

PERSONAL

ASSISTANCE

SERVICES

The PAS Consumer Handbook

Department for Aging and Rehabilitative Services

2011 edition

“Respectfully creating real life solutions for accessing independence”

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GENERAL DESCRIPTION

Personal Assistance Services (PAS), sometimes called attendant care, is a range of assistive services provided by one or more persons, to assist a disabled person with completing activities of daily living (ADLs) and instrumental activities of daily living (IADLs). Persons with disabilities often are prevented from living independently, working, or being an active part of their community due to the lack of these supports. The collaborative efforts of the Department for Aging and Rehabilitative Services (DARS), the Virginia Centers for Independent Living (CILs), and Handicaps Unlimited of Virginia led to PAS Program, which began in 1990. Initially PAS was grant funded by the Virginia Board for People with Disabilities. Through the years since, the PAS program has been successful in supporting independence, enabling many persons to work, and prevented or ended nursing home placement for persons with disabilities. PAS participants are able to remain in their own home communities.

The Virginia Department for Aging and Rehabilitative Services supports PAS in three ways:

- **VR PAS:** This PAS option is available to persons who have an active VR Plan for employment through the Virginia Department for Aging and Rehabilitative Services, require personal assistance, and are able to hire and manage personal assistants. (An agency-option is available to Vocational Rehabilitation recipients who do not wish to, or who require someone else to manage personal assistants.)
- **State PAS:** This PAS option is funded through State General Funds and is available to individuals who require personal assistance and are not able to qualify for PAS services under VR PAS, Medicaid Waiver Services, or any other comparable program. State PAS has experienced reduced funding and has a long waiting list for services.
- **PAS for Individuals with Brain Injury:** This PAS option is also funded through State General Funds. It is available to individuals who have a qualifying brain injury and cannot obtain PAS from any other funding source. Individuals with Brain Injuries utilize a personal representative to assist with the direction of personal assistance services. BI PAS has also experienced reduced funding and has a waiting list.

YOU ARE APPROVED FOR:

VR PAS STATE-funded PAS PAS FOR BI

DEFINITIONS AND ACRONYMS

Activities of Daily Living (ADLs) – Daily self-care activities, such as the following tasks: bathing, dressing, toileting, transferring, eating.

Applicant – An applicant is a person that applied to DARS PAS but has not participated in a PAS Assessment.

Center for Independent Living (CIL) – A local, non-profit organization with the mission to promote leadership, empowerment, independence, and productivity of persons with significant disabilities. Centers for Independent Living also work as advocacy organizations in order to promote the removal of accessibility barriers in employment and in other community places. A PAS Assessor who works for a Center for Independent Living may perform a PAS Assessment, Reassessment, or Consumer Orientation for the DARS PAS Program.

Consumer-directed – A program philosophy developed as a component of the independent living movement. A consumer-directed program empowers persons with disabilities to make day-to-day decisions regarding their personal care. DARS PAS consumers employ personal assistant(s) and manage all aspects including recruiting, hiring, training, directing, and scheduling PAs. *PAS consumers have the full authority to dismiss personal assistants for unsatisfactory work performance.*

Consumer Orientation: The training package provided to new consumers in order to prepare them to use the DARS PAS program. This manual is a major component of that training.

Department for Aging and Rehabilitative Services (DARS): The Virginia state agency with the goals to provide and advocate for quality services that empower individuals with disabilities in order to maximize personal employment goals and to achieve independence and full inclusion in society. Employees of the DARS PAS Program review assessments, determine eligibility for PAS, and provide ongoing PAS support to PAS consumers and personal assistants. Time sheets are reviewed and processed at the DARS Central Office.

Instrumental Activities of Daily Living (IADLs): Activities not necessary for fundamental functioning but let an individual live independently in the community. IADLs include housekeeping, preparing meals, and grocery shopping, laundering, running errands, providing transportation, and performing seasonal chores.

Personal Assistance Services: The work performed by a personal assistant in order to assure that a PAS consumer completes activities of daily living and instrumental activities of daily living.

Personal Assistant (PA) – A person employed by a PAS consumer to perform personal assistance services.

Reassessment – A re-evaluation of a PAS consumer in order to determine if the PAS consumer still requires PAS and to see if there are any changes in eligibility, financial resources, or functional abilities.

Signatory Authority Form: A form used by PAS Consumers to authenticate their signature. For PAS consumers that are unable to sign timesheets, this form is the method to authorize other persons to sign for them.

PA startup Packet –The packet, which contains the hiring information and the forms, required for employing a new personal assistant. These forms are completed and mailed to the DARS PAS office in order to set up payment files.

PAS Assessor – An assessor is a person who completes PAS Assessments. Assessors receive training from DARS PAS staff. PAS Assessors perform PAS assessments when requested by employees of the DARS PAS office.

PAS Consumer – A person who has applied for DARS PAS Services and has been determined eligible. A PAS consumer may be on the PAS Waiting List or using the DARS PAS program.

ROLES AND RESPONSIBILITIES

PAS CONSUMERS

A consumer in the DARS PAS Program has an employer/employee relationship with personal assistant(s). A consumer is responsible for all of the following tasks:

- Recruiting and hiring,
- Training,
- Establishing work schedule and job duties,
- Supervising,
- Correcting an employee when necessary,
- Dismissing an employee, when needed,
- Completing, reviewing, and signing timesheets every two weeks,
- Making any required consumer share payments to PAs after each pay period
- Mailing timesheets to the DARS PAS office by the specified dates,
- Verifying the eligibility to work of each PA before the first day of employment,
- Making sure that all required employment forms are completed and signed, on or before, the first day of employment,
- Mailing PA Hiring Packets to the DARS PAS office promptly after hiring PAs
- Notifying the DARS PAS office of address changes for personal assistants,
- Notifying the DARS PAS office of changes in their own circumstances including moves, name changes, changes in marital status, and changes in telephone numbers,
- Notifying the DARS PAS office and personal assistants ASAP of any hospitalizations or other interruptions in use of DARS PAS.

PERSONAL ASSISTANTS

- PAs are expected to be reliable,
- To follow the work schedule,
- To notify their employer promptly when an absence is necessary,
- To perform the tasks required by their employer.

DARS PAS PROGRAM STAFF

Employees of the PAS Program are responsible for the following:

- Managing the budget of the DARS PAS Program,
- Acknowledging and reviewing PAS applications,
- Performing preliminary screenings of applications,
- Authorizing PAS Assessments, Consumer Orientation and PAS Reassessments
- Determining final eligibility for DARS PAS services
- Maintaining the DARS PAS waiting list
- Following PAS policies and procedures in a consistent manner
- Calculating the number of hours authorized for each PAS consumer.
- Reviewing all new PA Hiring packets for accuracy and completeness
- Reviewing and keying timesheets for each pay period
- Preparing each payroll for electronic transfer to the Payroll Contractor
- Fraud detection

PAS ASSESSORS

PAS Assessors provide the following:

- Performing PAS Assessments
- Providing Consumer Orientation
- Performing PAS Reassessments
- Providing other Support Services
- Reporting of Fraudulent Activities
- Advocating for unmet needs of applicants and PAS consumers

PAYROLL CONTRACTOR

The payroll contractor is responsible for the following:

- Following the specifications of the Payroll contract,
- Receiving and processing each electronic payroll report
- Printing payroll checks and either mailing checks to Personal Assistants or making Direct Deposit for PAs that have selected this option,
- Maintaining payroll files for each PA
- Paying income taxes to IRS and the Virginia Department of Taxation
- Making quarterly employer provided payments for Social Security and Unemployment
- Billing DARS for reimbursement of all payroll costs
- Preparing and mailing quarterly reports of earnings to each PAS Consumer
- Mailing a **W-2** to each Personal Assistant who worked in the previous year no later than January 31

PAS CONSUMER ORIENTATION

Each PAS Consumer must receive Consumer Orientation prior to starting a PAS program. This orientation is provided to each PAS Consumer in order to review the following topics: finding potential persons to hire, conducting interviews, making hiring decisions, and dealing with the day-to-day supervision of PAs. Other topics covered include preparing a job description, developing interview questions, telephone screening, interviewing, emergency preparedness, and sexual harassment. Training also covers verifying eligibility for employment, completing PA hiring documents, and preparing and signing time sheets.

HIRING PERSONAL ASSISTANTS

A PAS Consumer's role in hiring involves advertising, interviewing, and selecting PAs to provide personal assistance services. The PAS Consumer is the **employer** of PAs.

PAS Consumers hire personal assistants. PAS Consumers need to make sure that each person hired is an individual who is:

- Eligible to work in the United States
- Age 18 or older
- Able to perform the work

A Consumer is encouraged to hire more than one PA. This will provide backup to cover situations when the regularly scheduled PA is unable to work. Below are steps in hiring Personal Assistants:

Step 1: Writing a Job Description

The job description, which you prepare, identifies the tasks, duties and qualifications required of PAs to meet your needs. The job description should be clear and easy to understand. Job descriptions may be written in your own words. This will help each person hired to know exactly what is expected while they are at work. It should also make it clear to PAs that they will be paid, only for hours actually worked.

Sample Job Description #1

Summary of Work:

Personal Assistants are needed to *provide hands- on assistance* with the activities of daily living for a person with a physical disability.

Qualifications:

- Previous experience is desirable
- Must be dependable and able to follow directions
- Must be drug and alcohol free
- Should be able to lift 25 pounds
- Must have reliable transportation to and from work
- Must have a valid driver's license
- Must be eligible to work in the United States
- Training in First Aid is preferred

Duties:

- Will provide direct-assistance with bathing, dressing/undressing, shampooing, shaving, combing hair, cutting nails, brushing teeth, helping in and out of bed
- Will assist with bowel and bladder cleanup
- Will prepare meals, serve the food, and will clean up after each meal.
- Will perform light housekeeping duties (vacuuming, cleaning bathroom, making bed, washing clothes and washing sheets and towels.)
- Will help with shopping for groceries and picking up medication
- May be asked to perform other personal errands
- Will drive me to/from medical appointments

Schedule:

Split shift – 3 hours in a.m. 9-12, 2 hours in p.m.7-9, 7 days a week

Salary:

\$8.86/hour, paid every 2 weeks.

Sample Job Description #2

I need my Personal Assistant to help me with the following activities:

TRANSFERS: Will get me in and out of bed and into my wheelchair and will help me to transfer from my wheelchair to the toilet or shower chair and back to my wheelchair as needed using a Hoyer lift. Training will be provided on the use of the Hoyer lift.

BATHING: Will bathe me and will wash and dry my hair. I prefer this to be done every other day.

TOILETING: Will assist me in preparing to use the toilet and will help me to clean myself afterwards.

GROOMING: Will assist me with dressing and undressing, combing my hair, cleaning my nails, setting-up my toothbrush and water cup.

MEDICATIONS: At my request, will fill a water cup, open bottles that I indicate, and hand me the pills that I request- 3 times a day.

MEAL PREPARATION: Will prepare breakfast, lunch and dinner for me, I will request the foods that I want prepared, will cut up food and place the food and utensils on my tray, and help me to clean up afterwards.

HOUSEWORK: Will make my bed, change my sheets twice weekly or as needed, will clean my bathroom, will vacuum and dust my bedroom, will wash dishes and put them away.

WORK SCHEDULE: I need assistance from 7:00 a.m. to 9:00 a.m. and from 6:00 p. m. to 10:00 p.m., Times are flexible.

I am looking for a dependable, honest person who enjoys a smoke-free, alcohol free home. I will treat you in a respectful manner and will expect the same from you.

Step 2: Advertising and Recruiting for Personal Assistants

In order to find suitable PAs, it may be necessary to advertise. Asking family, friends, and neighbors may be helpful as well. Different types of advertising can be tried such as placing classified advertisements in local newspapers, posting on job boards on college campuses, placing ads in grocery stores, in pharmacies, at libraries, at the Center for Independent Living, at your church, etc.

Advertisements are short, simple explanations of what a Consumer is looking for in an employee.

Sample Advertisement #1

A Part time female Personal Assistant is needed to assist a young woman with a physical disability. The young woman needs help getting out of bed using a lift. Other duties include personal care, cooking, helping with errands, and providing light housekeeping. Must have dependable transportation. Hours are somewhat flexible. References are required: Reply to Post Office Box 6000, My Town, VA 23456.

Sample Advertisement #2

Male or Female Personal Assistant needed 30 hours a week to assist older man with a physical disability. Must be able to help with transfers and be able to lift up to 30 pounds. Duties include bathing, dressing, and cooking. Must have dependable transportation and be available between 8:00 a.m. and 1:00 p.m. Job references required. Call (234) 567-8901.

Step 3: Writing Interview Questions

Interview questions are a good way to learn a job applicant's real interest in and attitude towards working as a Personal Assistant. Prepare questions, review them several times, and have them ready before the interview. Sometimes, it is helpful to share a copy of the questions with each applicant at the start of the interview.

Things to consider when writing interview questions:

- Does the applicant have the interest, skills, and ability to work as a PA?
- Does the applicant have experience in working as a PA?
- If not, does the applicant appear to have the desire and ability to learn and perform the tasks needed?
- Will the applicant be available to work the hours needed?
- Is the applicant flexible? Does the applicant seem willing to vary his/her work hours to suit your needs?
- Will the applicant commit to working a set schedule and be on time?
- Does the applicant have reliable transportation?
- Does the applicant know how to perform tasks such as lifting and dressing?
- Why does the applicant seem interested in this type of work?

Sample Interview Questions

- Tell me about your interest and reason for applying to be a Personal Assistant to me
- If I fell down and was bleeding, how would you respond to the situation?
- Tell me about similar jobs that you have had in the past
- Tell me about your most recent job.
- How long have you remained employed with each job?
- What hours are you available to work?
- Are you able to occasionally adjust your hours, if I need to see a Doctor or go to the Pharmacy?
- Tell me about your driving record. Would you be willing to get me a copy of your driving record if I offer you the job?
- Would you be willing to get me a report concerning any charges or arrests from the Police or Sheriff's Office to prove your worthiness to work for me? (This is a good practice for your personal safety.)
- Summarize the skills and abilities that you would bring to this job.
- Are there any questions that you have about being able to provide for my personal care needs?
- May I contact your job references and former employers?
- Do you have any questions for me?

Step 4: Making Telephone Screening Calls

When making or receiving telephone calls about your advertised position, you should pay close attention to the questions asked by the caller. What you hear will give you an idea of what is important to the caller. This is also an opportunity to see if you even want to interview this person. Does the caller ask for a lot of information about what they would be doing and seem interested in your responses or does the caller only ask how much the job pays and the hours of work?

Many callers may not really understand what a Personal Assistant's job involves, so you should read the job description over the phone and explain the specific job duties; such as transferring, bathing, bowel and bladder care. If the caller is still interested after hearing the job description, you may ask a little about their qualifications and then schedule a face-to-face interview to go over the questions in more detail.

Step 5: Face-to-Face Interviews

An interview is a real opportunity to meet an applicant in order to determine if they have the skills, abilities, and commitment needed to perform the duties in the job description. In addition, the interview gives you the opportunity to decide if the person is going to follow your directions and fit into your home. It is very important for you to describe the consumer-directed hands on nature of the job and you have the opportunity to greatly elaborate on what it would be like to work for you.

If you live alone you may prefer to meet applicants in a public place unless you already know the person. If you choose to do the interview at home, it is advisable to have a friend, family member, or advocate present while you conduct the interview. It is important that the second person be prepared to let you conduct the interview without interference. You can ask for their observations after an applicant has left the home.

Begin the interview by introducing yourself and anyone else present. Thank the applicant for coming by to meet with you. Take the time to explain your role as their potential employer and go through the job description in more detail. Here is an example of some of the things you might say about the PAS Program:

Description of the DARS PAS Program

(A suggested way to describe PAS to a person you are interviewing)

- I participate in the Department for Aging and Rehabilitative Services Personal Assistance Services Program, the PAS Program. Personal assistance includes specific duties such as helping me to bathe, to dress, and to use the bathroom, preparing and serving my meals and performing other duties like taking me to the grocery store and the doctor's office.
- If I hire you, you will be employed as my personal assistant. I will train you, supervise your work, and will review and sign your timesheets every two weeks. The rate of pay is *(state current rate for your area)* per hour. You are paid approximately one week following the end of each pay period. (If needed, I also will pay you my portion of your earnings after each pay period.) Times sheets must be filled out, signed, and mailed by the deadline following the end of each pay period. You can also select direct deposit into your bank account if you prefer.
- You are responsible for your own transportation to and from work. You are not paid for your mileage or travel time to and from work. However, if you transport me in your vehicle to a doctor's office or store, I will pay you directly for gas. If you drive me in my vehicle, I will include this in your hours worked and I will be responsible for gas, tolls, and parking fees for my v
- State and Federal taxes are withheld from your paychecks.
- You may apply for unemployment if you are unable to work through no fault of your own.
- You are not covered by workers' compensation because you are considered a household employee of mine.

After describing the PAS Program to the person that you are interviewing, you then go over the job description. Next, you move on to the interview questions.

After you have finished the interview questions, ask the person if they have questions as well. The questions asked by an applicant will give you valuable information about what is most important to them and possibly how they might perform their work.

Step 6: After the Interview

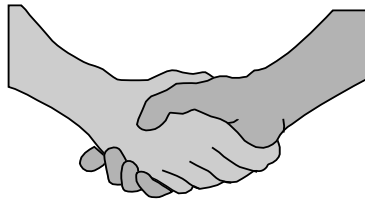
After the interview and before deciding to hire an applicant, you should take time to think about the following:

- The applicant's answers to interview questions;
- Whether the applicant has personal habits, such as smoking, chewing gum, or poor hygiene, that will bother you;
- The applicant's understanding and willingness to perform the tasks that you need performed;
- The applicant's stated response to the expectation that they will be working directly for you;
- Whether the applicant appears able to positively respond to your needs and lifestyle;
- Whether you believe that you will be able to get along with the applicant.
- Obtain and review the results from checking job references. Were they dependable, on time, and able to stay on task in other jobs that they held in the past?
- Would the previous employer rehire this person?

Step 7: Offering the Job

After deciding to hire an applicant, you contact the applicant to offer the job. During this phone call, you can quickly review the terms of employment including work schedule, rate of pay, the employer/employee relationship, and other details considered important by you.

SUMMARY OF HIRING STEPS



- **Writing down the job description**
- **Advertising and recruiting**
- **Preparing and reviewing interview questions**
- **Conducting brief telephone screenings before deciding to schedule an interview**
- **Conducting face-to-face interviews**
- **Reviewing applicant's qualifications and responses to questions**
- **Reviewing information from references, driving record, and background checks**
- **Offering the job**

TRAINING AND SUPERVISING PERSONAL ASSISTANTS

You are in charge of the training and supervision of your PAs. When training PAs, you will need to explain in detail, each task that you need for them to do. As you are preparing for that first day, it will be useful to review the job description and look at the forms in the PA startup packet. The first day will be less difficult if you have already completed the Service Agreement. Training PAs to perform work tasks needs to be based on your needs and preferences.

- Explaining *how* you want tasks done is a very important part. You need to explain to a PA *what you want done* every day.
- It is very important to give feedback to a PA whenever you want them to change their approach in performing a task. Open communication with a PA about how well they are doing and why you are asking for a different approach to a particular task will assure a good employer/employee relationship.
- If the quality of the work of a PA does not meet your needs, even after repeated feedback, you may decide to dismiss them. If you need personal assistance until you can hire another PA, you might want to consider letting them remain while you are finding another PA. This may be important to avoid a service interruption for you. However, if a PA has threatened your health, personal safety, or made you feel uncomfortable in any way; or has stolen from you; it is important to dismiss them immediately. Please report dismissals to the PAS office right away. If you are abused or physically threatened, please report this to the local Police or Sheriff's office as well as to the local Department of Social Services.
- You need to have a back-up plan to cover those times when a PA cannot come in to work. It is very important to keep a list of names of persons who can help if this should happen. All PAs may be unable to work at times. A PA may quit without giving you any notice. Perhaps you could use family members, neighbors, or friends as a back up

RESPONSIBILITIES OF CONSUMERS

You are responsible for managing all of the paperwork requirements for YOUR SELF-DIRECTED PAS program

This includes:

Completing all required PAS paperwork as a PAS employer including but not limited to:

- Assuring the proper completion of all the forms required to hire your personal assistants. (*See samples of required paperwork*).
- Reviewing each time sheet for accuracy, verifying the dates & hours worked, and making sure that your signature and date of signature as well as a PA's signature and date of signature are on each timesheet.
- Your signature (or your signatory's signature) on a timesheet is proof that that you or your signatory ***reviewed and approved*** that time sheet and that all the information is correct. (This is required before DARS PAS staff will accept and approve the time sheet).
- *An example of how a signatory should sign for you is:*

Julie B. Smit for John A. Consumer

or

John A. Consumer by Julie B. Smit

- *Please remember that timesheets without proper signatures shall not be approved for payment.*
- If you are assessed a **consumer share**, a portion of a PA's paycheck is your responsibility and must be paid to each of your PAs.
- Timesheets must be mailed by Friday of the week in which the pay period ended.

- Notify the PAS office of changes in your health or functional abilities. If you are asking for a change in hours, you will be asked to provide medical documentation and a reassessment may be necessary.
- Notify the PAS office of changes to your name, address, or telephone numbers or to your personal assistants' name, address or telephone number to the DARS PAS office.
- Notify the PAS office of changes in your household income
- Notify the PAS office if you start receiving Personal Care Services from other program such as the **Medicaid Waivers**.

RESPONSIBILITIES OF PERSONAL ASSISTANTS

(Personal assistants must accept direction and general supervision from you. You their Employer based on your needs determine Job duties.)

Personal assistants must provide the following in order to receive a paycheck:

- Name, address, telephone numbers, emergency contact, Social Security number, photo identification, and proof of eligibility to work in the United States (*see the I-9 Form in the PA startup Packet for the list of acceptable documents*).
- Sign and date all forms Personal Assistant Startup Packet.
- Failure to submit all of the required paperwork or mailing time sheets in late will hold up the issuing of paychecks.
- Report to work on time, work the full scheduled hours, and complete the job tasks assigned.
- Call you their Employer if they are going to be late or unable to work. Give as much notice as possible if you are unable to report to work.
- Treat your Employer with appropriate respect and dignity.

TERMS OF EMPLOYMENT

Personal Assistant's work is subject to the following terms:

- Paychecks must be completed and mailed every two weeks based on the established pay periods.
(Make sure that you give each PA a copy of the Pay Period Schedule.)
- Payments are for actual hours worked and included on a time sheet.
- Personal Assistants must sign and date their signature on each timesheet
- A PAS Consumer (Employer) or signatory will review and sign each time sheet to show their approval.
- PAs have to complete a separate PA Startup Packet and a different timesheet for each individual PAS Consumer who employs them.
- PAs shall not receive mileage reimbursement from the DARS PAS Office for any use of their personal car in transporting a PAS Consumer.
- PAs who agree to use their own vehicle to transport their employers to appointments, shopping, etc. should ask their employer, in advance, how they will be reimbursed for the use of your car.
- PAs should reach an agreement on the amount of payment expected prior to actually transporting their employer in their vehicle.
- PAs should give two weeks' notice to their employer if they plan to stop working.
- PAs may never send a substitute to work for their employer without prior approval. Substitutes must also be personal assistants employed by the same employer.
- Timesheets for work performed by a substitute PA shall be listed on a separate timesheet with the name of the substitute PA.

- PAs may never sign their employer's name on a timesheet. To do so would constitute fraud.
- ASIWorks makes Social Security (FICA) payments and unemployment payments.
- PAs are not eligible for Workers' Compensation because the Internal Revenue Service (IRS) considers personal assistants "household employees".
- **If a PA does not work for 180 days, they become inactive and will have to complete a new PA Startup Packet in order to resume working.**

INCOME TAXES

ASIWorks handles the payment of Federal and State income taxes.

- PAs are required to complete a **VA-4** and **W-4** and send them to the DARS PAS office
- PAs may mail in a new **VA-4** and **W-4** when there are changes in marital status, name, or number of dependents.
- PAs receive **W-2s** by January 31 of each year from ASIWorks.

LIST OF REQUIRED FORMS FOR HIRING A PERSONAL ASSISTANT

- Employment Eligibility Verification (I-9) Form**

(The “I-9” is a Federal requirement and must be properly completed and signed on the first day of employment.)

- PROVIDER FORM**

- PERSONAL ASSISTANT SERVICE AGREEMENT**

- CONSUMER NOTIFICATION**

- COPY OF SOCIAL SECURITY CARD FROM PA**

- COPY OF AN APPROVED IDENTIFICATION CARD WITH PICTURE OF PA (COPY MUST BE CLEAR ENOUGH TO IDENTIFY THE PA)**

- W-4**

- VA-4**

SIGNATURE OF PAS CONSUMER or Signatory: _____

Date: _____

Note: A sample (completed) I-9 is included when a PAS Consumer PA Handbook is sent to an Assessor and Consumer. The sample is to be used for training purposes as a component of Consumer Orientation. The sample I-9 is not included in the PAS Consumer PA Handbook due to incompatibility between the Handbook (a WORD document) and the I-9 (a PDF document). The Handbook and the I-9 are available on the PAS website. However, the sample I-9 is not available at the website.

PROVIDER FORM

1. Employer (PAS Consumer's) Name _____

2. Personal Assistant Information
(Please print or type the Personal Assistant's legal name, address, e-mail address and phone number)

Name _____

Social Security Number _____

Address:

Street or PO Box

E-Mail

City

State

Zip (9-Digit)

() _____
Home Telephone Number

() _____
Emergency Contact Telephone Number

Cell Phone Number () _____

3. Employment Agreement

- a. My Employer is not my spouse, parent, or child. If my Employer is my brother or sister, we do not live in the same house.
- b. I will request payment only for the actual time that I work.
- c. I will not work for my employer when he/she is in the hospital or otherwise not in need of my services.
- d. ASIWorks, the payroll contractor for the DARS PAS Program, will withhold Federal and state income taxes based on the information that I provide on VA-4 and W-4 forms. I understand that my employer contributions for Social Security (FICA) and Unemployment (SUTA, FUTA) are also paid.
- e. I am a citizen of the United States or otherwise eligible to work in this country.

My signature on this form certifies that, to the best of my knowledge, this information is true, accurate, and complete. I understand that giving inaccurate or misleading information, such as making false statements, listing days and hours that I did not work, or forging my employer's signature will result in my termination and may result in civil or criminal charges.

Signature of Personal Assistant

Date

**Sample
PROVIDER FORM**

3. Employer (PAS Consumer's) Name John Consumer

4. Personal Assistant Information
(Please print or type the Personal Assistant's legal name, address, e-mail address and phone number)

Name Pamela Assistant

Social Security Number 123-45-6789

Address:

1234 Elm Street PA@gmail.com
Street or PO Box E-Mail

Richmond VA 23235-1234
City State Zip (9-Digit)

(804) 222-2222 (804) 333-3333
Home Telephone Number Emergency Contact Telephone Number

Cell Phone Number (804) 444-4444

3. Employment Agreement

- f. My Employer is not my spouse, parent, or child. If my Employer is my brother or sister, we do not live in the same house.
- g. I will request payment only for the actual time that I work.
- h. I will not work for my employer when he/she is in the hospital or otherwise not in need of my services.
- i. ASIWorks, the payroll contractor for the DARS PAS Program, will withhold Federal and state income taxes based on the information that I provide on VA-4 and W-4 forms. I understand that my employer contributions for Social Security (FICA) and Unemployment (SUTA, FUTA) are also paid.
- j. I am a citizen of the United States or otherwise eligible to work in this country.

My signature on this form certifies that, to the best of my knowledge, this information is true, accurate, and complete. I understand that giving inaccurate or misleading information, such as making false statements, listing days and hours that I did not work, or forging my employer's signature will result in my termination and may result in civil or criminal charges.

Pamela Assistant
Signature of Personal Assistant

6/30/10
Date

PERSONAL ASSISTANT SERVICE AGREEMENT

This agreement is between (Employer) _____ and

(Personal Assistant) _____

My personal assistant shall be responsible for performing the following tasks indicated below during their hours of employment.
(Please, circle the tasks needed and indicate when and how often)

Transferring In/Out of Bed: _____
Dressing/Undressing: _____
Meal Prep/Clean-up _____
Laundry: _____
Shopping/Errands: _____
Transportation: _____
Other: _____

The duties listed shall govern the course of this agreement and will not be changed or amended unless we both agree to the changes.

Either of us may give two weeks' notice for termination of this agreement unless one of us has neglected to fulfill our part of this agreement.

PAYMENT:

The DARS PAS office must receive all times sheets for final review and approval before payment will occur. **ASIWorks**, located in Bethesda, Maryland, shall prepare paychecks. *(Please refer to the Instructions for Completion of Timesheets for more information on completing time sheets.)* The hourly rate is \$____.____ per hour. Employers must review the days and hours listed on each time sheet before giving approval and signing. Please call the DARS PAS office if you have questions concerning late or missing paychecks. An employer (PAS Consumer) **may** be responsible for making share payments to each personal assistant every two weeks. Any PAS Consumer assessed a share percentages **must** indicate so on this agreement and on each time sheet.

Employer: _____ has a consumer share obligation of _____.

Our signatures on this form certify that, to the best of our knowledge, all information is accurate, true, and complete. We agree to give further proof of this information if requested. We understand that intentionally listing inaccurate dates and hours, signing any names other than our own shall result in termination or loss of DARS PAS services and may result in civil or criminal charges.

EMPLOYER

DATE

(Used to verify signature on timesheets)

PERSONAL ASSISTANT

DATE

(Used to verify signature on timesheets)

Sample
PERSONAL ASSISTANT SERVICE AGREEMENT

This agreement is between (Employer) John Consumer and
(Personal Assistant) Pamela Assistant

My personal assistant shall be responsible for performing the following tasks indicated below during their hours of employment.
(Please, circle the tasks needed and indicate when and how often)

Transferring In/Out of Bed: twice daily (9:00 a.m. & 8:00 p.m.) – using Hoyer lift
Dressing/Undressing: 9:30 a.m. & 7:30 p.m.
Meal Prep/Clean-up twice daily (10:00 a.m. & 6:00 p.m.)
Laundry: twice a week
Shopping/Errands: once a week
Transportation: as needed
Other: light housekeeping; exercise program

The duties listed shall govern the course of this agreement and will not be changed or amended unless we both agree to the changes.

Either of us may give two weeks' notice for termination of this agreement unless one of us has neglected to fulfill our part of this agreement.

PAYMENT:

The DARS PAS office must receive all times sheets for final review and approval before payment will occur. **ASIWorks**, located in Bethesda, Maryland, shall prepare paychecks. *(Please refer to the **Instructions for Completion of Timesheets for more information on completing time sheets.**)* The hourly rate is \$ 8.86 per hour. Employers must review the days and hours listed on each time sheet before giving approval and signing. Please call the DARS PAS office if you have questions concerning late or missing paychecks. An employer (PAS Consumer) **may** be responsible for making share payments to each personal assistant every two weeks. Any PAS Consumer assessed a share percentages **must** indicate so on this agreement and on each time sheet. Employer: John Consumer has a consumer share obligation of 15%.

Our signatures on this form certify that, to the best of our knowledge, all information is accurate, true, and complete. We agree to give further proof of this information if requested. We understand that intentionally listing inaccurate dates and hours, signing any names other than our own shall result in termination or loss of DARS PAS services and may result in civil or criminal charges.

John Consumer 6/30/10
EMPLOYER DATE

(Used to verify signature on timesheets)

Pamela Assistant 6/30/10
PERSONAL ASSISTANT DATE

(Used to verify signature on timesheets)

CONSUMER NOTIFICATION

Virginia Department for Aging and Rehabilitative Services Authorization to Act as Fiscal Agent on PAS Consumer's Behalf

PAS Consumer (Employer) Information

Agency Information

Name:	Agency: Department for Aging and Rehabilitative Services
Address:	Address: PAS Program, PO Box 71958 Henrico, VA 23255
Phone #:	Personal Assistant's Name:
	Personal Assistant's Phone #:

The Virginia Department for Aging and Rehabilitative Services (DARS) and the Internal Revenue Service (IRS) have an agreement, which affects you, your personal assistants, and the Personal Assistance Services Program. The IRS has determined that you and your personal assistants have a "common-law" employer-employee relationship, which means that you are the employer of your personal assistants.

Social Security laws require that all employers pay FICA (Federal Insurance Contributions Act) taxes to the IRS. In addition, employers must pay Federal (FUTA) and state (SUTA) unemployment taxes for their employees.

DARS will have ASIWorks make the tax payments on your behalf to the IRS and to the Virginia Department of Taxation if you authorize us to act as your Fiscal Agent.

Please sign and date the statement printed below so that these tax payments can begin. This statement will be on file in the DARS PAS office. The DARS PAS Program will not authorize tax payments on your behalf without your signed authorization, and you will be left responsible for payment of all taxes for your employees.

Authorization

I authorize the Virginia Department for Aging and Rehabilitative Services Personal Assistance Services Program and its agent, ASIWorks to act as my Fiscal Agents. DARS PAS and ASIWorks shall make contributions to FICA for my personal assistants. DARS PAS and ASIWorks will also contribute FUTA and SUTA (unemployment taxes). I understand that ASIWorks, the DARS PAS payroll contractor, will make the required payments to the Internal Revenue Service and to the Virginia Department of Taxation. I also understand that my personal assistants will receive W-2 forms detailing the payments made on my behalf.

Signature of PAS Consumer

Date

Sample
CONSUMER NOTIFICATION

**Virginia Department for Aging and Rehabilitative Services
Authorization to Act as Fiscal Agent on a PAS Consumer's Behalf**

PAS Consumer (Employer) Information	Agency Information
Name: John Consumer	Agency: Department for Aging and Rehabilitative Services
Address: 4321 Pine Lane Richmond, VA 23235	Address: PAS Program, PO Box 71958 Henrico, VA 23255
Phone #: 804 111-1111	Personal Assistant's Name: Pamela Assistant
	Personal Assistant's Phone #: 804 222-2222

The Virginia Department for Aging and Rehabilitative Services (DARS) and the Internal Revenue Service (IRS) have an agreement, which affects you, your personal assistants, and the Personal Assistance Services Program. The IRS has determined that you and your personal assistants have a “common-law” employer-employee relationship, which means that you are the employer of your personal assistants.

Social Security laws require that all employers pay FICA (Federal Insurance Contributions Act) taxes to the IRS. In addition, employers must also pay Federal (FUTA) and state (SUTA) unemployment taxes for their employees.

DARS PAS and ASIWorks will make the tax payments on your behalf to the IRS and to the Virginia Department of Taxation once you authorize us to act as your Fiscal Agents.

Please sign and date the statement printed below so that these tax payments may begin. This statement will be on file in the DARS PAS office. The DARS PAS Program and ASIWorks will not make tax payments on your behalf without your signed authorization, and you will be left responsible for payment of all taxes.

Authorization

I authorize the Virginia Department for Aging and Rehabilitative Services Personal Assistance Services Program and ASIWorks to act as my Fiscal Agents. DARS PAS will authorize contributions to FICA for my personal assistants. DARS PAS will also authorize FUTA and SUTA (unemployment taxes). I understand that ASIWorks, the DARS PAS payroll contractor, will make the required payments to the Internal Revenue Service and to the Virginia Department of Taxation. I also understand that my personal assistants will receive W-2 forms detailing the payments made on my behalf.

John Consumer

Signature of PAS Consumer

6/30/10

Date

THE PAYMENT PROCESS

A Timesheet is for one PA and must cover *just* the dates in a single scheduled pay period.

Timesheets must include:

- Personal Assistant's name
- PAS Consumer's name
- Dates and hours worked
- TOTAL HOURS
- Total amount earned
- Cost Share amount (if PAS Consumer has a cost share required)
- Total amount due
- Pay Period
- Original signatures and dates signed by PA and PAS Consumer or signatory

NOTE: Incomplete or incorrect timesheets will be returned to you the consumer for correction.

Faxed, electronic, or copied timesheets are not accepted in place of the signed original.

Timesheets are to be mailed to the address printed on the timesheet. **Timesheets must be mailed by the Friday following the end of a pay period.** Pay periods always end on a Wednesday every two weeks.

There is no set-up fee for direct deposit. Direct Deposit gives a PA access to earnings more quickly and reliably than a check that is mailed. Direct Deposit is also safer because the money goes directly from the ASIWorks bank account to a PA's personal bank account. Payment by Debit card is also available for a small fee.

If you have questions about lost or late paychecks, you may contact the PAS Program staff at 1-800-552-5019-or ASIWorks at 1-800-250-3754.

Sample Timesheet
COMMONWEALTH OF VIRGINIA

Department for Aging and Rehabilitative Services

PERSONAL ASSISTANT'S

CHANGE OF NAME/ADDRESS/TELEPHONE

MAILING ADDRESS:

Department for Aging and Rehabilitative
Services

PAS Program

Post Office Box 71958

Henrico, VA 23255

E-mail Address:

Phone #:

This is to certify that **Pamela Assistant** has been employed as a
Personal Assistant to **John Consumer** for a total of **80** hours
Shown below at **\$8.86** per hour. The Assistant has earned **\$708.80** less cost
share of **\$177.20** to be deducted biweekly and is due a total of **\$531.60**

Timesheets cover 14 calendar days, not working days. Timesheets should be sent to DARS every other Wednesday. Please note number of hours worked by each date, using a separate timesheet for each pay period.

My signature on this form certifies that, to the best of my knowledge, all information is accurate, true, and complete. I agree to give proof of this information if requested. I understand that giving inaccurate or misleading information, including false statements or forgery, may result in the suspension or loss of my services and may result in civil or criminal proceedings.

Approved by Assistant:

Authorized by Employer:

Pamela Assistant

John Consumer

Date: **6/30/10**

Date: **6/30/10**

PAY PERIOD: 6/17/10 to 6/30/10

	<u>DATE</u>	<u>HOURS</u>		<u>DATE</u>	<u>HOURS</u>
Thursday	6/17/10	8	Thursday	6/24/10	8
Friday	6/18/10	8	Friday	6/25/10	8
Saturday	6/19/10	0	Saturday	6/26/10	0
Sunday	6/20/10	0	Sunday	6/27/10	0
Monday	6/21/10	8	Monday	6/28/10	8
Tuesday	6/22/10	8	Tuesday	6/29/10	8
Wednesday	6/23/10	8	Wednesday	6/30/10	8
	TOTAL	40		TOTAL	40

TOTAL HOURS

80

HARASSMENT AND ABUSE

It is your responsibility as an employer to treat your employees in a polite and respectful manner. This sets the tone for a successful employer-employee relationship. If an employee fails to treat you with respect, you will need to explain to them that this is your expectation in return.

Sexual Harassment: *Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment. (U.S. Equal Employment Opportunity Commission)*

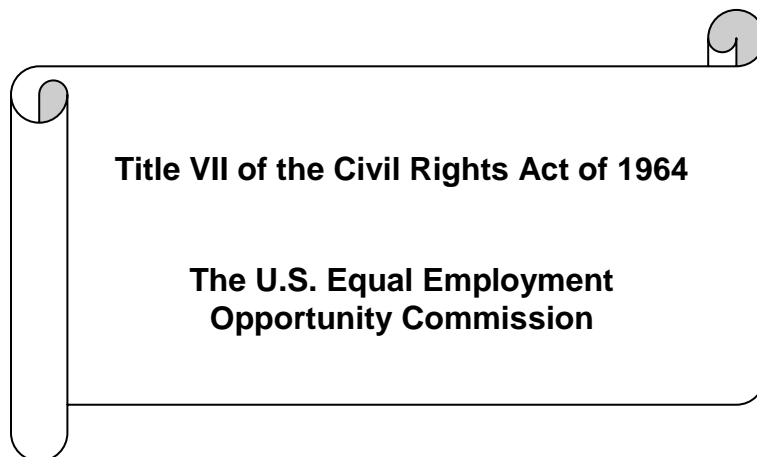
For example, it is never appropriate for you as the employer of personal assistants *to make unwelcome sexual remarks, engage in unwelcome sexual touching, tell vulgar or embarrassing jokes, show your employees pornography, or otherwise act in any way that has the potential to cause embarrassment or discomfort to your employees.*

Abuse of Adults with Disabilities: If one of your employees ever subjects you to any form of physical, verbal, or emotional abuse, you should report this to the Department of Social Services by calling the adult abuse hotline at 1-888-832-3858. Also, please call the PAS Program and report it to one of us as well. The names and numbers for each employee of the PAS Program are on the final page of this handbook.

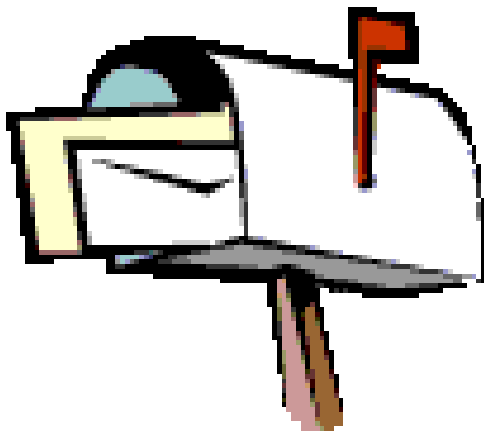
If the abuse involved criminal behavior, you should *first* report criminal behavior to your local Police or Sheriff's Department. You will need to be prepared to press charges, if asked.

If you have any questions about harassment or abuse, please call someone at the PAS Office.

*Title VII of the Civil Rights Act of 1964 prohibits harassment in the workplace.



ADDRESS BOOK



The pages that follows are the listing of the Centers for Independent Living in Virginia

Virginia Centers for Independent Living

<p>Access Independence, Inc. 324 Hope Street, Winchester, VA 22601 <i>Donald Price, Executive Director</i> =dprice@accessindependence.org (540) 662-4452 V (540) 722-9693 TTY (540) 662-4474 FAX 1+(800) 835-2716 Toll Free E-mail =AskAI@accessindependence.org Website www.accessindependence.org</p>	<p>Endependence Center of Northern Virginia 2300 Clarendon Blvd. Suite 305, Courthouse Plaza II Arlington, VA 22201 <i>David Burds, Executive Director</i>= davidb@ecnv.org (703) 525-3268 V (703) 525/3553 TTY (703) 525-3585 FAX E-mail = info@ecnv.org Website = http://www.ecnv.org</p>
<p>Appalachian Independence Center 230 Charwood Drive, Abingdon, VA 24210 <i>Greg Morrell, Executive Director</i> (276) 628-2979 V (276) 676-0920 TTY (276) 628-4931 FAX CIL email = aicadmin@ntelos.net E-mail =gmorrell@naxs.net Website =www.aicadvocates.org</p>	<p>Independence Empowerment Center 9001 Digges Rd., Ste. 103, Manassas, VA 20110 <i>Mary Lopez, Executive Director</i> = mlopez@ieccil.org (703) 257-5400 V/TTY (703) 346-5521 Cell (703) 257-5043 FAX E-mail info@ieccil.org Website = www.ieccil.org</p>
<p>Blue Ridge Independent Living Center 1502-B Williamson Road NE, Roanoke, VA 24012 <i>Karen Michalski-Karney, Exec. Director</i> =kmichalski@brilc.org (540) 342-1231 V/TTY (540) 342-9505 FAX E-mail = brilc@brilc.org Website = www.brilc.org</p>	<p>Independence Resource Center 815 Cherry Avenue, Charlottesville, VA 22903-3448 <i>Tom Vandever, Executive Director</i> (434) 971-9629 V/TTY (434) 971-8242 FAX E-mail = tvandever@ntelos.net</p>
<p>Resources for Independent Living, Inc. 4009 Fitzhugh Avenue, Ste. 100 Richmond, VA 23230 <i>Gerald O'Neil, Executive Director</i> = oneillg@ril-va.org (804) 353-6503 V (804) 353-6583 TTY (804) 358-5606 FAX E-mail =Woodsonf@cavtel.net Website = www.ril-va.org</p>	<p>Junction Center for Independent Living 147 Plaza Road SW, Suite 229, Wise, VA 24293 Mailing Address: P O Box 1210, Norton, VA 24273 <i>Dennis Horton, Director</i> = dhorton@meoc.org (276) 679-5988 (800) 584-4054 V/TTY (276) 679-6569 FAX E-mail = jcil@junctioncenter.org</p>
<p>Clinch Independent Living Services 1139c Plaza Drive, Grundy, VA 24614 <i>Betty Bevins, Executive Director</i>= bbevins@vmmicro.net (276) 935-6088 V/TTY (276) 935-6342 FAX E-mail = cils@vmmicro.net Website = www.cils-online.org</p>	<p>Lynchburg Area Center for IL 500 Alleghany Avenue, Ste. 520, Lynchburg, VA 24501 <i>Phil Theisen, Executive Director</i> = phil@lacil.org (434) 528-4971 V (434) 528-4972 TTY (434) 528-4976 FAX E-mail = LACIL@lacil.org Website: www.LACIL.org</p>
<p>disAbility Resource Center 409 Progress Street, Fredericksburg, VA 22401 <i>Debe Fults, Executive Director</i>= Dfults@cildrc.org (540) 373-2559 V (540) 373-5890 TTY (540) 373-8126 FAX 1+(800) 648-6324 TOLL FREE E-mail =drc@drc-fredericksburg.org Website = www.cildrc.org</p>	<p>Peninsula Center for Independent Living 2021-A Cunningham Dr, Suite 2, Hampton, VA 23666 <i>Ralph Shelman, Executive Director</i>= rshelman@hvacil.org (757) 827-0275 V (757) 827-8800 TTY (757) 827-0655 FAX E-mail = iepcil@hvacil.org</p>
<p>Eastern Shore Ctr. for Independent Living 4364 Lankford Highway, Suite A Exmore, VA 23350 Althea Pittman, Executive Director (757) 414-0100 V (757) 414-0080 TTY (757) 414-0205 FAX 1+(888) 787-2033 Toll Free E-mail = alheapittman@yahoo.com</p>	<p>Valley Associates for Independent Living 205-B South Liberty Street, Harrisonburg, VA 22801 Gayle Brunk, Executive Director (540) 433-6513 V (540) 438-9265 TTY (540) 433-6313 FAX E-mail = vail@govail.org</p>
<p>Endependence Center, Inc. 6300 E. Virginia Beach Boulevard, Norfolk, VA 23502 <i>Steve Johnson, Exec. Dir</i> = Sjohnson@endependence.org . (757) 461-8007 V (757) 461-7527 TTY (757) 455-8223 FAX E-mail =ecinorf@endependence.org Website=www.endependence.org</p>	

<p>Crater District CIL Satellite (Parent CIL: RIL) 1845-A Fort Mahone Road Petersburg, VA 23805-2403</p> <p><i>Staff Contact: Janice Sykes-Lewis</i></p> <p>RILPeters@aol.com</p> <p>(804) 862-9338 VOICE/TTY (804) 862-6177 FAX</p>	<p>Loudoun Endependence Center Satellite (Parent CIL:ECNV) 44121 Harry Byrd Highway, Suite 240 Ashburn, VA 20147</p> <p><i>Staff Contact: David Burds</i></p> <p>lend@ecnv.org</p> <p>(703) 342-7651 V (703) 485-7381</p>
<p>Middle Peninsula Satellite (Parent CIL: PCIL) c/o Peninsula Center for Independent Living 2021-A Cunningham Dr., Suite 2 Hampton, VA 23666</p> <p><i>Staff Contact: Ralph Shelman</i></p> <p>(757) 827-0275 V (757) 827-8800 TTY (757) 827-0655 FAX</p>	<p>New River Valley Satellite (Parent CIL: BRILC) 210 S. Pepper Street, Suite D Christiansburg, VA 24073</p> <p><i>Staff Contact: Sheena Pickett/ Billy Myers</i></p> <p>(540) 381-8829 V (540) 381-9149 V (540) 381-8833 FAX</p>

The DARS PAS Program Staff:

Carolyn Turner, PAS Program Manager
804-662-7107
Carolyn.Turner@DARS.virginia.gov

Mike Saggese, Fiscal Technician`
804-662-7074
Michael.Saggese@DARS.Virginia.gov

Jennifer Woodward, Administrative Assistant
804-726-6625
Jennifer.Woodward@DARS.Virginia.gov

Patricia Norton, VR PAS Coordinator
804-662-7077
Patricia.Norton@DARS.Virginia

Mamie D. Nunery, State PAS Coordinator
804-662-7469
Mamie.Nunery@DARS.Virginia.gov

TOLL FREE NUMBER: 1-800-552 5019
FAX NUMBER: 804-662-7663