



Support Broker Services:

Lori Knapp Inc. and its employees will follow the standards for Support Broker services. This Scope of Service reflects Lori Knapp Inc.'s policies and procedures which include:

- Caregiver recruitment.
 - Developing and Posting Employment Ads.
 - Prescreening Applicants.
 - Assist with in person interview processes.
- Caregiver paperwork support for new employees.
- Support managing caregivers.
 - Assisting with schedules.
 - Assisting with obtaining training documentation.
 - Assisting with skills evaluations.
- Budget activity monitoring.
 - Assisting with schedules.
 - Assisting with personal finances.
- Assist clients in finding and connecting with community resources.
 - Exception: Day Program related services.
- Assist in planning or coordinating employment opportunities.
 - Resume building.
 - Assist with job search.
 - Assist with application completion.
 - Interview preparation.
- Supporting client's communication need to providers and others.
 - Communication and advocacy liaison between medical providers.
- Evaluating and improving the quality of services.
 - Provide regular support to clients in overall supervision of support providers.

Lori Knapp Inc. and its employees are prohibited from influencing clients' choice of long-term care program, providers, or Managed Care Organization through communications that are misleading, threatening, or coercive.

Lori Knapp Inc. and its employees will provide services in a manner which honors client rights such as consideration for client preferences and consideration for common courtesies such as timeliness and reliability.