

Home Care Assistance of Albuquerque

Comparison of Services

We understand how difficult it can be to decide which provider is best for your loved one. We have compiled information on keys areas to consider in your decision-making process.

	Home Care Assistance	Privately Hired/Self-Employed	Other Providers
Cost/Value	Flat Rate pricing. No extra charges for nights or weekend care, incontinence or hospice care. No overtime charges except on holidays.	Caregiver pay scale will increase when client care needs increase. The client is responsible for timesheet record keeping, payroll and overtime documentation and pay.	Many providers charge extra for night shifts, weekends, incontinence and hospice care. Overtime rates charged when the aide works more than 40 hours a week.
On Time Guarantee	We guarantee service starts on time with our clients or free service is provided. If our caregiver is delayed at start time, we also guarantee a staff replacement.	If a caregiver does not show up for a shift, the client must find a last minute replacement.	There is no on-time guarantee nor a guarantee that other providers will find a replacement for aides that do not show up for their shift.
Cognitive Therapeutics	Our caregivers are specially trained in the Cognitive Therapeutics Method, which is an activity-based program designed to prevent the onset of new forms of cognitive decline. Clients receive 1-to-1 mental stimulation.	No Certified Recreational Therapist to train employees.	No Certified Recreational Therapist to train employees.
Payment for Services	Consistent weekly itemized statement based on the authorized care schedule at agreed upon rates. We process long-term care insurance and provide tax documents at the end of the year.	Client must pay caregiver directly and is responsible for tracking timesheets, payments for Dept. of Labor documentation, and any deductions e.g. wage garnishment, tax liens, child support court orders.	Invoices may be inconsistent due to overtime charges and other fees charged when additional care, weekend or night care is needed.
Professional Liability/ Workers' Compensation (job injuries protection)	We provide \$4M in professional liability and bonding coverage as well as Workers Compensation to protect our clients and employees. We provide employees with Personal Protective Equipment and payroll protection during times of pandemic.	Over 10,000 annual reported cases of Senior Exploitation/Neglect in New Mexico. Clients assets and belongings are at risk of theft with no financial recourse with private hired workers. Client is responsible for workers' injuries and medical expenses.	Some providers subcontract aide workers and all liability is the client's responsibility.
Caregiver Consistency	Best continuity of caregiver assignment. Clients receiving around-the-clock care will have only 2-4 aides assigned weekly.	Client manages the caregiver issues - whether it is finding a substitute caregiver, corrective counseling, or termination.	Clients receiving around-the-clock care will have anywhere from 5-8 different aides to avoid overtime pay. Clients may not be guaranteed care shift coverage.
Resolving Employee Problems	We manage and resolve all caregiver scheduling, time sheet and performance issues according to state and federal labor laws, including a formal and professional grievance process.	Client and worker must mediate problems themselves (e.g. scheduling conflicts, coverage for sick days, disciplinary action, holiday pay, vacation and personal injury).	When a subcontractor is used, there may be inconsistencies in resolving the scheduling conflicts, coverage for sick days, disciplinary action, holiday pay, vacation and personal injury claims.
Status of Worker - State, Federal Social Security Taxes (FICA) and Employee Benefits	Home Care Assistance caregiver employees receive extensive monthly background screenings and are on company payroll. We pay all state and federal tax and withhold the employee's portion. Our employees receive major health insurance, 401k, accidental, vision, and dental coverage.	Caregiver is employed by the client or family and paid in cash or personal check on a weekly or daily basis. All liability is on the family to conduct on-going criminal background and driving checks, as well as cover caregiver injury and loss. Client must withhold, report and pay employer's share for the caregiver to avoid tax fraud.	With subcontracted workers, all liability is on the family to cover caregiver injury and loss, as well as pay taxes at the year end. Often, the caregiver does not know about this tax bill. Most providers do not offer health insurance or retirement plans which results in increased care staff turnover.
Care Management & Labor Law Compliance	Our Care Managers manage caregiver schedules, Plan of Care, training, client progress notes, quality assurance visits and arrange for appropriate coverage during caregiver time off.	No third-party supervision. Adult Protective Services of New Mexico reports senior exploitation and neglect are two times higher with private hired, self-managed workers.	Most providers have schedulers to fill shifts but not a Case Manager to oversee all aspects of the client's changing care.

Changing the Way the World Ages

505-798-0800

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