

# 10 THINGS CALIFORNIA FAMILIES MUST KNOW:

## Administrative Role:

- Families are responsible for ensuring their providers complete and submit all required paperwork to CCAoA and Respite Care of America, LLC.
- **Families should be copied on emails** when providers submit paperwork for accountability.

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## Overtime Management:

- Families must monitor care hours and request overtime approval from RCoA, if needed.
- Ensure all appointments and payroll forms are accurate before signing. Do not sign incomplete or advance forms.

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## Medical Information:

- Families must give permission for CCAoA, RCoA, Installation/Branch EFMP, and providers to exchange medical information about the EFM child.

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## Eligibility Meetings:

- Families must meet with their EFMP Program Representative twice a year to review eligibility in addition to CCAoA annual recertification and Branch HQ qualification.

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## Service Limits:

- Exceeding monthly allotted hours (without prior approval) results in a 30-day suspension of services.

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## Supervision Requirements:

- A second adult must be present during care for children under 17. This adult is responsible for the non-EFMP child while respite care occurs.

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## Provider Selection:

- Families are referred to employees of Respite Care of America, LLC to serve as providers; but must interview and notify RCoA of their chosen provider.
- Families must wait for a Certificate of Approval before care begins.

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## Care Consistency:

- Approved families must use care consistently, at least once every 90 days, to maintain active status.
- Provide at least 24-hour notice to schedule or cancel appointments, or the hours will still be deducted.

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## Overnight Care:

- Providers must have a private space to sleep and cannot be expected to cook or clean during overnight care.

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## Incident Reporting:

- Families must notify RCoA immediately of any injuries or accidents, preferably via email while copying EFMP POC and CCAoA.

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