



STUART T. WILSON CPA, PC
Fiscal Intermediary

Employer Guide: Hiring & Managing Employees

Community Mental Health
Self-Determination Participants

This manual was developed by Stuart T. Wilson CPA, PC and is for general information purposes only. For individualized guidance, talk with your natural supports or case manager.

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Developing the Job Description

Developing a job description is an important part of your role as employer.

Three important points to cover are:

- Required tasks
- Hours
- Pay rate

The job description should include a detailed list of what duties your employee is expected to perform. *Refer to your plan of service for specific types of services and supports you need and are authorized.*

Be sure you are clear as to how many hours per week your employee will be working. *Refer to your Individual Plan of Service or budget.*

Knowing what you can pay your employee is an important part of your role as employer. If you are unsure of your pay rate you may contact our office.

It is important to have a clear idea of what you are looking for in an employee. This person will become a part of your everyday life. Having a clearly defined job description will increase the likelihood of finding and maintaining good employees.

A sample job description is included in this handbook.



Finding Employees

Once you have developed your job description you are ready to begin looking for staff. The best way is by word of mouth. You may already know someone that is currently helping you that can become a paid employee. Tell family and friends or people you know at community organizations, churches or disability organizations that you are looking for an employee.

You may choose to advertise for the position. You can post fliers on bulletin boards in public places such as the library or grocery store. Another option is to advertise on local college and university student boards. Michigan Works! offices (www.michworks.org) allow you to both post a job listing and look at resumes posted by people seeking jobs.

Look for and find workers through:

- Word of mouth
- Bulletin boards
- Newspapers
- Student employment office or nursing and social work programs at local universities
- Michigan Works!

A sample ad is found in the back of your handbook.



Interviewing Potential Employees

It is a good idea to interview in a two step process. You can start with a telephone screening and follow up with a face-to-face meeting.

Telephone Screening

A short phone conversation can help you determine if the potential employee meets your needs and if they meet the Medicaid requirements.

You can begin by telling them a little bit about yourself and discuss specifically what your needs are. You can ask a few general questions to get a feel for their personality. Identify who you feel would be a good candidate from your phone conversations and schedule a formal interview.

Face-to-Face Interviews

It is always a good idea to have a trusted family member or friend with you while conducting an interview.

Before the interview, have questions prepared that you would like to ask. Ask questions that will help you decide if the potential employee is someone you will get along with and has the ability to meet your needs. In the back of your handbook are sample interview questions. Be aware of what you **cannot** ask (Refer to the attachment: "Off-limits Interview Questions").

Have a copy of the job description prepared and a criminal background check authorization form ready for your applicant to fill out. You can obtain this form by contacting our office or visiting www.stuartwilsonfi.com.

During the interview:

- Be friendly
- Tell them about yourself and the job requirements
- Invite them to talk about their skills and experiences



Hiring Process

In order to be a qualified provider and be paid with Medicaid funds there are a few requirements that each of your employees must meet.

- At least 18 years old
- Able to prevent transmission of any communicable disease
- Able to perform basic first aid procedures
- Be able to verify citizenship or resident alien status (two forms of identification required for the federal I-9)
- Must NOT be a legal spouse, guardian or person financially responsible
- Be in good standing with the law (criminal background check)
- Able to communicate expressively

Hiring

When you have decided who you would like to hire, please submit a criminal background check to our office. ***Never allow anyone to start working prior to notification of a clear criminal background check.*** Any time worked prior to a clear background check is not able to be paid with Medicaid funds.

Also, be aware of your staff's training requirements. There may be trainings that are required to be completed prior to providing services.

There is an employee packet that must be submitted to our office. Once the background check has been cleared, our office will mail the employee packet to your home. It is your responsibility to have your new employee complete the packet along with any required training. It must be submitted to our office before their first timesheet or their payment may be delayed.

Inside of the packet is an employment agreement. It requires both you and your employee's signatures. This agreement clearly states the terms of employment.



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Your Role as Employer

It is important that you and your employees understand that *you are the employer*. Neither the Community Mental Health nor Stuart T. Wilson CPA, PC is the employer.

As the employer, it is important to establish the fact that you are the boss. You should always treat your employees with dignity and respect when communicating your needs. Establishing a good relationship with your employees will lead to long term satisfaction for both of you.

Timesheets

Verifying the weekly timesheet is one of the most important roles you have as the employer. Employees should be recording on the timesheet each day they work. Do not allow your employee to fill out the timesheet all at once at the end of the week.

Before a timesheet is submitted to our office *you must review* the following:

- Ensure that all dates and times are accurate
- Check the weekly schedule against the timesheet to make sure they match- this eliminates overlaps if you have more than one employee
- Ensure the employee has signed the timesheet
- Only sign your name when you have checked that all information is true and accurate
- Photocopied signatures are not accepted

A signed timesheet submitted to our office states that you have reviewed it for accuracy and that your employee worked the dates and times indicated.

Submitting falsified timesheets is considered **Medicaid fraud!**

Timesheets are due in our office on Mondays by noon. Late timesheets may not be paid on time.



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Termination

Address any problems or issues with employees right away. If you find yourself in a situation that cannot be resolved you may need to terminate their employment.

It is your right to terminate anyone that is not a good fit for the job or is not meeting your needs. You should always have a trusted family member or friend with you when you terminate an employee.

If you decide to terminate an employee, talk with your case manager or your natural supports to ensure you are not left without care.

Please contact our office in writing when you terminate an employee.



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Our Role as the Fiscal Intermediary

We assist with your employer responsibilities and consider ourselves a part of your support team. If you have questions or concerns, please contact our office. We strive to make navigating the world of self-determination easy.

We credential your employees.

- We run criminal background checks.
- We ensure compliance with mandatory training requirements.
- We review all employment paperwork for accuracy.

We process and pay your employee's timesheets.

- We evaluate each timesheet to ensure it meets Medicaid guidelines.
- We submit your payroll taxes and issue W-2's at the end of the year.

We monitor your budget.

- We send you a budget report each month.
- We send budget and financial reports to the CMH each month.



Sample Job Description/Advertisements

- Part-time Assistant: assistance with grooming, housework and spending time in the community. Flexible hours. Call 555-1234.
- Looking for a personal care attendant for woman with a disability. Must have reliable transportation, be 18 years or older and be available to work Mon- Fri, 7-10am. \$10.00 per hour. Will train. Call 555-1234.
- Looking for a compassionate Home Health Aide to provide assistance in daily living and personal care services in my home in accordance with an established care plan. Must be 18 years old. References and background check required. Call 555-1234.
- Seeking home health aide to provide personalized care for chronically ill individual. Must be able to work flexible hours. Call 555-1234.



Sample Interview Questions

- Why are you interested in this kind of work?
- What kind of special training do you have?
- Can you drive? Do you have a valid driver's license and car insurance?
- Are there problems with the days or hours that I need you to work?
- Can you work weekends or holidays?
- Can you tell me about yourself?
- Where else have you worked?
- What did you like about your last job? What did you dislike?
- Are you looking for temporary or permanent work?
- Would you agree to a trial period for training and see if we get along?

Off-limits Interview Questions

- How old are you? (Other than determining that the prospective employee is at least 18 years old)
- Are you married? Do you plan to get married?
- Do you have children?
- Do you intend to start a family?
- What church do you attend?
- Do you belong to any social or political groups?
- Do you have any health problems?
- Are you taking any prescription drugs?
- Have you ever been treated for drug addiction or alcoholism?



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Sensitive Questions

You are not allowed to make hiring decisions on the basis of non-job-related factors such as religion, race, color, national origin, age, sex, height, weight, marital status, or disability.

Remember, in order to be a qualified provider and be paid with Medicaid funds there are a few requirements that each of your employees must meet.

- At least 18 years old
- Able to prevent transmission of any communicable disease
- Able to perform basic first aid procedures
- Able to verify citizenship or resident alien status (two forms of identification required for the federal I-9)
- Must NOT be a legal spouse, guardian or person financially responsible
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- Able to communicate expressively



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Employer's Name: _____ Organization: _____

Criminal Background Check Authorization Form

Do NOT provide any services prior to authorization. You will not be paid for any time worked prior to a clear criminal background check and the completion of required trainings.

Employee Full Name: _____

Alias or Other Names Used: _____

Date of Birth: _____ Sex: _____ Race: _____

Maiden Name (if applicable): _____

Driver's License Number: _____

Social Security Number: _____

Phone Number: _____

Have you ever been convicted of a felony? Yes No

You MUST include a copy of your Driver's License or State ID with this form.

I authorize the release of my criminal background information to my employer, to be run ongoing, and to the "Host Agency" which acts as project administrator; and to the "Fiscal Intermediary" which serves as my employer's financial administrator.

Signature Date

Results are released to the consumer/guardian or case manager.

Consumer/Guardian Name: _____

Case Manager: _____

Phone #: _____ Email: _____