

# Selecting the Right Home Caregiving Agency in Las Vegas, Nevada

Effective Strategies  
and Screening Techniques

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# Understanding Home Caregiving Needs

- Agencies request your zip code to ensure they have available staff in your area, helping to manage regional assignments and accommodate transportation and traffic considerations for timely arrivals.
- Evaluate the type and level of care needed (medical, personal care, and/or companionship).

# Personal Care Assistant or Aide (PCA)

- Personal care: focuses on aiding with daily living activities that the individual may struggle with due to age, disability, or illness. This type of care is crucial for maintaining the dignity and hygiene of the person.

# Daily Living Activities Assessment

- List activities the individual needs help with, such as bathing, dressing, grooming, and toileting.
- Observing their daily routine for a day or two can provide a clear picture of the needed support.



# Assess Functional Mobility

- The individual's ability to move around house
- Do they need physical assist to transfer surfaces and/or walk, how much assist? (Min | Mod | Max)
- Stairs? Assistance
- DME aka assistive devices: Hoyer, sliding board, shower chair, rollator walker, power scooter
- Ask agencies if they have a policy about hands on assist, functional levels and/or DME

# Nutritional Needs and Meal Preparation

- Check if the individual requires help with meal preparation or feeding, especially if they have dietary restrictions or difficulties in cooking for themselves.
- **Unique Needs:** Gender preference for level of assistance, comfort or safety concerns?

# Companionship

- Care is less about physical health and more about mental and emotional well-being.
- Usually include non-medical assistance like social interaction.
- It's crucial for individuals who are isolated due to age, illness, or disability.
- Determine how much social interaction the individual desires or requires. Some may need only a few hours of company a day, while others might benefit from full-day companionship.

- **Engagement Level:** Gauge the type of activities the individual enjoys and can engage in, such as games, walks, reading, or crafts. This helps to match them with a caregiver who can provide stimulating and enjoyable interaction.
- **Safety Concerns and Supervision:** Consider whether the individual needs someone present to ensure their safety, prevent falls, or provide immediate assistance in case of an emergency.

- **Medical Care is not a focus of this discussion-** this requires MD referral for skilled services, recommend starting with PCP appt to discuss.
- Medical care involves clinical services provided by trained health professionals. It is usually necessary for individuals who have chronic conditions, require wound care, need medication management, or are recovering from surgery or illness, and home therapy.

# Cash (Out-of-Pocket)

- Many families pay for home caregiving services directly out of their own finances. This is often the case when other funding sources are unavailable or insufficient. Paying cash provides flexibility in choosing providers and services but can be financially demanding over time.



# PCA Services Average Cost Las Vegas

- Average Cost: Expect the hourly rate for PCA services to be around ***\$25 to \$35 per hour.***
- Costs can increase if high quality, specialized care or medical assistance is required.

# Companionship AVG Cost Las Vegas

- The cost for companionship services is ***generally lower, ranging from about \$20 to \$25 per hour.***

# Additional Considerations:

- Minimum Hours: Some agencies may require a minimum number of hours per visit, which can affect the total cost.
- Live-in Care: For around-the-clock services, the rates might be quoted on a daily or weekly basis rather than hourly.
- Geographical Variations: Costs within the Las Vegas area might vary based on the exact location and the local cost of living.

# Medicaid

- Medicaid can cover the cost of home caregiving for eligible individuals, typically those with low income and limited assets.
- Coverage and eligibility requirements can vary by state, but generally, Medicaid will cover personal care services and some health-related services provided at home for qualifying individuals.
- In some states, Medicaid waivers are available that allow patients more flexibility to use funds for services that support living at home instead of in a nursing facility.

# Long-Term Care Insurance

- Long-term care insurance is specifically designed to cover the costs of care not typically covered by health insurance, Medicare, or Medicaid, including in-home care.
- Policies vary widely in terms of coverage, eligibility, benefits, and premiums. It's crucial to understand what services are covered under a specific policy, such as personal care, nursing care, or therapies.

# Supplemental Benefits

- Some private health insurance plans may offer supplemental benefits that can be used towards home caregiving services.
- These are usually additional optional benefits that can be purchased on top of a standard health insurance plan.
- For seniors, Medicare Advantage plans might offer some coverage for in-home support services as supplemental benefits.



# Veterans Benefits

- Veterans may be eligible for home care benefits through the Department of Veterans Affairs (VA).
- Programs like the Aid and Attendance benefit can provide financial assistance to veterans who require the aid of another person to perform personal functions required in everyday living.
- The VA also offers Homemaker and Home Health Aide Care, which provides funds for caregivers who help with daily living activities at home.
- The VA PCP is the Gatekeeper to these services.

# Voucher Programs Based on Need

- Some states and local governments offer voucher programs for seniors or individuals with disabilities, allowing them to purchase caregiving services according to their needs. These programs can often be tailored to the individual's specific requirements, offering more flexibility than traditional Medicaid services.
- **Do we have organizations in the room that still have vouchers available for caregiver services?**

- When considering how to finance home caregiving, it's advisable to explore all available options and carefully evaluate which is most suitable given the individual's financial situation, health status, and eligibility for aid programs.
- Consulting with financial advisors or social workers who specialize in elder care can also provide valuable guidance and help navigate the often complex landscape of funding sources.

# Decision Matrix for Choosing a Home Caregiving Agency:

- A decision matrix is a useful tool for simplifying the process of comparing multiple home caregiving agencies.
- It helps clarify which agency best meets your needs based on a set of predefined criteria.
- Based on four key factors: cost, services offered, caregiver compatibility and performance/customer satisfaction.

- Compile a list of potential caregiving agencies
- Narrow list to 3-5 Agencies

# Identify Criteria

For each agency & criteria  
Rate Yourself:

**5: Excellent**

**4: Very Good**

**3: Good**

**2: Fair**

**1: Poor**



Criteria	%
Cost	25%
Services	25%
Caregiver Compatibility	25%
Performance	25%

- Cost: Total expense of using the agency's services, considering hourly rates, fees, and any additional costs.
- Services Offered: Range and quality of services provided (e.g., medical care, personal care, companionship).
- Caregiver Compatibility: Level of personal fit between the caregiver(s) and the care recipient, including personality, experience, and skills relevant to the recipient's needs. Can they do your requested days/times?
- Performance: Customer satisfaction from online reviews and/or word of mouth.

- Rate each agency on each criterion based on your research, initial consultations, and any trial interactions.
- Calculate agency scores.  
**(Remember You are the Judge)**

# **Example Decision Matrix for Home Caregiving Agencies**

Agencies Evaluated:  
Agency A, B & C

<b>CRITERIA</b> (MULTIPLE % X RANK 1-5)	<b>WEIGHT</b>	<b>AGENCY A</b>	<b>AGENCY B</b>	<b>AGENCY C</b>
COST	25%	3 (0.75)	4 (1.0)	2 (.50)
SERVICES	25%	4 (1.0)	5 (1.25)	3 (0.75)
CAREGIVER COMPATABILITY	25%	5 (1.25)	3 (0.75)	4 (1.0)
PERFORMANCE	25%	4 (1.0)	2 (0.5)	5 (1.25)
TOTAL (+ 4 COLUMNS)	100%	4.00	3.50	3.50

# Analysis of Example

- Agency A scored the highest overall, indicating it might offer the best balance of cost, services, quality, and caregiver compatibility according to the assigned weights and criteria.
- Agency B offers good value and the best services, but its lower performance rating impacts its overall score.
- Agency C excellent customer satisfaction and decent service offerings but falls short on cost effectiveness.



# Maintaining Quality and Managing Relationships

- Regular assessments and feedback.
- The need for ongoing evaluation of the caregiving service.

# How to provide feedback to the agency to improve care:

- Understanding and respect for the challenging nature of caregiving work
- Feedback with Heart
- Building Better Care Together

# How to Pick Out Red Flags

- Lack of Proper Licensing and Credentials: Hesitation or inability to show these documents is a major red flag.
- Vague or Incomplete Contracts
- High-Pressure Sales Tactics: Reputable agencies will give you time to review their proposal and make an informed decision.
- Inconsistent Information: Consistency in information is key to trust.
- Negative Reviews and Complaints: a pattern of complaints regarding care quality, billing practices, or employee behavior should be taken seriously.
- Excessive Staff Turnover: Ask about the tenure of their staff and their hiring practices.
- Lack of Personalized Plans: Thorough assessment
- Overpromising Services: Reputable agencies will be realistic about what they can provide for the fees they charge.
- Unclear Answers or Avoidance of Questions
- Requests for Large Payment Up Front: Especially if they ask for it to be paid via cash, gift card, or wire transfer. While some agencies might require a deposit, be cautious if an agency requests a large amount of money upfront

- Consult with Professionals:  
If possible, consult with healthcare professionals or social workers who might have insights or experiences with local agencies.

- This guide will assist you making confident, informed decisions and reassurance about finding a suitable agency that meets their loved ones' needs.

