

# Getting Started as an Employer of Personal Support Workers in the Home-Based Support Services Programs

November 2008

**Hurray! Your magic “Award Letter” has arrived. You have made a decision to hire personal support workers directly.**

You’ll be working with ACES\$, the fiscal intermediary, who will be paying your personal support workers for you on behalf of the State of Illinois.

## **What do you do next?**

A number of steps must be completed before a Personal Support Worker can actually begin working. Following is a list of suggested steps in a suggested order.

While a specific order is not mandatory, many have discovered that doing some steps in an organized fashion can be very helpful, speed up the process, and can make it much less confusing.

## **Track your process!**

Keep a notebook. With every conversation note:

- The date of the conversation
- Who you talked to and their contact information
- The answers they provided to your questions
- Promises that were made with time frames
- Commitments to get back to you

This will help you stay organized and if there is any confusion you will have an accurate record to which to refer.

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## **The Steps!**

1. **Identify a Service Facilitator** as quickly as possible! Check out the list at <http://www.familysupportnetwork.org/Service%20Facilitators%20by%20County.htm>. Make some phone calls, do some phone interviews. Pick someone who agrees to work with you.
2. **Decide who the “employer” will be.** That person cannot be one of your personal support workers **or a participant who has a legal guardian**. There is a conflict of interest for an employer to be an employee. So, for instance, if both parents intend to be employees, a third person must be identified as the “employer”.

3. **Call ACES\$!** Let them know that you intend to hire support workers directly. They will send someone to meet with you in person and help you get started with their paperwork. Or they may assist with your enrollment over the phone. Service Facilitators may also help with your enrollment at your initial meeting.
4. **Try to coordinate the meeting with ACES\$** to include your Service Facilitator, and the person who has agreed to be your employer.

- **Paper work is much more likely to be submitted correctly the first time.** It is MUCH easier if everyone is in the same room to do the paper work...questions can be addressed, a service plan can be developed.

Make sure you have copies of the Social Security cards and drivers' licenses for each of your intended personal support workers.

It is also helpful to have a copy of the employers Social Security card as this information is needed for completing some of the enrollment forms.

- **ACES\$ will assist you in acquiring a FEIN** (Federal Employer Identification Number). They will be the payee representative for the employer. They will apply for FEIN on behalf of the employer-family member. They also file the employer-family member tax forms.
- **Print paperwork for ACES\$** out from their website at [www.acesfea.org](http://www.acesfea.org). The website has each form by name and a check list so you know exactly what lines to fill out and what lines to skip. Fill out the parts that you can. This will speed your meeting up and help you be prepared with information you might not otherwise have thought to bring.

**The most accurate and up-to-date version of the packet can be obtained via request from ACES\$. This takes roughly 2-3 days, and then you know you have the most recent and complete forms.**

If you don't have access to a computer or printer, you can ask your Service Facilitator to obtain this for you or ask ACES\$ to send you the enrollment packets.

5. **Work with your Service Facilitator to develop an "Individual Service Plan" or "ISP"**. Pat yourself on the back if you did it in the step above. Your world will rotate around the ISP. ISP's can be changed as often as you like. But, providers of service such as your personal support workers cannot be paid until they are included in the service plan.

Request a copy of the service plan for each of your workers so they are aware of your needs and goals they are to work on with you.

6. **Identify people to employ as personal support workers.** Your Service Facilitator may be able to help you with this; however, you will most likely need to take an active role in this process.

**7. Work with your Service Facilitator to fill out the enrollment packet for each worker.**

- The Service Facilitator will also be completing a service authorization form that will list the person's hourly rate and max hours. The worker cannot be paid over the maximum number of hours in the service authorization form!
- Each employee packet will take about 30 minutes to complete but doing it right the first time will save time.
- The Service Facilitator mails the packet to ACES\$. Some families recommend submitting paperwork directly to ACES\$ and then contacting the Service Facilitator so they can initiate their paperwork. The Service Facilitator paperwork can be completed within a few minutes.
- The personal support worker cannot begin working until ACES\$ does the required background checks for each worker. ACES\$ completes background checks.
- After about 10-15 business days, check with ACES\$ to verify that the paperwork has been completed, find out what the consumer number is, confirm employer has a FEIN assigned, confirm that a service authorization form has been rec'd and then you are ready to go.

**8. You will be assigned a consumer number to be used for billing, after the employer paperwork is processed, which is about 5 business days.**

**9. You may, if you wish, also set up an on-line account with ACES\$ to monitor activity.**

**10. Time sheets are kept by the employer** and require signatures by the personal support workers for each of the two pay periods every month...employees do not keep time sheets. **Request more timesheets from ACES\$, they're free!** E-mail [timesheets@accessfea.org](mailto:timesheets@accessfea.org) or call 877/223-7781 ext 3002.

**11. Completed timesheets can be faxed directly to ACES\$.** It is very important to make sure that **all of the appropriate boxes are completed, calculations are correct, and both the employee and employer signatures** are included or this could delay paychecks.

**12. If your worker does not get their paycheck by the designated pay date,** you should either call your Service Facilitator or ACES\$ immediately as there could have been a problem either reading the timesheet, errors, blank boxes (am/pm), etc. **ACES\$ does not always call you when this occurs** so it is best that you follow-up right away so it could be remedied as soon as possible.

**If you are currently enrolled in DORS Home Services, DO NOT DISCONTINUE those services until you are actually up and running with the Home-Based Support Services Program.**

## **Needed Forms:**

**Always double check with ACES\$ to make sure this list is still current.** The requirements of different government bodies change from time to time so then the forms do, too.

If you are reading this on line, click on the individual forms to link to the form on ACES\$' website. If not, you can call them at 877/223-7781 x 3002. They are also online at <http://www.acesfea.org/FEA%20Forms%20Illinois.htm>.

### **To become an Illinois Employer**

[Assurances Form](#)

[Definitions of Commonly Used Terms Illinois](#)

[Instructions for Participant-Employer Packet](#)

[Child Abuse and Neglect Tracking System-CANTS CFS689](#) (only for participants in the Children's program.

[Participant Link](#)

[Illinois Consumer Employer Appointment of Agent](#)

[Illinois Service Agreement Consumer Provider](#)

[SS-4 Application for Employer Identification Number](#)

[Employer Identification Number Authorization Form](#)

[IRS Form 2678 Employer Appointment of Agent Form](#)

[IRS Form 8821 Tax Information Authorization](#)

[Participant Grievance Policy/Procedure](#)

[Request to Mail Check to Personal Support Worker's Home](#)

[Illinois Pay Schedule Final](#)

[Consent for Release of Professional Information Form](#)

[Employer Worker's Compensation Acknowledgement Form](#)

[LE-10 Power of Attorney](#)

[UC ISSUE Checklist](#)

[Packet Checklist](#)

## **For Personal Support Workers**

[Definitions of Commonly Used Terms Illinois](#)

[Application Illinois](#)

[Federal W4](#)

[Federal W5](#)

[Illinois W4](#)

[Employment Eligibility](#)

[Acknowledgement of Employer Illinois](#)

[Consumer and PSW Agreement Illinois](#)

[PSW Certification of Relationship](#)

[Illinois New Hire](#)

[Illinois Compiled Statutes Abuse and Neglect](#)

[Illinois Pay Schedule Final](#)

[Illinois Direct Deposit Agreement](#)

[Illinois W5NR](#)

[Illinois Unemployment Compensation Questionnaire](#)

[Notice 797](#)

[Illinois Personal Support Worker Instructions](#)

[Waiver Program Provider Agreement](#)