

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 key 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 couples, night or weekend care, incontinence or hospice care.	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, couples requiring care, weekends, incontinence and hospice care. Overtime rates charged if 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 has not clocked in within 4 minutes of the 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 Therapeutic Recreational Therapist to train employees monthly.	No Certified Therapeutic Recreational Therapist to train employees monthly.
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.	Over 10,000 reported cases of Senior Exploitation/Neglect in New Mexico each year. Clients assets and belongings are at risk of theft with no financial recourse when private hired employees are used. 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 call-offs from work shifts or finding a substitute caregiver.	Clients receiving around-the-clock care will have anywhere from 5-7 different aides to avoid overtime pay.
Resolving Employee Problems	We manage and resolve all caregiver scheduling and performance issues according to labor laws.	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 required federal tax and withhold the employee's portion. Our employees receive health insurance and other benefits.	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 an in-depth criminal background check, 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 end of year. Often, the caregiver does not know about this tax bill. Most providers do not offer health insurance or retirement plans which results in increased 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 report that senior exploitation and neglect are two times higher with private hire workers.	Most providers have schedulers to fill shifts but not a Case Manager to oversee all aspects of the client's care.

Changing the Way the World Ages

505-798-0800

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