



Family Teaching Couple Applicants Commonly Asked Questions

1. What is the hiring process?

CCO's hiring process for couples can be a bit lengthy because we go through several steps to ensure we are making a good match for the home and the couple. First, each party of the couple is asked to complete a Minimum Qualifications Statement and application. The couple is also asked to complete an interest survey together. Once these documents are received, an initial interview will be scheduled. Many of the couples we hire are from out of state so in those instances, this initial interview is completed over the phone. During the interview, the interviewer will share more specific information about the organization structure, the duties of the job and the compensation offered. If, after this initial interview, both parties are still interested, a program visit is scheduled. CCO will cover the cost of the program visit and CCO will encourage children to participate in the program visit if the couple has children. The program visit will take a full day. An itinerary is established for the visit which consists of the couple having the opportunity to tour a home. If there are current couple vacancies, the tour would occur at the homes with a couple vacancy. Otherwise, the tour would occur at any of our homes. The couple is also given some time to visit with another couple without CCO management around. The couple will participate in a "Meet & Greet" luncheon where they will be given the opportunity to meet some of the key administrators they would be working with if hired, as well as key stakeholders and family members of persons served. This luncheon is an opportunity for the couple to share information about themselves with a larger group and to hear from others what it is like to work at CCO. After the luncheon, the couple has an opportunity to meet with the HR Generalist. During this meeting, the couple will receive sample copies of the Memorandum of Understanding, Live In Agreement, Deposit Agreement, and Benefits Summary. After the program visit if both parties are still interested, references are checked. If reference checks are satisfactory and an appropriate current opening exists, an offer of employment is made. After references are checked and found to be satisfactory and if there are no immediate positions available, the couple's application packet will be placed in an active file for future contact when positions become available. Once the employment offer has been made, it is contingent upon the results of a background check, a functional work assessment and physical, a TB test, a drug screening (completed within 24 hours of the employment offer), and verification of a satisfactory driving record (as determined by CCO's auto liability insurance carrier). Once these steps have been completed, the management team will work with the couple on completing their live-in agreement and memorandum of understanding. In addition, a transition plan will be developed for the couples move in and training dates.

2. What kind of training will I receive?

Each couple goes through an initial training called Pre-Service Workshop Training. This training consists of online courses through an Essential Learning database and some classroom training that covers topics such as First Aid; CPR; Mandt; Teaching; Abuse, Neglect & Exploitation; etc. The couple will also complete a self-guided program specific orientation and some competency skills checklists within the home. The couple will also complete Family Teaching Model Workshop training which is also online through Essential Learning. Family Teaching Model Workshop training is more specific training about the outcomes within the model. This training takes a couple of weeks to complete. Once the couple begins working in the home, they will receive ongoing evaluation and feedback through the Quality Evaluation process.



- 3. Does CCO allow children?**
CCO considers children to be an integral part of this model. Children are welcome in our program! While CCO does not limit the number of children for hiring purposes, all of our duplexes are two or three bedroom so the number of children does have to be considered in this regard.
- 4. Does CCO pay moving expenses?**
CCO does not pay for moving expenses.
- 5. What is the compensation?**
All CCO employees are paid every other week. Each party of the couple is offered an hourly rate of pay with overtime paid according to California Wage Order 5. In addition to the actual pay, the duplex and all utilities minus the couple's personal phone, cable and internet are provided for the couple and paid for by CCO. The couple is responsible for their personal phone, cable and internet. CCO also provides a monthly stipend for meals for the assigned residence in which the Family Teaching Couple resides. The monthly meal stipend is \$210.00 for each member of the couple and \$70.00 per minor child residing in the home up to a maximum of three children.
- 6. What about the vehicle provided?**
Each of our homes is provided a vehicle for the couple to use for transport of persons served and work-related activities.
- 7. What exactly would my schedule look like?**
In all of CCO's Family Teaching homes, each party of the couple commits to working a 56 hour week and is the first on call for their home 24 hours a day, seven days a week unless on an approved vacation. Each couple carries a cell phone.
- 8. Do we both have to be there? Can I work another job or go to school?**
This is a full time employment opportunity and must be the primary employment for all of our couples. Adjusting to this particular lifestyle can be challenging for all couples, so a second job or school commitments are discouraged during the first year of employment. CCO has had couples that have taken on minimal part-time employment such as selling Mary Kay or have taken a few classes after the first year of employment. If couples choose to do this, they must work around the schedules that are currently in place and must present a plan for approval to their assigned supervisor that ensures adequate coverage at all times.
- 9. How are Holidays, Vacations, etc. handled?**
Employees at California Community Opportunities earn vacation and sick time as outlined within the Employee Handbook. These hours are utilized by employees for vacations and sick time within the guidelines of California Community Opportunities' requesting time off procedures. Holiday pay is also offered for employees who work on a holiday.
- 10. Who covers if I take time off?**
CCO has a number of Superimposed Staff. These are staff who are hired to work the same days every week, but they are extra and they agree to work in any home assigned. Generally, when a couple's absence needs to be covered, it would be covered by this staffing pool or by working with already established staff to pick up extra shifts.
- 11. How do the individuals I am supporting get the things they need? Do I have to buy the things they need out of the money I make?**



The salary the couple earns is their compensation for work and hence, their personal money. The couple does not have to use any portion of their salary to provide services for the individuals served. Each home has an operating account where certain monies are deposited to cover the costs of food and supplies for the individuals served.

12. What supports are available to couples?

Each couple is supervised by the Family Teaching Program Manager who is responsible to provide the couple with management training, support and oversight. In addition to the couple's direct supervisor, CCO has a Behavior Analyst on staff who is responsible for the development of teaching programs and behavior reduction programs for the persons served. CCO also has a Registered Nurse on staff to assist the couple in managing the medical needs of the persons served. California Community Opportunities has an administrator assigned to be on call 24 hours a day, seven days a week for couples to access at any time in case of emergencies.

13. Am I responsible for the upkeep and maintenance on the duplex?

CCO leases many of these duplexes from contractors in the area. Some upkeep and maintenance issues are the responsibility of the couple, some are the responsibility of the landlord and some are the responsibility of CCO depending on the particular issue. Each couple will be asked to sign a live-in agreement that outlines the use of the duplex. In addition, each couple will be required to pay a deposit that is refundable if the duplex upon being vacated is left in the condition in which it was in upon the move-in inspection. The deposit can be paid up front or arrangements can be made to have it deducted from the first two paychecks. The couple is responsible to care for their duplex just as if they were renting it. For the persons served side of the duplex, the upkeep and maintenance issues are the responsibility of the person served, the landlord, or CCO depending upon the issue.

14. Are there other people in and out of my side of the duplex?

Walk throughs are completed in every duplex every quarter to ensure good maintenance. Keys to the couple's side of the duplex are retained by the Executive Assistant in case emergency access is needed. It may be necessary to have maintenance department personnel and technology department personnel enter the duplex from time to time as well. CCO will do its best to schedule these visits with reasonable notice.

15. Do the consumers move? Do I get to pick the consumers I serve?

While it is necessary from time to time to move persons served from one home to another, CCO attempts to minimize the number of moves and would typically try to avoid moving persons served. During the hiring process, every attempt is made to try to ensure positive matches between couples/families and persons served. CCO utilizes a team approach when discussing any kind of moves.

16. Can we have pets?

CCO does not allow any pets of any kind in any of the homes. CCO does not make any exceptions to this policy!