

## NCW Self-Administered Services FAQs

**Question:** For existing participants, when are the new forms needed? Do we need a new code of conduct? Employee agreement?

**Answer:** Yes. CMAs must have existing participants sign the updated Code of Conduct, Participant Letter of Agreement and Employment Agreement. This should be completed by March 1, 2022. (11/15/2021)

**Question:** Do we need to do the home checklist for existing clients? When would that start? At the next annual? When the next quarterly would be due?

**Answer:** The Home Safety Checklist is required when participants are initiating SAS; for existing SAS participants it is recommended that the Home Safety Checklist be completed at the next annual or in-person visit, whichever will occur first.

The Health and Safety Checklist is required to be completed at the quarterly in-person visit for all SAS participants. (11/15/2021)

**Question:** On the checklist, if we identify a problem, like unsecured furniture or faucets not appropriately marked, and the client has no interest in making changes to their home, how do we proceed? These homes are usually old, and in poor repair. It seems overreaching to force someone to change the height of their counter or to get new faucets. Are we misunderstanding the goal of this form?

**Answer:** The condition of the home setting must meet the participant's needs. If an issue is identified and the participant is unwilling to make improvements the CM should discuss the following:

- Is use Environmental Accessibility Adaptations (S5165) appropriate to address the issue?
- Clearly explain the risk(s) the issue presents and communicate that the risk(s) may impact their ability to remain in their home due to health and safety risks.

Document the participant's decision in the log notes. (11/15/2021)

**Question:** NCW participant has a live-in partner to whom they are not legally married. Can the partner serve as a SAS employee?

**Answer:** Since the partner is not legally the participant's spouse they can serve as an employee as long as they are not the designee (11/1/2021).

**Question:** CPR is often not included in first aid certification course. Are SAS employee(s) required to complete a separate CPR course or is first aid certification sufficient?

**Answer:** NCW policy indicates that first aid certification is required for employees when initiating SAS services. CMAs may use their discretion with regard to requiring CPR certification/training. (11/1/2021)

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**Question:** Are all SAS employees required to have first aid certification?

**Answer:** First aid certification was previously required for all employees. The updated guidance dated 11/1/2021 requires the certification when initiating SAS. NCW recommends that CMAs try to have all SAS employees complete first aid certification. (11/1/2021)