



*Our local staff is experienced, knowledgeable, and provides outstanding customer support. We understand how important it is for you to remain in your own home and choose your own direct care worker.*

## Services Are **FREE** or Low Cost for Eligible Seniors and Adults with Long-Term Disabilities.

### *Individuals Can Hire Their Own In-Home Direct Care Workers.*

The programs offered through JEVS Supports for Independence, empower you to hire your own direct care worker, including a friend or a relative (except a spouse) to work hours that suit your needs and schedule.

#### ***In-Home Personal Assistance can help with:***

- Bathing
- Dressing
- Toileting
- Meal preparation
- Assistance with getting in and out of a bed or chair

#### ***JEVS Supports for Independence Helps You Hire and Employ Your Own Direct Care Worker by:***

- Completing background checks
- Processing payroll
- Arranging workers' compensation
- Providing bi-lingual staff members to serve our diverse communities

Visit Us At:  
<http://sfi.jevs.org>

Call today for more information! **267.298.1364 • 1.800.610.7910**



# JEVS Supports for Independence

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**Monroe Office Center, Suite 100**

**One Winding Way**

**Philadelphia PA 19131**

**267-298-1364**

**1-800-610-7910**

*Making Hope Happen*



# Our Mission:

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JEVS Supports for Independence provides quality Personal Support services that allow people to remain in their homes by empowering them to manage and direct the delivery of their own services.





# Supports for Independence Services

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## Financial Management Services

- Fiscal Agent & Payment Agent

## Service Coordination



## Who is eligible?

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- Individuals with physical disabilities 18-59 years of age
- Individuals who are nursing home eligible that are over 60.



## Programs/Models of Service that JEVs SFI can provide FMS services for:

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Attendant Care Waiver

CSPPPD

Independence/OBRA

PDA Waiver

Consumer Model

Services My Way

Personal Assistance Services

Personal Attendant Services

Supports for Participant Direction

# What is a Financial Management Service /FMS provider?

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- An FMS provider pays for the support services identified in an individual's approved plan and budget.
- Only services authorized in an individual's plan are eligible for reimbursement.
- FMS services are broken down in 2 roles: Fiscal Agent Services and Payment Agent Services



# Fiscal Agent Services

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JEVS SFI provides fiscal agent services that support our participants in their role of employing their own direct care worker.

The application a participant completes sets the participant up as a business so they can hire their own employees.

Their employees complete a separate application in order to become an eligible employee for the participant they want to work for.





# Fiscal Agent Services

JEVS SFI provides participants with the assistance they need to manage their own employees.

Services Include:

- Conducting criminal background checks on prospective employees
- Managing services and hours
- Managing of workers' compensation accounts
- Processing bi-weekly payroll
- Filing and paying all applicable taxes
- Processing end of month billing
- Statistical reporting for internal and external sources
- Discontinuation of employment





# The Consumer Directed Training Series

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This training series is the result of a team effort involving important contributions from self-directing Participants, Direct Care Workers, and SFI staff.

The series is designed for self paced/self directed learning and includes the following: 11 sessions of learning materials on DVD or VHS (also available in Spanish)

- **Session One: Introduction & Overview**
- **Session Two : Hiring an Employee**
- **Session Three How to Be A Successful Employer**
- **Session Four : Understanding the Disability Culture**
- **Session Five : Effective Communication**
- **Session Six: Home and Personal Safety**
- **Session Seven: Abuse, Neglect and Sexual Harassment**
- **Session Eight: Meal Planning and Good Nutrition**
- **Session Nine: Basic Services**
- **Session Ten: Ancillary Services**
- **Session Eleven: Respecting Cultures and Boundaries**
- **Session Twelve: Professional and Ethical Behavior**

**Participants that receive our fiscal agent services can supervise their direct care worker in the following activities:**

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### **Basic Services**

Assist individuals to perform routine personal care such as:

- Health maintenance activities
- Bathing and personal hygiene
- Dressing and grooming
- Assistance with transfers
- Meal preparation, assistance with eating and clean-up

### **Ancillary Services**

- Light housekeeping
- Shopping



# Payment Agent Services

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JEVS SFI provides payment agent services that support participants to transition from institutions back into the community.

Payment agent services authorize and pay bills for goods and services that are necessary for the participant to return to the community and set up their household.



# Payment Agent Services

Assistance with purchasing necessary goods and services that are approved in the participant's budget

Paying approved vendors and providers for services based on the current approved program plan

Tracking and reporting of participant budget activity

Providing monthly and quarterly financial statements to program participants and partnering agencies



## Approved payment for goods and services may include:

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Respite care

Habilitative services

Life coaching

Nutritional services

Furniture

Home goods

First month's rent

Connection fees for utilities

Home modifications





# How is JEVS SFI a Unique FMS Provider?

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**We offer distinctive services and provide the ongoing customer service that all participants need in managing their own services.**

- We offer a Free Consumer Directed Training series manual and DVD to train participants to be employers and orient direct care workers to the program
- We handle mediation and conflict resolution
- We have staff fluent in multiple languages
- We offer direct care workers the option of direct deposit or Rapid Pay Card
- We have a competitive pay rate for direct care workers
- We have an advanced phone time capture system that eliminates the need for mailing and faxing of timesheets
- We have experienced and reliable staff who understand the participants and partnering agencies unique needs.
- Our bill pay process is quick and efficient giving participants access to what they need and vendors paid timely.



## How does someone get enrolled?

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- For individuals over 60 the local Area Agency on Aging
- For individuals 18-59 years of age the PA Independent Enrollment Broker 1-877-550-4227





## Process & Responsibilities

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### **Assessor, County Care Manager, or Transition Coordinator will:**

Determine eligibility, hours of care, goods and services needed and will develop a Service Notification Form and budget.

Send Service Notification Form and budget stating monthly service hours to JEVS Supports for Independence. A weekly number of hours also helps the participant stay on track but is not required. The SNF needs to include payments requests for goods and services but the budget must also be included for these items.

Assess, modify and/or adjust the Individual Service Plan and will authorize changes in service or allocated hours and send revised Service Plan to JEVS.



# Process & Responsibilities

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## Participant/Employer

Determine their care needs with the assessor, care manager, or transition coordinator.

Agree upon goods and services needed and budget.

Advertise, recruit, interview and select direct care workers

Complete Employment Application Package, check applicants' references and send applications to JEVS Supports for Independence.

Hire the Direct Care worker and send signed Agreement to JEVS Supports for Independence.

Train Direct Care Worker in performing the tasks/activities authorized in the approved Plan of Care.

Supervise their Employee in the day-to-day performance of their duties and ensure assistant calls in and out to the TelePAY system.



# Direct Care Worker Employment Requirements

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18 yrs or older

Have the required skills and demonstrate the capability to perform services in the participant's service plan

Willing to receive training to perform required duties

Possess basic math, reading and writing skills

Possess a valid social security number

Be willing to submit to a criminal record check



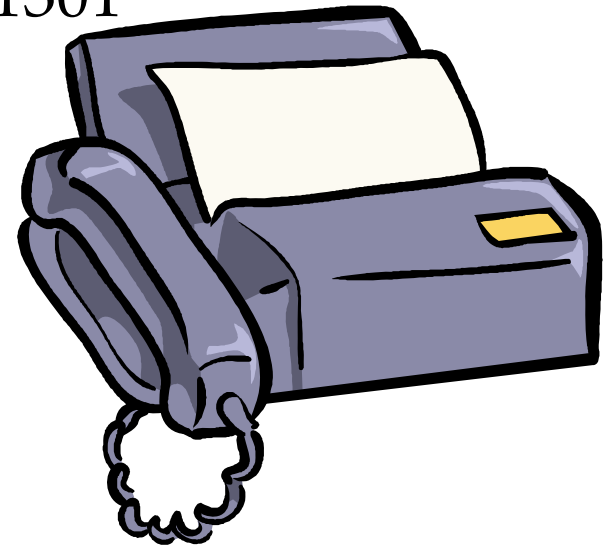
QUESTIONS?

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# JEVS Supports for Independence Contact Information

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- SFI Main Number: 267-298-1300
- Participant Services Department: 267-298-1364
- Main Fax Number: 267-298-1301
- TTY: 267-298-1399
- Toll Free: 1-800-610-7910
- E-mail: [supports@jevs.org](mailto:supports@jevs.org)
- Website: <http://sfi.jevs.org>



## Stay Independent in Your Own Home

*For more than  
twenty-five years,  
JEVS Supports  
for Independence  
has provided  
seniors and adults  
with long-term  
physical  
disabilities  
in-home assistance  
and services that  
empower them  
to live  
independently.*

# Choose JEVS Supports for Independence for Distinctive Features and Quality Services

- Competitive pay rates for direct care workers – \$10.50 Monday-Friday; \$11.50 Saturday & Sunday
- Payment options for assistants – direct deposit, or **rapid! Paycard**
- Convenient and reliable telephone payment system to ensure timely paychecks
- Free Consumer Directed Training Series DVD or video and manual for all participants
- Human Resources supports and training to empower you to employ your own direct care workers
- Our experienced Participant Services Department assists participants and direct care workers and has bilingual staff
- Customer Service Charter demonstrates our commitment to providing 100% customer service satisfaction

*Our pledge is to provide outstanding customer service and support to every participant whose desire it is to remain independent at home.*

**Be independent in your own home and have the Power of Choice.**

This project is funded in part by your local Area Agency on Aging and the Pennsylvania Dept. of Aging.

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