

## **Supportive Home Care Provider Checklist**

Due to the personal nature of the tasks supportive home care agencies provide, the following must be presented to Southwest Family Care Alliance Provider Network Development staff prior to being considered as a contracted provider. Although licensing is not required for these agencies, SFCA has its own set of standards that we feel are appropriate when working so closely with our members on such a personal level.

The following documents need to be provided prior to being considered as a supportive home care agency for the Southwest Family Care Alliance.

- Documentation of a two-year business plan.
- Balance sheet with proof of two months' working capital
- 24 Hour on-call plan
- Copies of appropriate policies and/or procedures
- Verification of any staff training
  - ✓ Pre-employment
  - ✓ Ongoing training for employees
- Supervisory plan: Who oversees the workers and verifies quality? Backup plan for workers who don't show up for a shift?
- Proof of management experience and educational background related to management and supportive home care
- Completion of background checks prior to employment
- Documentation of staff recruitment and retention plan

This documentation will be reviewed by Provider Network Development staff and then consideration will be given to adding the provider to the network.