

# Home Care Referral Registry:

## OPERATIONAL POLICIES AND PROCEDURES

Policy Number: 2010-01

Title: TEMPORARY WORKER PROGRAM

Effective: June 2010

Approved:



Sherri Wills-Green, Acting Executive Director

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### **Purpose:**

To establish guidelines and procedures for Referral Registries to maintain a qualified pool of temporary workers to enable consumers immediate access to a caregiver in urgent situations, for a limited time period.

### **Authority:**

RCW 74.39A.250(1)(f) Authority Duties

*The authority must carry out the following duties: Provide routine, emergency, and respite referrals of individual providers and prospective individual providers to consumers and prospective consumers who are authorized to receive long-term in-home care services through an individual provider.*

### **Definition:**

**Temporary Worker:** A screened and qualified individual provider who can be called on short notice to go out to a consumer's home and provide care on a **temporary basis**. Meanwhile the consumer is engaged in the process of selecting a routine worker (i.e. requesting a referral list, calling and scheduling an interview, interviewing and selecting the prospective provider). This service will benefit consumers who have been newly authorized for COPES or Medicaid Personal Care services, and who want to hire their own caregiver but need someone in their home right away for various reasons. The service also benefits consumers whose regular caregiver is unavailable for a short period of time. In this scenario it may not be necessary to follow up with a referral list to the consumer.

**Short notice:** May require beginning work on the same day or within 24 hours.

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## POLICY AND PROCEDURE:

Each HCRR site will identify a small pool of workers who have indicated the willingness to be referred as a **temporary worker** in urgent situations.

In order to be considered as a Temporary Worker the IP must:

- a. Have a Background check that results in no convictions
- b. Be currently contracted with HCS or DDD
- c. Be current on all training requirements, and
- d. Be willing and available to provide temporary care as needed.

HCRR staff may utilize any method to ensure the Temporary Worker service is available in the service area, including but not limited to:

- a. Developing a list of qualified individuals and maintaining frequent contact with the IP to confirm availability (for example, once a week)
- b. Utilizing the protocol for the standard referral process, and asking the prospective IP if he/she is available to go to the client's home to provide temporary care in the time frame requested. This discussion can occur when contacting the IP to ensure availability as required for all referrals.

HCRRs have the option of asking the worker to sign a '**Temporary Worker Agreement**' which indicates their willingness to be available on a short term basis. An example of such an agreement is attached.

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When the Registry Coordinator receives a call from a **case manager/social worker** requesting a Temporary Worker:

1. The **case manager/social worker** sends a copy of the client service plan to the Registry Coordinator.
2. The Registry Coordinator reviews the service plan and considers the pool of Temporary Workers, selecting the best match.

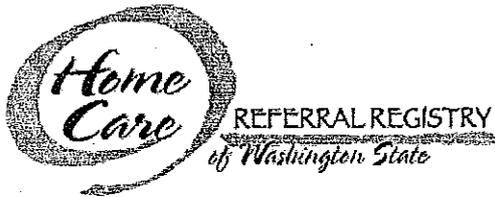
(skip to step 7 below)

OR

1. The **consumer** calls the Registry Coordinator requesting a Temporary Worker.
2. The Registry Coordinator must confirm the consumer's eligibility for services prior to dispatching a Temporary Worker.
3. The case manager/social worker must confirm the consumer's eligibility to receive care for the hours requested.
4. If the case manager/social worker is not available the case manager supervisor may be contacted.

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5. Once eligibility is confirmed, the Registry Coordinator needs to obtain information regarding the service plan via the case manager or the consumer in order to select an appropriate Temporary Worker.
  6. The Registry Coordinator calls the Temporary Worker to check on availability.
  7. If the Temporary Worker is available and willing to provide temporary care, the Registry Coordinator calls the case manager and consumer to inform them that a provider has been identified as requested, and provides contact information for the IP.
  8. The case manager/social worker contacts the IP to review the service plan and determine appropriateness of the IP for the specific client.
  9. If the case manager/social worker determines the IP is appropriate for the client's specific care needs, schedule, etc, the case manager will authorize payment in SSPS once the IP contract file is received from the Registry Coordinator.
  10. The Registry Coordinator will explain to the consumer that the Temporary Worker is available for a limited amount of time, (i.e. just long enough so that the consumer can find someone to hire on a regular basis)
  11. At the same time, the Registry Coordinator explains to the consumer (based on the service plan), that a referral has been generated with a list of three to five names of individuals interested in employment.
  12. Proceed with standard referral processes at this point.
  13. In the situation where the client and the Temporary Worker decide that they would like to continue the relationship it is necessary to determine whether or not that IP can remain in the Temporary Worker pool.

The Registry Coordinator and the local HCS, AAA or DDD office may enter into local working agreements which slightly vary the procedure or the sequence of this process, however, items related to case managers / social workers confirming eligibility and making contact with the IP to determine IP suitability for the specific client are not negotiable.



## Terms of Agreement Home Care Referral Registry Temporary Worker

### Temporary Worker Definition:

A temporary worker is one who has agreed to be available on short term notice to go into a consumer's home and provide care on a temporary basis. The temporary worker will provide the needed care while the consumer is engaged in the process of selecting a routine worker (i.e. requesting a referral list, calling and scheduling an interview, and interviewing and selecting a provider.)

### Temporary Worker Qualifications

In order to be considered a Temporary Worker I must:

- a. Have a Background Check that results in no convictions.
- b. Be currently contracted with Home and Community Services (HCS) and/or Division of Developmental Disabilities (DDD).
- c. Have completed the Revised Fundamentals of Caregiving (RFOC) and additional training requirements.
- d. Call in to the Home Care Referral Registry office on a weekly basis to confirm availability (if required).
- e. Agree to be available to work on the same day or within 24 hours.

### Basis of Referral

In order to be placed on the Temporary Worker list:

- I understand the Registry Coordinator will contact me to see if I am available and willing to work on a Temporary basis for a specific consumer.
- If I am available, I will call the case manager or social workers (cm/sw) immediately.
- The cm/sw will review the client care plan with me over the phone.
- I will go out to the client's home per my agreement with the case manager.
- I understand that this is a temporary and short term work placement.
- I understand completing this application and being listed on the Referral Registry as a Temporary Worker does not guarantee me employment.

I certify under penalty of perjury that all the information provided in this application and its related process is true. I understand that any false information may eliminate my eligibility for participation on the HCQA Referral Registry.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date