



General

- How much do you know about California's Self-Determination Program?
- What experience have you had with being a financial management service provider?
- What models do you provide? Bill Payer, Sole Employer, Co-Employer?
- How will you communicate with me? (assigned case manager, general call-in etc)
- Do you have a wait list? If so, what is the waitlist timeframe?
- What documents do you need to start the process of signing up with you?
- Do you have a budget cap?
- Do you have a spending plan template I am required to use?

Providers:

- What is your turnaround time in paying providers?
- What is your process for approving provider invoices?
- How do you pay for local business providers? (do you pay with credit card?)
- Do you assist providers that invoice fill out their paperwork to get signed up with you?

Employees General Questions:

- Do you assist in employee paperwork and background checks?

- How long do background checks take?
- What is your Employer Burden Rate?
- Do you have restrictions on types of vendors you work with (e.g., LLCs, non-profit organizations, etc.)?
- How will workers turn in timesheets?
- How do I approve timesheets?
- Can the same provider offer multiple services (e.g., Personal Assistant/Respite)?
- What is your policy on overtime?
- Do you have a different employer burden rate for live-in caregivers that are not taxed?
- Do you allow caregivers/support staff to transport consumers?
- If needed, can a parent/participant employ someone who is under the age of 18?

Co-Employer

- What role will you play in hiring my workers?
 - What if I want to hire someone that you don't like?
 - Would you ever ask me to fire one of my workers and for what reason?
 - Do you have limitations on who can be hired (ex nursing care)?
- Do you provide background checks to all employees (including those that do not provide personal care)?
- Do you offer health insurance?
- Can an employee work for more than one participant?

Sole Employer

- Do I need to get worker's comp or is it included in the employer burden?
- How do I list employee overtime, vacation pay, health insurance etc on the spending plan?

Monthly Reports

- If I am spending more than I should, how will you tell me?
- How will I receive my monthly report?

Customer Service

- How do you assist if I have a question or concern?
- Do you have any policies or restrictions I should be aware of?