing

- Example: You bill two different people for the same time, even though they don't live in the same place. It can also happen when two DCWs bill for the same service without approval.

Kickbacks

This can happen in two key ways:

- Your employer asks you to give them part of your paycheck.
- A provider or vendor agrees to give your employer services in exchange for your employer giving part of the payment to the provider or vendor.

Abuse, Neglect, and Exploitation

It is important to know the signs of abuse, neglect, and exploitation. These situations can put your employer's health, safety, and rights at risk.

ABUSE

Abuse is when someone hurts a person on purpose or treats them in a cruel, harmful, or threatening way. Abuse can be physical, emotional, verbal, or sexual.

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Examples of abuse:

- Hitting, pushing, or hurting someone
- Yelling at someone, insulting them, or calling them names
- Threatening someone to make them do something
- Touching someone in a sexual way without their permission
- Keeping someone scared or under control

NEGLECT

Neglect is when a person does not get the care or help they need to stay safe and healthy. This can happen when needed care is not given.

Examples of neglect:

- Not giving a person enough food or water
- Not helping with bathing, dressing, or toileting when help is needed
- Not giving medicine as directed
- Leaving a person in an unsafe or dirty home
- Not getting medical help when a person is sick or hurt

EXPLOITATION

Exploitation is when someone uses a person unfairly for their own benefit. This often involves money, property, or personal belongings.

Examples of exploitation:

- Taking a person's money without permission
- Using a person's bank card or benefits for personal use
- Pressuring a person to give away money or belongings
- Stealing food, clothing, or other personal items
- Tricking a person into signing papers they do not understand

WHAT TO DO IF YOU SUSPECT IT

If you think abuse, neglect, or exploitation may be happening, take it seriously. Stay calm and make sure your employer is safe. Share what is happening as clearly as you can. Do not ignore the situation or assume someone else will report it.

- If your employer is in immediate danger, call 911 right away.
- It is important to report concerns as soon as possible. Speaking up can help keep your employer from further harm.
- Reports can be made to your employer's care manager, the FMS provider, the police, or to Adult Protective Services. The FMS provider is a mandatory reporter. A mandatory reporter is a person who is required by law to report suspected abuse, neglect, or exploitation to the proper agency.

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WHY THIS MATTERS

Every person has the right to be safe, respected, and treated with dignity. Abuse, neglect, and exploitation are serious, and Direct Care Workers play an important role in helping protect the people they support.

A simple way to remember the difference is:

- Abuse means harming someone
- Neglect means not giving needed care
- Exploitation means taking unfair advantage of someone

Restrictive Measures

Restrictive measures are actions that limit a person's movement or behavior. These measures are closely regulated and are only used when absolutely necessary. The goal is to protect safety and respect individual rights. Proper approvals and documentation must be in place. As a Direct Care Worker, you are required to follow these rules. If a restrictive measure is part of someone's support plan, you must have training on it.

1. **Approval Process:** Any restrictive measure must have approval ahead of time. This approval is usually made by the Department of Health Services (DHS). Your employer's care manager needs to get this approval before the measure is used. Using a restrictive measure without approval can violate a person's rights.

2. **Behavior Support Plans (BSP):** If a restrictive measure is needed, your employer's care manager may be required to create a BSP. This plan explains when and why the restrictive measure can be used. The plan has to be reviewed and approved by an interdisciplinary team (IDT).

3. **Last Resort:** Restrictive measures are only used after all other, less restrictive options have been tried and have not worked. They are used only for safety purposes and must always be documented and justified.

4. **Prohibited Practices:** Some actions are never allowed because they are dangerous. Examples include chokeholds or any action that restricts a person's breathing.

Reporting Incidents and Accidents

Reporting incidents and accidents is an important part of keeping people safe. It also helps make sure the right people know what happened and can respond in the right way. Your role as a Direct Care Worker is to report incidents and accidents to your employer's care manager and to the Financial Management Services (FMS) provider as soon as possible.

An **accident** is something unplanned that happens, such as a fall, a cut, or another injury. An **incident** is an event that may affect your employers health, safety, or well-being. This can include things like a medication error, missing property, unsafe behavior, or a situation that could have caused harm.

If an incident or accident happens, stay calm and make sure you and your employer are safe. Get help right away if needed. If there is a serious injury or emergency, call 911.

After you are safe, report what happened as soon as possible. This report should be made to your care manager and FMS. Be honest and clear when you share information. Include what happened, when it happened, where it happened, and who was involved. Only report facts. Do not guess or leave out important details.

Reporting incidents and accidents right away can help prevent more harm. It also helps the care team understand what support may be needed next.

Remember, reporting is not about blame. It is about safety, care, and making sure concerns are taken seriously. Speaking up is important.

Emergencies

An emergency is a serious situation that needs help right away. As a Direct Care Worker, it is important to know how to recognize an emergency and respond quickly and calmly.

An emergency may include trouble breathing, chest pain, severe bleeding, a serious fall, choking, loss of consciousness, seizure, signs of stroke, or any sudden change that puts the person's health or safety at risk. Emergencies can also include fire, gas leaks, severe weather, or another danger in the home or community.

If an emergency happens, stay as calm as you can. Call 911 right away if the person is in serious danger or needs immediate medical help. Give clear information about what is happening, where you are, and what help is needed.

After calling 911, follow any emergency steps in the person's care plan if you can do so safely. Stay with the person, keep them as safe and comfortable as possible, and do not leave them alone unless you must leave to get help.

Once the emergency is under control, report what happened to their care manager as required. Be sure to share clear and accurate information. Knowing how to recognize and respond to an emergency can help protect the health and safety of the person you support.

Injuries at Work

Your safety at work is important. While supporting your employer, you may have times when you get hurt on the job. If this happens, it is important to report the injury right away.

The FMS makes sure you are covered by Workers' Compensation insurance. This insurance can help if you are injured while working for your employer.

If you get hurt at work, contact the FMS as soon as possible. The FMS staff will help you file a report with the insurance company. Reporting the injury quickly is important so you can get the help and support you may need.

Always follow any workplace safety steps you have been taught. If you are hurt, even if the injury seems small, be sure to let the FMS know right away. Reporting injuries helps protect both you and your employer.

Electronic Visit Verification (EVV)

Electronic Visit Verification is part of the 21st Century Cures Act. This act is a federal law, passed in 2016. The law requires each state to collect data on in-home services. The goal of the law is to make sure that people receive the services they need. If states do not follow this law, they can lose money for Medicaid services.

EVV is only required for certain services:

- Personal Care
- Supportive Home Care
- Home Health
- Nursing Services

EVV is secure and compliant with the Health Insurance Portability and Accountability Act (HIPAA). Use of the required EVV system is provided at no cost to you or your employer.

HOW IT WORKS

Direct Care Workers who provide in-home support need to check in when they arrive for a visit and check out when they leave. Six required elements need to be captured:

- Who is receiving the service
- Who is providing the service
- What service is provided
- Where the service is provided
- The date of the service
- The time service begins and ends

The EVV system you will use tracks these required data elements.

YOUR RESPONSIBILITIES

Lori Knapp Choice™ will provide you with access to their EVV system, CareTime. It is the responsibility of your employer, as the person receiving services, to make sure you use CareTime for the service codes that are required. This is not an option. It is a requirement for all people who are receiving these types of services. Please note: not all services that you may provide require the use of EVV.

Be sure to do the following:

- Make sure you receive EVV/CareTime training.
- Make sure you have the information needed to check in for your shifts using CareTime.
- Review the EVV information with your employer. This helps make sure that you are using the EVV system.
- Your employer will verify that your check-in and check-out times are correct.

Timesheets and Time Reporting

As mentioned earlier, many services do not require EVV. The services you provide that do not use EVV must be tracked on a timesheet. Lori Knapp Choice™ offers electronic timesheets, which can help reduce mistakes and make it easier to keep up with your time reporting. You will need to turn in your timesheets on time and follow the payroll schedule provided by the FMS. The schedule shows when timesheets are due and when you will be paid. If a timesheet is late, your pay may be delayed. Be sure to check your hours carefully, fill out the timesheet completely, have your employer approve it, and turn it in by the deadline for each pay period.



Monitoring Service Use

Direct Care Workers play an important role in monitoring service use. This means paying attention to the supports and services the person receives and noticing whether those services are meeting the person's needs.

As a Direct Care Worker, you may be the person who spends the most time with the employer. Because of this, you may notice changes in their health, mood, behavior, or daily routine before anyone else does. You may also notice if the person needs more help, less help, or a different kind of support.

Monitoring service use also means making sure services are being used as planned. This includes following the care plan, keeping track of the support you provide, and reporting concerns when something does not seem right. For example, you should speak up if the person's needs change, if a service is not helping, or if the person is not receiving the support they need.

The Direct Care Worker's role is not to make major decisions, but to observe, document, and report important information. By paying attention and sharing concerns, you help make sure the person receives the right support at the right time.



About Us

Our company has been a leader in providing fiscal agent services to Wisconsin communities for more than 20 years. Known to many as Lori Knapp, Lori Knapp Choice™ was one of the first to offer financial management services to support people who choose self-direction.

The Lori Knapp company was founded in 1971 by Don and Bette Knapp. The original service offerings focused on residential care. In 2011, Lori Knapp developed its Fiscal Agent business. The residential and in-home Lori Knapp business was named Lori Knapp Cares, and the new fiscal agent business was LKiChoice, now called Lori Knapp Choice™.

The company works with the following programs:

- Children's Long-Term Services waiver - CLTS
- Family Care
- Family Care Partnership

Our primary focus is self-direction. Our goal is to help people remain in their homes and thriving in their communities. The company is guided by its values: ambition, accountability, empowerment, ethics, and empathy. These values are personal to our team and are woven into every aspect of our work.



Resources

In the following pages you will find sample documents that your employer may use as part of your employment.

Sample Direct Care Worker Agreement

Sample Participant and Direct Care Worker Agreement

Sample Direct Care Worker Agreement

This agreement is made on _____ (Date) between the following

people: _____ (Name of the employer)

and _____ (Name of the Direct Care Worker)

Start Date

This agreement begins on _____ (Date) and may be ended by either person with reasonable notice to the other person. As the Direct Care Worker, I am aware and agree that my employment is conditioned on my Employer's participation in the Self-Directed Program. I am also aware that if my Employer ends participation in the Self-Directed Program, my employment may end.

Purpose

The purpose of this Agreement is to:

- To set clear expectations for the support that is needed.
- To ensure both parties understand what is expected and when
- To avoid misunderstandings

Services to be provided by DCW

During the term of this Agreement, as the Direct Care Worker, I shall provide support to my Employer by performing the duties outlined in this agreement and any attachments to it.

Check All That Apply

☐ **Transportation**: Driving the program participant to medical, dental, day programs, and other appointments or activities.

Notes:

☐ **Supportive Home Care:** Providing **personal assistance** services. Personal assistance includes hands-on help with activities of daily living – bathing, dressing, eating, toileting, and mobility. This also includes direct assistance with instrumental activities of daily living – meal preparation, medication management, housekeeping, laundry, etc.

Notes:

☐ **Supportive Home Care:** Providing **household/chore** services. This includes direct assistance with instrumental activities of daily living – meal preparation, medication management, housekeeping, laundry, etc. Also included are tasks that may need to be done seasonally or after an event – window washing, cleaning carpets, rugs, drapery, etc.

Notes:

Schedule and Compensation

The employer sets the rate of pay, hours, and schedule. This rate is before taxes. A W-2 statement will be provided to you.

Pay Schedule: Bi-monthly paid on the 15th and 30th of each month. Timesheets must be submitted according to a set schedule.

Work Schedule

I understand that my employer may request adjustments to my schedule due to personal needs, a change in level of care, a change in other scheduled activities, etc.

I understand that I may request a schedule adjustment or time off due to a holiday or other circumstances, such as illness. My employer will communicate expectations to me regarding expected notice.

Direct Care Worker Acknowledgements (Direct Care Worker to initial each statement)

_____ I agree to assist my Employer in maintaining the documentation and records required by my Employer and/or Program Administrator/Agencies.

_____ I agree to complete all necessary paperwork for required payroll deductions.

_____ I agree to participate in any meetings if requested to do so by my Employer.

_____ I understand that this is an employment "at will" relationship. This means that my employer or I can terminate my employment at any time. My Employer cannot terminate my employment on the basis of my race, religion, sex, disability, or other protected status under federal or state law. I agree to give as much written notice as possible to my Employer if I terminate my employment.

_____ I understand and acknowledge that the person listed above is my Employer. I understand that I am not an employee of Lori Knapp Choice™. Lori Knapp Choice™ is the Fiscal Employer Agent of the Self-Directed Program funds used to pay me.

_____ I understand that I may not begin providing services or submitting time until I receive a start date. I understand that any time worked before my official start date will not be paid.

_____ I understand that I can only be paid for budgeted and authorized weekly hours.

_____ I understand that I will not be paid for hours not submitted, not approved by my employer, or hours that are unauthorized.

By signing below (next page), the Direct Care Worker acknowledges an understanding of each of the statements above.

Employer Acknowledgements (Employer to initial each statement)

_____ I will provide the Fiscal Employer Agent with the required documentation to make sure my employee is paid on time.

_____ I will provide performance feedback to my Employee. This feedback is focused on ensuring that I am receiving quality support.

_____ I understand that I am responsible for scheduling my employee.

_____ I understand that I cannot schedule my employee for more hours than my approved budget supports.

_____ I agree to review and sign time sheets in a timely manner.

_____ I agree to provide on-the-job training and provide feedback to my employee.

By signing below, the employer acknowledges an understanding of each of the statements above.

_____ _____

Program Participant/Employer Date

_____ _____

Direct Care Worker/Employee Date

Sample Participant and Direct Care Worker Agreement

_____ has been hired by _____.

Direct Care Worker (Employee)* Participant (Employer)*

*Please use the name exactly as it appears on the Social Security card.

The Direct Care Worker (Employee) will provide care services through the self-directed services program to the Participant (Employer). Lori Knapp Choice™ has been chosen to assist the Participant (Employer) with administrative tasks, enrollment setup, and payroll services.

As the Direct Care Worker, I agree to:

- Complete all documents that are required to be an employee of a fiscal member, my employer.
- Not start working until all required paperwork from Lori Knapp Choice™ has been completed, returned, processed, and approved. Once approved, I will be contacted with a start date from Lori Knapp Choice™ or the care managed organization.
- Aid in the correction of any errors that may occur with processing payroll.
- Work with the Participant I am supporting to provide the best care and outcome possible.
- Stay within the guidelines of what is authorized for hours worked and tasks required.
- Follow HIPAA and confidentiality requirements.
- Follow standard precautions and perform all work-related tasks in a safe manner.
- Accurate timesheet reporting. Failure to do this could result in fraud and/or abuse reporting.
- Follow processes and procedures of EVV (Electronic Visit Verification) if applicable to the Participant (Employer) I am supporting.
- Report concerns of safety, health, or well-being of the person I am caring for to the Participant's Care Manager.
- Report current charges or pending allegation of abuse or neglect to the Participant's Care Manager or Lori Knapp Choice™.
- Report any convictions that occur after my start date to the Participant and Lori Knapp Choice™.
- Report work-related injury within 24 hours to Lori Knapp Choice™ at 844.534.7225.
- Notify Lori Knapp Choice™ if I do not work within 60 days.
- Notify and send an updated form to Lori Knapp Choice™ of changes to my mailing address.
- Notify and send an updated form to Lori Knapp Choice™ of changes to my direct deposit information (direct deposit information will **not** be updated without a completed form on file). Changes to direct deposit information need to be made five business days before the payment dates.
- Notify and send an updated form to Lori Knapp Choice™ of any changes to my state or federal deductions. This will require an updated W4 or WT4 form completed.
- Notify and send an updated form to Lori Knapp Choice™ if my name changes.

Sample Participant and Direct Care Worker Agreement Continued

I understand I am the employee of _____.
Participant Name (Employer)

I understand that my timesheet needs to be turned in according to the Time Report and Pay Schedule provided. Submission of late timesheets and non-use of the Electronic Visit Verification (EVV) system properly (if it's relevant to your job), could delay pay until the next pay period. Non-compliance with EVV (if applicable) could lead to disenrollment in SDS FEA.

I understand Lori Knapp Choice™ is not responsible for payment of services if I provide duties to the Participant that are not approved, work more hours than approved by the funding source, or if the Participant is no longer eligible for services under this program.

EXAMPLE: A member is hospitalized or admitted to a facility for a period of time.

I understand that if no person is designated on the Participant's authorization form from Lori Knapp Choice™ to sign off on timesheets due to the Participant's incapacitation or death, I will need to wait to be paid until a person from their estate is deemed legally responsible to sign the timesheets.

I understand the Participant is responsible for all employment actions which might include orientation, training, supervising, disciplinary action, termination, management, and other Participant (employer) – related functions.

I understand that Lori Knapp Choice™ **is not** my employer but provides the payroll services and administrative tasks for the Participant. If I have employment concerns, I need to discuss these with the Participant.

_____ _____
Direct Care Worker (Employee) Signature Date

_____ _____
Participant (Employer) Signature Date





Lori Knapp CHOICE™

Part of the AssuranceSD Family

We are based in Prairie du Chien and serve the entire state of Wisconsin. Contact information is below.

106 S. Beaumont Rd.
Prairie du Chien, WI 53821

Local Phone: 608-326-0434
Toll Free: 844-534-7225

info@loriknappchoice.com

LoriKnappChoice.com

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