

Persons with Developmental Disabilities Program
Family Managed Services

Getting Started with Family Managed Services



Table of Contents

The Family Managed Service Agreement	1
Planning Supports and Services	2
Being an Employer	4
Being Accountable for Services Provided	5
Other Helpful Information.	6

Getting Started with Family Managed Services

The Family Managed Service Agreement

Welcome to Family Managed Services (FMS)

The first step in FMS is to work together with your PDD regional staff to develop and get approval for a Family Managed Service Agreement.

The FMS Agreement is a type of contract. You will need to provide the following to your PDD regional staff before your FMS Agreement can be approved:

- A completed Individual Service Agreement (ISA)
- An estimate of how much money you will need to complete the goals in your Individual Service Agreement (ISA)

It is very important that you take some time to read through the FMS Agreement and talk with your PDD regional staff.

By deciding to sign this agreement you become a Funds Administrator. A Funds Administrator is a person who accepts responsibility in three main areas:

- Planning supports and services
- Being an employer
- Being accountable for the services provided

Your PDD regional staff are here to help you. They can provide you with information and support to complete your responsibilities.

Not sure what the Individual Service Agreement (ISA) is?

Ask your PDD regional staff for a sample ISA or check out the ***Planning Supports for Your Family Member*** handbook.

Planning Supports and Services

Developing the Individual Service Agreement is the first step in the Family Managed Service Agreement.

Planning will help you decide what kind of support your family member needs. Planning will also help you think about how much the supports will cost. This information will help you to develop your Individual Service Agreement.

There are two steps in the planning process:

Step 1: Finding out what kind of support your family needs (developing a service plan)

What do I have to do?

- Talk to your family member and your PDD regional staff about the kind of PDD program funded supports your family member may need.
- Decide how you want to provide these supports. Do you want to hire staff, use an approved service provider or do both?

Need more information on planning?

Ask your PDD regional staff for the ***Planning Supports for Your Family Member*** handbook for FMS.

Step 2: Finding out how much the supports will cost (developing a budget)

What do I have to do?

- Think about how you want to do your payroll. Ask your PDD regional staff about information on how to access payroll supports in your region.
- Contact the Workers Compensation Board (WCB) and ask if you need coverage. If you do, ask how much it will cost and how you can get it.

Contacting WCB? Here is their contact information:

Online: www.wcb.ab.ca/employers

By Phone: **1-866-922-9221** (Toll Free)

780-498-3999 (Edmonton)

403-517-6000 (Calgary)

TTY, call 780-498-7895

- Contact your bank and ask how much it will cost to have a separate bank account for the money given to you by the PDD program.
- Contact your insurance company and ask them if you are sufficiently covered or if you need more insurance.
 - In some cases your PDD Community Board may ask you to get additional insurance. If this happens, ask your PDD regional staff for a form to give your insurance company.
- Submit your Individual Service Agreement to your PDD Community Board for approval.

Did you know?

WCB coverage, bank charges, and payroll costs are all eligible administration expenses. Talk to your PDD regional staff about how you can get reimbursed for these expenses.

Being an Employer

After you sign the FMS Agreement you become an employer.

What do I have to do?

- Hire, orient, train, supervise and pay your staff.
- Monitor your staff. Make sure your family member gets good quality supports.

Did you know?

The PDD program has other resource handbooks for families. Ask your PDD regional staff about:

- ***Finding the Right Staff*** handbook for FMS
 - ***Being a Good Employer*** handbook for FMS
- Follow labour standards such as the *Employment Standards Code* and the *Workers Compensation Act*.

Where can I find the *Employment Standards Code*?

Visit the **Alberta Employment Standards Contact Centre**.

Online: www.employment.alberta.ca/SFW/1224.html

By Phone: **1-877-427-3731** (Toll Free)

780-427-3731 (Edmonton)

TTY, call 780-427-9999 in Edmonton

Or 1-800-232-7215 Toll Free

Where can I find the *Workers Compensation Act*?

Online: www.wcb.ab.ca/employers/

Click on *Legislation* in the resources section of the website.

Being Accountable for Services Provided

It is important that you make sure your family member gets good quality supports. It is also important that you keep track of the money you get from the PDD program. This is called “being accountable”.

What do I have to do?

- Go to all mandatory PDD information sessions such as the Abuse Prevention and Response Protocol training session.
- Submit invoices to your PDD regional staff on time (no later than 10 days after the end of the month). Make sure you submit receipts if your PDD regional staff has asked for them.

Did you know?

- The PDD program has other resource handbooks for families. Ask your PDD regional staff about:

How to Prepare and Submit Invoices for Payment
handbook for FMS

- Tell your PDD regional staff about any changes to the contract.
- Keep your business records for 10 years.
- Stay in touch with your PDD regional staff (in person, by phone and/or email). Talk to them about how things are going and if you are having any problems.

Other Helpful Information

How do I contact my PDD Community Board?

If you want more information or have any questions, talk to your PDD regional staff or go online at www.seniors.alberta.ca/PDD/FMS.

PDD Northwest Community Board office:	780-538-5115
PDD Northeast Community Board office:	780-645-6417
PDD Edmonton Community Board office:	780-427-2817
PDD Central Community Board office:	403-340-5003
PDD Calgary Community Board office:	403-297-5011
PDD South Community Board office:	403-381-5777

To call toll-free from anywhere in the province, first dial 310-0000, then dial one of the numbers above.

How do I contact the Workers Compensation Board?

Online: www.wcb.ab.ca/employers/

By Phone: **1-866-922-9221** (Toll Free)
780-498-3999 (Edmonton)
403-517-6000 (Calgary)
TTY, call 780-498-7895

Where can I find the *Workers Compensation Act*?

Online: www.wcb.ab.ca/employers/

Click on *Legislation* in the resources section of the website.

Where can I find the *Employment Standards Code*?

Visit the **Alberta Employment Standards Contact Centre**.

Online: www.employment.alberta.ca/SFW/1224.html

By Phone: **1-877-427-3731** (Toll Free)
780-427-3731 (Edmonton)
TTY, call 780-427-9999 in Edmonton
Or 1-800-232-7215 Toll Free

You can also do the **eLearning Program on the Basics of Employment Standards** at www.employment.alberta.ca/SFW/5444.html for a quick overview.

How do I contact the Canada Revenue Agency?

Online: www.cra-arc.gc.ca

By Phone: **1-800-959-5525** (Toll Free)
TTY, call 1-800-665-0354

How do I contact Occupational Health and Safety?

Online: www.employment.alberta.ca

Click on the *Safe and Fair Workplaces* on the website.

By Phone: **1-866-415-8690** (Toll Free)

Getting Started with Family Managed Services

Tear along dotted line

We Welcome Your Feedback

Please tell us what you think about the *Getting Started with FMS* handbook. We welcome all comments.

Did you find the information in this handbook useful? How did it help you?

Do you have any suggestions for how to improve this handbook?

Would you recommend this handbook to other families/
Funds Administrators using Family Managed Services?

Yes No... please tell us why not _____

Please mail or fax your comments to:

PDD Program Branch
#404, 10011 – 109 Street
Edmonton, AB T5J 3S8
FAX: 780-427-1220

OR you can fill out this form on-line at www.seniors.alberta.ca/PDD/FMS

Thank you!

Updated November 2011

Government
of Alberta ■

Alberta ■