

Provider Expectations

The following are the expectations that Campbell County Social Services has for each provider of services to families and children:

- ✓ Providers should believe in the concept of family preservation and understand the responsibility and direction of our agency in relation to Child Welfare Transformation.
- ✓ Providers should work in concert with our agency to assess service needs and develop a service plan that encompasses the needs of both the child(ren) and family.
- ✓ Provider contracts should specify the service being provided, i.e. in-home, therapeutic, residential, etc.
- ✓ Providers should furnish timely invoices with accurate record of days/times worked according to allotted hours for client.
- ✓ Providers are responsible for maintaining casework continuity and informing the agency promptly of case status, e.g. replacement of caseworker due to emergency/illness, need for changes in service plan, etc.
- ✓ Providers should not add additional staff or services on a case, with charges placed to the agency, without the agency's prior consent.
- ✓ Providers should recognize the fact that communication is critical. Significant events should be reported to the agency immediately. Routine weekly updates to the worker should be provided via telephone or e-mail. Written reports must be provided monthly on case status.
- ✓ Providers must be able to respond to family in crisis situations, especially after hours, for needed services.
- ✓ Providers should be realistic about the progress of the family, i.e. that they must appropriately advocate for their families but also hold them accountable.
- ✓ Providers must furnish written documentation of client progress on goals/objectives in clear, specific, behavioral terms.
- ✓ Providers should be able to initiate service intervention within a reasonable period of time, and if those services are not readily available, provide recommendations for other community resources.
- ✓ Providers should be willing and available to participate in Family Partnership Meetings, FAPT meetings, and other case staffings as needed, providing all current and relevant case status information.

Companion Service Providers

The following are agency expectations for Companion Service Providers:

Companion Services are performed by an individual agency provider who assists financially eligible adults who are unable to care for themselves independently and when there is no one available to provide the needed services without cost. Assistance is provided with activities of daily living including bathing, dressing, toileting, eating/feeding, meal preparation, supervision, light housekeeping, and companionship.

Companion Providers are limited to the following:

- ✓ Assisting with care of teeth and mouth
- ✓ Assisting with grooming (includes shaving, care of hair, ears, and the ordinary care of nails with the exception of trimming/cutting)

- ✓ Assisting with bathing of client in tub, shower, bed, or by sponge bath
- ✓ Assisting client in using the toilet, bedpan, or bedside commode
- ✓ Assisting client with eating or feeding
- ✓ Preparing and serving meals
- ✓ Assisting client with dressing and undressing
- ✓ Assisting client with self-administered medication and assuring that client is receiving medication at prescribed times, not to include pouring, drawing, applying, or in any way determining dosage of medication
- ✓ Providing routine skin care, such as applying lotion to dry skin
- ✓ Assisting client to turn and change positions, transfer, and ambulate
- ✓ Observing client's condition so that professional medical assistance can be obtained as needed
- ✓ Supervising, within sight and sound, client activities
- ✓ Companion Providers may also be expected to perform the following housekeeping services for the client only and not for the convenience of other household members:
 - ✓ Washing dishes and cleaning kitchen, including damp mopping floor
 - ✓ Making beds and changing linens
 - ✓ Cleaning client's room(s) and bathroom, including light dusting, vacuuming, and damp mopping floors
 - ✓ Emptying and cleaning bedside commode daily
 - ✓ Doing laundry weekly or as needed, if client has needed supplies and money for machines if there is no washer/dryer in the home
 - ✓ Listing needed supplies – optional
 - ✓ Shopping for needed supplies – optional
 - ✓ Providing escort services to medical appointments if prior approval is given by Social Worker.
- ✓ Companion Providers cannot:
 - ✓ Irrigate foley catheters
 - ✓ Irrigate feeding tubes
 - ✓ Administer feedings through feeding tubes
 - ✓ Perform tracheotomy care
 - ✓ Perform disimpaction
 - ✓ Perform any gynecological or other invasive procedures
 - ✓ Perform heavy duty housework such as oven cleaning, washing windows, scrubbing walls, etc.
 - ✓ Perform chore services such as mowing the lawn, gardening, etc.
 - ✓ Provide care for pets
 - ✓ Provide babysitting/child care for client's family