



**New Hampshire Department of Health and Human Services
Financial Management Services for Bureau of Elderly
and Adult Services Caregiver Programs
#RFP-2017-BEAS-02-FINAN**

ADDENDUM #1

On October 31, 2016, the New Hampshire Department of Health and Human Services published a Request for Proposals, seeking competitive proposals from qualified organizations to provide statewide, Financial Management Services for the Bureau of Elderly and Adult Services Caregiver Programs.

The Department is publishing this Addendum #1 to:

1. Delete and Replace Section 3.2.4. Employer of Record with the following:

3.2.4. Employer of Record Services

The Contractor will provide, at a minimum, the following services:

- 3.2.4.1. Provide employer of record services for family managed employees;
 - 3.2.4.1.1. A family managed employee is an individual the caregiver hires as a respite provider and who is not an employee of an agency.
 - 3.2.4.1.2. The Contractor and the caregiver function as co-employers of the family managed employee.
 - 3.2.4.1.2.1. The Contractor and the caregiver work together to recruit, hire, supervise and discharge the family managed employee
 - 3.2.4.1.2.2. The caregiver acts as the managing supervisor of the family managed employee and trains him/her in how to provide care to and perform the assigned tasks with the care recipient.
 - 3.2.4.1.2.3. The Contractor hires the family managed employee and is responsible for human resource functions, liability, payroll and taxes.
 - 3.2.4.1.3. The Contractor will contact the caregiver within two (2) business days of receiving the referral for FMS services from the New Hampshire ServiceLink contractors.
 - 3.2.4.1.4. The Contractor will schedule a home visit with the caregiver and their prospective family-managed employee, during which the Contractor will explain the requirements for employing a family managed employee, provide supervising training for the caregiver, and explain the roles and responsibilities of the caregiver as the managing supervisor. The Contractor must be sensitive to the fact that this may be an entirely new process to the caregiver and will ensure that the caregiver is not overwhelmed and understands the steps, roles and responsibilities so that the caregiver can successfully supervise the family managed employee.



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- 3.2.4.1.5. During the initial home visit, the Contractor will provide and review the intake packet of FMS practices with the caregiver.
- 3.2.4.1.6. The Contractor will train caregivers on their managing supervisory duties and provide additional guidance and assistance, when requested by the caregiver, in the tasks and functions relating to the managing supervisor duties such as:
 - 3.2.4.1.6.1. Developing a job description for the prospective family managed employee(s);
 - 3.2.4.1.6.2. Interviewing and recruiting;
 - 3.2.4.1.6.3. Conducting reference checks;
 - 3.2.4.1.6.4. Familiarization with Contractor's guidelines for:
 - 3.2.4.1.6.4.1. Health and safety;
 - 3.2.4.1.6.4.2. Human rights;
 - 3.2.4.1.6.4.3. HIPAA – confidentiality;
 - 3.2.4.1.6.4.4. Field employee – policies and procedures;
 - 3.2.4.1.6.4.5. Benefits, if applicable; and
 - 3.2.4.1.6.4.6. Timekeeping.
- 3.2.4.2. Develop workers' performance evaluations and performance plans related to praising, coaching, corrective action, and firing of worker(s);
- 3.2.4.3. Develop workers schedules;
- 3.2.4.4. Develop backup plans; and
- 3.2.4.5. Develop specific worker training as it relates to the duties in their job description, home care environment, and participant preferences.