



# PAMLICO COUNTY

## Human Services Center

828 Alliance Main Street, Bayboro, NC 28515

(252) 745-4086

COURIER NO. 16-50-11

(252) 745-7384 (FAX)

***Robert S. Johnson***  
Director

September 22, 2015 Meeting

DSS Social Services Board Meeting

*Members Present:* Co-Chair-Barbara Fisher

*Staff Present:* Bob Johnson – Director, Deborah Jones – Note taker

The purpose of the September 22, 2015 DSS Board Meeting was to review the updated Energy Programs Outreach Plan and the Pamlico County Human Services Center In-Home Aide Handbook. Both programs are outlined in the attached pamphlets and are for immediate usage.

The next DSS Board meeting will be held on October 27, 2015

**PAMLICO COUNTY  
DEPARTMENT OF SOCIAL SERVICES  
ENERGY PROGRAMS OUTREACH PLAN**

	<b>LIEAP</b>	<b>CIP</b>
Contact person:	<u>Sheila Stansberry</u>	<u>Sheila Stansberry</u>
Address:	<u>828 Alliance Main Street</u>	<u>828 Alliance Main Street</u>
	<u>Bayboro, NC 28515</u>	<u>Bayboro, NC 28515</u>
Telephone:	<u>252-745-4086</u>	<u>252-745-4086</u>

**Please address both CIP and LIEAP where appropriate.**

**OUTREACH**

1. The following agencies or groups will be contacted to encourage their participation on an interagency committee for CIP and/or LIEAP:  
*Pamlico County Senior Services Center, East Carolina Behavioral Health-MCO, Adult and Children's System of Care Coordinator, Pamlico Human Services Adult Services staff, Pamlico County Health Department, local churches and the local food bank*
2. Committee meetings will be scheduled for the following dates and times (you may list tentative dates):  
*November 20, 2015 from 10:00-11:00 AM, February 19, 2016 from 10:00-11:00 AM, May 21, 2016 from 10:-11:00 AM.*
3. The following agencies or groups will provide outreach services for CIP and/or LIEAP:  
*Pamlico Human Service, Pamlico County Senior Services Center, Pamlico County Health Department, local churches, and local food bank*
  - a. What outreach activities will each agency provide to those individuals and families with the lowest income and highest relative energy costs and needs?  
*Pamlico Human Services will provide flyers to the other listed agencies/groups for distribution. We will post the flyers throughout the county in areas that the elderly and disabled frequent. The agency will also provide information to individuals when they are being assessed for other economic services.*
  - b. What outreach activities will each agency provide to households with a member age 60 and over?  
*Pamlico Human Services will provide flyers at the agency and post the flyers in areas that are frequented by persons who are 60 and over. We will mail flyers to those that may be too ill to leave their homes, provide information through phone contact, provide information face to face during client visits, and utilize HCCBG and CAP programs that*

*target these individuals. The other agencies/groups will distribute flyers to those individuals falling into the category of 60 or over.*

4. Outreach for CIP and/or LIEAP will be coordinated between the county department of social services and each agency in number 3 above in the following ways:  
*During scheduled interagency meetings, agencies will discuss types of groups and individuals they intend to target in the hopes there are not duplications of services. Other individuals falling into categories of need will be discussed and targeted for outreach, with specific groups assigned to specific agencies to provide the outreach services to. Weekly telephone contact between agencies should occur to discuss ongoing client needs and outreach progress.*
5. How will the county department of social services coordinate with aging and adult services to provide outreach that will target the elderly population age 60 and over and disabled persons receiving services through their agency?  
*The Department of Human Services is small; all workers have been informed of the program and have been asked to speak with individuals on their case load that may qualify for these funds. Staff has made contact by phone, or face to face to discuss availability of funds and eligibility. Individuals who are receiving services through the local Senior Services Agency will be targeted in the same manner.*
6. The following newspapers, radio stations, and television stations will be contacted to request that they publicize the energy program:  
*The Pamlico News, The County Compass*

## APPLICATION TAKING

- 1a. CIP is a year-round program which runs July 1<sup>st</sup> through June 30<sup>th</sup> statewide.  
b. LIEAP application-taking will be from December 1<sup>st</sup> through March 31<sup>st</sup> annually statewide.

2. The following agencies or groups will provide application-taking and processing services for CIP and/or LIEAP (please list their addresses, and hours for CIP and/or LIEAP):  
For CIP and LIEAP, Pamlico Human Services, 282 Alliance Man St. Bayboro, NC 28515.  
Monday through Friday from 8A.M. to 5P.M.

7. Any additional comments or activities planned for CIP and/or LIEAP:  
N/A

8. The maximum allowed CIP benefit amount per eligible household is \$ 600 per fiscal year (July 1 – June 30). This applies to all counties.

**This Outreach Plan applies to LIEAP and CIP only. Energy Neighbor, Share the Warmth, Wake Electric Round Up, and Helping Each Member Cope funds are not governed by this Plan. Please refer to the appropriate Energy Manual section for eligibility criteria regarding those funds.**



Director's Signature

8/19/15  
Date

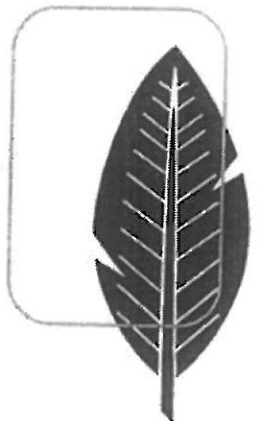
Barbara Fisher  
Barbara Fisher - DS Band  
co-chair

\_\_\_\_\_  
Date

# **L.I.E.A.P PROGRAM**

## **LOW INCOME ENERGY ASSISTANCE**

### **PAMLICO CO. DSS**



From December 1, 2015– March 31 , 2016  
the LIEAP

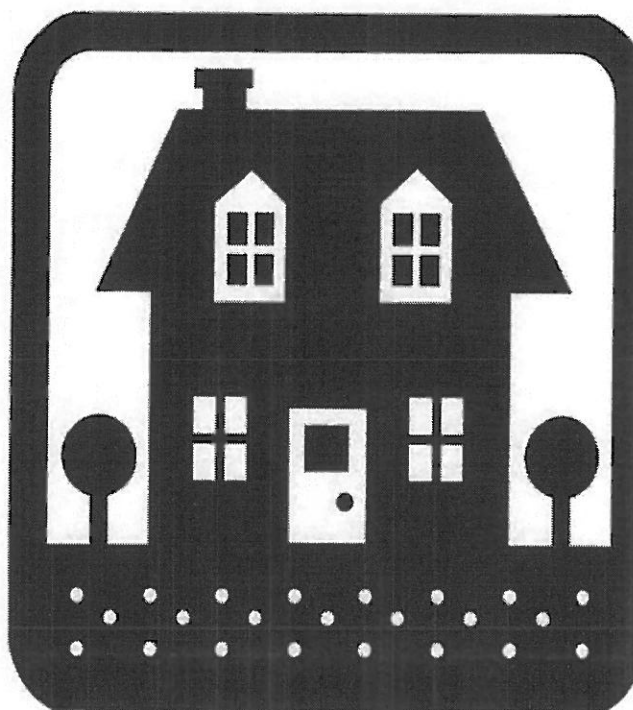
program is open for those that wish to apply

You may be eligible for the program if;

- 1.You are 60 and above OR
- 2.You are a disabled person who receives services through the Division of Aging and Adult Services (DAAS)
3. If funds remain after January 31st anyone can apply .

# PAMLICO COUNTY HUMAN SERVICES CENTER

## IN-HOME AIDE HANDBOOK



Sarah Mayo, In-Home Aide Supervisor SW II

Sheila Stansberry, Adult services Program Supervisor

Robert S. Johnson, Pamlico County Human Services Director

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## **GENERAL INFORMATION**

### **WHAT ARE IN-HOME AIDE SERVICES?**

In-Home Aide services are intended to assist individuals and their families with attaining and maintaining self-sufficiency while improving quality of life in their home for as long as possible.

These key supportive services assist individuals and families to:

- Prevent or stop conditions of abuse, neglect, or exploitation.
- Provide assistance with basic activities of daily living and home management skills
- Assist in preventing premature substitute care, family disruption, and unnecessary out of home placement.
- Support the individuals' return from substitute care.

The intent in utilizing this service is to assist, but not to replace, family members, friends and other natural supports in carrying out their responsibilities for those individuals that need help and support.

### **IN-HOME AIDE PROVIDER QUALIFICATIONS**

- You must be at least 18 years of age
- You must be free of communicable diseases
- Have an understanding of, and genuine caring for, all people
- Have patience, warmth and maturity
- Be willing to accept supervision
- Be able to follow directions on a service plan
- Be dependable
- Attend and complete training
- Be physically and mentally able to perform specific tasks for individuals
- Be honest and respectful to others
- Be able to maintain client confidentiality at all times



A relative may not perform in-home aide tasks for a person, unless they are providing this care on a full-time basis. (Relatives are parents, spouses, children or siblings 18 years of age or older.)

### **HOW TO BECOME AN IN-HOME AIDE**

- Complete an employment application
- Provide three personal references
- Participate in a team interview with the agency's In-Home Aide Supervisor and other designated persons
- Provide proof of previous and/or current employment with elderly person(s) and/or children for which you were paid
- Provide a current health card or have medical checkup within the previous six months
- Complete a skills test

If you are currently employed by the agency, you are allowed to work up to 83 hours per month. If you currently do not have 83 hours of work, you may request an increase in your hours; however, you must first have a good work history with the agency. The following section of your handbook focuses on the required paperwork that you will be doing while you work with your client.

## **REQUIRED PAPERWORK**

### **IN-HOME AIDE AGREEMENTS**

This is a very important document that is developed between the client and the In-Home the Aide Supervisor. This is the "blueprint" for services that the client will be provided, and it must be adhered to at all times! A copy of this original document will be given to all parties. Should there be a change in the duties, a change **MUST** be made on the original agreement with copies of this change given to all parties.

### **TIME SHEETS**

You will be provided with a separate time sheet for each client that you serve. At the end of each pay period, you must sign your name on the time sheet and obtain your client's signature. **DO NOT SIGN FOR YOUR CLIENT! THIS IS ILLEGAL!** If your client cannot sign the time sheet, you are to notify your supervisor. You will record your work schedule to reflect the time you started and completed your work day.

It is your responsibility to see that your time sheet is turned into the agency when it is due. Payment will not be made for days or times not in your agreement, unless your supervisor authorizes it.

You will receive training and instructions on completing your time sheet correctly during your employment orientation with the In-Home Aide Supervisor. The In-Home Aide Supervisor is responsible for correcting any errors on your time sheet prior to you getting paid.

#### **PAY AND OTHER BENEFITS**

- As an In-Home Aide, you will be paid once a month. Your Supervisor will provide a monthly schedule of pay dates. Your paycheck is based on your prior month's work, which is calculated from your timesheet(s) and your In-Home Aide agreement.
- The Department of Human Services will pay your share of Social Security (FICA) taxes.
- You are eligible for worker's compensation if you are injured on the job.
- You may also be eligible for unemployment benefits when you are without work. Your hourly wage will be at or above North Carolina's minimum wage.

#### **BENEFITS THAT YOU DO NOT RECEIVE**

- Pay for working on Holidays
- Paid vacation time
- Pay for sick leave or unexpected emergencies
- Health or life Insurance
- Payment for working overtime
- Time off. The Department of Human Services knows you may desire some time off for Holidays, vacation, illness, or emergencies. Please notify your Supervisor in advance. If you know that you are planning to be away for a planned absence, we ask that you provide your Supervisor with at least a two (2) week notice if your plan is to be away for more than three (3) days. We ask for this amount of time, so we can arrange for another In-Home Aide to work with the individual and their family. The following section describes the In-Home Aide Service team and how you fit into this team.

#### **IN-HOME AIDE SERVICE TEAM**

The Adult Services Supervisor is responsible for the Adult Services program. There are many different programs that Pamlico County Human Services provides to the elderly and disabled of Pamlico County. This Supervisor is responsible for monitoring, supervising, and collaborating with other agencies in the provision of quality services for the elderly and disabled of Pamlico County. The In-Home Aide program is one of these Adult Services.

The In-Home Aide Supervisor is responsible for assuring that the program abides by all state, and federal rules and regulations. They are responsible for assessing potential candidates for the program, developing a service plan with the family and the Aide, completing quarterly assessments, and yearly evaluations, developing training for you as an In-Home Aide, maintaining the budget for the program and negotiating/mediating with families and others as needed. They will work closely with you as you work with your client.

If you need to speak with the In- Home Aide Supervisor you can contact them via phone during working hours Monday through Friday. They can be reached at 252-745-4086. If you need to speak with them after the agency is closed, contact the Pamlico Sheriff's Department at 252-745-3101, ask to speak with the DSS social worker on call. The on call social worker will call you back and speak with you.

Here are some examples of when you should call the In-Home Aide Supervisor;

- If your client's condition changes (for better or worse)
- Your client requests additional services
- If your client is out of food, fuel or medication
- If your client has moved, is in the hospital or is about to be evicted
- If your client needs medical transportation
- If you are ill or have an emergency and are not able to report to work
- If your client requests that you do something that is not on their service plan
- If you are having problems getting along with your client
- If you feel that the client is being harmed, neglected or exploited

The following section relates to job expectations as an In-Home Aide with the agency. This section provides specific information about what you will be expected to accomplish as an employee.

## **JOB EXPECTATIONS**

### **INITIAL TRAINING**

When you apply for a job as an In-Home Aide, your previous employment history will be evaluated by the In-Home Aide Supervisor.

- In order to become employed with the agency as an In-Home Aide, you must complete the In-Home Aide classes, or
- Present proof of equivalent training from another agency or school. Equivalent training must include the following subjects; nutrition, home management, aging, and communication.
- At a minimum, you must complete three hours of training on In-Home Aide program policies and procedures prior to your employment. If you have not been employed with

the agency for the last twelve months, you must attend this class. Otherwise, the amount of required training will depend on the individual that you are working with. The In-Home Aide Supervisor will tell you when and where the classes are to be held.

### **IN-SERVICE TRAINING**

In addition to your past work and experiences, you will be expected to attend in-service meetings. These are planned on a quarterly basis for your benefit.

These trainings will focus on developing home management and personal care skills. Specific trainings will be provided on topics such as; budgeting, using community resources, altering or mending skills, housekeeping skills, organizing household routines, handling, preparing and storage of food, skin care, and personal hygiene, etc. This list is not all inclusive.

### **PERSONAL APPEARANCE AND WORK CONDUCT WHILE ON THE JOB**

As an employee of Pamlico Human Services, professional conduct is critical. Employees of the agency are expected to conduct themselves in a professional manner and dress appropriately while working.

While at work, you will be expected to;

- Cease smoking while on the job.
- Cease wearing perfume, as some clients may have allergies.
- Discontinue wearing excessive jewelry, especially bracelets and necklaces.
- Come to work sober and not under the influence of any substance.
- Discontinue wearing revealing clothing such as halter tops, shorts and skirts that are more than (2) inches above the knee or clothing that is not clean or has excessive holes in it.
- Cease using your cell phone unless it is an emergency or you are on a break.
- Cease discussions about other clients that you provide services for.
- Cease discussions about other people that live in the community.
- Complete only the specified tasks on the clients' service plan.
- Complete all paperwork and documentation honestly and on time.
- Contact the In-Home Aide Supervisor if there are any problems.
- Contact the Pamlico Human Services Center if you suspect any neglect, abuse or exploitation of an elderly person.
- Always call your supervisor when you cannot report to work. Leave a message if the supervisor is not in. If you need to speak to someone immediately, ask to speak to the Adult Protective Services (APS) Supervisor.
- Call your supervisor if your client goes to the hospital or leave town.
- Perform duties according to your In-Home Aide Agreement.

- Handle a client's personal property and belongings carefully.
- While at work refrain from discussing your personal problems and personal beliefs. Do not use the client's telephone while at work.
- Attempt to answer questions for your client. If you do not know the answer, contact your supervisor.
- Never borrow money or other personal items from your client.
- Be familiar with the regulations of being a Level II In-Home Aide, and abide by these regulations. For example, a Level II In-Home Aide is not allowed to give medications to a client (this includes pills, laxatives, enemas, ointments, shots, and eye drops). Other areas that your license as a Level II In-Home Aide limits your care include: assisting with intravenous medications, tube feeding, catheter care, administering oxygen, ostomy care, sterile dressings and cutting a client's toenails.
- When you are at work with your client, you should be working for them, not for others in the home. Your time at work is to be spent completing your task. Others, such as your family or friends should not be present.
- If you need to change your scheduled time to work with your client, contact your supervisor and discuss this change with them.
- If you have a disagreement with a client or client's family members, call the supervisor prior to the disagreement getting heated.

You will need special training to prepare special diets or assist with physical therapy.

### **PERFORMANCE EVALUATION**

The Pamlico Human Services Level II In-Home Aide program is licensed through the North Carolina Department of Human Resources. To maintain the license, Pamlico Human Services must assure that quality In-Home Aide Services are "provided safely and in accordance with the recognized standards of practice." *NC Division of Aging In-Home Aide Services-Policies and Procedures Effective Date-July 1, 1992.*

- To maintain a high level of service, the In-Home Aide Supervisor is responsible for monitoring and evaluating you as a worker. They will have regular meetings with you. During these meetings they will provide feedback on your performance with the individual that you serve.
- If you have any concerns about completing your tasks or the relationship that you have with your client, you and the supervisor will work together to identify and solve the problem.
- Once a year you and the supervisor will complete a formal evaluation. This is a review of your past years job performance. You will be provided feedback on your current skills and given information about training opportunities that you may find useful.
- If major problems in your job performance arise, and they cannot be resolved, the supervisor can either reassign you.

## **COMPLAINTS**

If there is a formal complaint about your work the following process will occur;

- The In-Home Aide supervisor will investigate the complaint.
- If the complaint was substantiated, you will receive a verbal warning. You will be expected to correct your error immediately.
- If a second complaint is received, you will receive a written warning. You will be expected to correct your error immediately. This will go into your personnel file.
- If a third complaint is received, you will be terminated. This will go into your personnel file.
- If the complaint is unsubstantiated, the findings will go into your personnel file.

## **CONFIDENTIALITY**

Confidentiality and the right of our clients to privacy are essential to the delivery of quality services. Each employee/contractor in our agency has access to confidential information in performing their job activities; therefore, we must make special efforts to control access to confidential records and to protect our clients' rights.

North Carolina General Statute 108A-80 "Confidentiality of Records" states: "It shall be unlawful for any person to obtain, disclose or use or to authorize, permit or acquiesce in the use of any list of names or other information concerning persons applying for or receiving public assistance or social services that may be directly or indirectly derived from the record of the department or county departments of social services or acquired in the course of performing official duties."

In order to safeguard client information, the following guidelines must be followed by all employee/contractors of Pamlico County Department of Human Services:

1. As a matter of general practice, all employees/contractors should obtain a signed consent from the client prior to releasing any information to other agencies or individuals. Exceptions to this policy are:
  - a. Information falling under the "need to know" ruling in Child Protective Services and Adult Protective Services.
  - b. The release of information to other agencies involved in the general administration of public assistance and the SSI Program.
2. Records should not be left out in the open when you leave your office. Records should be placed in your desk or in a file cabinet. When interviewing a client, other person's records should be placed out of sight. If you should receive a telephone call from



- another client while talking with a client, you must safeguard against a possible breach of either client's privacy or confidentiality.
3. Documentation should be maintained in the client's records, it should not be left out for others to see. If you receive a telephone call from another client while talking with a client, you must safeguard against a possible breach of either client's privacy or confidentiality.
  4. Discussion of cases with other employee's not involved with the case is a confidentiality violation. Discussion of cases in public areas of the agency or outside the agency is a violation of the client's right to confidentiality. Employees/contractors should not discuss clients with family members, friends, church members, neighbors, or other clients.

The final section of your handbook focuses on termination of employment with the agency. This section provides specific information about what you can expect if you were to cease employment with the agency.

## **TERMINATION OF EMPLOYMENT**

### **QUITTING JOB**

If the time arises that you no longer wish to work as an In-Home Aide for the agency, we ask that you provide a two week notice. We ask that you give the agency that amount of time, so we can find another aide to assist the client.

If later you wish to return to employment with the agency, you will need to reapply for a position

### **DISMISSAL**

This is a serious matter. There are different reasons that one can be dismissed from work. This is a decision that is made by the Director of the agency, based on the recommendation of the In-Home Aide Supervisor.

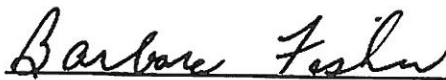
This is a list of possible situations that may lead to dismissal from your job;

- Providing incorrect care to the client
- Providing services that were not listed on the clients' service plan
- Providing tasks in a different way than the In-Home Aide Supervisor instructed
- Engaging in unprofessional behaviors with a client, their families and the public, such as arguing, and use of disrespectful language

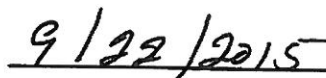
- Providing incorrect information on time sheets, such as hours worked clients' signature, etc.
- Accepting payment from clients for services paid for by the Pamlico Human Services
- A pattern of tardiness and failure to contact the In-Home Aide Supervisor
- A pattern of failing to notify the In-Home Aide Supervisor when you are unable to attend work
- A pattern of missing work due to physical or mental difficulties
- Providing incorrect information on your job application
- Handling a client's money
- Borrowing money from a client
- Abusing, neglecting or exploiting a client
- Using or selling alcohol, or illegal substance while working. Being under the influence of alcohol or other illegal or impairing substances
- Sharing confidential information about your client with your friends, family or others in the community
- Incomplete and/or no current medical checkup
- Outdated required training
- Inability to follow the rules in this handbook

#### **RIGHT OF APPEAL**

An In-Home Aide who is dismissed has the right to appeal to the Agency Director. The Agency Director shall make the final decision regarding dismissal after a full investigation. The Director and the In-Home Aide Supervisor will talk with all parties involved. The In-Home Aide will be notified concerning official employment actions in writing. A copy of the notice will be placed in your personnel record.



Barbara Fisher – Pamlico DSS Board Co-Chair



Date