

PERSONAL SUPPORT & RESPITE

Frequently Asked Questions

Below are responses to common questions Lifeworks Fiscal Management Services (FMS) receives about self-directing Personal Support & Respite Services (PSR). Should you have any additional questions, please do not hesitate to reach out to us: [651-454-2732](tel:651-454-2732).

GENERAL PSR QUESTIONS

What is the difference between PSR and Personal Care Assistance (PCA)?

PSR is a licensed, one-to-one service that provides opportunities for people to increase their independence and connect with their community. Recipients receive a MnChoices assessment and service is guided by a Coordinated Services and Supports Plan. Staff are required to complete training annually. Respite complements Personal Support and provides short-term relief for a person's primary caregiver.

PCA is a licensed, one-to-one, home-based service driven by daily activities such as bathing, dressing, walking, eating, etc. Recipients receive a PCA Assessment and service is guided by a Care Plan. Staff earn a PCA certification – ongoing training is not required.

What services are provided through homemaking?

Homemaking is an in-home service that provides support for cleaning common-use areas and the bedroom of the person served; tasks include laundry, dishes, dusting, and more. The person served does not need to be present while homemaking services are provided. Tasks that take place outside of the home such as grocery shopping are not covered by this service.

Does the person served need to be awake while receiving services?

For PSR, the person served must be awake to receive services. Night Supervision Services are available for when the person served is asleep (though support staff must remain awake at all times).

Does Lifeworks provide staffing for the person served?

Lifeworks does not provide support staff for PSR, but we can assist you with hiring your family and friends! If you do not already have someone in mind to provide assistance, you can search for support professionals by visiting: directsupportconnect.com.

SUPPORT STAFF QUESTIONS

How much money does my support staff earn?

Staff earn \$15.00/hour for training, personal support, and homemaking services. For respite and night supervision services, staff earn \$16.00/hour.

How many hours per week can support staff work?

Support staff can work up to 40 hours/week. Training is included in the 40 hours. Overtime is not allowed.

What benefits do support staff receive?

Support staff qualify for paid training, mileage reimbursement, and the option to contribute to a 403(b) investment account. After one year of employment, staff who average 30 hours or more/week are eligible to receive medical benefits.

Do my support staff need to complete any training?

Yes, in order to comply with state regulations, all support staff must complete training when they are hired and each year thereafter. Staff are paid for completing their training.

How does my support staff become hired through Lifeworks?

Being hired through Lifeworks FMS is easy! We just need basic information about your support staff and verification of their I-9 documents. The support staff must also complete their employment paperwork, including being fingerprinted, passing a background check, and successfully passing a competency training.

Can support staff administer medication?

Support staff cannot administer medication. Family members can prepare medication to be given.