

Glossary



Developed by home52, a subsidiary of Council on Aging

home52: A wholly owned, nonprofit subsidiary of Council on Aging. home52 programs and services align with Council on Aging's mission to help individuals remain independent in their homes and communities.

Consumer Directed Care: Consumer Directed Care (CDC) is an option in the Elderly Services Program (ESP) that allows an ESP client (or their authorized representative) to become an "employer" and hire their own "employees" to provide in-home care. It is an alternative to using a traditional home care agency.

AddnAide: An app developed by home52 and powered by Council on Aging for finding and hiring in-home help. AddnAide is only available to clients enrolled in the Elderly Services Program (ESP) and is a Consumer Directed Care (CDC) tool.

Care Manager: Each Elderly Services Program (ESP) client is assigned a care manager who meets with them on a regular basis to determine their care needs. Care managers authorize the ESP services each client receives, including the amount of care that can be provided (hours per month).

Employer or Employer of Record: The person legally employing the aide. This may be the person receiving care (ESP client) OR someone authorized to do so on their behalf - and Employer of Record. ESP clients who wish to designate an Employer of Record will complete an authorization form during their enrollment into the Consumer Directed Care (CDC) Program.

Client: The person receiving care (ESP client).

Observer: The person a client designates to view appointments, timesheets, care team information and potential aide matches in AddnAide. Note: An Observer cannot make any decisions or changes on behalf of a client but can provide feedback to ESP clients or their Employer of Record regarding potential aide matches, care schedules, etc.

Aide: The person employed by a client to provide care. It's important to understand that many people who register as an aide in the AddnAide app might not consider themselves to be a home health aide. They may view themselves as a caregiver or home helper. There are many terms that could be used to describe the person you hire to help meet your care needs. For the purposes of AddnAide and this manual, we will use the term Aide.

Palco, Inc.: The financial management services provider that will manage all financial and payroll responsibilities that go along with being an employer. On the client's behalf and through AddnAide, Palco will manage all payroll, taxes and IRS reporting associated with the services an aide provides.