

Dear Veteran/Authorized Representative,

Welcome to Consumer Direct Care Network Colorado (CDCN). CDCN provides financial management services for veterans who direct their in-home care through the Veteran Directed Care (VDC) program. Our goal is to assist you in being a good employer and manager of your VDC services.

This program allows veterans to hire workers to assist them with homemaking, personal care, and other services as identified on a service plan. CDCN assists with hiring paperwork, paying workers, filing all paperwork with state and federal agencies, and assisting with budget management.

### **CDCN's Role and Responsibilities in the VDC Program**

The Denver Regional Council of Governments (DRCOG) has contracted with CDCN to serve as the Fiscal Employer Agent for veterans enrolled in VDC services. We process payroll, file taxes, process vendor payments, and bill the authorizing agency for services. CDCN helps you follow program requirements. We also keep veteran records and employee personnel files. CDCN will provide all paperwork to receive our services and to hire and pay workers. Note, any questions about your personal tax filings should be directed to your tax preparer or Certified Public Accountant.

#### CDCN's Financial Management Services

As the veteran's agent, CDCN will help them follow all program rules and provide the following financial management services:

- Provide all the forms necessary to receive CDCN's financial management services.
- Submit tax forms to state and federal agencies to establish the veteran or their authorized representative as an employer.
- Provide necessary paperwork for the veteran to hire workers.
- Perform background checks on prospective workers.
- Issue pay checks to the veteran's workers every two weeks.
- Withhold and file appropriate state, federal, and local taxes for each employee including a deduction to comply with the Colorado Family and Medical Leave Insurance Program (FAMLI)
- Issue W-2 statements to workers post-marked by January 31<sup>st</sup> of each year.
- Pay vendors for authorized goods and services provided to the veteran.
- Provide reports showing how much of the veteran's budget has been spent and how much remains.

#### Reporting of Abuse, Neglect and Exploitation

CDCN representatives are mandatory reporters of suspected abuse, neglect, and exploitation. This means if you tell us of an incident of abuse, we must report it.

Participants, representatives, and family members can also report allegations of abuse, neglect and/or exploitation to their VDC program case manager or the Adult Protective Services intake number for the county department of human services.

### Maintaining Confidentiality

CDCN will keep information concerning the veteran confidential in accordance with the Health Insurance Portability and Accountability Act (HIPAA). We are required by law to maintain the privacy of your health information.

### **Enrollment Process for CDCN’s Services**

The veteran with VDC program funding will need to complete all the forms in the CDCN “Participant (Veteran) Enrollment Packet”. CDCN will then file the tax forms with federal and state tax agencies establishing the veteran, or their representative, as the owner of a non-income generating business. The veteran or their Authorized Representative (AR) can then hire workers to provide services to the veteran in accordance with the veteran’s authorized spend plan.

### Submitting a Participant Enrollment Packet

A CDCN field representative can assist the veteran to complete all the forms either in person at the veteran’s home or through a virtual enrollment meeting. Instructions for completing the forms independently follows. Forms may be sent via mail, fax, or email attachment.

### Notification from CDCN to Begin Services

After CDCN has received notice from tax authorities that accounts are established, and we have received an authorization and budget from the agency authorizing services, we will notify the veteran they may begin the process of hiring workers. Once employee paperwork is completed and processed, the veteran and employee will receive an “Okay to work” email. Services can begin for the veteran after this letter is received.

## **CDCN Contact Information and Hours of Operation**

Questions? Please call CDCN. Customer service representative can be reached by phone Monday-Friday from 8:00 a.m. to 5:00 p.m., excluding federal holidays. Please call 1-833-494-2710.

### **Mailing Address**

Attn: DRCOG Service Coordinator  
7951 East Maplewood Ave, Suite 125  
Greenwood Village, CO 80111

### **Phone**

Customer Service Contact Center ..... 1- 833-494-2710

### **Fax**

Forms/Timesheet ..... 1- 877-898-0417

### **Email**

Forms/Enrollment Packets ..... [infoVeterans@consumerdirectcare.com](mailto:infoVeterans@consumerdirectcare.com)

Timesheets ..... [CDCOtimesheets@consumerdirectcare.com](mailto:CDCOtimesheets@consumerdirectcare.com)

### **Web**

Forms/Trainings/Instructions ..... <https://consumerdirectveterans.com>

### **Web Portal**

Online time entry ..... <https://DirectMyCare.com>

### Hiring Employees

#### Screening Prospective Employees

Information on recruiting, interviewing, and screening prospective employees is provided in your VDC program guidebook provided by your case manager.

#### Employee Enrollment Packet

When you have identified an employee you wish to hire, contact CDCN to request an “Employee Enrollment Packet”. Prospective employees must complete all the forms in the packet prior to beginning work. Follow the accompanying instructions when completing the forms.

#### Background Checks

CDCN must run a background check on each prospective worker. Information provided on the “Employee Data Form” is sufficient to run a background check through the Colorado Bureau of Investigation. CDCN will provide background check results to your DRCOG case manager who will determine if there are any disqualifying offenses.

#### Okay to Work Authorization

After all employee new hire forms are received and approved by CDCN, and DRCOG has approved your prospective employee’s background check, CDCN will provide written notice regarding exact hire date through an “Okay to Work” authorization letter sent by email. New employees must not begin work prior to receiving written notice from CDCN. If the veteran allows a new hire to begin work prior to receiving notice of an authorized start date, they are responsible for direct payment to the worker.

### Managing Employees

As an employer, you are responsible for supervising and scheduling your employees. There are specific topics you will want to discuss with each employee, such as:

#### Job Duties

It is a good idea to have a Job Description and to review it with new employees on day one. An example Job Description is provided in your Veteran Directed Care program guidebook. Discuss duties in detail and give the employee an opportunity to ask questions.

#### Work Schedule

- Define a regular work schedule and write it on a calendar
- Employee will report to work on time and be ready to begin at the scheduled time.
- Employee will call employer in advance or as soon as is possible if they are unable to make it to work or will be late.
- If the employee wants time off, they should ask at least two weeks prior to the date(s) needed.

#### Record Keeping

Employer and employee will maintain and submit timesheets according to the payroll schedule.

### Confidentiality

Employee will not share any information learned about the veteran with any person or agency without the veteran/employer's expressed written consent. This includes but is not limited to medical history and condition, personal preferences, personal care needs, family information, personal finances and appointments.

### **Resignation or Dismissal of an Employee**

Employees may choose to end their employment with the veteran/employer, or vice versa. Whether the employee quits or is terminated, the final check will be paid on the next scheduled payday (as long as their timesheet is submitted on time). To terminate employment, a final time sheet must be submitted within one (1) business day of the last date of employment to CDCN so that the employee receives payment promptly. A Status Change Form, indicating an effective date, is also required. A Status Change Form is provided with supplemental materials and can be located on the veteran website.

### **Paying Employees**

CDCN pays the veteran's employees on a bi-weekly basis after processing timesheets. Payment is made through direct deposit to a bank account or pay card. The employee selects their preferred pay option with a "Pay Selection Form" submitted with enrollment materials. CDCN will deduct taxes, and if applicable, other withholdings such as FAMILI benefit and garnishments. Payroll stubs and W-2s are sent by first class mail to the employees address on file or electronically.



### Payroll Calendar

The CDCN payroll calendar shows (1) each two-week payroll period, (2) when timesheets are due, and (3) pay dates. **Time is due every Monday by noon.** Pay days are every other Tuesday. The calendar is provided to the employee and employer with enrollment materials. It is also available on the <https://consumerdirectveterans.com>

### Time Submittal Procedures

The CDCN web portal (<https://DirectMyCare.com>) is an efficient and preferred manner to submit employee time worked. Both the veteran/employer and the employee must sign in on the portal to update their password. An account is created for you as part of the enrollment. Thereafter the employee must enter their time and the veteran/employer must approve it. Please refer to the CDCN web portal instructions document included as an attachment for specific instructions.

Paper timesheets are an alternative for those who may not have access to a computer, tablet or smartphone to use the web portal. Paper timesheets may be faxed or emailed to our office for processing and payment. Please refer to the Timesheet Instruction document included as an attachment for specific instructions regarding correct and complete timesheet entries. Again, employee time is due once a week no later than Monday at noon. **Only the Veteran or their designated Authorized Representative can approve time submissions.**

### Paid Leave

Employees can earn 1 hour of accrued, paid leave per 30 hours worked, up to 48 hours per benefit year of January – December. Accrued paid sick leave can be used for a wide range of health and safety needs. The accrued paid leave hours can be found on your pay stub. In order to claim paid sick leave, please follow the normal time submittal procedures and select the “Paid Leave” service code.

### **Employee Injury Reporting**

CDCN holds the Workers’ Compensation policy and must be informed of any injury in the workplace. Please follow these steps:

**1. Get medical help if needed.**

- If the injury is serious and life-threatening, someone should call 911.
- If the injury needs medical treatment (but is not life-threatening), the employee should go to an urgent-care clinic or doctor’s office. If the employee cannot get to a clinic or a doctor’s office, go to the emergency room.

**2. Call the CDCN Injury Hotline to report the injury/illness immediately. The employee must call as soon as the injury or illness happens, even if it does not seem serious.**

- The Injury Hotline number is **1-877-532-8542**.
- Injuries can be reported by email to [InfoSafety@consumerdirectcare.com](mailto:InfoSafety@consumerdirectcare.com)
- Injuries can be reported 24-hours a day, 7-days a week.

**3. Employee should tell the veteran/employer of the injury or illness before leaving work.**

In addition, the employee must report injuries that occur away from the workplace to the Injury Hotline. This is for the employee’s safety. CDCN wants to make sure that the injury will not worsen by working. If an injury occurs away from work, please call the Hotline.

### **Paying Vendors for Goods and Services**

The veteran may need to acquire a completed W9 from the vendor in certain situations. The veteran may also need to complete a Vendor Payment Reimbursement form. CDCN will notify and send copies of the W9 and Vendor Payment Reimbursement form to the veteran if these forms are required. The forms are also available on the CDCN website.

When submitting the Vendor Payment Reimbursement form to CDCN, include the invoice or receipt for the service or goods purchased. CDCN will review all claims for payment to ensure they are within the limits of the veterans authorized budget.

### **Monitoring Spending**

VDC program veterans are provided access to online spending summaries so they can monitor how much money they have spent and how much remains of their budgeted allocation.

Please see the included Web Portal Registration Instructions and Spending Summary Explanation Sheet for additional information.

### Providing Feedback/Complaint Procedures

CDCN is **always** interested in receiving feedback from you. Your feedback helps us improve our services. We want to hear about what worked well for you (compliments or comments), ideas you have for doing things better and any concerns you have with CDCN services. To give us feedback you can:



- Call the Customer Service Center. Staff will listen to your feedback and respond to it. We appreciate hearing about what is working well for you, because we want to keep doing these things! We also want to hear your ideas about how to improve things, because this will make our services better.
- Fill out a [Feedback Form](#) and submit it by mail, fax or email attachment. The form is included with supplemental enrollment materials. It is also available online.

If you are unhappy about something involving CDCN, PLEASE let us know right away. Don't let a problem become bigger. We will try to work out the problem with you.

### Informing CDCN of Changes in Your Information

If the information about you (or your employee) that CDCN has on file changes, such as name, address or phone number, notify CDCN as soon as possible. This ensures correspondence, notices, pay stubs, W-2, etc. are accurate and received timely. Ways to notify CDCN include:

1. Call the Customer Service line at 1- 833-494-2710.
2. Email [Infoveterans@consumerdirectcare.com](mailto:Infoveterans@consumerdirectcare.com)

Sincerely, the entire CDCN team!

#### **Consumer Direct Care Network**

7951 E. Maplewood Ave #125

Greenwood Village CO 80111

Phone: 833-494-2710 Fax: 877-898-0417

[www.consumerdirectveterans.com](http://www.consumerdirectveterans.com)

EVERY LIFE. EVERY MOMENT. EVERY DAY.