



Council on Aging Financial Management Services (FMS) Provider Transition

Helpful Information for Workers/Aides

You provide services to an older adult enrolled in the Consumer Directed Care option of the Elderly Services Program. For the purposes of this program/service, the person you provide care for is considered your “employer” and you are the “employee.”

To make it easy for ESP clients to hire their own workers, Council on Aging, the administrator of the Elderly Services Program, contracts with a Financial Management Services (FMS) provider to manage all of the financial and payroll related responsibilities that go along with being an “employer.” The FMS manages all payroll, taxes and IRS reporting associated with the services you provide.

In the past, these services were provided by Acumen. Acumen’s contract with Council on Aging is ending and Council on Aging has selected a new FMS provider: Palco, Inc. Palco is an industry leader in providing financial management services to individuals enrolled in home-and-community based programs, like the Elderly Services Program.

Palco will begin managing your payroll for the pay period starting **June 16, 2022**. To prepare for this change, your employer must complete a transition packet by April 29. The transition packet was mailed to your employer along with this fact sheet. Failure of your employer to submit the transition packet on time could cause a disruption to their services and/or your paycheck.

It is our goal during this transition to prevent delays and disruptions. We have provided information to your employer to help them through the transition, including one on one assistance with completing their transitions packet. **The following is helpful information you should be aware of during this transition process.**

Updating Worker/Aide Information

All payroll information, including pay selection, will be transferred from Acumen to Palco to ensure a seamless transition. However, if you would like to make changes, including updating your address or adjusting your withholdings, forms are available on Palco’s website to help you do this: <https://palcofirst.com/ohio/>. Click on *Transitions Forms* and *Elderly Services Program Forms* to view the full list of available forms for workers. The forms can be completed and returned to Palco via email, fax or mail.

The following forms are available:

- **Change of Information**: This form allows you (the employee) to update your contact information including address, phone and email.
- **Pay Selection**: Use this form to update your direct deposit and payment information.

- IRS W-4 Federal Withholding: Use this form to update your Federal withholdings
- OH State Withholding Certificate: Update your State withholdings
- Payroll Information Worksheet: This form allows employees (you) to indicate their relationship to the employer and elect any tax exemptions that may be available to them

Timesheet Training

The most effective way to submit timesheets to Palco is online at <https://connect.palcofirst.com>. Palco will begin managing your payroll for the pay period starting **June 16, 2022**. The first timesheet with Palco will be for the 6/16/22-6/30/22 pay period. Payments for this pay period will be issued in July. All timesheets *prior* to June 16 must be submitted to Acumen by the deadline to ensure payment.

Information on how to submit timesheets (time entry system) will be provided during live training sessions in June. To register for a training session, visit the Palco website, <https://palcofirst.com/ohio/>, and click Training. Helpful resources, including time entry instruction guides, will also be posted to this website as they become available.

Training Dates/Times:

Wednesday, June 1, 2022 10am – 11:30am

Tuesday, June 7, 2022 1pm – 2:30pm

Thursday, June 9, 2022 5:30pm – 7pm

If you are unable to attend one of these live training sessions, a recording will be posted on the Palco website during the first week of June.

Watch for an email with your Palco registration information in early June.

Prior to the full transition in early June, you will receive an email from Palco containing your Palco ID, as well as instructions to register in the online time entry system. Please be on the look out for this email!

Background Checks

As you are aware, workers must complete a background check to become employed by a CDC client. As this transition occurs, the background check process is being updated to better align to industry standards. You will have to complete a BCII fingerprint check every five years and must not have committed an exclusionary offense in accordance with the background check policy. A summary of the background check policy can be found at <https://palcofirst.com/ohio/>.

You are not required to complete a background check as part of this transition process. However, if you completed a background check in 2018 or later, you will be required to complete a background check five years from the date your initial background check was completed by Acumen.

Questions?

If you have any questions about the transition process, you can contact Palco at 1.866.710.0456 or customersupport@palcofirst.com.