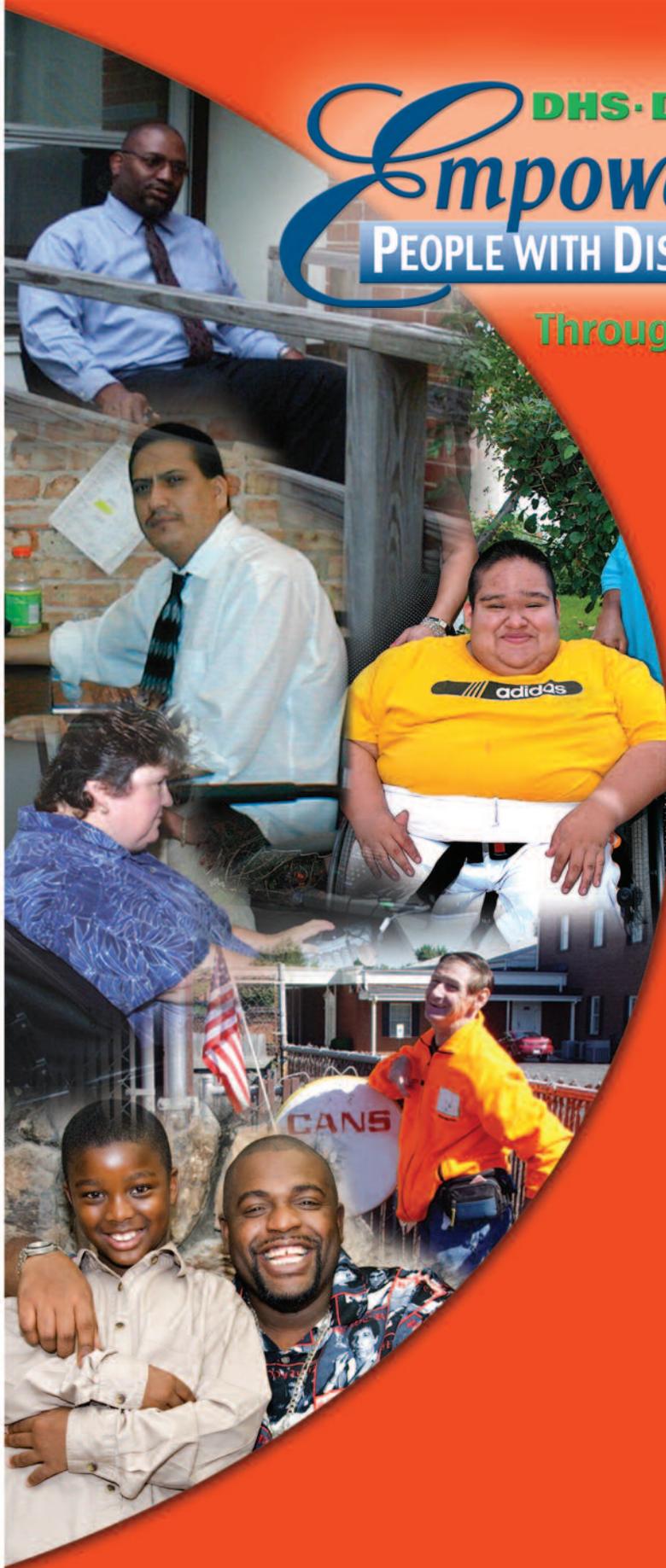




State of Illinois  
Department of Human Services

**DHS·DRS**  
*Empowering*  
**PEOPLE WITH DISABILITIES**

Through...Home Services



**Customer  
Guidance  
for  
Managing  
Providers**



**T**his handbook addresses many of the most commonly asked questions concerning Providers in Home Services Program (HSP), which is administered by the Illinois Department of Human Services, Division of Rehabilitation Services (DHS/DRS). The information contained in this document will help you effectively hire and successfully manage your Individual Provider(s).

The Home Services Program is designed to prevent unnecessary or premature placement in nursing facilities or other institutions. Services you are eligible to receive will be identified on your Service Plan and may include one or more of the following:

- Personal Assistants
- Homemakers
- Home Health Services
- 24-hour Electronic Home Response System (EHRS)
- Adult Day Care
- Home-Delivered Meals
- Home Modifications/Adaptive Equipment and
- Respite Care (up to 240 hours/year).

Your Home Services Counselor will determine, in partnership with you, which HSP services you are approved to receive. Please note that the services are only for you. They cannot be provided to anyone else, including children or animals in your home. Payments for Providers or any other services will not begin until the counselor provides approval. When there are problems your HSP Counselor also can act as a resource person or advocate if you ask for help.

One benefit of the Home Services Program is that you may be able to hire and manage an Individual Provider or use other services which will assist you with staying out of a nursing home or other institution.

## Table of Contents

What is a Provider? .....	1
Where can I find a Provider? .....	1
How do I choose the "Right Person"?.....	1
<i>How many hours will the Provider work?</i> .....	3
<i>When will the Provider be paid?</i> .....	3
<i>What is a Time Sheet?</i> .....	4
<i>Who fills out the Time Sheet?</i> .....	4
<i>Does the Provider have reliable transportation?</i> ..	4
<i>Will the Provider be paid for travel time or receive mileage?</i> .....	4
<i>Will the Provider have benefits?</i> .....	4
<i>Are there any Social Security taxes to be paid?..</i>	4
<i>Are state and federal income taxes withheld? ....</i>	4
<i>Will the Provider receive a W-2?</i> .....	4
Who can help me train and manage my Provider? .....	5
What are our responsibilities to each other? .....	5
Discrimination and Harassment .....	6
<i>Abusive Situations, including fraud</i> .....	6
Who evaluates my Provider's job performance? ..	7
What happens if my Provider is injured while in my home? .....	7
What if my Provider suddenly quits or needs time off? .....	7
What if I'm having problems with my Provider? ..	7
Do I need to keep a personnel file for my Provider? .....	8
My Provider has asked me questions about the union. What should I tell him/her? .....	8
Can DHS/DRS choose to no longer fund my Provider? .....	8

## What is an Individual Provider?

HSP uses the term Individual Provider to mean Personal Assistant (PA) or other Individual Provider (i.e. CNA, LPN, or RN). For simplicity, this document will use the term “Provider” to mean Individual Provider. A Provider is someone you choose to assist you with activities of daily living you cannot do yourself. You are considered the employer. You are responsible for locating, hiring, managing, disciplining and terminating the Provider as required. The success of the relationship is up to you.

You may need to hire and manage more than one Provider in order to accomplish all the things you cannot do yourself. Some Providers may not want to perform or cannot perform specific tasks on your Service Plan, but may excel at other tasks. You may hire another worker to manage the other tasks. In addition, having a back up worker is a requirement of HSP. A back up Provider may be a paid or unpaid worker. Back-up Providers are necessary to make sure you have a source of assistance in an emergency and/or when your regular Provider needs time off. A back up Provider may be a family member, friend, or neighbor who is always available to help; or you may want to have another Provider who will be available in emergencies.

## Where can I find a Provider?

You may choose whomever you want to be your Provider as long as they can perform the tasks on the Service Plan. Sources to help you find a Provider include:

- Your local Center for Independent Living (CIL). To find your local center go to [INCIL.ORG](http://INCIL.ORG) or call 800-587-1227 (V/TTY). CILs also may maintain a database of screened Providers, while offering free PA recruitment, screening, and management
- Word of mouth
- Friends
- Other HSP Customers
- Illinois Department of Employment Security
- Advertising in the local paper or through free websites (i.e.-Craigslist, eBay classifieds).
- The labor organization which represents PAs, the Service Employee International Union (SEIU) 866-933-SEIU, keeps a list of prospective employees which may be helpful.

- Use bulletin board note cards. Make them at eye-level, make sure the heading is visible from far away and check the ads often to make sure no one has covered them up or thrown them away.
- Colleges and universities with nursing, occupational or physical therapy departments, and university disabled student services (DSS).
- Ask your HSP Counselor and/or local office for assistance.

Under limited circumstances, a relative of yours may be able to be paid to provide services. However, the following family members are not allowed:

- Spouses
- Parents if you are under age 18
- Legal guardians if you are under age 18
- Foster parents if your are under age 18
- Stepparents if you are under age 18 and
- Children under the age of 18 for a parent, legal guardian, foster parent or stepparent.

You are responsible for all stages of the interview and selection process, including the decision of who to interview, what questions will be asked, time frames and who you will hire.

You cannot discriminate against any employee or applicant for employment on the basis of race, religion, gender, marital status, national origin or ancestry, age, disability, military status or any other status protected by law.

## How do I choose the “Right Person”?

The following are useful tips to consider as your search begins for a Provider who can work well with you, and in making decisions about what you expect in a worker.

**Step 1.** Consider your needs and the services included in your Service Plan before you begin the hiring process. Your Service Plan allows a set number of hours per day/week. Decide what schedule will work for you. Equally important, decide what skills you want your Provider to have, and plan how you will communicate your specific needs – and your expectations – to those you interview. Have an idea what type of person you want to provide your services – older, younger, male,

female, someone who takes initiative or someone who does only what is asked, etc.

The person providing your services works for you, even though his/her paycheck comes from the State. You are responsible for assuring that your worker does the job he/she is paid for, and that all rules are followed. This is true even if the person you hire is a relative.

If you are considering hiring a relative or friend as your Provider, ask yourself the following questions first to help you determine if this is the right choice:

- ◆ What will you do if you find your Provider (who is a relative) can't perform the tasks of the job but, you know he/she needs the income to support him/her and/or other family members?
- ◆ What will you do if you find your Provider misses work frequently, promising to make up the missed tasks, but never seems to find the time to do so?
- ◆ What will you do if your family member asks you to allow him/her to be paid for hours not worked for you and offers to give you money if you don't tell? (This is considered fraud and both your relative and you could be prosecuted and go to jail.)
- ◆ How will you feel if the work duties now cause a hardship in your provider relationship?
- ◆ Have you considered that your family or significant other may be able to obtain employment at a higher rate of pay, with benefits and career advancement opportunities, etc., if he/she doesn't become employed as your Provider?
- ◆ What happens when the Provider loses income because you become ineligible for the program, your hours are reduced because your condition improves, you are no longer financially eligible, or you are hospitalized, institutionalized, on vacation or need more skilled care than what he/she is able to provide?
- ◆ Have you considered the individual's past work history and performance? If there were problems, why will it be any different if you become his/her employer?
- ◆ Are you sure you are comfortable with a family member or friend doing personal care such as bathing, bowel/bladder care, etc. for you? How

comfortable do you think he/she will be in providing your hygienic care?

- ◆ Do you think this job may overburden your family member considering all the other responsibilities they may have?
- ◆ Do you know that your family member, or any other Provider, could be prosecuted if there was ever proof of falsification of a time sheet?
- ◆ Do you know that your family member, or any other Provider, could be prosecuted and convicted of Abuse and Neglect if anyone outside the agency makes a complaint and it is found to be true?

## **Step 2.** When unable to locate a Provider, advertise.

In an ad, state your needs in general and be specific about your expectations regarding the worker's level of experience. Don't be specific about the location of your residence in the advertisement. You may want to include rate of pay, hours, and a list of generalized duties. You may also want to consider using an email address as a contact instead of your phone number.

**Step 3.** After getting responses to your ad, you are ready to begin the screening process.

- For face-to-face interviews, choose several people who may meet your needs.
- Arrange for a time and place for the interview.
- You may want to have a friend or family member with you during the interview.

**Step 4.** Consider the following issues during the interview process:

Avoid questions that can be answered with a "yes or no". Ask questions that will let you learn more such as "what would make you a good Provider?" "What type of experience do you have working with people with disabilities?"

In addition to qualifications, also take into account the applicant's personality. You want to be able to get along. Take some time to get to know the person – you'll be spending a lot of time together during the employment relationship.

Reliability is a very important consideration, so ask about their previous work history, attendance issues,

and how they got along with other employees and supervisors. Are they working now? Why not?

Consider asking the applicants to tell you about themselves, especially things that they feel you should know as their employer and tell them that you will keep this type of information confidential.

Does the Provider have access to the necessary transportation that allows him/her to complete tasks on your Service Plan? Remember that Providers are not authorized to transport you, the Customer, under the rules of the Home Services Program. However, the Department of Healthcare and Family Services (HFS) can enroll individuals as private auto transportation providers for medical appointments. For more information, contact your local HSP office.

Discuss job duties in detail, including the time each task takes based on your Service Plan. Your Provider is only authorized to perform tasks on the Service Plan.

Be specific about parts of the job that require intimate contact. Explain how some duties and unexpected problems can cause changes in daily routine. Ask how they feel about the responsibilities of the job and what previous experience they may have had doing similar work.

Discuss hours, rates of pay and weekend duties, if applicable. As the employer, you are responsible for communicating the specific number of hours and schedule for each Provider who will work in your home. Your worker will be provided a copy of the Service Plan. If you have multiple workers, you must be specific with them regarding their schedules, because the Service Plan will show all hours not just those of each Provider. Hours worked beyond the plan will not be paid.

The maximum number of hours any Provider can work in a single day is 16 hours for one or more customers.

The Home Services Program does not pay for vacation time, days off, or sick leave benefits for Providers. In addition, Providers are not entitled to a paid lunch hour. You are not legally required to provide any benefits to your Providers.

Make sure your Provider has a valid Social Security number. This is one of the verification documents

which can be used on the I-9 (Employment Eligibility Verification) form which must be completed.

Make sure the applicant has the necessary abilities to perform the services you will require. Review the Service Plan and ask specific questions, for example, “tell me one of your favorite meals to prepare”.

Ask if the applicant has any other employment. If so, what are the hours and days that the person works his/her other job? Ask questions to be sure the other job will not interfere with the hours you need services.

One of the most important things you should do is ask for references, i.e.; the names and phone numbers of people who can confirm the applicant’s ability and trustworthiness. Once obtained call the references to get their opinions of the applicant.

**Step 5.** As you have questions for the applicant, they will also have questions for you. Be prepared to answer their questions.

*How many hours will the Provider work?* Based on your Service Plan, you develop a work schedule for your worker. It is useful to show your current Service Plan to your Provider and discuss the specific hours he/she will be working for you. Workers should only perform tasks noted on the Service Plan.

If you have multiple workers, be sure to specify to each worker what his/her schedule will be. The Service Plan identifies a maximum number of hours that can be worked. The hours will not always be worked depending on the number of days in the month or if you are hospitalized or gone from the home for other reasons during the month. It is important to be flexible at times, as your schedule may need to change due to a doctor’s appointment or activity when you might be outside of your home.

A Provider may not provide personal care while you are on vacation, in the hospital or at work unless you receive approval in advance from the HSP counselor. Providers will never be authorized to work if you are admitted to a nursing facility.

*When will the Provider be paid?* Assuming that all required paperwork has been turned in and processed and your time sheet is submitted on time and

accurately completed, Providers should receive payment via their Illinois Debit MasterCard®, direct deposit or paper check on the designated day. This can be verified through the Provider Line at 1-800-804-3833 (V) or 1-877-434-1082 (TTY). HSP encourages all Providers to have their pay deposited on the Illinois Debit MasterCard® or direct deposited in their bank accounts. Pay periods occur two times per month. If your Provider has debit card issues, he/she can call 866-338-2944 for assistance.

**What is a Time Sheet?** This is an official form for keeping track of a Provider's hours on a daily basis. This form must be completed two times per month for each Provider. We recommend you use a separate daily sign in/out sheet to ensure dates and times are entered correctly when completing the time sheet. Address changes for you and the worker must be identified on the time sheets by checking the appropriate box. Failure of the Provider to maintain an accurate address will result in unnecessary payment delays. No delay will occur with direct deposit and debit card.

These time sheets are to be sent to HSP immediately after the 15th and the last day of each month. Instructions on completing time sheets and the Provider Billing Practices are included in the Provider packets. Please reference these documents for additional information.

**Who fills out the Time Sheet?** You or your representative should be the one to fill it out. Once all required information is entered, the Provider reviews and signs the time sheet. As the employer, do not allow anyone to sign the time sheets indicating the hours are accurate, other than you or your representative. The Provider should be the only person to sign his/her name. You should never sign a blank time sheet ahead of time.

**Does the Provider have reliable transportation?** The Provider is responsible for ensuring that he/she has reliable transportation for travel to and from work in your home. There will need to be a discussion whether the worker's car is needed for carrying out tasks outside the home. You should decide when hiring a Provider whether it is important to you if he/she has a car.

**Will the Provider be paid for travel time to/from my**

**residence or for mileage while carrying out tasks such as grocery shopping etc?** No.

**Will the Provider have benefits?** Personal Assistants may be eligible for state-funded health insurance through SEIU if he/she works enough hours in a 3 month period. For questions related to insurance, have your PA call 866-933-SEIU. Other Providers (CNA, LPN, or RN) are not eligible for benefits.

**Are there any Social Security taxes (FICA) to be paid?** The Home Services Program withholds and pays Social Security taxes on the amount it pays your Provider, on your behalf.

**Are state and federal income taxes withheld?** The Provider is required to complete the W-4 form at the time of employment, which will determine how much, if any, taxes are withheld. Anytime a Provider wants to change the number of withholdings, he/she should request a new W-4 card from the local HSP office and re-submit.

**Will the Provider receive a W-2 at the end of the year?** Each year the Illinois Comptroller mails W-2 information to Providers in accordance with Illinois law. If the Provider works for several Home Service Customers, a single W-2 will reflect the wages earned for all Customers served during the calendar year. The Provider is responsible for keeping his/her address updated with HSP so he/she can receive the form in a timely manner.

**Step 6.** After finishing the interviews, review the information:

- How was their personal appearance?
- Where do they live?
- Do they have reliable transportation?
- What was your first impression of each applicant?
- What, if any, reservations do you have?
- Is the Provider willing to approve a background check?

Background checks are a necessary part of being a prudent employer. There will be no cost to you for this service. This form will be included in your Provider packet. A Provider must be willing to submit information required for a background check in order to receive HSP funding for employment. If

you have questions regarding background checks, contact your local office.

**Step 7.** You should now be ready to hire your Provider.

Required forms for every Provider which must be completed and/or submitted to the local office before your Provider will be authorized to begin providing services include:

- DPA 1413 A or B Form (allows Medicaid reimbursement to Illinois)
- Copy of his/her Social Security Card (social security number must be verifiable)
- Copy of a Photo ID (Drivers License or Photo ID)
- W-4, Employee's withholding exemption certificate
- Provider Billing Practices
- Background check
- A completed I-9 form (Employment Eligibility Verification) for your Provider
- Secondary Employment form and
- Individual Provider Standards

Other necessary forms include:

- Payment forms for choice of include direct deposit, Illinois Debit MasterCard®, or paper check.

### **Who can help me train and manage my Provider?**

Since you know what you want, in most cases the best person to train your Provider is you. Many CILs also provide general skills training for PAs; some CILs keep lists of PAs who have completed their training. SEIU also provides periodic trainings for personal assistants on particular subjects, for example how to stay safe, which include First Aid and Universal Precautions. Universal Precautions include actions such as proper hand-washing, wearing gloves, etc., which are designed to protect you and the worker from the spread of communicable disease. Please refer to the handout in your Customer/Provider packet.

A family member, friend or current/former Provider who knows your routine may be helpful in training a new Provider. Having an organized routine and a list of the activities with which you need assistance will also help with training. If you communicate well

with your Provider from the beginning, you should be able to build a good relationship.

Be patient with a new Provider as this is a learning experience for both of you. A written step-by-step "how-to list" can be very useful. Keep it handy. Remember to use your work schedules you may have developed with your HSP counselor. This will guide the activities of your Provider.

### **What are our responsibilities to each other?**

As the employer of the Provider, you have control over the nature and extent of the services (based on your Service Plan) to be performed by the Provider, and the manner and timing in which those activities are performed. Do not expect your Provider to help you with tasks not on your Service Plan, such as cleaning the litter box, walking the dog, holiday decorations, rearranging furniture, etc.

You and your Provider need to build a solid employer-employee relationship. As the employer, you have the right to privacy, to make your own decisions and to manage your own life. If the Provider is not getting the job done, you have the right to terminate his or her employment.

Be firm and assertive, but also let your Providers know you appreciate their efforts. Try to understand their feelings. Discuss any problems as they occur. Be clear and honest about what you like and dislike. Let him/her know your needs, expectations and routine.

Respect your Provider, his/her time off and privacy. Do not require him/her to take on duties not previously agreed upon or which are inconsistent with your Service Plan. Do not ask your worker to assist with your children or others living in the home. Do not expect your Provider to be on-call 24 hours a day.

You are responsible for directing your Provider's work, but you will both have to be flexible, especially with those things that come up unexpectedly.

It is illegal to make sexual overtures to your Provider as this constitutes sexual harassment. This also includes verbalizing suggestive comments. Sexual activities between you and your Provider are strongly discouraged as this undermines the employer-employee relationship.

Some things to expect from Providers:

- To arrive on time and be ready to work.
- To call if they are going to be late.
- To give as much notice as possible when asking for time off or quitting.
- To tell you if the time allotted is enough or too much to complete the job.
- To keep track of the number of hours worked, even though this is also your responsibility as the employer.
- To know what to do in case of a medical emergency.
- To expect that some duties require intimate physical contact, if applicable.
- To be flexible in scheduling certain jobs such as grocery shopping, laundry or wheelchair maintenance.
- To maintain confidentiality at all times. The worker should not be sharing any of your personal information with any other person.
- To not bring his or her family or friends into your home, while working.
- To not be under the influence of alcohol or drugs at the workplace, which is also your home.
- To complete tasks on the Service Plan in an efficient manner. Workers are not paid to be a companion, watch TV, talk on the phone, etc.
- To perform all work, with the exception of shopping and errands, in your home.

## **Discrimination and Harassment**

Discrimination and/or harassment of Providers or from Providers is not allowed under Illinois and federal law. This means that you may neither harass nor discriminate against Providers and Providers may not harass nor discriminate against you. It is the policy of the Department of Human Services (DHS) that its recipients of services and applicants for services will be free from discrimination and harassment.

Discrimination of your Provider or by your Provider can be defined as unfavorable treatment based on race, color, religion, national origin, ancestry, age, sex, sexual orientation, marital status, disability, military status or unfavorable discharge from military service.

Harassment is a form of discrimination. It can be verbal, written or physical and its purpose is to create an intimidating, hostile, or offensive work place; and may interfere with your Provider's ability to complete service plan activities as they relate to your care.

Harassment includes, but is not limited to the following:

- Inappropriate nicknames, slurs, negative stereotypes, threats, intimidation or acting in a hostile manner; telling racial jokes, showing graphic materials; and
- Sexual Harassment is any unwelcome, unwanted sexual comments or request for sexual favors, or any other verbal or physical conduct of a sexual nature.

Penalties may include your case being closed if you are the one to harass or discriminate. Also, you may be subject to state and federal laws, which may include investigation and payment of monetary damages. If your Provider discriminates or harasses you, he/she is also subject to the same laws, investigation and possible monetary damage payments. In addition, your Provider may lose his/her job and may not be allowed to work again in certain job positions.

*How do I recognize Abusive Situations?* Good Providers can promote independence; however, a bad Provider can hinder it or be dangerous. It is important to recognize abusive situations and take steps to prevent or stop them. Abuse can come in many forms including physical, emotional, sexual, and financial exploitation. Neglect and verbal abuse should also be considered forms of abuse.

In the event that your Provider acts abusive or in inappropriate ways towards you, you can take steps to protect yourself and stop the behavior.

- Inform your Provider his/her behavior is disrespectful and inappropriate.
- Inform him/her if it continues, he/she will be terminated.
- If the behavior needs action instead of discussion because you feel threatened or your Provider was violent toward you:
  - Seek medical treatment.
  - Call the police.
  - Call your HSP counselor and/or

- Call the Office of Inspector General at 800-368-1463

Additional steps can be taken to prevent abuse:

- Check references.
- Use caution in sharing access to cash, checks, accounts, credit cards, etc.
- Set guidelines in what property your Provider can use (car, phone, computer, food, keys, etc.)
- If you allow your keys to be borrowed, be sure to get them back after your Provider no longer works for you or have your locks changed.
- Review the criminal background check before hiring.

Unfortunately, theft of property, identity, finances and medications, can be a reality. Tips to avoid theft include:

- Keep valuables, which could include medications, under lock and key, when not in use.
- Review your credit card, phone, cell phone, and bank statements every month for unauthorized expenditures.
- Never give out your social security number, credit card number or other personal information to your Provider unless absolutely necessary.
- Do not allow a Provider to use your credit card or debit card and pin/LINK card/check book unless absolutely necessary. As applicable, always ask for receipts and review them to ensure items purchased are what you requested.
- Do not borrow money from or loan money to your Provider.
- Order a credit report once a year. Look for entries that are unfamiliar to you and investigate if necessary.
- Be aware of what medications you take and the amounts.
- You are strongly discouraged from having your Provider be your Social Security Payee Representative.

If something does not seem right, it may not be. If you believe theft/exploitation has occurred, call the police and notify your HSP counselor.

### **Who evaluates my Provider's job performance?**

You do. DHS/DRS will require you to complete and

turn in an annual Provider Evaluation form, which becomes part of the case file record. The evaluation will ask your opinion about attendance, quality of work etc.

### **What happens if my Provider is injured while in my home?**

If an injury occurs to your worker, you need to complete the Report of Injury to an Individual Provider form within 24 hours of the event and submit to the local office. In addition, call your HSP counselor to report the incident.

### **What if my Provider suddenly quits or needs time off?**

Be prepared! Plan ahead. As discussed earlier, it is good practice to keep a back-up list of names and phone numbers of family, friends, other reliable people and the times they are available. This list should be easily accessible so you know where it is if there is a sudden need for someone who can assist you if your Provider suddenly cannot. You can also talk to your HSP counselor about what to do in an emergency if the Provider suddenly quits.

### **What if I'm having problems with my Provider?**

If you have a problem with your Provider, you should talk to him/her about how you feel. Consider your Provider's feelings, too. The two of you may be able to solve the problem. Discuss solutions and choose the best one for both of you. As in any relationship, mutual respect and courtesy are important. It is never permissible for customers to withhold signature for payment for hours that were worked according to the Service Plan.

Without getting angry, you will need to let your Provider know in a direct way that you have the right to make your own decisions. You are the employer. Tell your Provider exactly what you didn't like and what you want done in the future.

If you and your Provider cannot come up with a solution, you should find someone else who fits your needs better. The decision to keep or discharge your Provider is yours. In the event you decide to terminate the Provider you will need to tell him or her clearly and decide on a termination date. If possible, give your Provider a 1-2 week notice prior to termination. The Provider may choose to leave

sooner and you will need to rely on your back-up plan system. In addition, the Individual Provider's Last Day of Employment Form will need to be completed and turned in to the local DRS office.

Providers have the right to share information with the HSP office in the event of a disagreement between the parties. If there are repeated concerns and/or abuse of the Providers, HSP will re-evaluate the appropriate level of care to be provided.

Some organizations such as Centers for Independent Living can also help you settle disagreements between you and your Provider.

**If you need help with any problem, you can call:**

- Your HSP Counselor
- Client Assistance Program  
800-641-3929 (voice and TTY)
- Your area Center for Independent Living
- Illinois Dept of Aging/Elder Abuse Hotline  
(if you are over 60)  
800-252-8966, 888-206-1327 (TTY)
- Office of Inspector General  
800-368-1463 (voice) 888-261-2734 (TTY)

**If your problem is legal in nature, you can call:**

- Your local Police Department
- Prairie State Legal Services  
815-965-2134, 815-965-5114 (TTY)
- Land of Lincoln Legal Services  
800-342-7891, 618-394-7300 (relay callers)
- Legal Clinic for the Disabled (Chicago Area)  
312-376-1880
- Illinois Attorney General's Office  
312-814-3399 and 217-524-6575,  
800-964-3013 (TTY)
- Equip for Equality  
800-537-2632, 800-610-2779 (TTY)

Be sure to keep a list of emergency numbers close to the phone. Your phone book may have these inside the front cover.

**Do I need to keep a personnel file for my Provider?**

DHS/DRS recommends that you keep a separate folder for each Provider that contains copies of all employment documents and the worker's time sheets.

DHS/DRS shall be entitled to access to the personnel documents related to your Provider only as needed to ensure compliance with any applicable laws, such as when the file is requested by a government agency for audit or other purposes.

**My Provider has asked me questions about the union. What should I tell him/her?**

If your Provider has any questions about the union, he or she should contact the union directly. SEIU's number is 866-933-7348. Please remind your worker any union business should be conducted outside of work time. This also means that at no time should a representative of SEIU come to your home to talk to your Provider, unless he/she is living in the same home and it is not on work time.

**Can DHS/DRS choose to no longer fund my Provider?**

Yes. If you are found to be unable to manage your Provider, have been found guilty of fraud or have violated program policies, a homemaker or other agency provider may be used to continue meeting your needs. In addition, in situations where it is necessary to protect the health, welfare or safety of you, the Customer, to include but not limited to, credible allegations of abuse, neglect or financial exploitation by an Provider, the State reserves the right to condition any future funding based on credible allegations concerning your welfare or safety. Any such condition may include restriction of the employment of a particular Provider or monitoring of services provided by an Provider.

Any of the following actions on the part of the Provider OR the Customer may result in DRS no longer funding a Provider:

- physical/sexual/financial inappropriateness
- abuse or neglect
- threatening behaviors
- theft/fraud
- the Provider not carrying out the Service Plan

You do have the right to appeal any decision that affects your service from DHS/DRS, including Home Services. Should your services be reduced or changed, your Provider may be upset at the loss of pay and may pressure you to file an appeal. It is important to remember that your Provider cannot appeal on your behalf and that you should only





**100 South Grand Avenue, East • Springfield, Illinois 62762**  
**401 South Clinton Street • Chicago, Illinois 60607**

**[www.dhs.state.il.us](http://www.dhs.state.il.us)**

Programs, activities and employment opportunities in the Illinois Department of Human Services are open and accessible to any individual or group without regard to age, sex, race, sexual orientation, disability, ethnic origin or religion. The department is an equal opportunity employer and practices affirmative action and reasonable accommodation programs.

**DHS 4365 (R-02-12) HSP - Managing Providers**  
Printed by the Authority of the State of Illinois.  
27,000 copies P.O.#12-0897

