

## Howard County Home Care Registry

Thank you for your recent inquiry about our Home Care Registry. This Registry is an effort to provide you with information about people in our community who are willing to provide Home Care Services for a fee.

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The individuals and agencies on this list have filled out an application but are not employed by this office, nor have they been trained by us. They may or may not be insured and bonded on their own. You will need to conduct your own interview and check references.

Included in this packet are:

1. Steps in hiring a home care provider
2. An evaluation of Home Care Services Needed
3. Questions to Ask a potential home care provider
4. Criminal Background check information
5. Home Care Registry – list of individuals and a list of agencies

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The Howard County Office on Aging and Independence does not endorse any persons or agencies listed on the registry and is only providing contact information about them. Our office is not responsible for the performance of the people on the Home Care Registry.

Remember you will need to make the final judgement about whether each person or agency is right for your situation, just as you would with anyone else you would hire.

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If you have questions or need further assistance, please call  
Maryland Access Point of Howard County at 410-313-1234.

[www.howardcountymd.gov/aging](http://www.howardcountymd.gov/aging)

410-313-1234

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# HOWARD COUNTY HOME CARE REGISTRY

## HOWARD COUNTY OFFICE ON AGING AND INDEPENDENCE

### Steps to hiring a paid caregiver (individual or agency)

1. Determining level of care/ assessing the needs
  - a. Determine the level of assistance required for you/your loved one, write down needs and limitation, likes and dislikes, expectation and medical needs.
  - b. By assessing ones needs it will help you when contacting these providers
  - c. See suggested evaluation of need in this document

2. Determine if you want/ prefer to hire an agency or an individual/ independent worker

<b>Home Care Agency</b>	<b>Individual – Independent caregiver</b>
<b>Pros:</b>	<b>Pros:</b>
They supervise their staff and often provide ongoing training	Cost – Usually charge less per hour
They conduct screening, verify references, employment hx and does background checks	You oversee selection of caregiver
They generally are insured and bonded	More flexibility in tasks that can be performed
They are responsible for payroll, withholdings, insurance	You can negotiate a more flexible work schedule
They offer customer service and back-up of staff	Greater opportunity to build a long-term relationship with caregiver
<b>Cons:</b>	<b>Cons:</b>
Higher cost per hour and may require minimum hours	You will need to conduct the interview, check references and perform background checks
Less input in the selection of the caregivers	You are responsible for all aspects of being an employer; hiring/firing, managing the pay and taxes
Different caregivers may be sent causing disruption in the care	No back-up coverage

3. Finding and interviewing
  - a. Use of this Home Care Registry, word of mouth (ask friends and family for recommendations) or can use websites such as [www.care.com](http://www.care.com) or [www.agingcare.com](http://www.agingcare.com)
  - b. See suggested questions to ask in this document
4. Conduct a background check if using an individual or verify if an agency is licensed / bonded in Maryland
  - a. See suggested background check resources in this document
  - b. To verify if an Home Care Agency is licensed in Maryland – see their updated licensee directory under Residential Service Agencies at [www.health.maryland.gov/ohcq/pages/consumer\\_information.aspx](http://www.health.maryland.gov/ohcq/pages/consumer_information.aspx)
5. Create a contract with the individual worker or discuss plan of care with agency

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### General Needs Assessment

This tool can help you identify the tasks needed to be done by a home care provider.

Area of Need	Types of Task	Needs Help	How to address?
Personal Care (ADL's)	Bathing		
	Clothes and dressing		
	Getting in and out of bed/ chair		
	Grooming		
	Toileting		
	Mobility		
Household (IADL's)	Housekeeping		
	Laundry		
	Meal Prep / eating		
	Shopping		
	Transportation		
Medical/ Supports	Medication management		
	Accessibility/ safety		
	Physical exercise		
	Safety concerns		
	Social activities		
	Emotional needs		
	Cognitive issues		

Notes/ Additional Needs

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### Questions to Ask Potential Independent Care Provider

<https://seniorsresourceguide.com/articles/art00980.html>

1. Name, address, home phone number, cell phone number, and the best time to call.
2. Do you smoke?
3. Do you have a driver's license? If yes, do you have reliable transportation and insurance? How far from here do you live?
4. Do you have any CPR or first-aid training? Do you have any formal caregiving training?
5. Do I have your permission to run a background check?
6. What type of position are you looking for? After reviewing our job description, is this the type of position you are looking for?
7. Can you perform the duties required for this position?
8. Are you comfortable with pets?
9. Are you able to work the hours needed?
10. When are you available to start working?
11. Do you have any medical conditions to prevent you from heavy lifting? Would you be able to transfer someone from a wheelchair into a car or onto a bed?
12. If we are delayed, go out of town, or go on vacation would you be able and willing to adjust your schedule?
13. Where was your last job? How long were you there? Why did you leave? May we contact your past employer? Please provide contact name, phone number, and email address.
14. If meal preparation is needed, what kind of food do you cook? Have you had experience cooking for other people?
15. How do you feel about caring for an elderly/disabled person? Or a person with memory problems?
16. How do you handle people who are angry, stubborn, or fearful?
17. What type of diagnoses have you cared for?
18. Is there anything in the job description that you are uncomfortable doing?
19. Give an example of a difficult situation you handled with a client. For instance, how did you handle refusing to take a shower?
20. What time commitment are you willing to make to stay on the job?
21. Will you keep daily records? Do you know how to use a computer?
22. Why should I hire you?
23. Are you willing to sign a contract saying you will not accept money or gifts from my parents?
24. How will you keep the family informed?
25. Can you give me two work related and one personal reference?

When you hire an Independent care provider be sure to provide an employment application, W-4 tax Form, job description, and summary of the care-receiver's condition. Ask the caregiver to provide written references, completed employment application, completed W-4 Form, and signed copy of job description, copy of driver's license, car registration, and insurance.

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**Questions to Ask a Potential Home Care Agency**

<https://www.agingcare.com/articles/interview-questions-to-ask-a-home-care-company-245749.htm>

1. How long have you been in business?
2. Do you create a personalized care plan for each client and what does that include?
3. How long does it take to begin services?
4. What is your hiring process like? Background Check, drug test? Certifications or education requirements?
5. Are you licensed and are your caregivers bonded?
6. Do you have business liability insurance?
7. Are your caregivers' employees of your agency?
8. What is the average work history of your staff? Retention of staff?
9. What is your policy for no-show or late caregivers?
10. Do you have minimums per shift or per week?
11. How do you match your clients with caregivers?
12. Would you provide references from previous clients?
13. Do you provide training for your caregivers? What type and how often?
14. How do you communicate with clients and their family member?
15. If a Caregiver is out sick – are you able to replace for that shift?
16. How do you handle emergencies?
17. Are there any services that your agency doesn't provide?
18. What forms of payment do you accept?
19. How do you change / bill – weekly, biweekly?
20. Do you charge different rates for nights, weekends, holidays?

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**Criminal Background Checks**

Below are organizations that provide criminal background screenings

**FYI Fingerprints**

3696 Park Ave, Suite 103  
Ellicott City, MD 21043  
Phone: 410- 418-4657

Optimal Health Care, Inc  
8182 Lark Brown Rd. Ste 202,  
Elkridge, MD 21075  
Phone: 301-790-4962

Biometrics Identity Services  
10320 Little Patuxent Parkway  
Suite 200, Unit 230  
Columbia, MD 21044  
Phone: 443-864-4767

Biometrics Identity Services  
4005 Seven Mile Lane,  
Baltimore City, MD 21208  
Phone: 443-213-8908

Absolute Investigative Services  
604 E. Joppa Road  
Towson, MD 21286  
Phone: 410-828-6460

Precision Background Screening  
7634 East Arbory Court  
Laurel, MD 20707  
Phone: 1-800-348-0511

IOTA Firearms and Security Training  
Academy  
11410 Marriottsville Road, Bldg. #7  
Marriottsville, Maryland 21104  
Phone: 410-750-3278

Maryland Livescan  
The Empire Towers Building  
7310 Ritchie Hwy. Suite 610  
Glen Burnie, MD 21061-3296  
Phone: 410-761-6700

Worth-A-Shot, Inc.  
8424 Veterans Hwy #11 Millersville,  
MD 21108  
Phone: 443-688-6521

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